

1. Will Eversource secure additional resources and use out of state contract crews for mutual aid?

Eversource will use our crews and contractors before requesting out of state crews for mutual aid. Please note that mutual aid may be limited or unavailable in the event of a major storm with widespread geographic impact.

2. How has COVID-19 affected your supply chain?

All of Eversource's suppliers have business continuity plans and we do not currently anticipate difficulties attaining necessary supplies.

3. We are concerned about the nursing homes in our community. Does Eversource have a plan to ensure their safety during a prolonged outage?

Like the residents of your community, Eversource employees have loved ones in nursing homes and other similar facilities. We take our commitment to ensuring the safety of our most vulnerable customers seriously and will work with you to ensure seniors are cared for and protected during an outage. We will provide generators when appropriate.

4. Will restoration efforts be prolonged by the pandemic?

Eversource is prepared to respond in the event of an outage during the pandemic. We have developed plans to respond to outages in the event a large percent of our employees may be or have family members who are ill or self-quarantining due to COVID-19. It is possible that, in the event that our workforce is significantly diminished by absenteeism, major storm or emergency response may take longer than it would under typical conditions.

5. Should municipal officials and residents adjust how outages are reported?

No, municipal officials should continue to report outages at municipal and critical accounts by calling 1-800-286-2000 or <https://www.eversource.com/customer-care/ReportOutage> .

Residential and commercial customers should continue to:

- **Report a power outage online or call 800-286-2000.**
- **Sign-up to receive outage and restoration updates via text, email or phone. By signing up to receive text updates, you'll also be able to report an outage by text message and receive on-demand updates.**

6. Does Eversource have essential supplies to share with municipal response officials such as hand sanitizer?

Unfortunately, no. To continue to perform our essential work, Eversource employees also require access to disinfectants and other supplies necessary to prevent the spread of COVID-19.

7. As many nonprofits are important to the wellbeing of our community, what is Eversource doing to help support those nonprofits with donations or grants?

As part of efforts to support customers and communities during the COVID-19 pandemic, Eversource announced earlier this month that it is donating more than \$2 million through the Eversource Foundation to nonprofit organizations in Massachusetts, Connecticut and New Hampshire.

These funds include the energy company's regular \$1.2 million annual donation to United Way agencies across all three states and an additional \$1 million donation to be dispersed to those agencies and others providing social services such as food pantries and health and human service organizations

8. Why is Eversource continuing to do work in my town even though people are being told to practice social distancing and stay at home?

The safety of our employees, our customers, and the public is our top priority during the ongoing coronavirus public health crisis. At the same time, we must continue to deliver safe, reliable energy to our four million customers. Critical facilities like hospitals, nursing homes, and shopping centers require uninterrupted utility services to meet the public's needs.

9. What precautions do you anticipate taking during a storm to minimize the spread of COVID-19?

We have instituted enhanced cleaning practices at our facilities and have provided instructions for sanitization of company vehicles by employees. Our crews in the field have adopted best practices relative to social distancing, including, whenever possible, maintaining a six-foot distance between employees, reducing two-person crews to one employee and allowing employees to bring company vehicles home.