

Customer Update

EVERSOURCE

December 2020

Changes Coming to Your Monthly Bill

Every few years, Eversource and New Hampshire state regulators work together to conduct a rate review of costs that are collected from customers associated with our operation of the electric system. These include costs associated with storm restoration, clearing trees that threaten the reliability of the electric system — especially during storms — and system improvements that help make sure you have the energy you need, when you need it. The investments we make in our electric system also prepares it to integrate a variety of clean energy solutions. These costs along with others that are recovered by Eversource on behalf of others, such as the varying costs of purchasing energy on the open market, are what helps determine the rate for your monthly bill.

We recently completed an extensive and rigorous rate review process and, as a result of a settlement with state regulators, consumer advocates and other stakeholders, as well as regular adjustments to other portions of your bill, rates will change on your January and February 2021 bills.

Specific impacts to your rates are being finalized, but a residential Rate R customer using approximately 650 kWh per month will see an increase of slightly over 4 percent in your January bill, which includes changes to the Distribution Charge in accordance with the settlement and the System Benefits Charge. In addition, the Stranded Cost Recovery Charge and the Energy Service Charge will change on your February bill.

Your actual, individual monthly bill will depend upon your electricity usage, as many customers use more, or less, than 650 kWh per month depending on weather, home heating and cooling options, and the use of other household appliances.

More details and explanations will be included with your January and February bills, and in the latest rates information as it becomes available at [Eversource.com](https://www.eversource.com) under My Account and Billing & Payments/About Your Bill.

Reflecting on 2020

As 2020 ends, we want to take a moment to reflect. We know it has been a difficult year for many and we would like to express our care and concern to each of you navigating challenging circumstances.

A global pandemic changed our world as we knew it and we responded quickly. Our work is essential, and safety measures were implemented immediately to help stop the spread of COVID-19. We know that many customers also experienced financial hardships due to the pandemic. We are here to help with a variety of payment plans and assistance programs.

2020 was not without significant challenge but our focus remained the same — providing reliable energy service. On behalf of our 8,300 dedicated employees, we wish you a joyful, restful and safe holiday season. We look forward to working for you in 2021.



Supporting Our Communities in Challenging Times



It's been an especially difficult year for our state's nursing home residents, many of whom have not been able to receive visitors during the pandemic. And during the holidays, many of our senior citizens will

be alone again, but not forgotten, thanks to the New Hampshire Women's Committee at Eversource. For the 24th consecutive year, the Women's Committee will be sponsoring an elderly gift-giving campaign to help bring joy to hundreds of New Hampshire's senior citizens.

Light Up Your Home or Business Safely

Whether your preference is for 25,000 twinkle lights or traditional candles in the window, Eversource wants to make sure your holiday illumination is safe and affordable.

Before you start stringing up lights:

- *Ensure that lights being placed outside are labeled for outdoor use.*
- *Check your lights, especially older ones, for broken or cracked sockets, frayed or bare wires, or loose connections and toss any damaged sets. Inspect your extension cords too.*
- *Consider a programmable timer to your strings of lights to ensure lights are not accidentally left on.*



For additional holiday light safety visit [Eversource.com](https://www.eversource.com) and select Safety.

EVERSOURCE

We're there when you need us.

Stay connected to Eversource on:



Let Us Help You Save Money and Energy this Holiday Season

We might be celebrating the holidays differently this year, but you can still brighten up your home and save money and energy.

- *Turn off all the lights before you leave a room, and install ENERGY STAR® certified LED bulbs wherever possible.*
- *Check for drafts around doors and windows. According to the U.S. Department of Energy, air leaks around doors account for 18-20% of heat loss in a typical home while drafty windows account for up to 30% of heat loss.*
- *Unplug electronics when they aren't being used or use an advanced power strip. TVs, computers and gaming consoles use energy even when they're not on and can cost you up to \$200 a year in waste energy costs.*
- *Stream shows on a tablet instead of a laptop. Most tablets use four times less energy than a laptop.*

For energy-saving tips personalized to your home, plus rebates and incentives on energy-saving improvements, sign up for Home Performance with ENERGY STAR®.

Visit [Eversource.com](https://www.eversource.com) and select Save Money & Energy to learn more.

The Eversource mobile app is now **available in Spanish**. Download the app today in the App Store and Google Play.

La aplicación móvil de Eversource está ya **disponible en español**. Baje la aplicación hoy en App Store y Google Play.

