

Eversource Warns Customers to be Cautious of Individuals

Posing as Company "Representatives"

Customers urged to never provide account information to unsolicited individuals

MANCHESTER, New Hampshire (August 17, 2016) - Eversource business and residential customers across the Granite State continue to report receiving unsolicited phone calls and home visits from individuals selling "discounted power" and claiming to be "representatives" or "partners" of Eversource. In light of this, the company is warning customers that these individuals are not affiliated with Eversource and are most likely either scammers or third-party suppliers choosing to use deceptive marketing tactics.

"If you're receiving phone calls from someone saying they're a 'representative' of Eversource and offering to sell you discounted power, this is not us," said Penni Conner, Senior Vice President and Chief Customer Officer at Eversource. "Though electricity customers in New Hampshire do have the option of choosing a competitive energy supplier, and most competitive suppliers do follow the rules, we urge customers to do their due diligence and check the validity of any company or offer being made."

Eversource rarely makes unsolicited phone calls and would never solicit door-to-door on behalf of a competitive supplier. All Eversource employees carry company issued identification, and any electrical contractors working with the company carry documentation explaining the nature and location of their work. Customers can always call Eversource to verify this information.

Customers considering a switch to a competitive supplier are urged to evaluate factors such as the length and terms of a contract with a supplier, cancellation fees or other related information before providing any financial or account information. A list of registered energy suppliers is available on the Public Utility Commission's website.

Reminders:

* Never provide a copy of your utility bill or account information to any unsolicited person on the phone, at the door, or online, particularly if you question their legitimacy.

* Customers can verify they are speaking with an Eversource representative by asking for some basic information about their account like the name on the account, the account address, and the exact balance due.

* If you don't feel comfortable, close the door or hang up the phone.

The company urges anyone who has doubts about the legitimacy of a call, visit or offer, to call Eversource's toll-free customer service line at 1-800-662-7764. Eversource.com provides more information on how to protect personal information and avoid becoming a victim of utility scams.

Eversource (NYSE: ES) is New Hampshire's largest electric utility, serving more than 500,000 homes and businesses in 211 cities and towns. Recognized in 2015 as the top-ranked "green" utility in the U.S. by Newsweek magazine, Eversource harnesses the commitment of its approximately 8,000 employees across three states to build a single, united company around the mission of delivering reliable energy and superior customer service. For more information, please visit our website (www.eversource.com) and follow us on Twitter (@eversourceNH) and Facebook (facebook.com/EversourceNH).

Contacts:

Kaitlyn Woods

603-634-2418

kaitlyn.woods@eversource.com