

News Release

Eversource Provides Updates to Customers During COVID-19 Pandemic *Energy company has suspended customer disconnections, waived all late fees and takes additional social distancing steps*

BERLIN, Conn. (March 19, 2020) – With the COVID-19 pandemic continuing to evolve, Eversource is reassuring customers that the energy company is well prepared to continue providing safe, reliable energy while also safeguarding the health and well-being of employees and the communities it serves. As of last week, the energy company:

- suspended all customer disconnections for non-payment
- waived late payment charges
- began offering a special, flexible payment plan for any past due bills
- offered additional energy-saving tips to help reduce energy use while people are spending more time at home.

“As a member of the communities we serve across New England, we’re here to support our customers through this unprecedented time, while also safeguarding the health and well-being of our employees,” said Eversource Chairman, President and CEO Jim Judge. “Whether it’s our hospitals providing critical care to patients, students learning remotely, or people working from home, we’re taking every possible step to ensure that our customers have the energy they need during this challenging period.”

While as many Eversource employees as possible are working from home, for those jobs that can’t be done remotely the energy company has taken a wide variety of steps to ensure their safety. Eversource has reconfigured desk arrangements to create appropriate social space for employees and has enhanced cleaning and sanitation procedures at all facilities and in all vehicles.

Eversource field crews will continue working on projects to ensure continued reliability for all customers including hospitals, nursing homes and grocery stores. Energy company field employees will report directly to job sites whenever possible, ensuring fast response to emergencies while limiting group interactions at company work centers. All work and appointments that require a technician to enter a home or come in close contact with others have been suspended, except for critical work to ensure the safety and reliability of the system.

For more information on Eversource’s preparedness efforts and response to COVID-19, including FAQs for customers, ways to save, and more please visit [Eversource.com](https://www.eversource.com).

Eversource (NYSE: ES), celebrated as a national leader for its corporate citizenship, is the #1 energy company in [Newsweek](#)’s list of America’s Most Responsible Companies for 2020 and recognized as one of America’s Most JUST Companies and the top utility by [Forbes](#) and [JUST Capital](#). Eversource transmits and delivers electricity to 1.25 million customers in 149 cities and towns, provides natural gas to 237,000 customers in 74 communities, and supplies water to approximately 198,000 customers in 51 communities across Connecticut. Eversource harnesses the commitment of approximately 8,300 employees across three states to build a single, united company around the mission of safely delivering reliable energy and



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water with superior customer service. The #1 energy efficiency provider in the nation, the company is empowering a clean energy future in the Northeast, with nationally-recognized energy efficiency solutions and successful programs to integrate new clean energy resources like solar, offshore wind, electric vehicles and battery storage, into the electric system. For more information, please visit our website (www.eversource.com) and follow us on Twitter ([@EversourceCT](https://twitter.com/EversourceCT)) and Facebook (facebook.com/EversourceCT). For more information on our water services, visit www.aquarionwater.com.

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