

Continuing to Meet
Customers' Needs
During this Challenging Time

June 17, 2020

EVERSOURCE



Steps We've Taken for Employee and Public Safety

- HR Command Center established
- Limited building access
- 4,000 employees working remotely
- Modified safety plans
 - Handwashing/social distancing/face coverings
 - One employee per vehicle
 - Deep cleaning of company facilities and vehicles
- Extensive employee safety and health communications
- Requiring same standards of contractors



Meeting Customers' Needs Safely



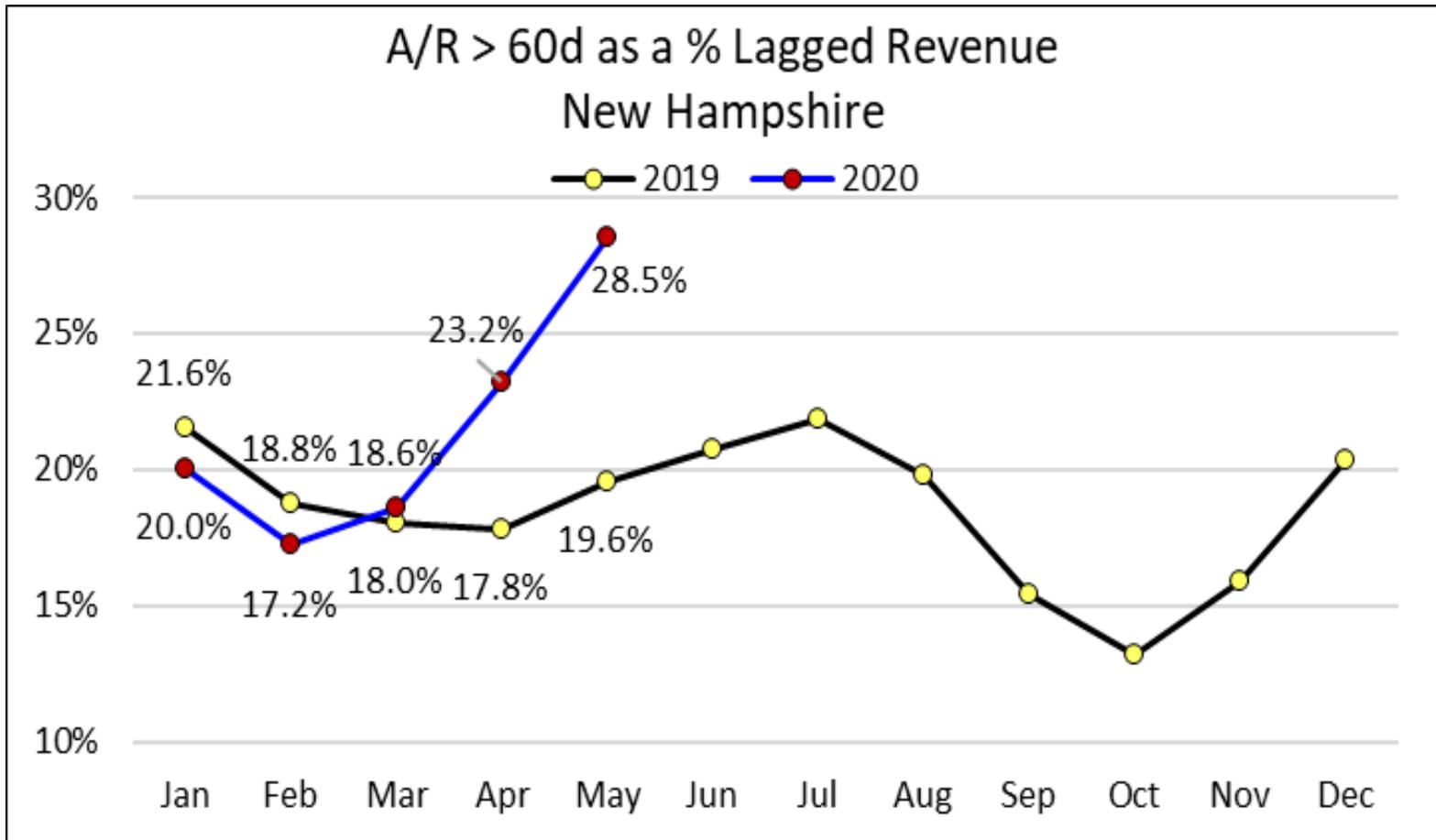
- Implemented **safety guidelines** for work on customers' premises
- Expanded critical facilities list
- Adjusted municipal **communications** for working remotely
- Trained Eversource community liaisons and briefed communities
- Continued execution of our work plan
- Delayed planned **system outages** during stay at home order
- Modified **Emergency Response Plans**
- Continued ERP planning underway for hurricane season

Special Customer Pandemic Programs and Services

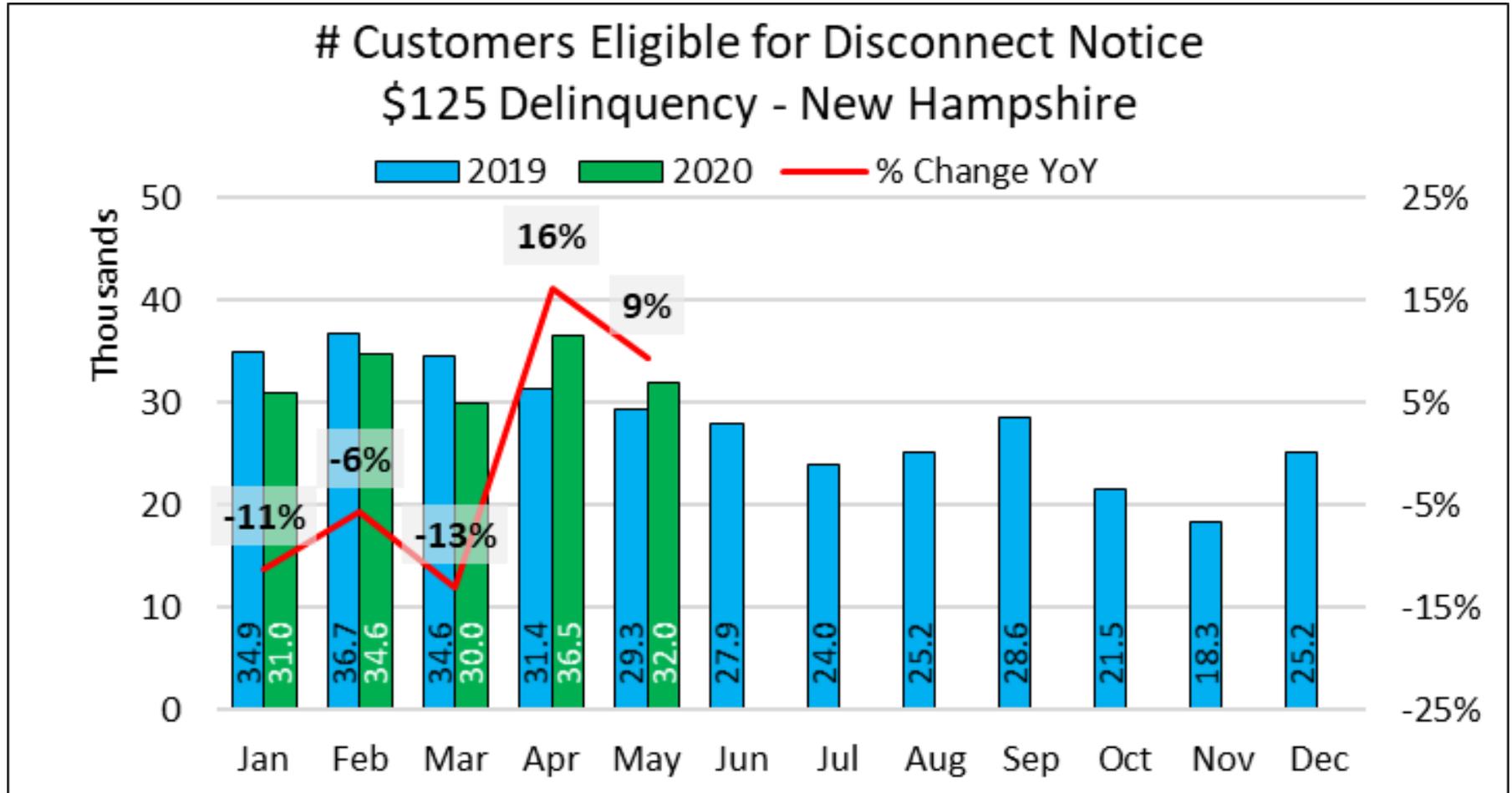


- **Suspended:**
 - Shut offs for non-payment
 - Security deposits
 - Late fees
 - Delinquent balance notifications
- **Reconnected residential customers** without payment following disconnect prior to COVID-19
- **Extended payment plans** with no down payment for past-due amounts

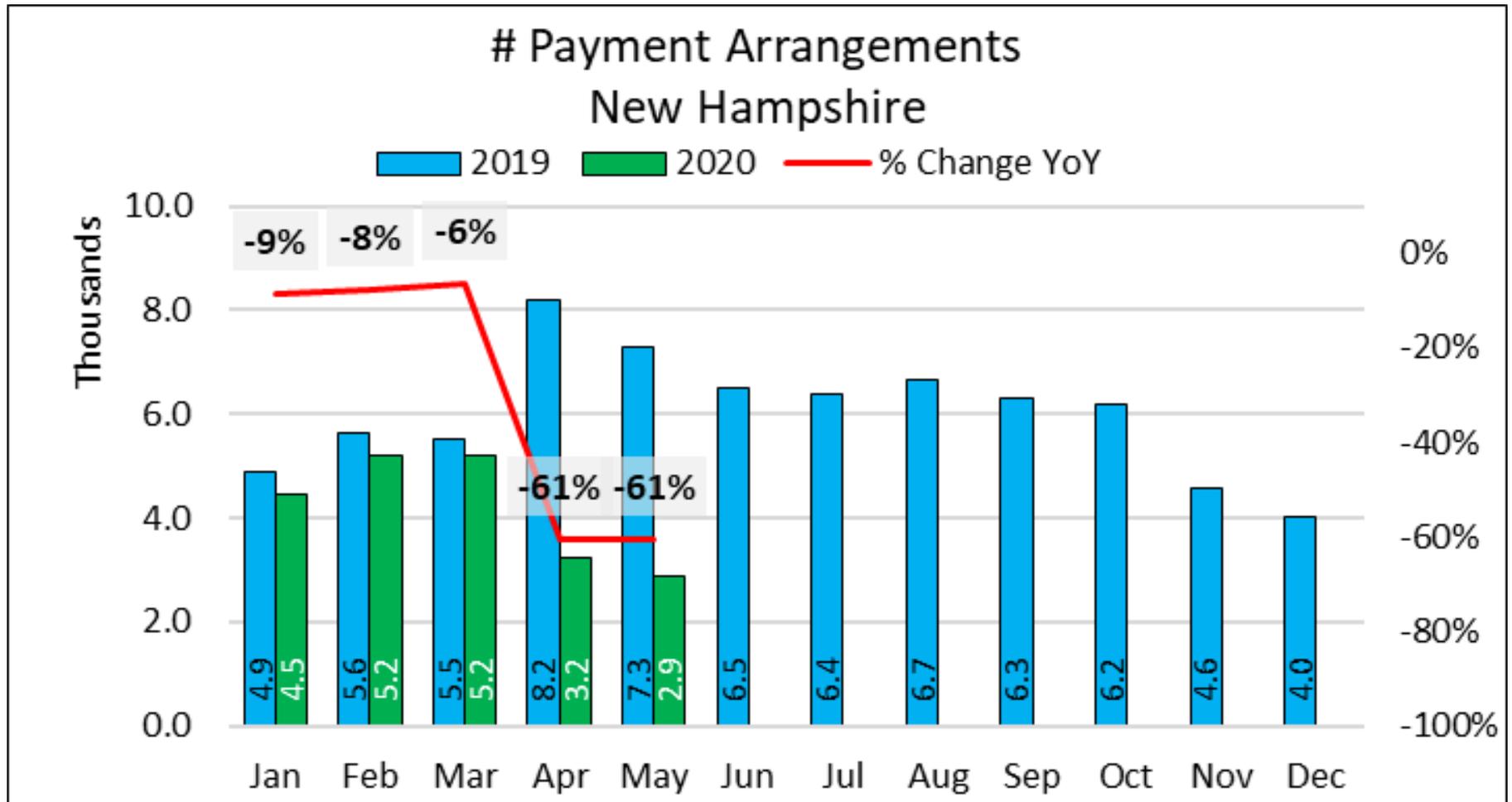
Accounts Receivable >60 days old as a % of revenue billed two months prior has *increased 45%* year-over-year.



9% more customers eligible for a disconnect notice in May 2020 (32k) compared to May 2019 (29k), which is an improvement from April.



Customer engagement in payment arrangements has decreased by 61%, May year-over-year.



Increasingly Targeted Customer Communications as Disconnect Moratorium Ends

Phased restart: businesses, residential, residential hardship customers

Awareness & Education

- "We can help"
- Special payment arrangements
- Stimulus outreach & support

Soft Collections

Targeted Outreach:

- Past due balances
- Payment arrangement options & protections

Collections Restart

Targeted Outreach:

- Early-warning shutoff notifications
- Automated shutoff notifications
- Disconnect for nonpayment

Looking to the Future

States have:

Approved **regulatory frameworks** to address long-term financial impacts of COVID-19

We can:

Continue to provide **sustained customer support** with appropriate regulatory guidance and cost-recovery assurances