

Customer Update

EVERSOURCE

Flying Drones to Inspect Electric Lines

To improve reliability, reduce environmental impacts and lower costs, Eversource is using drones (unmanned aerial devices) for inspections of some electric lines, equipment and vegetation.

Drones provide a bird's-eye view, so we can identify and address any system issues, and continue to supply safe and reliable service.

You can see a video on drone inspections in the Outages & Storms section at Eversource.com

and learn more about the many benefits they offer:

- Drones provide superior inspections, especially in remote areas with steep or wet terrain;
- They reduce the need for some helicopter inspections and foot patrols. This means lower emissions and costs; and
- During emergencies, camera-equipped drones can capture images and provide damage information in real time. This helps Eversource to more accurately dispatch repair crews and communicate more precise restoration information to you and your neighbors.

Always working to serve you better, Eversource will let you know in advance if we plan to fly drones in your community. This may include a letter, door hanger, use of local media, and social media.



What's In Your Storm Kit?

Here are some ways to be stocked up and ready when wicked weather is in the forecast:

- Build an Emergency Kit with essential items to meet the unique needs of your family. The Federal Emergency Management Agency (FEMA.gov) has a detailed checklist available.
- Stock up on non-perishables, such as canned goods and pet food, and make sure you have adequate medical supplies and prescriptions for yourself and your pets.
- Have a landline phone ready. Remember, cordless phones don't work during outages, and a landline phone serves as a reliable back-up to your cell phone.
- Save your valuable computer work by purchasing a battery-powered back-up power source—it will provide power to your computer long enough for you to save your work and shut down properly.

For more storm preparedness tips, visit the Outages section of Eversource.com.

Eversource Proud to Empower the Workforce of Tomorrow

To help build the electric grid of the future, Eversource is committed to educational initiatives that encourage young people to pursue STEM (science, technology, engineering, math) careers. In October,



Eversource served as lead sponsor for the inaugural Governor's Cup FIRST Robotics Competition at Plymouth State University—a day-long event that attracted dozens of enthusiastic school teams for skill-building, teamwork, and fun. Eversource employees volunteered to set up the course and serve as judges.

FIRST (For Inspiration and Recognition of Science and Technology) is a Manchester-based organization dedicated to motivating the next generation to understand, use and enjoy science and technology. In a FIRST robotics competition, teams of students are challenged to raise funds, design a team "brand," hone teamwork skills, and build and program industrial-size robots to play a difficult field game against like-minded competitors. Volunteer professional mentors, who have included current and past Eversource employees, lend their time and talents to guide each team.

Eversource will again serve as lead sponsor for the 2019 Governor's Cup next fall. "It's our hope that every participant will take home what they have learned and enjoyed and use it as a launching pad to exciting careers in science, technology, math, or engineering," says Eversource NH Operations President Bill Quinlan.



We're there when you need us...

To Report an Outage, call:
800-286-2000

Light Your Holidays with LEDs and Save

Give yourself the gift of energy savings with LED lighting this holiday season. LEDs are safer, sturdier, longer lasting, and



use less energy than traditional bulbs. They are available in a range of sizes and styles—including light strings with festive features like dimming and color shifting. Look for ENERGY STAR® where you buy lighting to ensure quality.

Eversource and NH Saves can connect you to solutions for savings with discounts on LEDs. Find participating in-store and online retailers at NHSaves.com/lighting.

For more ways to save, visit the Save Money & Energy section at Eversource.com.

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