

# Winter Energy Pricing

## 2015 Quick Guide for Connecticut Customers



### What's Happening?

Higher electricity prices are an impending reality across the New England region this winter and likely for several more winters.

### Why is it happening?

Almost half of New England's electricity is now produced using natural gas.

- Natural gas is an abundant, affordable fuel. However, because of regional pipeline limitations and a growing need for natural gas to produce electricity, electric prices are moving higher and there is an increased risk of winter power shortages.
- This winter's expected price increase on the generation portion of a customer's bill is a direct pass-through of what it costs Eversource to purchase electricity from suppliers on behalf of customers.
- In Connecticut's deregulated energy market, Eversource is an electric distribution company that does not produce energy.

### How will winter energy prices affect natural gas customers?

- Prices for customers who rely on natural gas for the homes and businesses will remain stable.

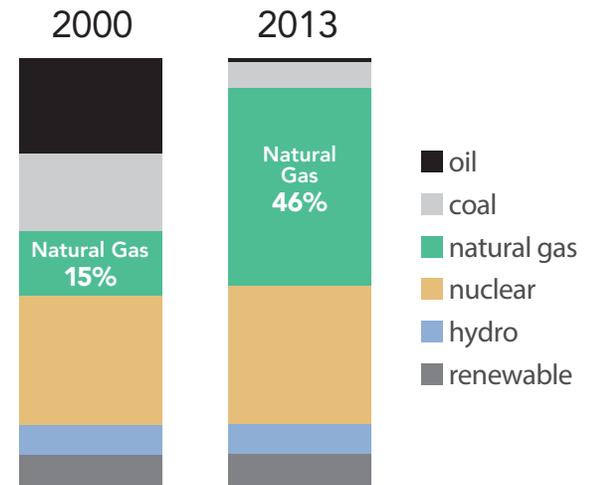
### What we're doing to address these challenges:

Eversource is an industry leader committed to developing strategic projects to help solve these challenges:

- The company's Northern Pass Project will bring clean, low-cost energy from Hydro-Quebec's world-class hydroelectric plants to New England from Canada.
- The Access Northeast Project, a partnership between Eversource and Spectra Energy, will expand regional gas capacity through existing pipeline corridors – minimizing environmental, safety and local impacts.

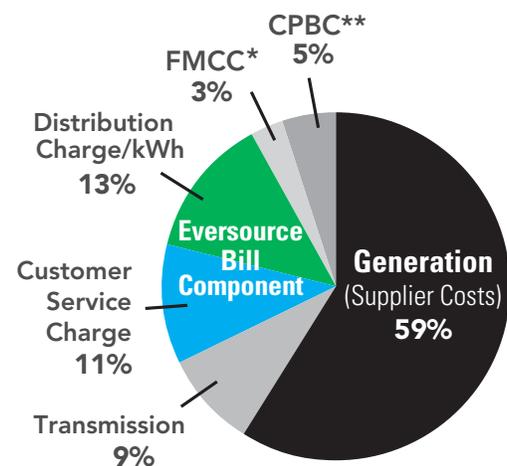
To learn more about these proposed projects, visit: [eversource.com](http://eversource.com).

### New England Power Production Profile



Since 2000, the amount of natural gas used by power plants to produce electricity has tripled, from 15% to 46% today, while gas pipeline capacity has not kept pace.

### Eversource Residential Bill Components



More than half (59%) of an average Eversource bill consists of generation costs from electric suppliers.

\* Federally Mandated Congestion Charge  
\*\* Combined Public Benefits Charge, including low-income and energy efficiency programs

## How you can prepare

Because approximately 88 percent of a typical residential electric bill is based on the number of kilowatt hours used, you can effectively manage your electric bill by controlling usage.

### Energy Efficiency

Eversource offers resources and solutions to help you manage your energy costs and keep you comfortable all winter long. Here is a check-off list of tips

to get you started:

- ✓ Get a Home Energy Solutions<sup>SM</sup> assessment
- ✓ Turn down the thermostat
- ✓ Install high-efficiency lighting
- ✓ Replace inefficient home appliances
- ✓ Upgrade to high-efficiency heating
- ✓ Inspect and repair weather stripping
- ✓ Seal air leaks
- ✓ Add insulation to the attic, basement, crawl space and garage
- ✓ Take advantage of rebates and incentives

### Budget Billing

Manage your bill by making equal monthly payments throughout the year and avoid seasonal peaks during heating and cooling months.

### Payment Assistance Programs

Eversource offers a variety of programs to help qualified customers lower their energy bill. The programs are promoted in customer bills, through local Community Action Agencies and online at [eversource.com](http://eversource.com).



Energy-efficient lighting, like the light emitting diode (LED) bulb shown above, uses up to 80 percent less energy and last 10 to 50 times longer than traditional incandescent bulbs. Look for the Energize Connecticut logo at your local retailer to ensure you are purchasing a quality, ENERGY STAR<sup>®</sup> certified bulb at a discounted price.



A Home Energy Solutions assessment and service includes a number of energy-saving improvements that save the average customer approximately \$250 per year. On-the-spot improvements such as sealing air leaks, installing weather stripping and insulating water pipes will all help you reduce the amount of energy you use. Plus, you'll get access to rebates for even greater savings.



Appliances that earn the ENERGY STAR label can reduce your energy cost anywhere from 10 to 50 percent. If you have an old refrigerator, clothes washer, dishwasher or dehumidifier, consider upgrading.

Learn more about these and all the energy efficiency programs available to help you reduce energy costs this winter at [EnergizeCT.com](http://EnergizeCT.com).

## Heating Season Programs for 2014-2015

Eligible Customers	Program	Benefits
<b>Electric and Gas customers who:</b> <ul style="list-style-type: none"> <li>• Have household incomes at or below 60% of the state medium income or</li> <li>• Receive public assistance</li> </ul>	<b>Winter Protection Plan</b>	<ul style="list-style-type: none"> <li>• Protection from shut-off from November 1 to May 1. You will still receive your bill.</li> <li>• Please pay what you can each month to avoid a large balance in May.</li> </ul>
Qualified electric customers	<b>NUStart</b>	<ul style="list-style-type: none"> <li>• Qualified customers may be eligible to have your account's overdue balance forgiven. Call 1-800-286-2828 for more information.</li> </ul>
<b>Utility heating customers who:</b> <ul style="list-style-type: none"> <li>• Have limited income and</li> <li>• Have received a shutoff notice</li> </ul>	<b>Connecticut Energy Assistance Program (CEAP)</b>	<ul style="list-style-type: none"> <li>• Eligible households may receive a basic benefit up to \$550.</li> <li>• Applications accepted through May 1*.</li> <li>• Call your local Community Action Agency or 2-1-1 for assistance.</li> </ul>
Households with incomes up to 60% of the state median income that are not eligible for the Connecticut Energy Assistance Program	<b>Contingency Heating Assistance Program (CHAP)</b>	<ul style="list-style-type: none"> <li>• Qualified households may receive a \$285 benefit payment for heating.</li> <li>• To learn if you are eligible or to apply, call your local Community Action Agency or 2-1-1, or visit <a href="http://www.ct.gov/staywarm">www.ct.gov/staywarm</a>.</li> </ul>
<b>Customers who are not eligible for state or federal assistance</b>	<b>Operation Fuel: Private, nonprofit energy assistance program</b>	<ul style="list-style-type: none"> <li>• Emergency payments made directly to the company that supplies your household with heating fuel or utility services.</li> <li>• To apply, call your local fuel bank for an appointment.</li> <li>• Visit <a href="http://www.operationfuel.org">www.operationfuel.org</a> or call 2-1-1 for more information.</li> </ul>

\*Customers with a disconnection notice may apply through May 15.