

Changes to Customers' Bill on November 1

Global Supply Demands Driving Overall Gas Price Increase

With the heating season quickly approaching, I want to inform you that the cost of natural gas will be significantly higher (about 20%) this winter for Eversource customers. As you know, Eversource purchases natural gas to meet customers' energy needs for the winter and summer seasons. After hitting a 10-year low during the COVID-19 pandemic, this increase is primarily due to high global demand for natural gas and supply shortages in the United States from extreme weather events that have affected natural gas production.

In addition to the natural gas supply rate, proposed adjustments to other portions of the bill related to safely and reliably operating the gas system are also expected to take effect on November 1. In total, if all proposed adjustments are approved by the Massachusetts Department of Public Utilities, a typical residential gas heating customer using 132 therms a month during the winter will see an increase of \$41.43. A customer's total bill amount depends on their energy use, the type of rate they are on, and weather conditions.

Encouraging Customers to Take Steps Now to Lower Their Gas Use and Bill This Winter

- We recognize the financial challenges these increases will have on many customers. That is why we are communicating the expected increase now, and encouraging customers to [take advantage](#) of energy-saving tips, rebates on energy-saving products, like smart thermostats, and sign up for a no-cost, virtual Home Energy Assessment.
- We also have a [Budget Billing Program](#) which lets you divide your annual energy costs into fixed monthly payments so that you know exactly how much your electric bill will be each month, avoiding seasonal spikes.
- In addition, even if customers have never needed help before, they may now qualify for [special programs](#) to help lower their monthly bill, reduce their past due balance, or extended payment plans. We ask that you share this information with your residents if they express concerns about their bills.

Thank you for your consideration, and please contact me if you have any questions.

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