

# 2019

## SUSTAINABILITY REPORT

---

Voluntary Sustainability  
Reporting Standards



**EVERSOURCE**

## GLOBAL REPORTING INITIATIVE

Eversource utilizes the Global Reporting Initiative (GRI) Standards in our sustainability reporting. This index provides a brief narrative for aspects where feasible, and also includes links to sources of additional information. This report has been prepared in accordance with the GRI Standards' Core option for our material aspects. In some instances, we also include non-material information that may be of interest to our stakeholders. Electric Utility Sector Supplement aspects are prefaced with "EU".

### General Standard Disclosures

GRI Standard	Description	Response - Links to Information
<b>Organizational Profile</b>		
102-1	Name of organization	Eversource Energy
102-2	Activities, brands, products, and services	Eversource is primarily engaged in the energy delivery business, serving residential, business and industrial customers through our regulated electric, natural gas, and water utilities in Connecticut, Massachusetts and New Hampshire. <a href="#">About Our Company</a> <a href="#">Also see page 2 of our Form 10-K within our Annual Report</a>
102-3	Location of organization's headquarters	Eversource is headquartered in Harford, Connecticut, and Boston, Massachusetts, with significant offices in Berlin, Connecticut; Westwood, Massachusetts; and Manchester, New Hampshire. Aquarion has a corporate office in Bridgeport, Connecticut.
102-4	Location of operations	All operations are in the United States.
102-5	Ownership and legal form	Eversource Energy is an investor-owned corporation operating on the New York Stock Exchange under the trading symbol ES.
102-6	Markets served, including geographic locations, sectors served, types of customers	<a href="#">About Our Company</a> <a href="#">Service Territory</a> <a href="#">Communities We Serve</a>
102-7	Scale of organization, including # of employees, # of operations, sales/revenues, capitalization, quantity of products/services	<a href="#">About Our Company</a> <a href="#">Financial Performance</a> <a href="#">Also see our Annual Report</a>
102-8	Information on employees and other workers, including by contract, gender, region	At the end 2019, Eversource had 7,913 employees, excluding temporary employees, of which 26.15% were female and 17.9% were minority. Of the additional 320 full-time employees who work for Aquarion, 33% were female and 20% were minority. <a href="#">Also see page 13 of our Form 10-K within our Annual Report</a>
102-9	Describe organization's supply chain	<a href="#">Sustainable Supply Chain</a> <a href="#">Doing Business With Us</a>
102-10	Significant changes to the organization and its supply chain	None

GRI Standard	Description	Response - Links to Information
102-11	Precautionary Principle or approach	<a href="#">Ethics and Risk Management</a> <a href="#">Also see pages 19 of our Proxy Statement</a>
102-12	Externally developed charters and principles or initiatives subscribed/endorsed	These are referenced throughout our 2018 Sustainability Report. Also see our <a href="#">CDP Climate Change Response (C12.3)</a>
102-13	Membership in associations	<a href="#">Trade Association Participation</a> Eversource proudly participates in a wide variety of associations including: <ul style="list-style-type: none"> <li>• <a href="#">American Gas Association</a></li> <li>• <a href="#">Associated Industries of Massachusetts</a></li> <li>• <a href="#">Avian Power Line Interaction Committee</a></li> <li>• <a href="#">Business and Industry Association of New Hampshire</a></li> <li>• <a href="#">Call Before You Dig Inc. (CBYD)</a></li> <li>• <a href="#">Connecticut Business and Industry Association</a></li> <li>• <a href="#">Connecticut Council of Philanthropy</a></li> <li>• <a href="#">Dig Safe System Inc.</a></li> <li>• <a href="#">Edison Electric Institute (EEI)</a></li> <li>• <a href="#">Electric Power Research Institute (EPRI)</a></li> <li>• <a href="#">Electric Utility Industry Sustainable Supply Chain Alliance</a></li> <li>• <a href="#">Environmental Business Council of New England</a></li> <li>• <a href="#">Equal Employment Advisory Council</a></li> <li>• <a href="#">Greater New England Minority Supplier Development Council</a></li> <li>• <a href="#">New England Clean Energy Council</a></li> <li>• <a href="#">New England Council</a></li> <li>• <a href="#">New Hampshire Economic Development Association</a></li> <li>• <a href="#">New Hampshire Manufacturing Extension Partnership</a></li> <li>• <a href="#">New Hampshire Small Business Development Center</a></li> <li>• <a href="#">Northeast Energy Efficiency Partnership</a></li> <li>• <a href="#">Northeast Gas Association</a></li> <li>• <a href="#">Stay-Work-Play New Hampshire</a></li> <li>• <a href="#">Utility Solid Waste Activities Group</a></li> <li>• Utility Water Act Group</li> </ul>
EU1	Installed capacity, broken down by primary energy source and by regulatory regime	<a href="#">About Our Company</a> <a href="#">Also see page 5 of our Form 10-K within our Annual Report</a>
EU2	Net energy output broken down by primary energy source and by regulatory regime	Energy Labels are provided for our customers in Massachusetts and New Hampshire and are available in <a href="#">Customer Communications EEI and AGA ESG Initiative Quantitative Report</a>
EU3	Number of residential, industrial and institutional and commercial accounts	<a href="#">About Our Company</a> <a href="#">Also see pages 4-10 of our Form 10-K within our Annual Report</a>
EU4	Length of above and underground transmission and distribution lines by regulatory regime	<a href="#">About Our Company</a> <a href="#">Also see page 18 of our Form 10-K within our Annual Report</a>
EU5	Allocation of CO <sub>2</sub> e emissions allowance or equivalent, broken down by carbon trading framework	<a href="#">Clean Energy SASB</a>

<b>Strategy</b>		
102-14	Statement from senior decision maker	<a href="#">CEO Message</a> <a href="#">Also see our Shareholder Letter on pages 2-4 of our Annual Report</a>
102-15	Key impacts, risks and opportunities	<a href="#">Ethics and Risk Management</a> <a href="#">Also see pages 13-16 of our Form 10-K within our Annual Report</a>
<b>Ethics and Integrity</b>		
102-16	Values, principles, standards and norms of behavior	<a href="#">CEO Message</a> <a href="#">Sustainability At Eversource</a> <a href="#">Corporate Governance</a> <a href="#">Ethics and Risk Management</a> <a href="#">Code of Business Conduct</a> <p>In addition to the Code of Business Conduct, our corporate policies outline the workplace behaviors that all employees are expected to follow. Throughout employees' careers, training is provided to ensure ongoing awareness and understanding of our company's policies and procedures. Employees are encouraged to speak with their managers if they have any questions. Corporate Policies cover the following topics:</p> <ul style="list-style-type: none"> <li>• Citizenship &amp; Charitable Giving</li> <li>• Compensation</li> <li>• Conflict of Interest</li> <li>• Critical Infrastructure Protection</li> <li>• Delegation of Authority</li> <li>• Environmental</li> <li>• Fitness for Work</li> <li>• Fleet Use</li> <li>• Fraud Prevention and Detection</li> <li>• Hiring</li> <li>• Intellectual Property</li> <li>• Internal Controls and the Safeguard of Company Assets</li> <li>• Major Emergency Event</li> <li>• Procurement</li> <li>• Reimbursable Expenses</li> <li>• Record and Information Management</li> <li>• Safety</li> <li>• Discriminatory Harassment Prevention</li> <li>• Termination of Employment</li> <li>• Workplace Behavior</li> </ul>
102-17	Internal and external mechanisms for seeking advice and reporting concerns on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines	<a href="#">Code of Business Conduct</a> <a href="#">Corporate Governance</a>
<b>Governance</b>		
102-18	Governance structure of organization, including committees of highest governance body	<a href="#">Corporate Governance</a> <a href="#">Corporate Governance Guidelines</a> <a href="#">Eversource Proxy Statement Pages 12-19</a>
102-21	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics	<a href="#">Pages 24 and 26 of our Proxy Statement</a>

102-22	Composition of the highest governance body and its committees	<a href="#">Board of Trustees</a> <a href="#">Corporate Governance</a> <a href="#">Eversource Proxy Statement Pages 12-19</a>
102-23	Whether the Chair of the highest governance body is also an executive officer	Eversource's Board of Trustees consists of 11 trustees, only one of whom, James J. Judge, our Chairman, President and Chief Executive Officer, is a member of management. <a href="#">Eversource Proxy Statement Pages 12-19</a>
102-24	Nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members	<a href="#">Corporate Governance Guidelines</a> <a href="#">Eversource Proxy Statement Pages 12-19</a>
102-25	Processes for the highest governance body to ensure conflicts of interest are avoided and managed	<a href="#">Code of Business Conduct</a> <a href="#">Corporate Governance Guidelines</a>
102-26	Highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts	<a href="#">Corporate Governance</a> <a href="#">Pages 20-24 of our Proxy Statement</a>
102-30	Highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics	<a href="#">Ethics and Risk Management</a> <a href="#">Pages 20-24 of our Proxy Statement</a>
102-32	Highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material aspects are covered	Our entire report is reviewed by our Senior Vice President, Communications, External Affairs & Sustainability; our Vice President, Sustainability & Environmental Affairs; our Vice President, Investor Relations, our Vice President Energy Strategy and Policy; and our Vice President Strategic Communications; our Vice President, Talent, Culture and Organization Development; and our Corporate Secretary. Additional senior level executives review and approve sustainability report sections as appropriate. Our report is also reviewed by Internal Audit – see <a href="#">Report Assurance</a> .
102-33	Process for communicating critical concerns to the highest governance body	<a href="#">Page 26 of our Proxy Statement</a>
102-35	Remuneration policies for the highest governance body and senior executives	<a href="#">Pages 33-51 of our Proxy Statement</a> <a href="#">Compensation Committee</a>
102-36	Process for determining remuneration	<a href="#">Pages 33-51 of our Proxy Statement</a>

<b>Stakeholder Engagement</b>		
102-40	List of stakeholder groups engaged by organization	<a href="#">Material Topics</a> <a href="#">Page 24 of our Proxy Statement</a> Eversource engages with a variety of stakeholder groups, including customers, community groups, shareholders, potential investors, regulators, environmental stakeholders, employees, retirees, labor unions, contractors and others in our supply chain, as well as various professionals in academia, industry and government. Details on our engagement related to climate change is also available on our <a href="#">CDP response</a> .
102-41	% of employees covered by collective bargaining agreements	As of the end of 2019, approximately 50% of our employees are members of the International Brotherhood of Electrical Workers, the Utility Workers Union of America or The United Steelworkers and are covered by eight collective bargaining agreements. At Aquarion, 14.4% of employees are represented by trade unions.
102-42	Basis for identification and selection of stakeholders	<a href="#">Material Topics</a> <a href="#">Page 24 of our Proxy Statement</a> Most Eversource stakeholder groups are the result of longstanding relationships. New relationships are built on mutual interests and common goals.
102-43	Approach to stakeholder engagement, including frequency by type and group	Eversource actively seeks opportunities to engage with our internal and external stakeholders. We offer extensive resources on our website, as well as contact options for our sustainability report, investor relations, customer feedback, operating companies and key departments. Monthly customer communications are offered to customers in bill inserts and on our website, and each operating company has a community relations team that manages local stakeholder relationships. Approaches to engage with different stakeholder groups are also addressed in our sustainability report and on our website at the links below. Details on our engagement related to climate change are available in our <a href="#">CDP response</a> . <a href="#">Page 24 of our Proxy Statement</a> <a href="#">Customer Experience</a> <a href="#">Emergency Preparedness</a> <a href="#">Material Topics</a> <a href="#">Workforce Investment</a> <a href="#">Safety</a> <a href="#">In the Community</a> <a href="#">Energy Efficiency Programs</a> <a href="#">Customer Communications</a> <a href="#">Contact Us</a> <a href="#">Investor Relations Sustainability Presentation</a> <a href="#">EEI and AGA ESG Initiative</a>
102-44	Key topics raised through stakeholder engagement (by group), and how the organization responded	<a href="#">Material Topics</a> <a href="#">Customer Experience</a> <a href="#">Leadership in Transmission</a> <a href="#">Eversource Energy Rates</a> Also see our <a href="#">Shareholder Letter on pages 2-4 of our Annual Report</a> <a href="#">CDP response</a>
<b>Reporting Practice</b>		
102-45	Entities included in consolidated financial statements	<a href="#">See page 2 of our Form 10-K within our Annual Report</a>
102-46	Process for defining report content and topic boundaries	<a href="#">Material Topics</a> Our sustainability report also includes information that may be of interest to stakeholders that Eversource does not consider to be material.

102-47	List all material aspects	<a href="#">Material Topics</a>
102-48	Effect of any restatements and reason	In 2018, we made a change to our line loss calculations and in this report include recalculated values for historical line loss data.
102-49	Significant changes in material topics and boundaries from previous reporting periods	None
102-50	Reporting period	Calendar year 2019
102-51	Date of previous report	July 2019, focused on calendar year 2018
102-52	Reporting cycle	Annual
102-53	Contact point for questions	<a href="#">Contact Us</a>
102-54	Claims for reporting in accordance with GRI Standards	This report has been prepared in accordance with the GRI Standards' Core Option.
102-55	GRI Content Index	GRI Index
102-56	Current practice for external assurance for the report	Eversource has not sought external assurance for our sustainability report. Please see <a href="#">Assurance Statement</a> on the review of our current report by our Internal Audit team.
103-1	Explanation of material topics and their boundaries	<a href="#">Material Topics</a>
103-2	Management approach	<a href="#">Material Topics</a> <a href="#">Sustainability at Eversource</a> <a href="#">Corporate Governance</a> Also see references under material topics
103-2	Management approach – Grievance Mechanisms	<a href="#">Investor Relations - Eversource Website</a> <a href="#">Billing Rights</a> <a href="#">Corporate Governance</a>
103-3	Evaluation of management approach	Evaluations of our management approach are highlighted throughout our sustainability report, including goals and our progress against them.

## GRI Topic Specific Standard Disclosures

GRI Standard	Topic	Description	Response - Links to Information
--------------	-------	-------------	---------------------------------

### Economic Standard Disclosures

103-2	Economic Performance	Management Approach GRI 201: Economic Performance	<a href="#">Workforce Investment</a> <a href="#">In the Community</a> <a href="#">Financial Performance</a>
201-1		Direct economic value generated and distributed	<a href="#">Annual Report - Shareholder Letter and Form 10-K beginning on page 22</a>
201-2		Financial implications and other risks and opportunities for the organization's activities due to climate change	<a href="#">CDP 2020 Climate Change Response Section C2 Climate Change</a>
201-3		Defined benefit plan obligations and other retirement plans	<a href="#">See pages 58 and 71-79 of our Form 10-K within our Annual Report</a>

GRI Standard	Topic	Description	Response - Links to Information
103-2	Indirect Economic Impacts	Management Approach GRI 203: Indirect Economic Impacts	<a href="#">In the Community</a> <a href="#">Financial Assistance</a> <a href="#">Emergency Preparedness</a>
203-1		Development and impact of infrastructure investments and services supported	<a href="#">Reliability &amp; Resiliency Initiatives</a> <a href="#">Major Projects &amp; Infrastructure</a> <a href="#">Clean Energy</a>
203-2		Significant indirect economic impacts, including the extent of impacts	<a href="#">New Hampshire Energy Jobs Partnership</a> <a href="#">Climate Change</a>
103.2	Procurement Practices	Management Approach GRI 204: Procurement Practices	<a href="#">Sustainable Supply Chain</a> <a href="#">About Procurement Services</a>
204-1		Proportion of spending on local suppliers at significant locations of operation	Eversource does not report spending on local suppliers.
103-2	Availability and Reliability	Management Approach GRI EU Sector: Availability and Reliability	<a href="#">Reliability &amp; Resiliency Initiatives</a> <a href="#">Distributed Generation</a> <a href="#">Clean Energy</a> <a href="#">Major Projects &amp; Infrastructure</a> <a href="#">Leadership in Transmission</a>
EU10		Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	<a href="#">Clean Energy</a> <a href="#">Annual Report - Shareholder Letter and Form 10-K</a>
103.2	Demand-Side Management	Management Approach GRI EU Sector: Demand-Side Management	<a href="#">Energy Efficiency Programs</a> <a href="#">Demand Response Programs</a>
103.2 EU Sector	Research and Development	Management Approach GRI EU Sector: Research and Development	<a href="#">Reliability &amp; Resiliency Initiatives</a> <a href="#">Electric Vehicles</a> <a href="#">CDP 2020 Climate Change Response Sections C2, C3 and C9</a>
103.2	System Efficiency	Management Approach GRI EU Sector: System Efficiency	<a href="#">Our Footprint</a>
EU11		Average generation efficiency of thermal plants by energy source and by regulatory regime	<a href="#">Our Footprint</a>
EU12		Transmission and distribution losses as a percentage of total energy	2019 transmission and distribution losses equal 4.0% of total energy
103-2	Anti-corruption	Management Approach GRI 205: Anti-corruption	<a href="#">Ethics and Risk Management</a> <a href="#">Corporate Governance</a>
205-2		Communication and training on anti-corruption policies and procedures	<a href="#">Code of Business Conduct</a> <a href="#">Code of Ethics for Senior Financial Officers</a>



GRI Standard	Topic	Description	Response - Links to Information
103-2	Anti-competitive Behavior	Management Approach GRI 206: Anti-competitive Behavior	Eversource is subject to and in full compliance with all laws and regulations that ensure the non-utility subsidiaries receive no unfair competitive advantage as a result of being affiliated with our electric and gas utilities. See <a href="#">Affiliates</a> . Anti-competitive behavior prohibited as stated in our <a href="#">Code of Business Conduct</a> .
206-1		Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	
103-2	Tax	Management Approach GRI 207: Tax	<a href="#">Annual Report</a> <a href="#">In the Community</a>
207-1		Approach to Tax	

### Environmental Standard Disclosures

103-2	Energy	Management Approach GRI 302: Energy	<a href="#">Our Footprint</a> <a href="#">Electric Vehicles</a> <a href="#">Operations Optimization</a> <a href="#">CDP 2020 Climate Change Response Section C8</a> <a href="#">Energy Efficiency Programs</a> <a href="#">Clean Energy</a> <a href="#">Distributed Generation</a> <a href="#">Technology &amp; Innovation</a>
302-1		Energy consumption within the organization	
302-2		Energy consumption outside of the organization	
302-4		Reduction of energy consumption	
302-5		Reductions in energy requirements of products and services	
103-2	Water and Effluents	Management Approach GRI 303: Water	<a href="#">Water Resources</a>
303-1		Interactions of water as a shared resource	
303-2		Management of water discharge-related impacts	
303-3		Water withdrawal	
303-4		Water discharge	
303-5		Water consumption	
103.2	Biodiversity	Management Approach GRI 304: Biodiversity	<a href="#">Land Management</a> <a href="#">Biodiversity</a> <a href="#">Water Resources</a> <a href="#">Why Eversource Trims Trees</a> <a href="#">Eversource Rights-Of-Way Guidelines</a>
304-1		Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	
304-2		Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	
304-3		Biodiversity of offset habitats compared to biodiversity of the affected areas	

GRI Standard	Topic	Description	Response - Links to Information
103-2	Emissions	Management Approach GRI 305: Emissions	<a href="#">Our Footprint</a> <a href="#">Clean Energy</a> <a href="#">Technology &amp; Innovation</a> <a href="#">CDP 2020 Climate Change Response</a>
305-1		Direct GHG emissions (Scope 1)	<a href="#">CDP 2020 Climate Change Response</a>
305-2		Energy indirect GHG emissions (Scope 2)	
305-3		Other indirect GHG emissions (Scope 3)	
305-4		GHG emissions intensity	
305-5		Reduction of GHG emissions	
103.2	Effluents and Waste	Management Approach GRI 306: Effluents and Waste	<a href="#">Waste Management and Pollution Prevention</a>
306.2		Total weight of waste by type and disposal method	
103-2	Environmental Compliance	Management Approach GRI 307: Environmental Compliance	<p>Eversource's Environmental Management System (based on ISO-14001) is dedicated to ensuring we meet our commitment to preserve and respect the environment and communities in which we conduct business every day through compliance with environmental laws, continual evaluation of work practices that improve environmental performance and implementation of environmentally beneficial strategies whenever practicable. We utilize a robust cloud-based environmental data management system and standards library for document control and records retention and have formalized procedures in place to minimize risks. Communication of environmental performance, goals, and completion of objectives and targets is conducted at monthly and quarterly organizational work plan meetings. Progress toward completion of environmental goals is tracked by Eversource's Corporate Performance Management team on a monthly basis and reported to management. Key environmental performance indicators are also communicated monthly to all employees.</p> <p>We perform formal project assessments to determine air, water, waste, chemical and natural resource management options, ensuring environmental compliance and best practices. The Legal and Environmental groups meet quarterly to review and address compliance issues. Our project management and community relations teams pro-actively meet with local and other stakeholders to review planned work and communicate our commitment to environmental stewardship.</p> <p>Our Enterprise Risk Management program has effectively identified potential risks, which we mitigate with operational controls. We further ensure environmental best practices by rigorously auditing our facilities and corporate processes (e.g., inspections, chemical management). An environmental auditor certified by the Institute of Internal Auditors regularly audits Eversource-owned facilities, vendors, and processes. Corrective actions are tracked to ensure continual improvement.</p> <a href="#">Sustainable Supply Chain</a>

GRI Standard	Topic	Description	Response - Links to Information
307-1	Environmental Compliance	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	<a href="#">Environmental Compliance</a>
103-2	Supplier Environmental Assessment	Management Approach GRI 308: Supplier Environmental Assessment	<a href="#">Sustainable Supply Chain</a>
308-1		Percentage of new suppliers that were screened using environmental criteria	All Requests for Proposals require potential suppliers to provide information regarding the environmental impact of their products or services. We expect all of our suppliers to be familiar with and to adhere to Eversource's Environmental Policy, to comply with all applicable environmental laws and regulations, and to conduct operations in an environmentally responsible manner that respects both the natural and human environment. <a href="#">Sustainable Supply Chain</a>

#### Social Standard Disclosures

103-2	Employment	Management Approach GRI 401: Employment	<a href="#">Workforce Investment</a> <a href="#">Eversource Careers</a>
401-1		Total number and rate of new employee hires and employee turnover by age group, gender, and region	At the end of 2019, Eversource had 7,913 employees, excluding temporary employees; 26.15% female; 17.9% minority, 50% represented by trade unions. Eversource has a very stable workforce; staff turnover for most areas of the company was 6.7% in 2019. Statistics for an additional 320 full-time Aquarion employees were tracked separately in 2019 and are 33.4% female, 20% minority, 14.4% represented by trade unions, staff turnover 7.8%.
401-2		Benefits which are standard for full-time employees but are not provided to temporary or part-time employees, by significant locations of operations	All full-time Eversource employees at all locations of operations are entitled to comprehensive benefits as outlined on our <a href="#">Careers website</a> . Part-time employees who work over 20 hours per week are also eligible for these benefits with some proration based on work schedule.
EU15		Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region	Eversource does not publicly report these statistics. We have developed strategic workforce plans to identify key functions and proactively implement plans to assure a ready and qualified workforce, utilizing trainee programs in electric and gas operations as well as engineering. Cohorts who successfully complete the program are placed in supervisory job roles in operations where the company is losing qualified supervisors due to workforce retirements, skill shortages and lack of qualified candidates in the market.
EU17		Days worked by contractor and subcontractor employees involved in construction, operation & maintenance activities	Eversource does not publicly report these statistics.

GRI Standard	Topic	Description	Response - Links to Information
103-2	Occupational Health and Safety	Management Approach GRI 403: Occupational Health and Safety	<a href="#">Safety</a> <a href="#">Safety section of our website</a> <a href="#">Builders &amp; Contractors section of our website</a>
403-2		Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	<a href="#">Safety</a> As specified in our <a href="#">Supplier Code of Business Conduct</a> , all suppliers must adhere to Eversource's Safety Policy and procedures, safety laws and maintain industry-appropriate safety and occupational health standards and practices in the performance of their work.
EU18		Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	Specific safety information for builders and contractors doing business with Eversource is available on our <a href="#">website</a> . To ensure the safety of businesses and contractors in our community that may work on or around our electric and gas distribution systems, we conduct comprehensive outreach and provide safety communications directing contractors to Eversource resources and information including direct mail, social media, and web-based videos.
103.2	Training and Education Training and Education	DMA Training and Education	<a href="#">Workforce Investment</a> The company offers training opportunities for all of our employees with programs tailored to the individual's responsibilities, organizational and personal development needs. There is an emphasis on training for new supervisors throughout the initial first two years in their positions. For other members of our leadership team, including supervisors, managers and above, we offer approximately 3-5 days of annual training. Supervisor and Manager Forums are offered quarterly to all supervisors and managers with business updates from senior leadership and discussions of company business, community and customer priorities. Training is provided to all employees through e-learning, face-to-face, job-aids, and videos. We ensure all employees receive environmental training in accordance with all federal and state environmental regulatory requirements.
404-1		Average hours of training per year per employee by gender, and by employee category	
404-2		Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	<a href="#">Workforce Investment</a> <a href="#">Student Programs</a> <a href="#">Eversource Careers</a> Learning opportunities are provided to key talent each quarter, based upon individual development plans prepared as part of the performance assessment process, with other focused opportunities for individuals offered throughout the year. Our company has a strong commitment to continue to develop our talent, including planning for broader or promotional opportunities as part of succession planning. Talent development is documented via corporate metrics and presented to the senior team each month as part of the company's "scorecard review."

GRI Standard	Topic	Description	Response - Links to Information
103-2	Diversity and Equal Opportunity	Management Approach GRI 405: Diversity and Equal Opportunity	<a href="#">Board of Trustee Information</a> <a href="#">Diversity &amp; Inclusion</a> <a href="#">Eversource Careers</a>
405-1		Composition of governance bodies and breakdown of employees per employee category according to gender, age group, and other indicators of diversity	The current Board consists of 11 Trustees of which three are women, three are African-American, and one is Asian-American. This puts us in the top decile of the Boards of the companies that comprise the Edison Electric Institute, the electric industry's most prominent industry trade group. At the end of 2019, Eversource had 7,913 employees, excluding temporary employees: 26.15% female; 17.9% minority, 50% represented by trade unions, 9.97% under age 30, 43.21% age 30-50, and 46.82% over the age of 50. Statistics for an additional 320 full-time Aquarion employees were tracked separately in 2019 and are 33.4% female, 20% minority, 14.4% represented by trade unions, 10.93% under age 30, 34.37% age 30-50, and 54.68% over the age of 50.

### Human Rights

103-2	Non-discrimination	Management Approach GRI 406: Non-discrimination	Eversource is committed to providing equal employment opportunities for all of our employees and to maintaining a workplace that is free from harassment and discrimination. All employees are expected to uphold the legal requirements of our Equal Employment Opportunity Policy and we require our vendors, partners and independent contractors to comply with company policy and the federal law. <a href="#">Equal Opportunity Employer</a> <a href="#">Supplier Code of Business Conduct</a> <a href="#">Eversource Careers</a>
	Human Rights Topics	Management Approach: Human Rights Topics GRI 406-412 do not meet Eversource's threshold for materiality as our company operates exclusively in the United States	Eversource respects human rights and, as a company operating in the United States, adheres to all laws and regulations that protect our employees and people in the communities that we serve. Please see the following links to learn about relevant policies, procedures, and initiatives. <a href="#">Corporate Governance</a> <a href="#">Ethics and Risk Management</a> <a href="#">Workforce Investment</a> <a href="#">Supplier Code of Business Conduct</a>

### Society

103-2	Local Communities	Management Approach GRI 413: Local Communities	<a href="#">Eversource Community</a> <a href="#">Major Projects &amp; Infrastructure</a> <a href="#">Diversity &amp; Inclusion</a> <a href="#">Customer Experience</a> <a href="#">In the Community</a> <a href="#">Emergency Preparedness</a> <a href="#">New Hampshire Energy Jobs Partnership</a> <a href="#">Reliability &amp; Resiliency Initiatives</a>
413-1		Percentage of operations with implemented local community engagement, impact assessments, and development programs	
413-2		Operations with significant actual or potential negative impacts on local communities.	

GRI Standard	Topic	Description	Response - Links to Information
103-2	Supplier Social Assessment	Management Approach GRI 414: Supplier Social Assessment	<a href="#">Sustainable Supply Chain</a> <a href="#">Supplier Code of Business Conduct</a>
414-1		Percentage of new suppliers that were screened using social criteria	
103-2	Public Policy	Management Approach GRI 415: Public Policy	<a href="#">Political Activity Policy</a>
415-1		Total value of political contributions by country and recipient/beneficiary	
103-2	Disaster / Emergency Planning and Response	Management Approach GRI EU Sector: Disaster/Emergency Planning and Response	<a href="#">Emergency Preparedness</a> <a href="#">Ethics and Risk Management</a> <a href="#">Outages</a>

### Product Responsibility

103-2	Customer Health and Safety	Management Approach GRI 416: Customer Health and Safety	<a href="#">Safety</a> <a href="#">Eversource Safety</a> <a href="#">Transmission Safety</a> <a href="#">Emergency Preparedness</a> In accordance with recommendations of various regulatory bodies and public health organizations, we reduce EMF associated with new transmission lines by the use of designs that can be implemented without additional cost or at a modest cost. We do not believe that other capital expenditures are appropriate to minimize unsubstantiated risks.
416-1		Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	
EU25		Number of injuries and fatalities to the public involving company assets, including legal judgements, settlements and pending legal cases of diseases	Eversource does not publicly report this information.
103-2	Customer Privacy	Management Approach GRI 418: Customer Privacy	<a href="#">Privacy Statement</a>
418-1		Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Eversource does not publicly report this information.
103-2	Access	Management Approach GRI EU Sector: Access	<a href="#">Financial Assistance</a> <a href="#">Eversource Billing Rights</a> <a href="#">Reliability &amp; Resiliency Initiatives</a>
EU28		Power outage frequency	
EU29		Average power outage duration	
103-2	Provision of Information	Practices to address language, cultural, low literacy	<a href="#">Financial Assistance</a> <a href="#">Eversource Billing Rights</a>

## TASK FORCE FOR CLIMATE RELATED FINANCIAL DISCLOSURES

The Task Force on Climate-related Financial Disclosures (TCFD) establishes recommendations for disclosing clear, comparable and consistent information about the risks and opportunities presented by climate change. Eversource is committed to providing our stakeholders with information on our approach to climate-related issues.

Eversource continuously assesses the physical and transitional impacts related to climate change and develop mitigation strategies. Our assessment includes evaluating the impacts of more severe weather events, regulatory and financial risks, changing customer behavior, and opportunities to reduce emissions in our operations and for the region through clean energy investments, energy efficiency programs, and pursuing emerging technologies.

We offer programs that advance energy efficiency in buildings and contribute to related state and regional policy priorities. This work, coupled with our storm hardening and emergency response activities allows us to respond to the impacts of climate change so that we are able to serve our customers today and into the future.

We are also pursuing climate related opportunities, that help enable continued business success, while serving the needs of our customers. Our clean energy investments help to reduce regional emissions, while improving shareholder value. Our energy efficiency solutions and electric vehicle infrastructure investments allow our customers to make choices that minimize climate-related impacts. Also, resource efficiencies, such as making our buildings more efficient and transitioning to electric vehicle technologies in our fleet help to lower our operational costs and emissions. Finally, our actions to improve system reliability and resiliency allow our business to operate under changing conditions and ensure customer satisfaction.

A summary of our response to the TCFD-recommended disclosures follows.

TCFD Recommended Disclosure	Information Source
<b>Governance</b>	
Describe the board's oversight of climate-related risks and opportunities	<a href="#">TCFD Disclosure</a> <a href="#">Climate Change</a> <a href="#">Proxy Statement</a>
Describe management's role in assessing and managing climate-related risks and opportunities	<a href="#">Annual Report</a> <a href="#">CDP Section 1</a>
<b>Strategy</b>	
Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term	<a href="#">TCFD Disclosure</a> <a href="#">Climate Change</a> <a href="#">CDP Sections 2 and 3</a>
Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy and financial planning	<a href="#">Proxy Statement</a> <a href="#">Annual Report</a> <a href="#">CDP Sections 2 and 3</a>
Describe the resiliency of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	<a href="#">CDP Section 3</a>
<b>Risk Management</b>	
Describe the organization's processes for identifying and assessing climate-related risks	<a href="#">TCFD Disclosure</a> <a href="#">Climate Change</a> <a href="#">Proxy Statement</a> <a href="#">Annual Report</a> <a href="#">CDP Sections 2 and 3</a>
Describe the organization's processes for managing climate-related risks	<a href="#">Climate Change</a> <a href="#">Proxy Statement</a> <a href="#">Annual Report</a> <a href="#">CDP Sections 2 and 3</a>
Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization's overall risk management	<a href="#">Proxy Statement</a> <a href="#">Annual Report</a> <a href="#">CDP Section 2 and 3</a>
<b>Metrics and Targets</b>	
Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	<a href="#">Climate Change</a> <a href="#">Carbon Neutral Goal</a> <a href="#">Our Footprint</a> <a href="#">CDP Section 4</a>
Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 GHG emissions, and the related risks	<a href="#">Carbon Neutral Goal</a> <a href="#">Our Footprint</a> <a href="#">Proxy Statement</a> <a href="#">CDP Sections 6 and 7</a>
Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	<a href="#">Climate Change</a> <a href="#">Carbon Neutral Goal</a> <a href="#">Our Footprint</a>



## SUSTAINABILITY ACCOUNTING STANDARDS BOARD DISCLOSURES

The table below maps Eversource's reporting to the SASB reporting disclosures for the Electric Utilities & Power Generators Utility Standard along with selected metrics for the Gas Utilities Distributors Standard and Water Utilities Services Standard.

### SASB Electric Utilities & Power Generators Standard Metrics:

Greenhouse Gas Emissions & Energy Resource Planning			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-EU-110a.1	Quantitative	(1) Gross global Scope 1 emissions	<a href="#">CDP Section 6.1</a>
		(2) Percentage covered under emissions-limiting regulations	34.6%
		(3) Percentage covered under emissions-reporting regulations	56.7%
IF-EU-110a.2	Quantitative	Greenhouse gas (GHG) emissions associated with power deliveries	Eversource does not calculate emissions for power purchased for retail customers
IF-EU-110a.3	Discussion and Analysis	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	<a href="#">Carbon Neutral Goal</a> <a href="#">Our Footprint</a> <a href="#">CDP Sections 2 and 3</a>
IF-EU-110a.4	Quantitative	(1) Number of customers served in markets subject to renewable portfolio standards (RPS)	100%
		(2) percentage fulfillment of RPS target by market	Don't currently report

Air Quality				
SASB Code	Category	Metric/Activity Metric	Eversource Information Source	
IF-EU-120a.1	Quantitative	Air emissions of the following pollutants: (1) NOx (excluding N2O), (2) SOx, (3) particulate matter (PM10), (4) lead (Pb), and (5) mercury (Hg); percentage of each in or near areas of dense population	Eversource reports air pollutants for Hopkinton, MA and Waterbury, CT liquified natural gas (LNG) facilities in accordance with regulatory requirements as stated below:	
				Metric tonnes
			PM2.5	0.87
			PM10	0.81
			SOx	0.07
			NOx	123.32
			VOC	38.49
			Other Hazardous Air Pollutants	7.02

Water Management			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-EU-140a.1	Quantitative	(1) Total water withdrawn	We do not have water withdrawal related to generation as Eversource only generation consists of 70 MW of solar power. Eversource's water withdrawal, distribution and consumption related to our water utility, Aquarion Water Company, is reported in our Eversource Sustainability Report along our facility municipal water use.
		(2) total water consumed	
		(3) Percentage of each in regions with High or Extremely High Baseline Water Stress	
IF-EU-140a.2	Quantitative	Number of incidents of non-compliance associated with water quantity and/or quality permits, standards, and regulations	
IF-EU-140a.3	Discussion and Analysis	Description of water management risks and discussion of strategies and practices to mitigate those risks	

Coal Ash Management			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-EU-150a.1	Quantitative	Amount of coal combustion residuals (CCR) generated, percentage recycled	Not applicable as Eversource only owns solar generation
IF-EU-150a.2	Quantitative	Total number of coal combustion residual (CCR) impoundments, broken down by hazard potential classification and structural integrity assessment	

Energy Affordability			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-EU-240a.1	Quantitative	Average retail electric rate for (1) residential customers	CT: 21.22 c/kWh NH: 19.90 c/kWh Eastern MA: 23.53 c/kWh Western MA: 20.96 c/kWh
		Average retail electric rate for (2) commercial customers	CT: 17.87 c/kWh NH: 17.04 c/kWh Eastern MA: 20.01 c/kWh Western MA: 18.48 c/kWh
		Average retail electric rate for (3) industrial customers	CT: 17.39 c/kWh NH: 15.58 c/kWh Eastern MA: 19.03 c/kWh Western MA: 17.05 c/kWh
IF-EU-240a.2	Quantitative	Typical monthly electric bill for residential customers for (1) 500 kWh of electricity delivered per month	CT: \$106.10 NH: \$99.50 Eastern MA: \$117.65 Western MA: \$104.80
		Typical monthly electric bill for residential customers for (2) 1,000 kWh of electricity delivered per month	CT: \$212.20 NH: \$199.00 Eastern MA: \$235.30 Western MA: \$209.60
IF-EU-240a.3	Quantitative	Number of residential customer electric disconnections for non-payment, percentage reconnected within 30 days	Not publicly reported
IF-EU-240a.4	Discussion and Analysis	Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	<a href="#">Eversource website</a> - About Your Bill

Workforce Health & Safety			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-EU-320a.1	Quantitative	(1) Total recordable incident rate (TRIR)	<a href="#">EEI AGA ESG Template</a>
		(2) fatality rate	<a href="#">EEI AGA ESG Template</a> In 2019, there were zero employee fatalities
		(3) near miss frequency rate (NMFR)	Not publicly reported

End-Use Efficiency & Demand			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-EU-420a.1	Quantitative	Percentage of electric utility revenues from rate structures that (1) are decoupled	<a href="#">Eversource Annual Report</a>
		Percentage of electric utility revenues from rate structures that (2) contain a lost revenue adjustment mechanism (LRAM)	
IF-EU-420a.2	Quantitative	Percentage of electric load served by smart grid technology	<a href="#">EEI AGA ESG Template</a>
IF-EU-420a.3	Quantitative	Customer electricity savings from efficiency measures, by market	<a href="#">Energy Efficiency</a>

Nuclear Safety & Emergency Management			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-EU-540a.1		Total number of nuclear power units, broken down by U.S. Nuclear Regulatory Commission (NRC) Action Matrix Column	Not applicable as Eversource only owns solar generation
IF-EU-540a.2		Description of efforts to manage nuclear safety and emergency preparedness	<a href="#">Eversource Annual Report</a>

Grid Resiliency			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-EU-550a.1	Quantitative	Number of incidents of non-compliance with physical and/or cybersecurity standards or regulations	Not publicly reported
IF-EU-550a.2	Quantitative	(1) System Average Interruption Duration Index (SAIDI)	<a href="#">Proxy Statement</a>
		(2) System Average Interruption Frequency Index (SAIFI)	Average Months Between Interruptions (MBI) reporting in <a href="#">Proxy Statement</a>
		(3) Customer Average Interruption Duration Index (CAIDI), inclusive of major event days	Not publicly reported

Activity Metrics			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-EU-000.A	Quantitative	Number of customers served	2019 Residential: 2,823,704 2019 Commercial: 367,506 2019 Industrial: 7,435 2019 Street Lighting: 15,531
IF-EU-000.B	Quantitative	Total electricity delivered to customers (MWh)	2019 Residential: 2,068,603 MWh 2019 Commercial: 25,992.227 MWh 2019 Industrial: 4,939,703
IF-EU-000.C	Quantitative	Length of transmission and distribution lines	<a href="#">About Our Company</a>
IF-EU-000.D	Quantitative	Total electricity generated, percentage by major energy source, percentage in regulated markets: solar	<a href="#">EEI AGA ESG Template</a>

IF-EU-000.E	Quantitative	Total wholesale electricity purchased (MWh)	Not publicly reported
-------------	--------------	---	-----------------------

### SASB Gas Utilities Distributors Standard Metrics:

Energy Affordability			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-GU-240a.1	Quantitative	Average retail gas rate for (1) residential customers	CT Residential Sales: 1.64 \$/Ccf CT Residential Transportation: 0.43 \$/Ccf MA Residential Sales: 1.25 \$/therm MA Residential Transportation: 0.59 \$/therm
		Average retail gas rate for (2) commercial customers	CT Commercial Sales: 1.12 \$/Ccf CT Commercial Transportation: 0.34 \$/Ccf MA Commercial Sales: 0.90 \$/therm MA Commercial Transportation: 0.29 \$/therm
		Average retail gas rate for (3) industrial customers	CT Industrial Sales: 0.85 \$/Ccf CT Industrial Transportation: 0.28 \$/Ccf MA Industrial Sales: 0.77 \$/therm MA Industrial Transportation: 0.20 \$/therm
IF-GU-240a.2	Quantitative	Typical monthly gas bill for residential customers for (1) 50 MMBtu of gas delivered per year	CT: \$67.00 MA: \$52.09
		Typical monthly gas bill for residential customers for (1) 100 MMBtu of gas delivered per year	CT: \$134.00 MA: \$104.16
IF-GU-240a.3	Quantitative	Number of residential customer gas disconnections for non-payment, percentage reconnected within 30 days	Not publicly reported
IF-GU-240a.4	Discussion and Analysis	Discussion of impact of external factors on customer affordability of gas, including the economic conditions of the service territory	<a href="#">Eversource website</a> - About Your Bill

End-Use Efficiency			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-GU-420a.1	Quantitative	Percentage of gas utility revenues from rate structures that (1) are decoupled	<a href="#">Eversource Annual Report</a>
		Percentage of gas utility revenues from rate structures that (2) contain a lost revenue adjustment mechanism (LRAM)	
IF-GU-420a.2	Quantitative	Customer gas savings from efficiency measures by market	Eversource Sustainability Report

Integrity of Gas Delivery Infrastructure			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-GU-540a.2	Quantitative	Percentage of distribution pipeline that is (1) cast and/or wrought iron	Eversource reports miles of main in our <a href="#">EEI AGA ESG Template</a>
		Percentage of distribution pipeline that is (2) unprotected steel	
IF-GU-540a.4	Discussion and Analysis	Description of efforts to manage the integrity of gas delivery infrastructure, including risks related to safety and emissions	<a href="#">Our Footprint</a> <a href="#">Safety</a> <a href="#">Reliability &amp; Resiliency</a>

Activity Metrics			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-GU-000.A	Quantitative	Number of customers served	2019 Residential: 479,235 2019 Commercial: 54,509 2019 Industrial: 2,445
IF-EU-000.B	Quantitative	Amount of natural gas delivered to customers (MMBtu)	2019 Residential: 40,334,771 MMBtu 2019 Commercial: 46,123,376 MMBtu 2019 Industrial: 21,347,696 BTU
IF-GU-000.C	Quantitative	Length of gas transmission and distribution lines (km)	<a href="#">Eversource Annual Report</a>

### SASB Water Utilities Services Standard Metrics:

Water Affordability & Access			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-WU-240a.1	Quantitative	Average retail water rate for (1) residential customers (per CCF)	CT: \$5.90 NH: \$8.14 MA: \$3.79 All: \$5.65
		Average retail water rate for (2) commercial customers (per CCF)	CT: \$4.32 NH: \$6.92 MA: \$3.12 All: \$4.30
		Average retail water rate for (3) industrial customers (per CCF)	CT: \$2.78 NH: \$5.70 MA: \$2.17 All: \$2.64
IF-WU-240a.2	Quantitative	Typical monthly water bill for residential customers for 10 Ccf of water delivered per month	CT: \$44.06 NH: \$42.26 MA: \$33.43 All: \$43.27
IF-WU-240a.3	Quantitative	Number of residential customer water disconnections for non-payment, percentage reconnected within 30 days	Not publicly reported

Drinking Water Quality			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-WU-250a.2	Discussion and Analysis	Discussion of strategies to manage drinking water contaminants of emerging concern	<a href="#">Water Resources</a>

Water Supply Resilience			
SASB Code	Category	Metric/Activity Metric	Eversource Information Source
IF-WU-440a.3	Discussion and Analysis	Discussion of strategies to manage risks associated with the quality and availability of water resources	<a href="#">Water Resources</a>

<b>Network Resiliency &amp; Impacts of Climate Change</b>			
<b>SASB Code</b>	<b>Category</b>	<b>Metric/Activity Metric</b>	<b>Eversource Information Source</b>
IF-WU-450a.4	Discussion and Analysis	Description of efforts to identify and manage risks and opportunities related to the impact of climate change on distribution and wastewater infrastructure	<a href="#">Climate Change</a> <a href="#">Water Resources</a>

<b>Activity Metrics</b>			
<b>SASB Code</b>	<b>Category</b>	<b>Metric/Activity Metric</b>	<b>Eversource Information Source</b>
IF-WU-000.A	Quantitative	Number of customers served	2019 Residential: 206,779 2019 Commercial: 18,502 2019 Industrial: 3,242
IF-WU-000.B	Quantitative	Total water sourced, percentage by source type	<a href="#">Water Resources</a>
IF-WU-000.C	Quantitative	Total water delivered to customers (MG)	2019 Residential: 1,452 MG 2019 Commercial: 414 MG 2019 Industrial: 296 MG