



WELCOME to the **NEW Customer Update**, a newsletter designed to help you quickly find the information most relevant to you. With a larger size, more articles and easy to scan headlines, we created this new format to serve you better.

Understanding Your Bill, Energy Supply Choices

Each month, several factors help determine the amount of your bill. One of those is the Energy Charge — the cost of electricity you use during a billing period based on the current market price of electricity you purchase from Eversource or a third-party energy supplier. The Energy Charge includes Eversource's costs, or a competitive supplier's costs, to generate and/or buy power.

If you currently purchase electricity from Eversource, you may have noticed that your February bill reflected a decrease in the Energy Charge portion of your bill — from 7.068 cents per kWh to 6.627 cents per kWh.

While Eversource purchases energy on your behalf from a pool of multiple energy producers at the current market price, remember, you are free to shop the competitive market and compare rates. If at any time you decide to use an alternative energy supplier, Eversource will still deliver power to your home or business, read your meter, care for the poles and wires, provide customer service, and restore power when there is a service interruption.

Aside from the energy service charge adjustment in February, the Stranded Cost Recovery Charge (SCRC) also adjusted from .982 cents per kWh to 1.441 cents per kWh. The SCRC pays for Eversource's past investment costs, including expenses incurred through mandated power contracts and other long-term investments and obligations.

Included in the SCRC is a credit from revenue associated with the Regional Greenhouse Gas Initiative (RGGI) — a program designed to help our environment by reducing emissions of carbon dioxide from fossil fuel power plants while maintaining electricity affordability and reliability. A portion of the revenue the state receives through RGGI from the sale of carbon emission allowances is refunded to you in the form of a credit included in the SCRC rate.

Learn more about your bill at [Eversource.com/understand-my-bill](https://www.eversource.com/understand-my-bill) and get more details on choosing an energy supplier by selecting My Account/Billing & Payments/Choose a Supplier.

Switch and Save With a Heat Pump Water Heater

Heat pump water heaters save you money and energy while providing a steady supply of hot water. Since these water heaters pull in heat from the surrounding air to help heat your water, they use 50% less energy than standard electric storage water heaters, saving you up to \$530 each year.

You may also be eligible for an instant discount or mail-in rebate of up to **\$750** if you make the switch to a qualifying ENERGY STAR® certified heat pump water heater.

Visit the Save Money & Energy section on [Eversource.com](https://www.eversource.com) or speak to your contractor to learn more.



We're On It! Storm Trailers Speed Restoration



The Eversource materials logistics team is always prepared to answer the call. When storms are in the forecast, the materials logistics team has a key role in making sure crews have all they need, when they need it, to get the job done right — sometimes even by the trailer load.

*"We're always ready for the next storm, and so are our storm trailers," says **Hugh Costello**, materials logistics manager. "We stock them with the materials our crews need to make repairs and can quickly dispatch the storm trailers to hard-hit areas, enhancing the speed and efficiency of our restoration."*

See how we prepare and respond to storms and outages at [Eversource.com](https://www.eversource.com) by clicking Outages and Storms, then Restoration Process.



Get Paid to Recycle

Your inefficient appliance could be costing you more than \$125 in energy annually.

Reduce your energy costs and receive a **\$30** incentive—recycle your inefficient but working refrigerator or freezer with Eversource. For no cost, we will have your appliance picked up and hauled away.



Ask about contactless pickup to stay safe while saving energy and protecting the planet.

To learn more or to schedule your pickup, call 877-889-4763 or go to **Eversource.com/appliance-recycling**.

Carbon Monoxide Safety

Ways to Protect Yourself and Your Family

Your heating system can produce carbon monoxide if it's not working properly or adequately vented. Carbon monoxide is also produced from internal combustion devices, such as cars and small gasoline engines. Carbon monoxide is odorless, colorless and tasteless — but very toxic. Signs that carbon monoxide may be present are stuffy, stale or smelly air; very high humidity; or soot coming from a fireplace or heating system.

Symptoms of carbon monoxide poisoning include headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems and loss of muscle control.

If you suspect the presence of carbon monoxide:

- Alert everyone in the area and exit immediately.
- Open windows and doors on your way out, if you can.
- If indicated by your carbon monoxide detector, exit the area immediately, then call 911 to notify your local fire department.

Visit **Eversource.com** for more carbon monoxide safety tips.



Daylight Savings Time begins **March 14** and is a good time to replace batteries on all your smoke and carbon monoxide detectors and be sure they are functioning properly.

Eversource: Advancing Women in the Workplace

As a Paradigm for Parity® member company, Eversource is dedicated to achieving gender equality. The Paradigm for Parity is a coalition of business leaders dedicated to addressing the corporate leadership gender gap. It's made up of CEOs, senior executives, founders, board members and business academics who are committed to achieving a new norm in the corporate world: one in which women have equal power, status and opportunity.

It's a natural fit at Eversource where diversity and inclusion are essential to our core values. We appreciate the talent, unique perspectives, culture and life experiences of all our employees. We're proud to support an environment where everyone feels respected and empowered to be successful in their jobs and day-to-day lives.



Utility bills can be confusing, and we want to help make it easier to understand what you're paying for each month. Learn more about the charges on your bill, see a sample bill and access the latest rates at **Eversource.com/Understand-My-Bill**.

Stay connected on:



EVERSOURCE

We're there when you need us.