

Customer Update

EVERSOURCE

Standing With You, Ready for the Storms

When stormy weather hits New England, we're ready to head out into the elements when others head home. In fact, Eversource prepares year-round for severe weather. Whether we're upgrading technology, managing vegetation, or improving how we communicate with you, Eversource is ready every day for whatever Mother Nature brings. We want you to be ready, too:

- If severe weather is heading our way, make sure to visit the Outages section of Eversource.com for steps to be prepared and to stay safe before, during, and after a major storm.
- Sign up to receive outage and restoration updates for your electric service through your choice of text, email and phone. Now you can even report an outage by text and receive on-demand text status updates on your power restoration. Visit Eversource.com to update your alert preferences and enroll in text reporting today.
- While you're online, please take a moment to check that your contact information is up-to-date so we can reach you in the event of a major storm or emergency. It's easy to update your telephone number in the My Account section of Eversource.com after logging in.



We Can Help Manage Your Energy Costs

With the heating season fast approaching, now is a great time to take advantage of the programs Eversource provides to help you manage your energy costs. Information about each program, including eligibility guidelines, is available on Eversource.com by clicking on Programs and Services and then Financial Assistance.

- The **NH Electric Assistance** program can help income-eligible customers with a monthly discount based on household size.
- Our **Payment Plans** let customers spread out the overdue portions of their bill.
- Links to **Community Action Plans** in numerous New Hampshire towns and counties provide energy and weatherization assistance to income-eligible customers.

You can also help someone in need by contributing to the Neighbor Helping Neighbor fund when you pay your bill each month. Your support will help 1,200 struggling New Hampshire families a year pay their energy bill.

We're In Your Communities

Throughout the year, Eversource employees take great pride in supporting community volunteer events throughout New Hampshire that help provide a better quality of life for many citizens. Recently, employee volunteers helped Nashua Soup Kitchen and Shelter fill hundreds of backpacks with school supplies for children in need. To learn more about our community involvement, visit Eversource.com, click on the About tab, and then Community.



Net Metering Rate for Renewable Energy

A special billing option is available to any customer with a generator that produces electricity using a renewable energy source, such as solar, wind, or water, and that has a capacity of 1,000 kilowatts or less. Under our net metering program, qualifying customers' monthly bill amount will reflect the difference between the renewable power generated and the power used from Eversource during that month.

For more information, please visit the About section on Eversource.com, then click on Doing Business With Us/ Builders & Contractors/Interconnections, or email us at NHDG@eversource.com.

Eversource is the . . .

#1 Energy Efficiency
Provider in the nation

*According to Ceres, 2016 Benchmarking Utility Clean Energy report

EVERSOURCE

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