

Rate Adjustment - Fact Sheet

Eversource Previews EGMA Winter Rate Changes and Nov. 1 New Bill Redesign

With temperatures cooling and winter weather fast approaching, natural gas customers will soon be turning on their heating systems, causing increased usage that will translate into larger bills for gas customers during the winter. Regular rate changes for natural gas customers are scheduled to take place on November 1, as the region transitions from the off-peak summer gas season to the winter-peak gas season. This year, Eversource natural gas customers will also notice a redesign of their bill format – reflecting direct feedback from customers and communities – making the bill easier to read and understand.

New Bill Redesign

The new user-friendly layout will break down a customer’s total bill into three main categories, instead of two, to provide the bill in plain language so customers can better understand their charges and the costs each covers. In addition to the current “Supply” (cost of gas) category, “Delivery” will now be clearly displayed as two separate components: “Maintenance and Infrastructure Investment” and “Public Benefits.”

Maintenance and Infrastructure Investment represents the costs necessary to ensure customers can safely and reliably heat their homes, including equipment, materials and vehicles, as well as workers who maintain, repair, and upgrade the system especially during the cold peak days when our customers need us the most.

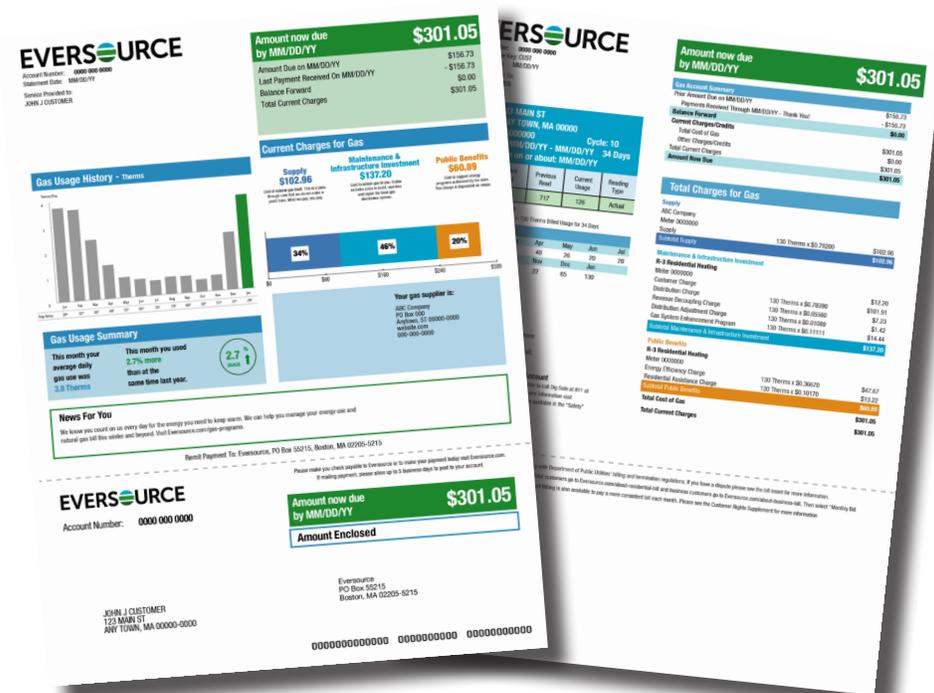
Public Benefits includes customer programs that provide benefits to customers including energy efficiency and payment assistance programs, that provide value to Massachusetts by helping reduce energy usage and enabling customers to better manage their monthly bills.

EGMA Winter Rate Changes

Based on filings made with the Massachusetts Department of Public Utilities, EGMA customers can expect the following rate adjustments on November 1:

- An EGMA customer using 127 therms per month will see a **total bill increase** of approximately **\$48.54 or 17%**, as compared to the average peak season rates for last winter.
- EGMA’s total bill increase reflects a higher gas supply rate and includes recovery of investments to improve safety and reliability of the former Columbia Gas of Massachusetts system that Eversource acquired in 2020 and is now operating as EGMA.
 - The **supply rate** will increase the total bill by approximately \$14.87 or 5%.
 - The **maintenance and investment rate** will increase the total bill by about \$26.65 or 9%.
 - The **public benefits charge** will increase the total bill by about \$7.02 or 2%.

How an individual customer’s bill will be affected ultimately depends on their usage and weather conditions. Bill impacts above are based on the average usage during a normal winter. Due to the much colder temperatures last winter, customer usage increased significantly, to an average of 168 therms for EGMA. This increase in usage accounted for approximately 40% of the bill increases that all customers saw last winter.

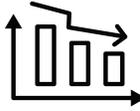


Help is Available for Customers Who Need It

Eversource encourages customers to enroll in one of its payment plans or assistance programs if they need help with their energy bill by calling 800-688-6160 or eversource.com/gas-programs.



Budget Billing Plans are also available and can help customers avoid seasonal spikes on their energy bill by paying a level amount each month based on their average annual usage.



A Discount Rate is available to customers receiving public assistance benefits and have a household income at or below 60% of the state median income. These customers may be eligible for a 25% discount on their monthly natural gas bill.



The Residential Arrearage Management Program (RAMP) for EGMA customers can help income-eligible customers reduce or eliminate their outstanding balance in as little as 12 months when they make on-time monthly payments. Eversource will eliminate or forgive a portion of the total balance enrolled in the program – reducing the amount owed each month.



Flexible Payment Plans are available to all customers, regardless of income, to pay their past-due balance over a period of time.



The Home Energy Assistance Program (HEAP) is a free resource offered by the state to help eligible homeowners and renters pay a portion of their winter heating bills. Customers can apply online.



The Massachusetts Good Neighbor Energy Fund provides energy assistance to residents in temporary crisis who do not qualify for state and federal assistance programs. Find your local Salvation Army Corps Community Center to apply.

Beginning on Nov. 1, Eversource electric customers who use a heat pump to heat all or part of their home can take advantage of a seasonal Heat Pump Rate, which is a new, reduced distribution and transmission rate during the winter months (Nov. 1 to April 30) to help save on winter electric bills.

Eversource is also continuing to schedule in-person bill assistance events across the state, which are also posted online, along with additional information about energy efficiency and assistance programs.

We're here to help customers understand why bills are increasing and what they can do. If you have questions about this change or any of the programs we offer to help our customers, please call Eversource at 800-688-6160 or visit eversource.com/gas-programs.

Municipalities served by Eversource Gas of Massachusetts:

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.