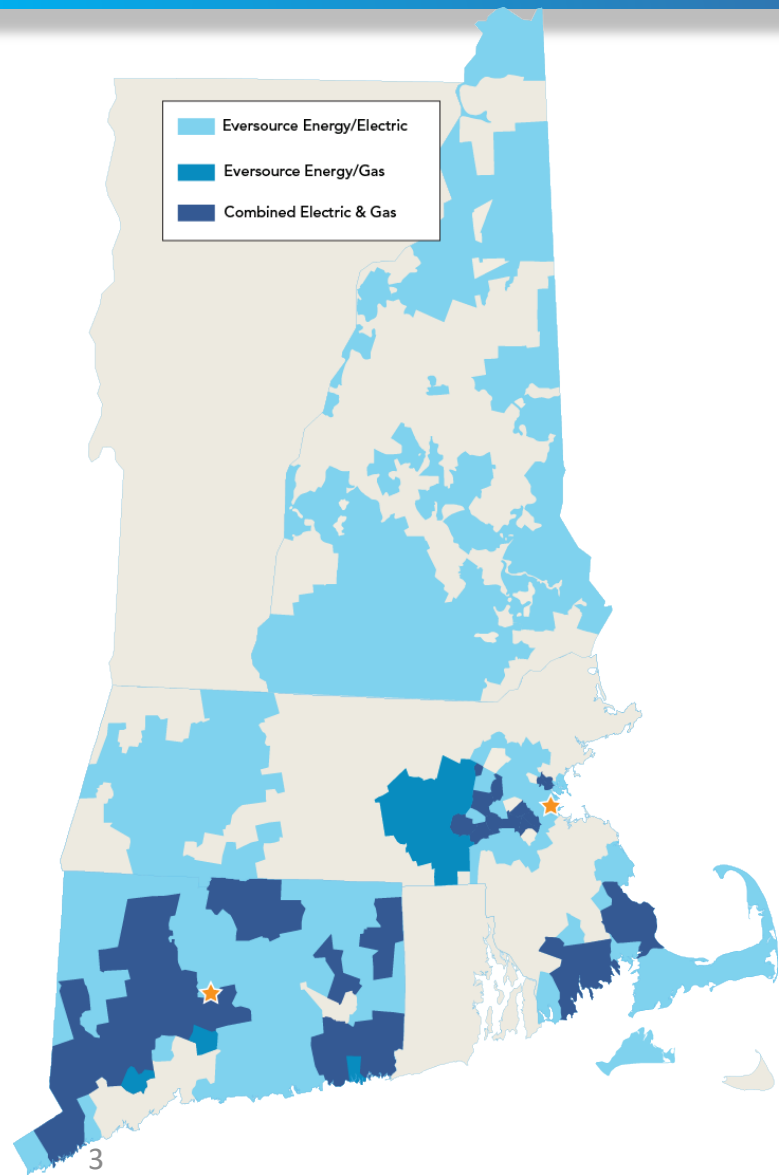


MassEcon Members Meeting

September 27, 2019

- Michael Vedovelli & Community Relations overview
- Eversource as a company
- Economic Development
- New Partnerships / Acquisitions
- Reliability Investments
- Clean Energy
- Energy Efficiency
- Supporting Our Customers & Communities
- Cape Cod Tornado Response

Eversource – Your Energy Partner



Eversource is New England’s largest energy delivery company, safely and reliably delivering energy to more than 4 million electric, natural gas, and water customers in Connecticut, Massachusetts and New Hampshire.

- 4,270 miles of electric transmission lines
- 72,000 miles of electric distribution lines
- 6,500 miles of natural gas distribution lines
- 578 electric substations

Connecticut: 1.2 million electric customers
220,000 natural gas customers

Massachusetts: 1.5 million electric customers (139 C/T)
283,000 natural gas customers (51 C/T)

New Hampshire: 510,000 electric customers

Headquarters: Boston, Hartford

Economic Development Website and Other Tools

- Website
- Presentation

[About Us](#) |
 [Investors](#) |
 [News Room](#) |
 [Careers](#) |
 [Projects & Infrastructure](#) |
 [Community](#)

[Eastern Massachusetts](#) /
 [About](#) /
 [Community](#) /
 [Supporting The Community](#) /
 [Economic Development](#)

- PARTNERSHIPS +
- SUPPORTING THE COMMUNITY -
 - Employee Community Pride
 - Part of Our Community
 - Charitable Contributions
 - Sustainability
 - Environment +
 - Economic Development
 - School Programs

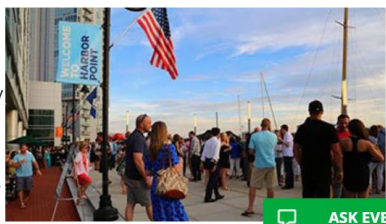


ECONOMIC DEVELOPMENT

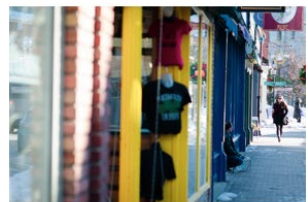
Eversource is committed to supporting the economic growth of our communities and our customers - supporting initiatives at the regional, state and local levels.

In addition to focused economic development projects, Eversource's work each day in the communities we serve also greatly impacts our local economies.

This includes the hundreds of millions of dollars we invest in our delivery infrastructure, the



ASK EVERSOURCE ^



Eversource: A Strategic Economic Development Partner

New Partnerships/Acquisitions:

- **Aquarion Water Company**
 - December 2017 Acquired New England's largest private water company.
 - Aquarion provides nearly 230,000 customers with drinking water in the same service states.

- **Ørsted** – global leader in offshore wind
 - February 2019 we entered into a 50-50 partnership for key offshore wind assets in the Northeast. 2 wind projects (Revolution Wind – RI - and South Fork Wind – Long Island) and 257 square mile tract off of the coasts of MA & RI
 - Joint bid selected by New York in July – Sunrise Wind (880MW)
 - Partnership now subscribed for 2,200 megawatts of offshore wind



Keeping the lights on

Reliability focus:

- Ongoing investments in upgrades and improvements to Eversource's electric, natural gas and water delivery systems
- Invested a record \$2.83 billion in our core business in 2018.
- These investments not only improved reliability and connected new customers but also supported New England's goals to sharply reduce greenhouse gas emissions.
- 14 active / planned Transmission Projects in Massachusetts.
- Distribution automation and drones are in the field.
- Manage vegetation
- Strong reliability makes our area attractive to business, while our investment boosts the economy



Catalyst for Clean Energy & Grid Modernization

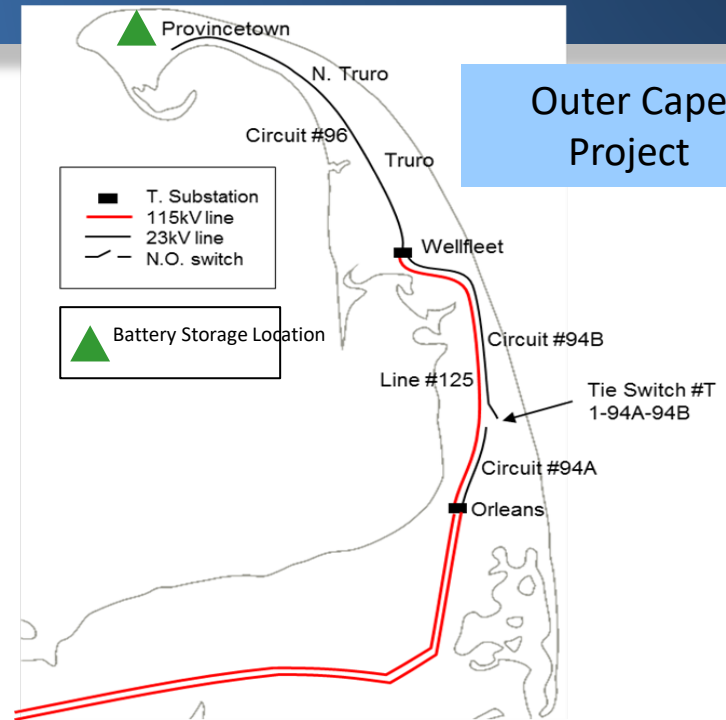
- \$200M investment in MA solar development (2018)
- Battery storage approved on Cape, Vineyard
- \$45M investment approved to help expand MA EV charger network
- The premise of Grid Mod is the deployment of field devices and integrated I.T. systems allowing us to:
 - remotely acquire information from the field;
 - have the ability to use that data to either predict system conditions and prepare appropriately;
 - control the related devices in order to prevent or minimize negative impacts to our customers



Battery Storage: Projects

Outer Cape Project - \$40M

- 25 MW lithium ion battery installed on single line with no redundancy
- Housed in 7,600 sq. ft. building in Provincetown
- Will provide backup power during an outage
 - Peak: up to 3 hours
 - Off-Peak: up to 10 hours
- In service: 2021



Martha's Vineyard Project

Martha's Vineyard Project - \$15M

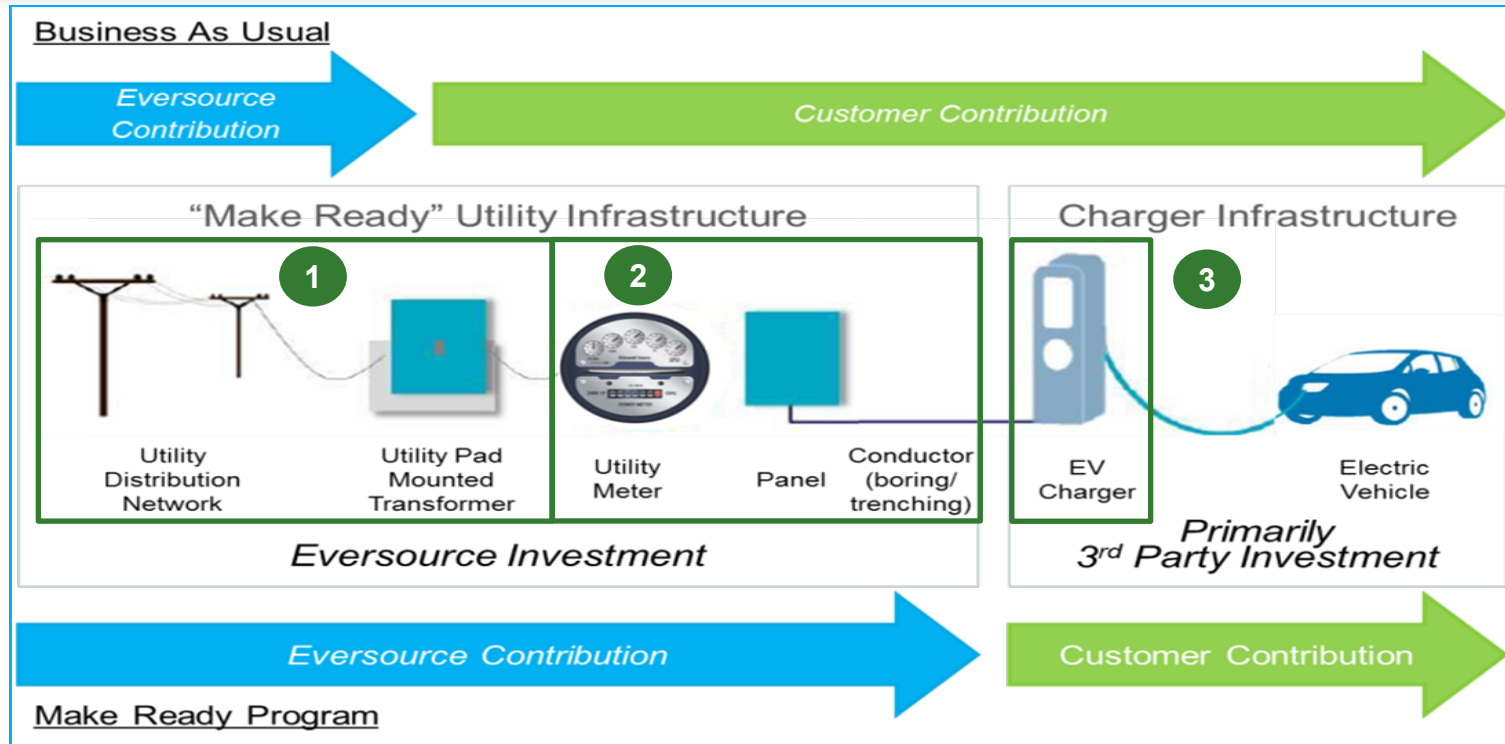
- 5 MW lithium battery to replace 2 diesel peaking units
- Housed in 6,000 sq. ft. building in Oak Bluffs
- In service: 2021



EV Make-Ready Program Overview

- \$45 million program for the deployment of Electric Vehicle Infrastructure in Eversource service territory.
- 5 year program (2018-2022)
- Deployment of approximately 3,500 Level 2 and DC Fast charging stations throughout Eversource electric service territory.
- Proposal will not result in Eversource owning the charging stations
- “Make-Ready” program will shift cost of “behind the meter” charging infrastructure from the site host to Eversource

EV Make Ready Ownership Diagram



1

2

3

Ownership	Eversource	Eversource	Site Host/ 3 rd Party Operator
Construction	Eversource	Electrical Contractor	Site Host/ 3 rd Party Operator
O&M	Eversource	Electrical Contractor	Site Host/ 3 rd Party Operator

Saving money, helping the planet

We're still ...

#1

in the nation
in energy
efficiency!



Achievements in 2018:

- Recognized by Ceres, ACEEE
- Red Sox, Bruins partnerships
- Saved customers more than 1.1 billion kWh

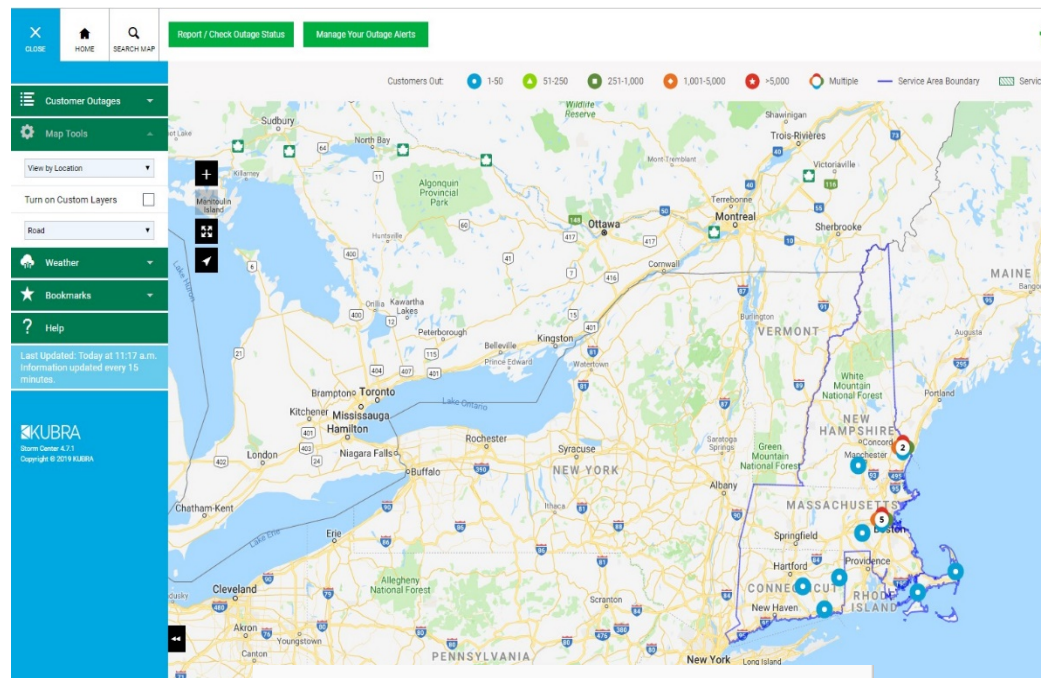
2019:

- Main Streets EE Program
- Continuing partnerships with businesses
- New EE web pages

Serving customers better

Continuously working to improve customer service:

- New, detailed outage map
- Launch of online chat bot
- Two-way text service
- Account Overview Page – Customers to Manage Account
- Additional improvements to outage-related communications



Virtual Assistant

Hi! Welcome to Eversource's Virtual Assistant, programmed to answer your questions about billing, outages, energy savings, etc. How can I help?

Ask your question

Ask

Long History of Supporting Community Organizations

In 2018

- Over 180 volunteer and signature events
- Nearly 30,000 hours of employee volunteerism and participation
- Nearly \$18 million given to non-profit organizations
- Boston Business Journal* Top 100 Corporate Citizenship Partner of the Year (2018, 2019)



Cape Cod Tornado Response

- Unexpected storm brought 90-MPH winds, extensive damage
- Crews worked around the clock to restore 106,000 customers
- Restoration work completed two days ahead of schedule
- Storm response praised by customers & local leaders



Cape Cod Tornado Video

https://players.brightcove.net/640445588001/default_default/index.html?videoId=6069779087001

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