

Distribution Rate Increase

Eversource customers in Massachusetts benefit from a safe, internationally rated, top-tier electric system that enables us to meet our customers' energy needs. As a follow up to an earlier communication in 2022, Eversource submitted proposals to the Massachusetts Regulators (DPU) to support this continued investment. We are sensitive to this investment's impact on customers and have worked to limit that impact as much as possible.

The DPU recently issued a decision on our proposal. This recent decision will enable Eversource to continue our leadership role for Massachusetts' energy future by continued investment in clean, reliable energy, ability to invest in the electric grid to reduce outages, increase response times, and to manage an increasingly complex system.

The DPU's decision also includes a minimum five-year period before Eversource can request a new distribution rate review, and a requirement that we operate under a performance-based plan that is measured on important categories like customer satisfaction, environmental justice, equity, system resiliency, and clean energy resources.

The approved Distribution rate, along with adjustments to the annual Delivery rate, and the change to the Basic Service (energy supply) charge are effective January 1, 2023.

While the adjustments to the Distribution and annual Delivery rates take effect January 1, 2023, rising energy costs are the primary factor impacting customers' total monthly bills.

As you know, Eversource does not produce electricity, but purchases energy to meet customers' electric needs throughout the year. Eversource does not earn a profit on the cost of energy and charges customers only what the company pays in the energy market.

Beginning January 1, Eversource electric customers will see the following impacts to their total monthly bill:

Base Distribution Rate Review Impact Massachusetts Residential Basic Service Customers *

Rate Classification	Typical Monthly Use (kWh)	\$ Total Bill Impact	% Total Bill Impact
R-1 Non-Heating	530-550	\$3 to \$4	1% to 2%
R-2 Non-Heating Assistance	480-590	-\$7 to -\$8	-7% to -8%
R-3 Residential Heating	745-805	\$4 to \$5	2% to 3%
R-4 Residential Heating Assistance	845-995	-\$12 to -\$13	-7% to -8%

Total Bill Impact Massachusetts Residential Basic Service Customers **

Rate Classification	Typical Monthly Use (kWh)	\$ Total Bill Impact	% Total Bill Impact
R-1 Non-Heating	530-550	\$43 to \$47	25% to 27%
R-2 Non-Heating Assistance	480-590	\$15 to \$16	15% to 16%
R-3 Residential Heating	745-805	\$70 to \$73	30% to 31%
R-4 Residential Heating Assistance	845-995	\$32 to \$33	19% to 20%

* Commercial and industrial (“C&I”) customers can expect bill impacts to vary depending on usage and rate class. **Large C&I customers and certain medium C&I customers will be contacted by their Eversource Account Executives. Small C&I customers and medium C&I customers without Account Executives should contact the Eversource Business Call Center at 800-340-9822 for specific bill impacts.**

**Basic Service adjusts on January 1 and July 1 for residential customers.

A customer’s total bill amount depends on their energy use, their energy supplier, the type of rate they are on, and weather conditions.

Programs to Help Customers

We recognize the financial burden this places on customers who are already facing higher prices on everyday goods and services.

To help customers through this time, we offer programs to lessen the impact on their bill by helping better manage energy use and providing direct assistance to those in need. Customers are encouraged to:

- Visit [Eversource.com](https://www.eversource.com) to learn more about the many [Energy Efficiency rebates and services](#) to help reduce energy use at little or no cost. Simple changes can help lower bills.
- Take advantage of our [Heating Cost Calculator](#) to see how adjustments to your thermostat can help them save energy.
- Schedule a virtual home pre-assessment with an energy technician to identify energy-saving opportunities in your home. **CALL 1-866-527-SAVE (7283) TO LEARN MORE ABOUT [HOME ENERGY ASSESSMENTS](#).**
- Enroll in [Budget Billing](#) to set up predictable monthly payments and even out bill spikes during heating and cooling seasons.
- Compare rates offered by [other electric suppliers](#) and choose the option that works best for them.
- Learn about [special assistance programs](#) to lower your monthly payments, forgive past due balances or spread payments out over time.

We encourage all customers to review our programs and ways to manage or get help with their bill at [Eversource.com/winter-bill](https://www.eversource.com/winter-bill).