

Customer Update

EVERSOURCE

October 2020

October Is Energy Awareness Month

Energy Awareness month includes three specialized days and offers many ways to save money and energy.

Celebrate **Energy Efficiency Day** by taking action. Enroll in one of Eversource's industry-leading energy efficiency programs, like Demand Response for your smart thermostat, or check out our energy-saving tips at [Eversource.com](https://www.eversource.com).

ENERGY STAR day is a good time to take advantage of the benefits of ENERGY STAR products and rebates. Appliances, electronics and other equipment that feature the ENERGY STAR label are third-party certified so you know you are purchasing an efficient model. Connect to rebates and savings on new equipment designed to keep your home comfortable and save you money all year long.

Why not get a no-cost virtual **Home Energy Assessment** to celebrate **Weatherization Day**? We will connect you with an Energy Specialist to assess your home and recommend energy-saving solutions tailored specifically for your home. Incentives — **up to \$8,000** — help make saving money and energy even easier.

Energy Savings Tips for your Home Office

- Unplug electronics that are not being used.
- Use advanced power strips.
- Adjust your computer's power-management settings to sleep mode.
- Purchase efficient products — look for the ENERGY STAR label.

To stay up to date and start saving, visit the Save Money and Energy section of [Eversource.com](https://www.eversource.com).

Eversource Sponsors Virtual Event to Support Easterseals



For the fifth year in a row, Eversource was proud to have partnered with Easterseals New Hampshire to serve as lead sponsor for the Eversource Walk & 5K Run.



Due to COVID-19 precautions, this year was a virtual event, held in late August. Hundreds of Eversource employees and their families participated at their location of choice.

We love to serve the communities in which we live and work, and enthusiastically support the important services provided through Easterseals programs—especially during these challenging times.

Thank you, Easterseals, for helping to make New Hampshire a great place for all ages and abilities to live!

Fall Safety Awareness:

Look Out for Trees Near Your Electric Lines

Trees are the leading cause of power outages in New England. Every year, tree limbs and branches come in contact with the electric power lines, potentially damaging equipment and causing power outages and public safety hazards. Eversource continuously monitors power lines and equipment and trims vegetation around Eversource electrical equipment.

Customers are responsible for maintaining trees on their property that could threaten electric wire service from the pole to the home or business. The prolonged drought conditions have weakened trees and branches. Contact a qualified tree professional to assess for drought-stressed trees on your property. And if a tree or branches fall on power lines near your home, always remember to:

- **Stay as far away as possible from downed wires and fallen trees that could have wires caught in them.**
- **Don't touch anything or anyone that's touching a downed wire.**
- **Assume all wires are energized.**
- **Call 911 and Eversource.**

Learn more about staying safe around electricity by visiting **Eversource.com** and then select Safety.

Help Your Neighbor This Winter

You can help a neighbor stay warm this season by contributing to the **Neighbor Helping Neighbor fund** when you pay your bill each month. Neighbor Helping Neighbor assists over 1,200 New Hampshire families a year pay their energy bill. Just add \$1 or another specific amount when you pay your monthly bill or donate online at **Eversource.com**.



Stay connected to Eversource on:



Providing Outstanding Customer Service

At Eversource, we are committed to delivering exceptional customer experiences and being there when you need us. We wouldn't be able to follow through on this commitment without the dedication of our Customer Service Representatives.

"I like to approach every call with the mindset, treat others how I would want to be

treated," says Michelle, Customer Service Representative.

"I am happiest when, at the end of a call, a customer expresses that I have helped them. During these unprecedented times, compassion and understanding are key for helping our customers."

"I am happiest when, at the end of a call, a customer expresses that I have helped them."

EVERSOURCE

We're there when you need us.