

Eversource, Formerly Columbia Gas of Massachusetts Winter Rate Adjustments Key Facts

Twice per year, in May and November, the natural gas supply rate is adjusted based on actual market costs of buying gas for our customers. Each year, there is likely to be a seasonal increase in natural gas supply prices during the winter months. As is typical this time of year, the gas supply rate will increase on Nov. 1, 2020, as outlined below, and will be in effect until April 30, 2021. Natural gas is a commodity – more demand for natural gas heating during the winter means less supply and higher costs – which is why the winter rate is usually higher than the summer rate. In addition to this supply rate change, there are other annual adjustments effective Nov. 1 to the delivery portion of the bill, as outlined below.

We know that this winter will be especially challenging, as more people keep their thermostats up to stay warm while working and studying from home, and we're here to help, even if a customer has never asked for help before. We have special payment and assistance programs and ways to help our customers lower their energy use and bill.

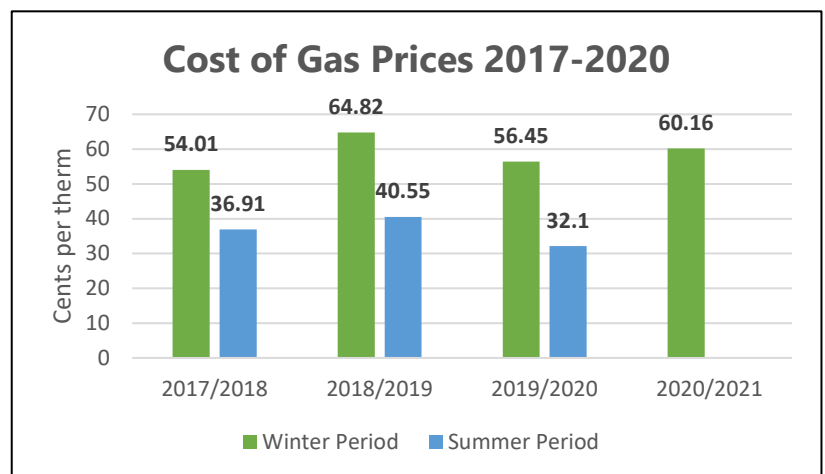
2020-2021 Winter Rates

For average residential heating and high use winter customers:

- The supply adjustment is an increase of about 7% over last winter's rate. From October 2020 bills, the increase from \$0.2675 per therm to \$0.6016 per therm equates to an approximately \$44.38 increase.
- The Local Distribution Adjustment rate is an increase from \$0.2748 per therm to \$0.3265 per therm, which equates to an increase of approximately \$17.60.
- These rate adjustments provide no profit to Eversource.
- Usage typically increases from approximately 50 therms in Oct. to 96 therms in Nov., as the need for heating increases. This increase is highly dependent on weather, and we expect with more people at home throughout the day, this usage may increase even further this winter.

Help is Available, Even for Those Who Haven't Needed It Before

We know any bill increase can create added stress, especially during these already challenging times. We encourage all customers who are concerned about their bill, to call us right away at 800-688-6160. We can guide them through finding the right assistance program and help them with ways to lower their bill. We'll work with customers one-on-one to find the right option for them.



Eversource, Formerly Columbia Gas of Massachusetts Winter Rate Adjustment Frequently Asked Questions

1. Why is the supply rate increasing?

Twice per year, in May and November, the natural gas supply rate is adjusted based on actual market costs of buying gas for our customers. Natural gas is a commodity – more demand for natural gas heating during the winter means less supply and higher costs – which is why the winter rate is usually higher than the summer rate. This rate reflects the actual cost of purchasing natural gas for our customers with no profit to Eversource

2. Is this rate change because Eversource took over Columbia Gas of Massachusetts' operations?

This rate change is purely the result of regular, seasonal changes in natural gas supply. This is not related to Eversource taking over the Columbia Gas of MA operations. As previously announced, there are no gas delivery rate changes planned for at least one year.

3. How does usage impact the overall bill?

Increased usage affects both the supply and delivery charges on your bill. We know that this winter will be especially challenging, as more people keep their thermostats up to stay warm while working and studying from home. We're here to help. All customers are encouraged to take advantage of a no-cost home energy assessment for an expert evaluation of their current energy use, savings tips and improvements specifically for their home, as well as important safety tests on natural gas heating equipment and appliances. Customers will receive a personalized energy report to help them better manage their energy use and find rebates and incentives to save them money. Customers can also take advantage of deep discounts on energy efficient solutions, like smart thermostats, up to 100 percent off insulation – and more. Visit ColumbiaGasMA.com and click on Energy Efficiency for more information

4. Do you offer programs to help customers pay their bills?

Yes. We know the pandemic continues to challenge our customers financially and in unprecedented ways and we're here to help. Even if a customer has never needed help before, they may now qualify for special programs to help them reduce their past due balance, extended payment plans and energy assistance. If any customer is concerned about their bill, we encourage them to call us right away at 800-688-6160. We'll work with them one-on-one to find the right option for them.

5. How will customers hear about this change?

To ensure customers hear about this change before they see it reflected in their bill, we are implementing a multi-channel strategy including ColumbiaGasMA.com, email, bill messaging and, as always, ensuring our Customer Service Representatives are ready and available to assist customers.

We're in this together. If you or the low-income or consumer advocates in your community have questions about this change or any of the programs we're offering to help our customers, please reach out to your Eversource Community Relations Representative.

Former Columbia Gas of Massachusetts towns:

Agawam, Andover, Attleboro, Avon, Bellingham, Berkley, Bridgewater, Brockton, Canton, Chicopee, Dighton, Dover, Duxbury, East Bridgewater, East Longmeadow, Easthampton, Easton, Foxborough, Franklin, Granby, Halifax, Hampden, Hanover, Hanson, Holbrook, Lakeville, Lawrence, Longmeadow, Ludlow, Mansfield, Marshfield, Medfield, Medway, Mendon, Methuen, Millis, Monson, Norfolk, North Andover, Northampton, Norton, Norwell, Palmer, Pembroke, Plympton, Randolph, Raynham, Rehoboth, Scituate, Seekonk, Sharon, South Hadley, Southwick, Stoughton, Taunton, Walpole, West Bridgewater, West Springfield, Wilbraham, Wrentham