



March 30, 2020

To our Chamber of Commerce and business leaders:

During this challenging time for all of us, Eversource is providing several measures that will lessen the financial hardship on all our customers, including small businesses—the backbone of our communities.

In addition to postponing customer disconnections for non-payment and assisting customers with financial programs to help pay their bill, Eversource is also providing extended payment arrangements for small business customers.

In normal operations, small business customers get up to three months for bill payment arrangements. To support small business customers through the COVID-19 crisis, Eversource is offering a **\$0 down payment and a 12-month payment arrangement, with the first payment not due until June 1.**

The reliability of our essential service has never been more important than it is today during these uncertain times. With many people working from home, and students studying remotely, customers are increasingly relying on electronic devices to accomplish their goals.

Throughout the health crisis, be assured that Eversource is taking strict personal and public safety measures to help stop the spread of COVID-19 while also performing essential tasks to ensure all our customers have a safe and reliable energy system.

Essential work is that which maintains or improves the condition of our energy system to ensure safe and reliable service to customers. Examples include replacement of electrical lines, poles, and other equipment; installation of automated switches that speed restoration of customers following an outage; new utility connections; vegetation management along electric lines; repair of natural gas leaks; replacement and upgrade of natural gas lines and other equipment; and work mandated by law or regulation or as required by regional electric grid operator ISO-New England.

During this time, we are rescheduling all planned outages, as well as routine non-outage, service-related work inside residence or business. We are also reducing non-critical field work in our gas operations that requires access to homes or businesses.

Eversource is proud to be part of the communities we serve, and we are committed to serving all our customers during this difficult and uncertain time.

Best,

A handwritten signature in dark ink, appearing to read "Penelope McLean-Conner".

Penelope McLean-Conner
Sr. Vice President & Chief Customer Officer

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