

News Release

Global Demand Drives Winter Energy Supply Prices to Historic Highs *Eversource highlights assistance programs and services to help customers*

BERLIN, Conn. (November 17, 2022) – With energy prices at record highs this winter, Eversource is working to connect its customers with the many programs and services available to help manage their bill ahead of the January 1 electric supply rate change. While customers are facing rising costs in virtually all aspects of life, the company is reminding them of the variety of payment options and assistance programs including [Budget Billing](#), [Matching Payment](#), [New Start](#) and the state’s [Low Income Home Energy Assistance Program](#).

“We know how challenging increased energy costs are for our customers who are already frustrated with rising prices for other basic, daily needs, and we want to help them manage their energy bills as much as possible,” said Eversource Executive Vice President of Customer Experience and Energy Strategy Penni Conner. “We’re here to work with our customers one-on-one on ways to reduce their energy usage and connect them with assistance programs, flexible payment plans or other resources to help them manage their monthly bill. We also remind customers they can compare energy prices at EnergizeCT and sign up with an alternative supplier for their energy supply if they choose.”

Help is available. Eversource has options for everyone.



New Start

As you pay down your overdue balance, we'll help make up the difference.



Matching Payment

We'll match your payments, plus the amount of energy assistance you receive.



Energy Assistance

Our team is at the ready to connect you with available state and federal assistance.



Energy Efficiency

Take advantage of our solutions and incentives to help you use less energy.

Today, the energy company filed new electricity supply prices from power suppliers with Connecticut’s Public Utilities Regulatory Authority (PURA) that would be in effect from January 1, 2023, through June 30, 2023. If approved, the proposed Standard Service Rate for residential customers who receive their energy supply from Eversource would change from 12.1 cents per kilowatt-hour (kWh) to 24.2



cents per kWh, compared to 11.5 cents per kWh last winter. On average, an Eversource residential electric customer who uses 700 kilowatt hours of power each month could see an increase of approximately 48% over their current monthly bill - approximately \$85 per month – on the supply portion of the bill.

In Connecticut, the energy supply price changes twice a year – January 1 and July 1 – representing the cost that Eversource pays generators for the power that customers use. Eversource only charges customers what it pays generators for producing the power – it does not earn a profit on the cost of electricity.

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How much a customer pays will ultimately depend on how much energy is used, their rate category, and weather conditions. All Eversource customers have the option to buy their power from state-approved third-party suppliers or receive their energy supply through Eversource’s Standard Service rate. Customers can find out more information about alternate supplier rates at [EnergizeCT](#).

As has been widely reported, energy costs continue to rise globally, with regional electric supply prices reaching all-time highs this year due to increased global demand for and the high cost of natural gas, world events, extreme weather, and other issues.

Eversource is encouraging customers who are having difficulty paying their energy bills or want to learn more about what help is available to participate in one of its upcoming webinars – **December 1st or 8th at noon**. The webinar will include information about protection from service disconnection, programs to reduce unpaid balances with affordable monthly payments, extended payment plans and no-cost energy efficiency programs that can help lower energy usage. Advanced registration is required, and customers can sign up at [Eversource.com/Billhelp](#). Customers can also call the energy company at 800-286-2828 to learn more about the assistance and programs available.

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 2021 and recognized as one of America’s Most JUST Companies. Celebrated as a national leader for its corporate citizenship, Eversource transmits and delivers electricity to 1.27 million customers in 149 cities and towns, provides natural gas to 249,000 customers in 74 communities, and supplies water to approximately 207,000 customers in 56 communities across Connecticut. Eversource harnesses the commitment of approximately 9,200 employees across three states to build a single, united company around the mission of safely delivering reliable energy and 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 eversource.com, and follow us on [Twitter](#), [Facebook](#), [Instagram](#), and [LinkedIn](#). For more information on our water services, visit aquarionwater.com.

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