

Customer Update

EVERSOURCE

August 2020

Working to Keep Decaying Trees from Causing Trouble

As part of Eversource's essential work during COVID-19 to ensure service reliability to our customers, our vegetation management team is focusing this summer on decaying and diseased trees that are at risk of causing damage to the electric system.



Prolonged drought conditions, such as we have been experiencing, can significantly weaken trees and branches, especially those that are in poor health. Along our electric lines, Eversource selectively removes hazard trees that are identified as dead, in poor health, or that have structural defects and the potential to fall on power lines and equipment.

You can help prevent an outage near you by taking the time to look for drought-stressed trees on your property, and then contacting a certified tree professional.

Eversource's vegetation management program balances the needs of reliable service and the natural beauty of our New England communities. We will only trim or remove those branches and trees, including hazard trees, that threaten to interfere with power lines and equipment, and that could cause power outages or risks to public safety.

Learn more, including information on tree trimming during COVID-19, at [Eversource.com](https://www.eversource.com) by selecting Outages & Storms and then Tree Trimming.

Save Money and Energy with Energy Star®

With rising temperatures and many of us working from home, now is the time to make sure your home is as efficient as possible.



Our home energy experts have gone through state-of-the-art safety training and are ready to help you save money and energy with our Home Performance with ENERGY STAR program. Or you can schedule a virtual pre-assessment to learn more about the options available for your home.

We have limited-time offers running all summer, helping you save big on insulation, cooling, water heating safety upgrades and more. Plus, the program is available for homeowners and renters.

Visit [Eversource.com](https://www.eversource.com) and click on Save Money and Energy to learn more and see how you can stay comfortable while saving money and energy.



Payment Options and Programs to Help

We're here to help during challenging times. If you are having trouble paying your energy bill, we have flexible options that may help meet your needs:

- *Pay a past-due balance over a several-month period with our extended payment plan.*
- *Enroll in Budget Billing to pay a fixed monthly amount based on past usage and avoid seasonal spikes in your bill.*
- *Income-eligible customers may qualify for programs to eliminate overdue balances or receive financial or energy assistance funds.*

For more information on payment options and plans that may be suitable for you, please visit [Eversource.com/billhelp](https://www.eversource.com/billhelp).

Hurricane Season Is Here

Get the storm readiness information you need by visiting the Outages section of [Eversource.com](https://www.eversource.com) and reviewing the guidelines under Storm Preparedness.

Stay connected to Eversource on:



Call Before You Dig

Whether you're excavating for a construction project or just digging in your yard — always know what's below. Call Dig Safe at 8-1-1 or 888-344-7233, at least 72 hours before you begin digging on public or private property. Eversource and other utilities will be notified so we can locate and mark underground equipment in the area.

This is a free service. Never begin your digging project until all utilities have been marked. Once all utilities are marked, you or your professional excavator must follow specific guidelines for how and where to dig. If you don't call 8-1-1, you are putting people in danger and violating the law. Visit [Eversource.com](https://www.eversource.com) for more information.

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We're there when you need us.