



2020

# Sustainability Report

EVERSOURCE



# Contents

About This Report

This annual Sustainability Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards Core Option. GRI Electric Utility Sector Supplement aspects are prefaced with “EU.” We have also addressed the reporting guidance of the Task Force on Climate-related Financial Disclosures (TCFD) and Sustainability Accounting Standards Board (SASB).

This report describes the management approaches of our material sustainability topics and provides performance updates for our key sustainability initiatives. The data and information included in this report represent all wholly owned Eversource operations. Because the acquisition of Columbia Gas of Massachusetts took place in the fourth quarter of 2020, data and information associated with this business unit are not reflected in this report unless otherwise noted. Our 2020 greenhouse gas emissions have been verified by an independent third party in accordance with the ISO 14064-3 standard.

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# We have a bold vision to be a catalyst for clean energy

Eversource's deep commitment to diversity, inclusion and community support predates the turbulence of 2020 — a year that tested the resiliency and adaptability of our customers, communities and employees. It also provided opportunities for self-awareness and the realization that despite best intentions, there's always room for improvement.

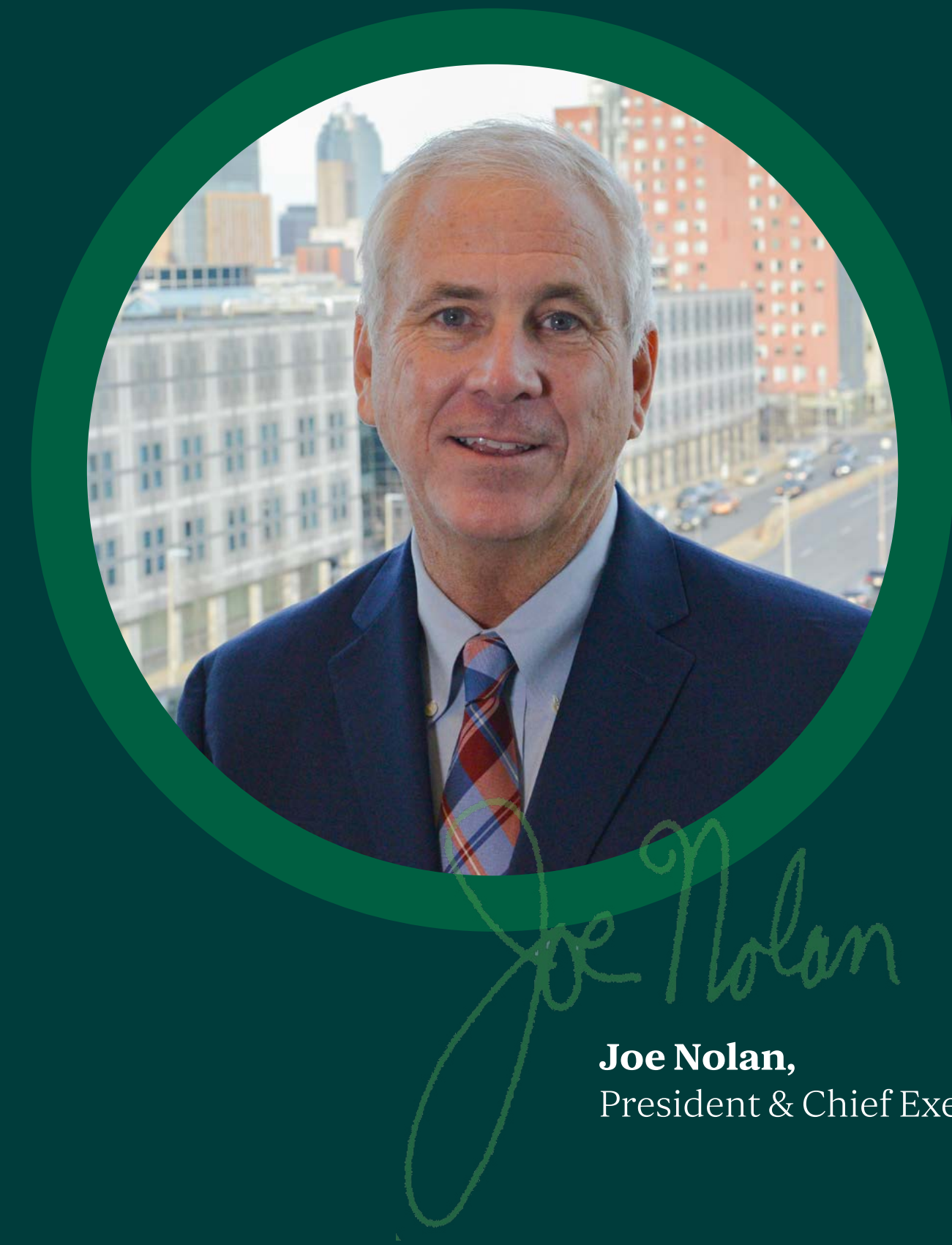
From the impact of the global COVID-19 pandemic that abruptly changed the way we conducted business and lived our lives to a series of weather events punctuated by extreme Tropical Storm Isaias that greatly impacted our customers, to acknowledging the inhumanity of racism and injustice in our society, we have endured as a company — united and humbled through these experiences — and strengthened in our commitment to sustainability and environmental, social and governance (ESG) principles.

We're pleased to report that the more than 9,000 women and men of Eversource are making strong progress. In the past year, we have:

- Reduced emissions in important areas of our operations, leading by example in our effort to reach net zero by 2030
- Advanced offshore wind, energy storage, electric vehicle charging, and other innovative clean technologies
- Begun actively participating in a stakeholder process in Massachusetts to evaluate all practical pathways to decarbonize our natural gas business to achieve the clean energy future we all desire while continuing to meet our requirement today to provide safe, reliable and affordable natural gas service to customers
- Enhanced our Diversity and Inclusion Strategic Plan to include an increased focus on racial and social justice. This plan aims to accelerate progress on making positive change in our workplace and communities by addressing racism and inequality, building a more inclusive workplace, increasing our leadership commitment, and further enhancing support for our diverse communities and suppliers
- Created a Racial Equity Task Force and identified three areas of focus to drive further progress in talent acquisition and development, an inclusive workplace, and community support
- Earned prestigious national recognition for our ESG practices

I invite you to read more about these accomplishments and many others detailed throughout this report.

We know we still have much to achieve. We hope for calmer conditions in the year ahead, just as you do. If unsettled times persist, they will not shake our vision, our drive for action or our commitment to sustainability in all of its forms.



**Joe Nolan,**  
President & Chief Executive Officer





# We serve 4.3 million customers with essential energy and water services

Eversource Energy (Eversource) is a Fortune 500 and Standard & Poor’s 500 company operating New England’s largest energy delivery system.

We are approximately 9,000 employees committed to safety, reliability, environmental leadership and stewardship, and expanding options for our electric, natural gas and water customers in the more than 560 communities we serve.

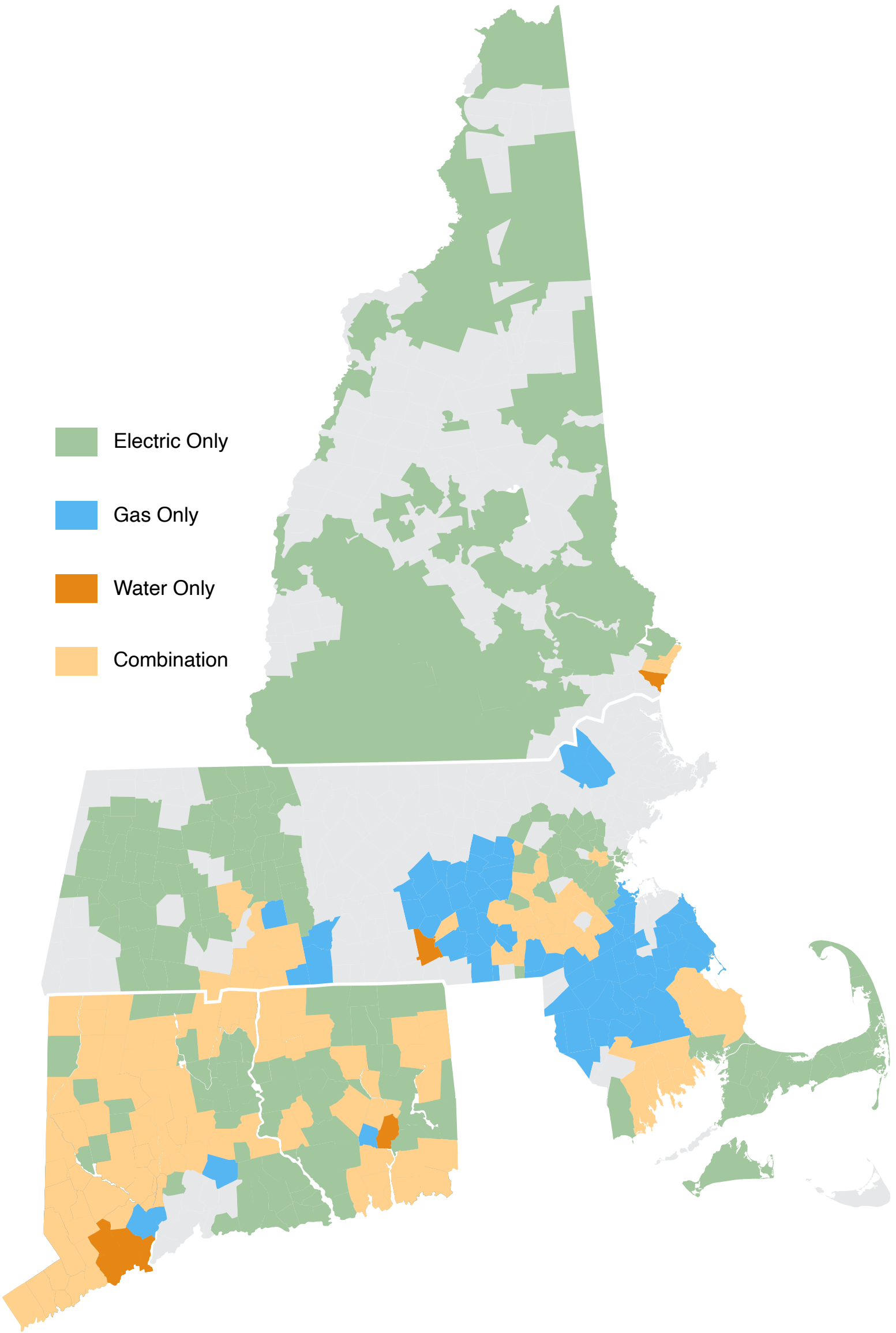
We are also one of the nation’s leading developers of offshore wind, serving as a catalyst for clean energy throughout the Northeast. We’re building the infrastructure our region needs to deliver clean energy to homes and businesses.

As the #1 energy efficiency provider in the nation, we help customers save more than 1 billion kWh of energy each year

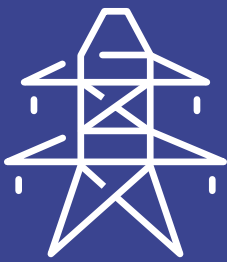
while reducing carbon dioxide emissions by more than 4 million metric tons.

In February 2020, we announced an agreement to purchase the assets of the natural gas distribution company Columbia Gas of Massachusetts, a transaction that was completed later in the year. We see this acquisition as an excellent opportunity to apply our strong track record of safety and operational excellence to an additional 65 communities and 330,000 natural gas customers.

Our water business, Aquarion, acquired three additional public drinking water systems in 2020, which will enhance water service for customers in Connecticut. The largest capital plan in Aquarion’s history was also executed — improving water treatment and reliability for customers in Connecticut, Massachusetts and New Hampshire.



## TOTAL CUSTOMERS BY UTILITY



**3,241,292** ELECTRIC



**881,221** GAS<sup>1</sup>



**215,977** WATER

Eversource serves 4.3 million electric, natural gas and water customers in more than 560 communities throughout Connecticut, Massachusetts and New Hampshire. In some cases, customers may receive multiple services from Eversource.

<sup>1</sup>Data is as of year end 2020 and inclusive of Columbia Gas of Massachusetts customers.





# Our financial health benefits our customers

Our credit ratings have remained among the best in the industry, resulting in a net benefit for our customers and communities as we borrow to invest in our network. Institutional investors also rated us one of the top two U.S. utilities related to executive leadership, sustainability, governance, investor relations and communications.

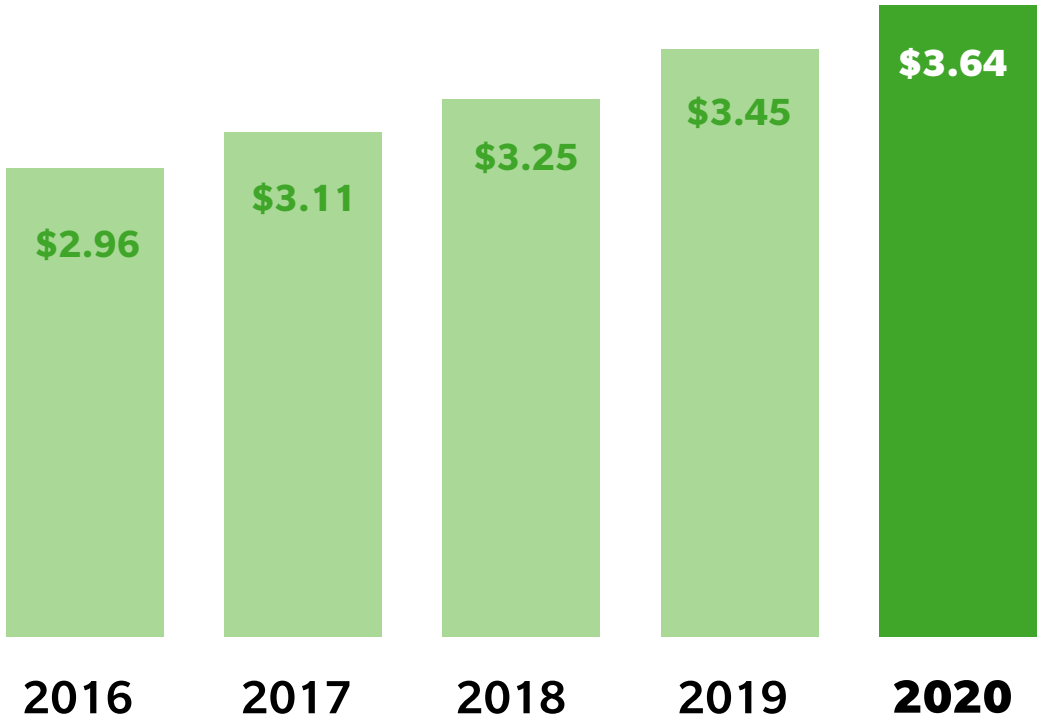
We consistently deliver on our responsibility to our customers and shareholders and to provide strong financial performance. In 2020, we reported recurring earnings per share of \$3.64, an increase of 5.5%, and paid common dividends of \$2.27 per share, an increase of 6.1%.

Sharing the perspective of many investors, we believe the financial sector has an important role to play in keeping companies like Eversource

accountable for responsible and best practices. As such, we are proud when discerning investors seeking vetted, socially responsible funds or green bonds choose to include Eversource in their portfolio.

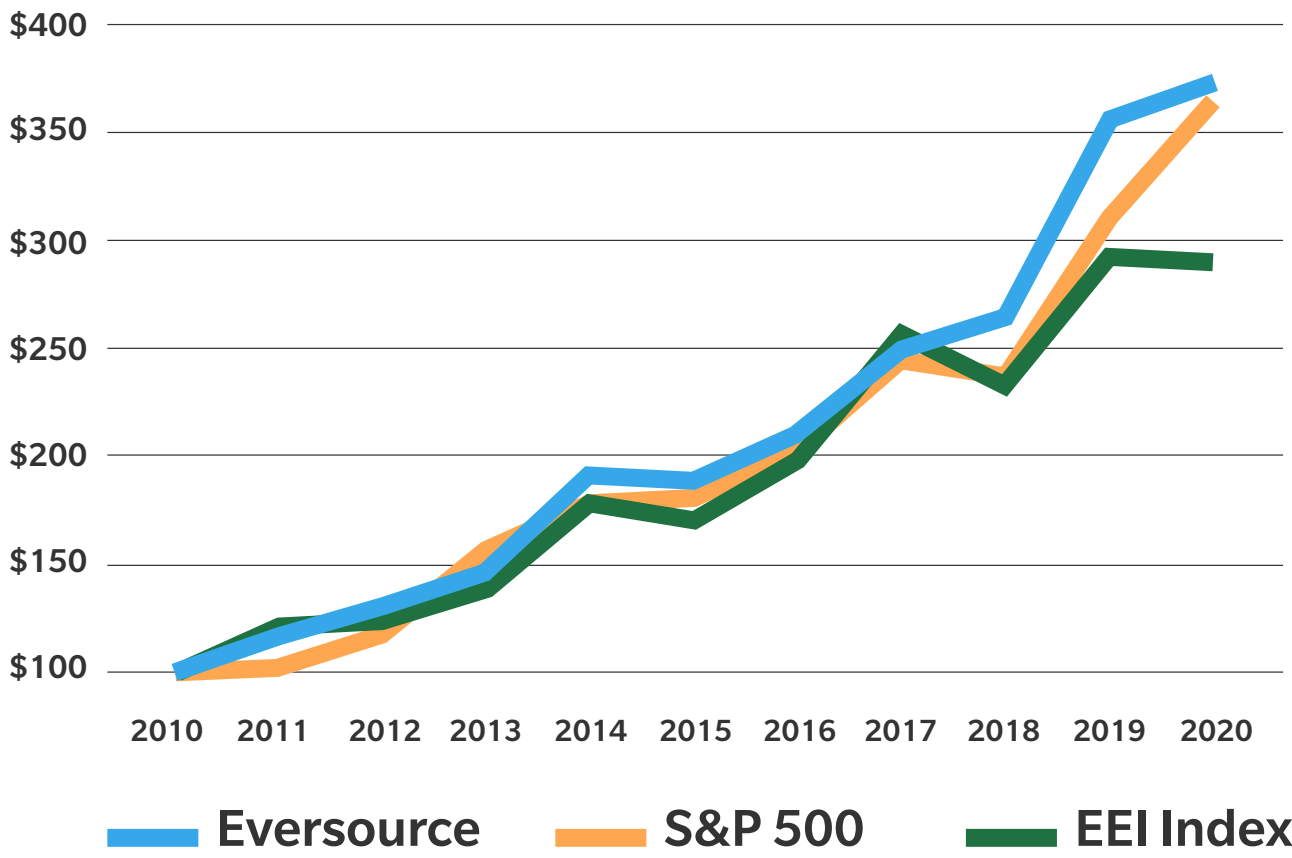
By the end of 2020, our shares were held by 182 funds based in North America or Europe that are either dedicated socially responsible funds or part of a family of funds that screen stocks for ESG attributes before certifying them for investment. We also completed the second issuance of \$400 million of green bonds through our NSTAR Electric business, which financed eligible green expenditures. Proceeds were used to supplement the funding of our energy efficiency programs for electric customers in Massachusetts.

DILUTED EARNINGS PER SHARE <sup>(1)</sup>



(1) Diluted Earnings per Share (Non-GAAP) for 2020 was adjusted to exclude after-tax acquisition-related costs of \$0.09 per share related to the purchase of the natural gas assets of Columbia Gas of Massachusetts. Diluted Earnings per Share (Non-GAAP) for 2019 was adjusted to exclude after-tax impairment charge of \$0.64 per share related to the Northern Pass Transmission Project.

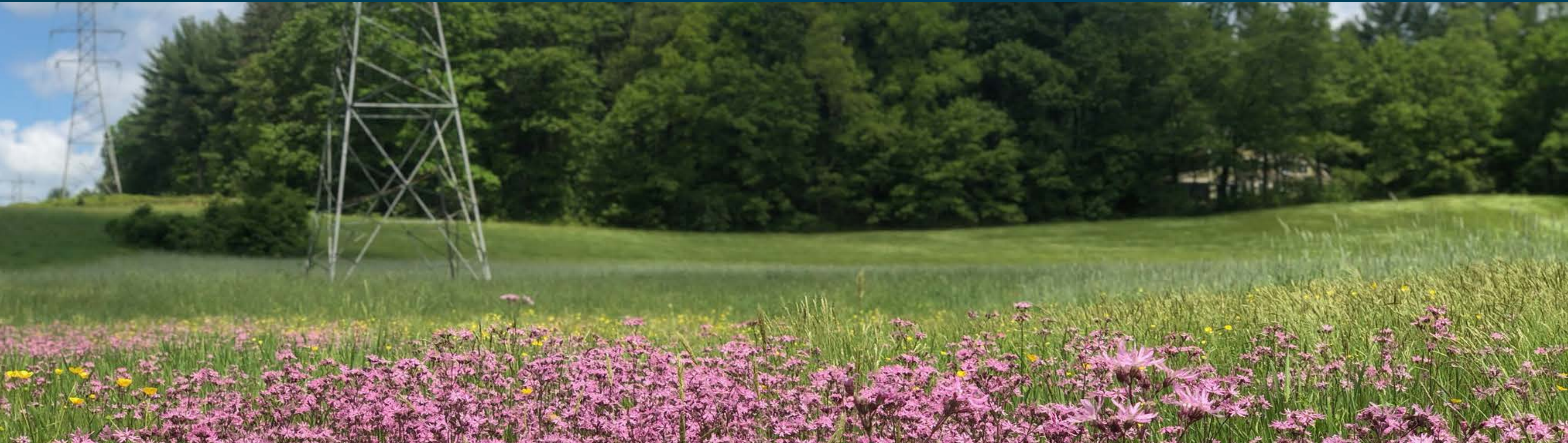
TOTAL SHAREHOLDER RETURN







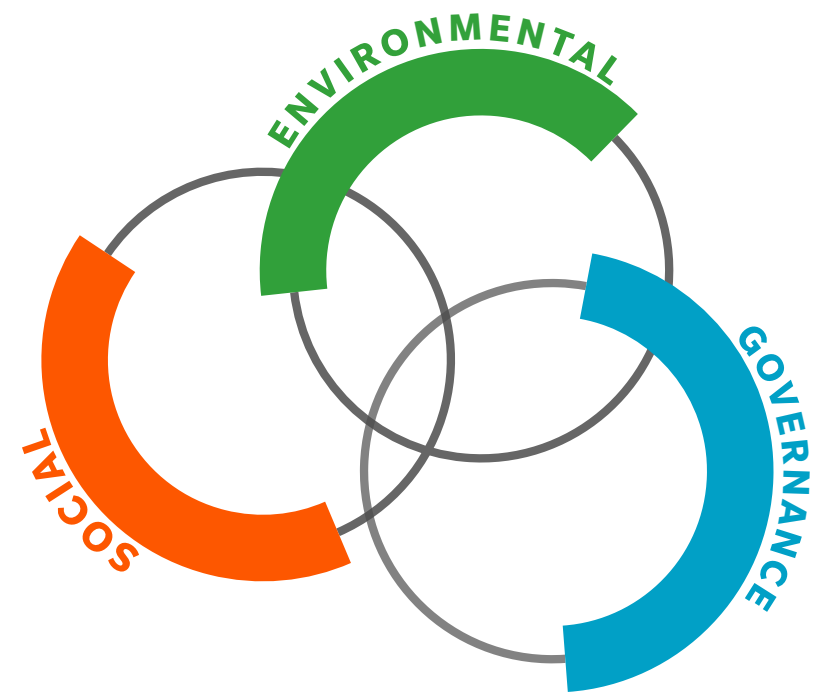
# Our Commitment







# We are committed to industry leadership in ESG



Conducting our business with integrity in a socially and environmentally responsible manner earns the trust of our customers, attracts talented new employees, and demonstrates our shared responsibility of restoring our planet. Environmental, social, and governance (ESG) initiatives are fully integrated into the policies and principles that govern our company.

**Environment**

We are committed to environmental stewardship and to minimizing our impact on the environment. With climate change as one of the most pressing challenges we face, we understand the importance of reducing emissions. One important example of our continued leadership in this area is setting an industry-leading goal to have our operations be carbon neutral by 2030. As a leader in clean energy, we also support ambitious state and regional emission reduction goals.

**Social**

With our society continuing to face social justice issues, we have a responsibility at Eversource to protect the rights and celebrate the differences of our employees, customers and neighbors. We have the power to make a positive impact and provide solutions that will drive diversity, equity and inclusion.

In 2020, we enhanced our Diversity and Inclusion Strategic Plan to include an increased focus on racial and social justice. This plan will accelerate progress on making positive change in our workplace and

communities by addressing racism and inequality, building a more inclusive workplace, increasing our leadership commitment, and further enhancing support for our diverse communities and suppliers. We have senior-level executives dedicated to diversity, inclusion and equity.

We also formed a dedicated Racial Equity Task Force to provide advice, thoughts and views on the company’s progress, plans and activities focused on racial equity and social justice efforts, particularly in the areas of talent acquisition and development, inclusion, and support to the diverse communities we serve.

**Governance**

In 2020, we enhanced our Eversource Code of Business Conduct to communicate our commitment to conducting our business ethically, respectfully and honestly and to support our employees in their day-to-day decision-making.

Exemplifying the importance of sustainability in our business, our Corporate Governance Committee of the Board of Trustees was recently expanded to include oversight of environmental, human capital management and social responsibility strategy, programs and policies. Our Corporate Governance Committee was recently renamed the Governance, Environmental and Social Responsibility Committee to reflect an expanded scope of oversight for all matters related to ESG.

## 2020 ACTIVITIES TO PROMOTE SOCIAL JUSTICE AND EQUITY INCLUDE:

- Increased diversity leadership promotions and diverse employee hires
- Presented employee town hall events titled “Now Is the Time to Disrupt Racism”
- Installed 19% of electric vehicle (EV) charging stations in environmental justice communities
- Contributed more than \$6 million to charitable organizations to provide broad, meaningful, and sustainable change in the communities we serve
- Continued commitment to the active inclusion of diverse businesses in our supply base, which collectively represented over \$850 million of our spend in 2020
- Continued to address diversity in our investment banking relationships





# We will be carbon neutral by 2030

At Eversource, we are dedicating ourselves to meeting an industry-leading target to reduce our greenhouse gas footprint and reach carbon neutrality in our operations by 2030.

Overseeing our plan to achieve neutrality is a dedicated Oversight Committee comprised of cross-functional company leaders. Subcommittees are focused on pursuing reductions in our operational emissions by improving efficiency and implementing emerging technologies, engaging our employees and external stakeholders in the development and implementation of innovative strategies, and investigating opportunities to offset carbon emissions we cannot avoid. We also engaged an independent third party to verify our 2020 greenhouse gas emissions in accordance with the ISO 14064-3 standard. We’re making progress and have reduced our emissions by 17% since 2018.

We are focused on achieving our goal by reducing our emissions in the following five key operational areas:

**Facilities**  
In 2020, we contracted nearly 19 megawatts (MW) of renewable energy to power our facilities. During building renovations, we implement measures that will lower our energy use, such as efficient lighting installation, control system upgrades, and space optimization. We transitioned approximately 250,000 square feet of our facility lighting to light-emitting

diode (LED) lighting. Our goal is to have 70% of our facilities (including newly acquired Columbia Gas of Massachusetts facilities) transitioned to LED lighting by the end of 2021, and 100% by the end of 2022. During facility renovations, we are also improving building envelopes and installing rooftop and carport solar when feasible.

**Fleet**  
A key focus for the fleet operation is the drive to reduce emissions from fuel consumption. We are focused on continued adoption of hybrid vehicles and alternative fuel sources as substitutes for diesel and gasoline, such as biodiesel and compressed natural gas.

We have developed partnerships with vendors developing innovative technologies such as Altec JEMS® and XL Fleet that specialize in emissions-reducing tools and technology to help us reduce idle time, improve miles per gallon, and automate fuel reduction. Fleet management also intends to replace all overhead trucks and 50% of our fleet vehicles with hybrid alternatives by 2030.

**Line Loss**  
Line loss, or the energy lost when power is transmitted and distributed across our electric system, is the electric industry’s biggest challenge for emissions reduction. We continue to reduce the climate impact of line loss as we collaborate

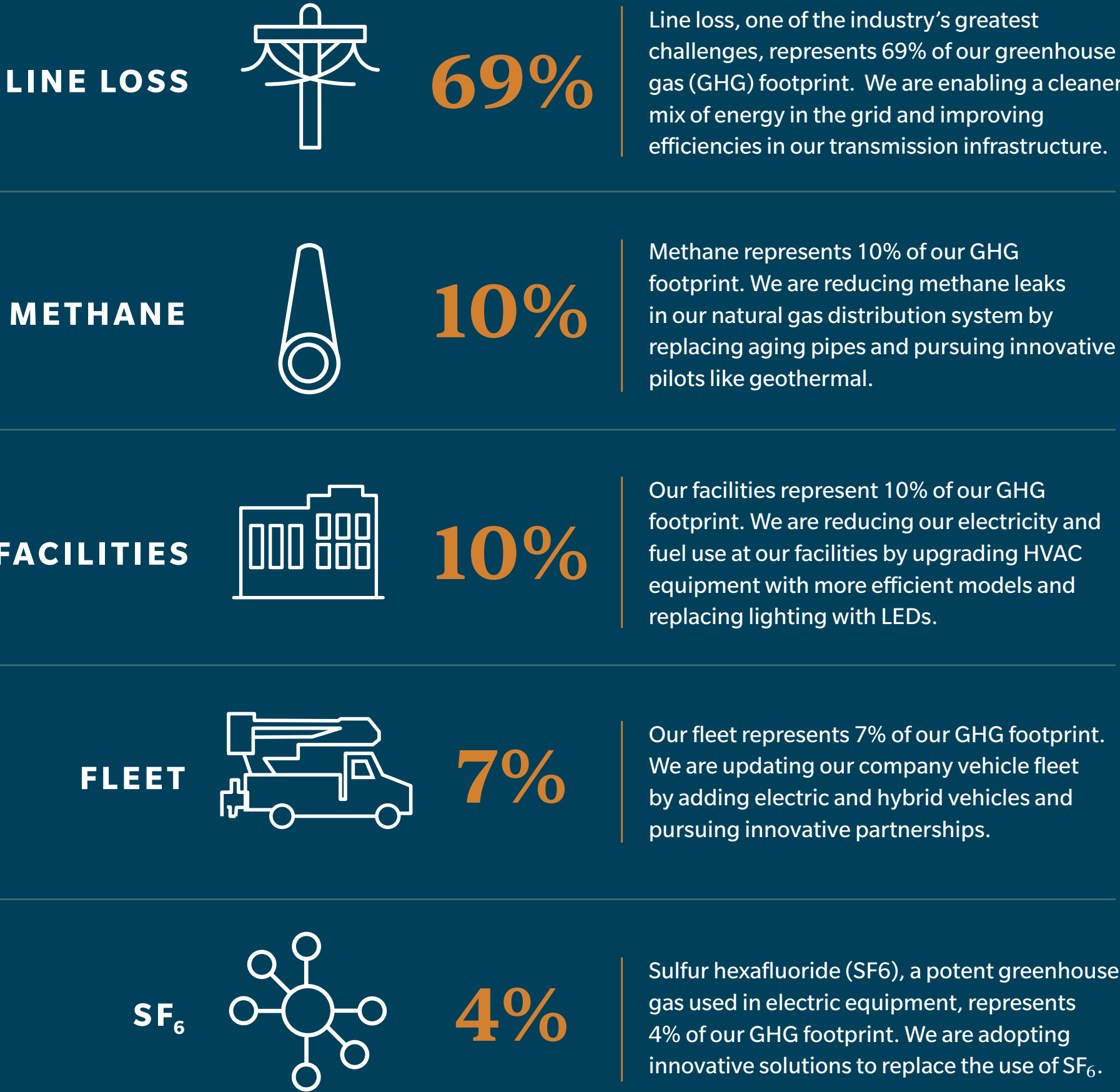
with state and regional efforts that are enabling a cleaner mix of energy in the grid and improve efficiencies in our transmission infrastructure.

**Methane**  
We continue to make improvements to our natural gas distribution system by replacing aging pipes to reduce methane leaks. Since 2015, we have replaced 408 miles of steel, cast-iron and wrought-iron natural gas distribution infrastructure in Connecticut and Massachusetts in accordance with programs approved by state regulators. As of the end of 2020, we replaced 16% of the bare steel and cast-iron mains across our system, exceeding our goal set in 2017 to replace 14.5%. We are also pursuing innovative options, such as piloting geothermal technology.

**SF<sub>6</sub>**  
We are working with industry partners to research and test innovative solutions to replace sulfur hexafluoride (SF<sub>6</sub>), which is commonly used as an electrical insulator.

We are also focused on reducing SF<sub>6</sub> emissions from our existing equipment through strong maintenance practices and the successful implementation of a detailed SF<sub>6</sub> tracking and inventorying approach.

## CARBON FOOTPRINT FOCUS AREAS



Percentages are based on 2020 emissions.

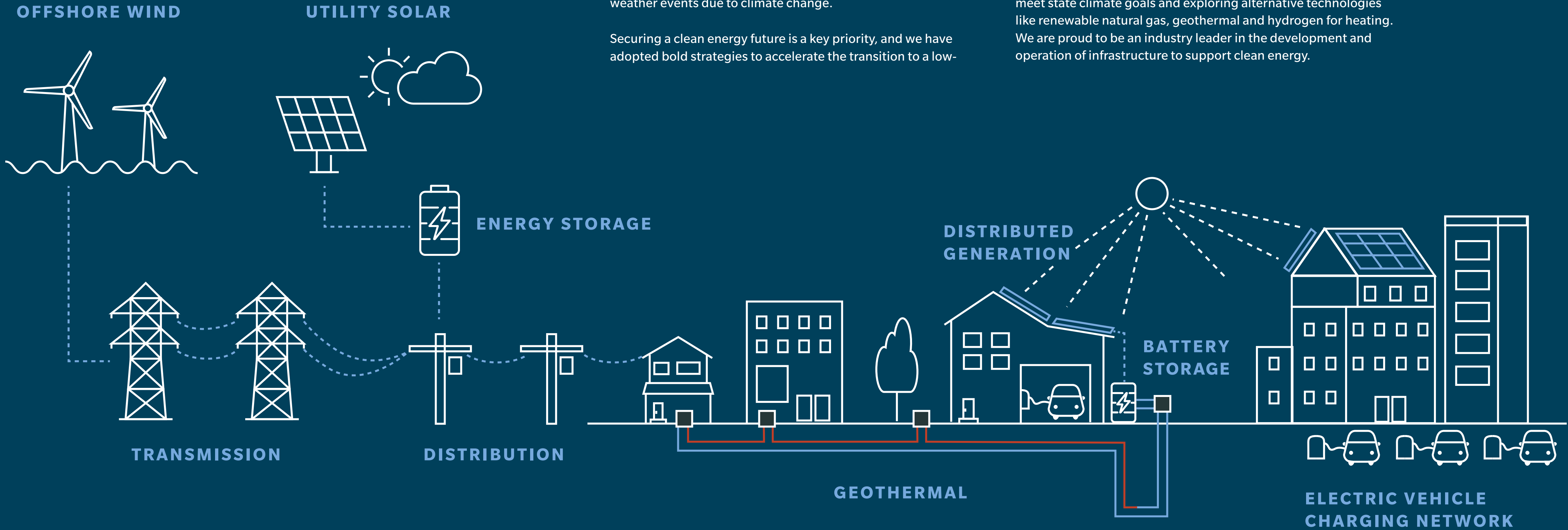


# We have a vision for a clean energy future

We are investing in our infrastructure to continue delivering reliable energy to our customers and enable the integration of clean energy resources and electric vehicle adoption. Our system hardening and grid modernization programs will also mitigate the impact of severe weather events due to climate change.

Securing a clean energy future is a key priority, and we have adopted bold strategies to accelerate the transition to a low-

carbon economy for New England. We actively support state and federal emission reduction goals and are developing adaptation and resiliency strategies to address climate change. These include fully supporting the decarbonization of our natural gas system to meet state climate goals and exploring alternative technologies like renewable natural gas, geothermal and hydrogen for heating. We are proud to be an industry leader in the development and operation of infrastructure to support clean energy.







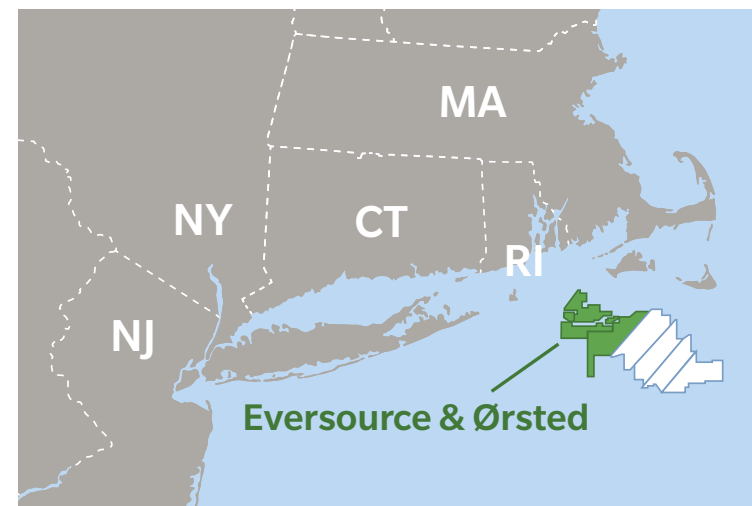
# Leading in offshore wind

We've partnered with the world's leading offshore wind energy developer, Ørsted, to develop more than 4,000 megawatts (MW) of offshore wind projects approximately 15 miles south of Rhode Island.

Three projects representing more than 1,750 MW of clean, renewable energy have been contracted and are currently advancing through the permitting process:

- South Fork Wind, 35 miles east of Long Island, is expected to be in service in late 2023 and will generate 132 MW of energy under a long-term purchase power agreement with the Long Island Power Authority, providing electricity for more than 70,000 homes
- Revolution Wind is located approximately 15 miles south of the Rhode Island coast, 32 miles southeast of the Connecticut coast and 12 miles southwest of Martha's Vineyard, and is contracted to produce a total of 704 MW. Connecticut will receive 304 MW and Rhode Island will receive the remaining 400 MW, providing electricity for more than 350,000 homes

- Sunrise Wind is a 924 MW offshore wind project awarded by the New York State Energy Resource & Development Authority, which will supply electricity to nearly 600,000 homes



Our leases offer significant competitive advantages: proximity to shore, shallow water, and interconnection points in New England and New York.







# Harnessing the power of the earth and sun

## Utility Solar

We own 22 solar facilities, four of which beneficially repurpose landfill or other brownfield sites. Collectively, these facilities produce 70 MW of generation, enough to power more than 11,000 homes. Renewable Energy Credits from these projects are passed along to our customers as a savings on electric rates.

In March 2021, a Massachusetts climate bill was passed authorizing each utility company to own and develop 280 MW of solar generation facilities and storage where feasible. Our plans include developing new solar to help meet the Commonwealth’s commitment to achieve net zero carbon emissions by 2050. We will provide outreach to environmental justice communities about this program.

## Future of Heat

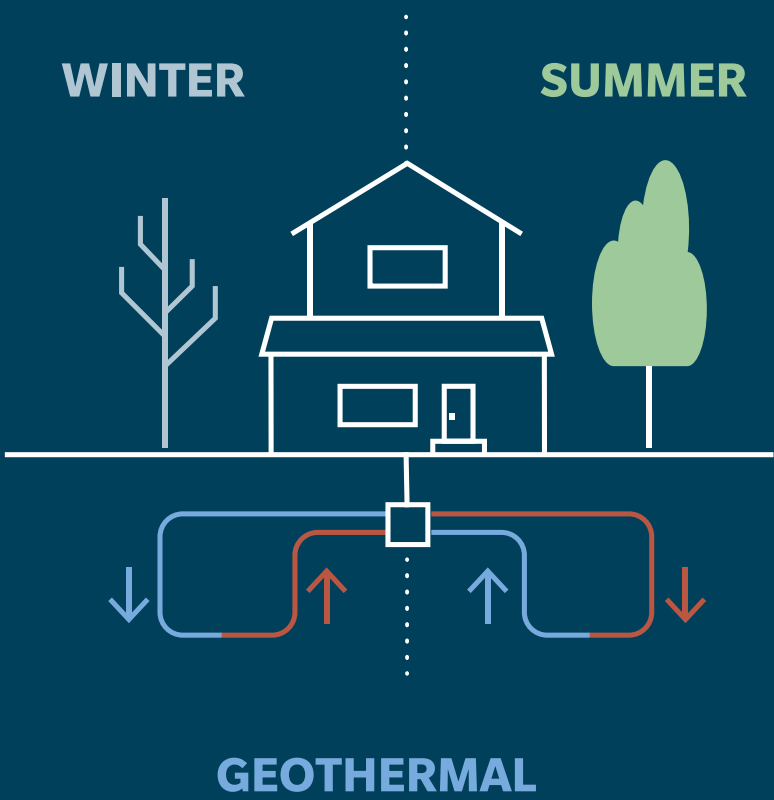
Achieving reduced carbon emissions in the future requires shifting away from fossil fuel resources for heating. Transitioning from oil, propane and natural gas means having reliable, clean and affordable energy alternatives in place to avoid unreasonable economic strains on customers. Significantly increasing clean energy supply will be important for the future of electric

heat. We are committed to supporting this transition by maintaining a safe and reliable natural gas system while large-scale wind and solar come online, and while emerging technologies like hydrogen mature.

The Massachusetts Department of Public Utilities has launched a proceeding to study the future of natural gas and how local distribution companies will need to adjust their business models in the future to meet customers’ expectations and state climate goals. Eversource is collaborating with a diverse group of stakeholders as part of the process to evaluate all pathways — regardless of the technology — to consider important factors like environmental benefits, reliability, and social and environmental justice, to map out a transition plan.

In the meantime, we are continuing to reduce emissions in our gas operations and planning for what this future will look like for our business. Our efforts include addressing methane leaks through pipeline replacements, promoting energy efficiency programs and services, and piloting geothermal technology to lower emissions for heating and cooling solutions for residential and commercial customers living in densely populated, mixed-use locations.

## EXPLORING UTILITY-SCALE GEOTHERMAL SYSTEMS



We recently received approval to develop a networked geothermal heating and cooling pilot project to test this technology. The networked geothermal system pulls the earth’s heat out of the ground to warm buildings in winter and pumps heat from buildings back into the ground in summer to cool them through a series of shared piping, wells and heat pumps. Eversource will pilot its use at utility scale in an eastern Massachusetts neighborhood as a potential option to complement or replace delivered fuels and natural gas service for heating and cooling.





# Creating new solutions and innovating for the future

## Transmission

Our electric transmission system plays an essential role in connecting customers across New England with reliable, affordable power. The power grid is undergoing significant change to achieve carbon reduction targets outlined in state and regional policies. And we continue to advance strategic electrification and make significant investments to enable our transmission system to integrate clean energy resources.

- On Cape Cod, we're addressing both reliability and future interconnection needs for offshore wind with an integrated approach using a new overhead line. In the Greater Boston area, we are making upgrades to increase the capacity of the electric system to meet increasing energy demands
- In Connecticut and Massachusetts, we completed many new transmission line and substation enhancements that can redirect power during times of high customer demand
- In New Hampshire, our Seacoast Reliability Project was recognized by the Environmental Business Council of New England for our commitment to safeguarding the ecological health of Little Bay, an estuary located in Durham and Newington, while successfully installing a submarine cable

## Distribution System Enhancements

We are evolving our analytics and automation practices on our distribution systems to reroute and restore service to our customers as quickly as possible. The distribution automation enhancements reduce the impact on customers affected by any single outage event by more than 25% on average. With tree trimming and our annual maintenance programs, we further mitigate distribution outages by reducing the impact of objects such as tree limbs that contact utility lines.

In 2020, we introduced a project to install a distribution management system, optimize electric distribution operations, and lay the foundation for more distributed generation on the system.

## Distributed Generation

Distributed generation is the on-site production of electricity from smaller-scale energy sources, including solar, wind, fuel cells and micro turbines. These projects can reduce emissions while lowering costs and expanding energy options for our customers. By the end of 2020, nearly 100,000 Eversource customers had installed distributed generation facilities totaling more than 2,700 MW of customer-sited generation on our electric distribution system.





Driven by new Eversource incentives and declining battery storage costs, customers are increasingly installing distributed generation systems designed to help power their homes or businesses during a power outage. This growing trend will contribute to the resiliency of our communities while also helping our states meet their long-term carbon goals. We also provide financial incentives for a growing number of customers installing their own solar photovoltaic (PV) projects. To date, more than 5,000 customers have participated in Eversource-managed solar initiatives in Connecticut and Massachusetts.

**Grid Modernization**

Our grid modernization program supports investments in new technologies and planning that will increase the capacity of our distribution system to incorporate solar generation and other clean distributed energy resources. In Massachusetts, we are investing \$189 million to increase system automation and improve efficiency. In Connecticut, we are working with local authorities to promote advanced metering infrastructure and other programs to reduce energy consumption, support the growth of Connecticut’s green economy, and advance dialogue on energy affordability, reliability and resilience.

**Natural Gas Infrastructure**

In 2020, we invested close to \$487 million in our natural gas distribution infrastructure, including upgrading existing distribution mains and

liquid natural gas (LNG) storage facilities. These investments reflect our unwavering commitment to provide safe and reliable natural gas to our customers while helping to reduce methane emissions from aging pipes and equipment.

In Connecticut, Eversource was first in the state to implement an accelerated replacement and reliability program, back in 2011. Despite the challenges faced in 2020 due to work restrictions associated with the COVID-19 pandemic, the pipe replacement program remains on track to meet the original completion target of 2032.

In 2020, Eversource also implemented an additional program to reduce the outstanding leaks in Connecticut, beyond those required by federal code. This program will systematically reduce the total number of class 3 leaks on state-of-the-art facilities by more than 37% between 2021 and 2022, and help reduce methane emissions. These repairs, well above any federal code, will be prioritized based on facility type.

In Massachusetts, our Gas System Enhancement Plan prioritizes accelerated replacement of older pipes with new, state-of-the-art plastic piping. This program, approved annually by the Massachusetts Department of Public Utilities, is improving system safety and reliability while helping to reduce emissions.



**ENERGY STORAGE INNOVATION**

We are implementing innovative battery energy storage solutions that will improve customer reliability and support the integration of distributed energy resource systems. Construction began on the industry-leading Provincetown Battery Energy Storage project in 2020 and the project is expected to come online in 2021. The battery will provide backup power to customers in the Massachusetts towns of Wellfleet, Truro and Provincetown, and will also help reduce the intensity of peak electricity demands during summer months.





# Accelerating electric vehicle charging infrastructure

## Supporting a Cleaner Transportation Sector

With the transportation sector representing an estimated 40% of New England's emissions, we believe we have an important role to play to support more efficient mobility solutions. We are investing in charging infrastructure for the growing number of electric vehicles (EVs) and enabling our customers to adopt this cleaner mode of transportation.

In Massachusetts, we are implementing the second largest public-facing EV infrastructure program in the nation after California. We installed 180 electric charging sites in 2020 and are on track to meet our goal of 400 sites that will enable 3,500 charging ports by the end of 2021 — a year ahead of schedule.

As we complete these projects, we maintain a strong focus on supporting equity and environmental justice in the communities we serve, with 19% of EV charging sites installed in these communities, exceeding our goal of 10%. Our investment in local grid upgrades to support additional charging stations is a significant step forward in promoting the adoption of EVs. It will also help bring EV technology to underserved communities.

In an effort to provide drivers with effective and convenient charging options that enable long-distance EV travel, Eversource joined the Electric Highway Coalition in 2021. Comprised of seven of the nation's leading utility companies, the coalition will advance clean energy by helping to enable EV drivers' access to uninterrupted travel across major regions of the country.

This effort will provide drivers with effective, efficient and convenient charging options that enable long-distance EV travel. Sites along major highway routes with easy highway access and amenities for travelers are being considered as coalition members work to determine final charging station locations. Charging stations will provide DC fast chargers that are capable of getting drivers back on the road in approximately 20-30 minutes.

Eversource Senior Energy Efficiency Consultant James Cater (left) and Bancroft Poor, Vice President for Operations/CFO of Mass Audubon (right), demonstrate the EV charging port at the Moose Hill Wildlife Sanctuary.







# Environment







# Reducing our carbon footprint

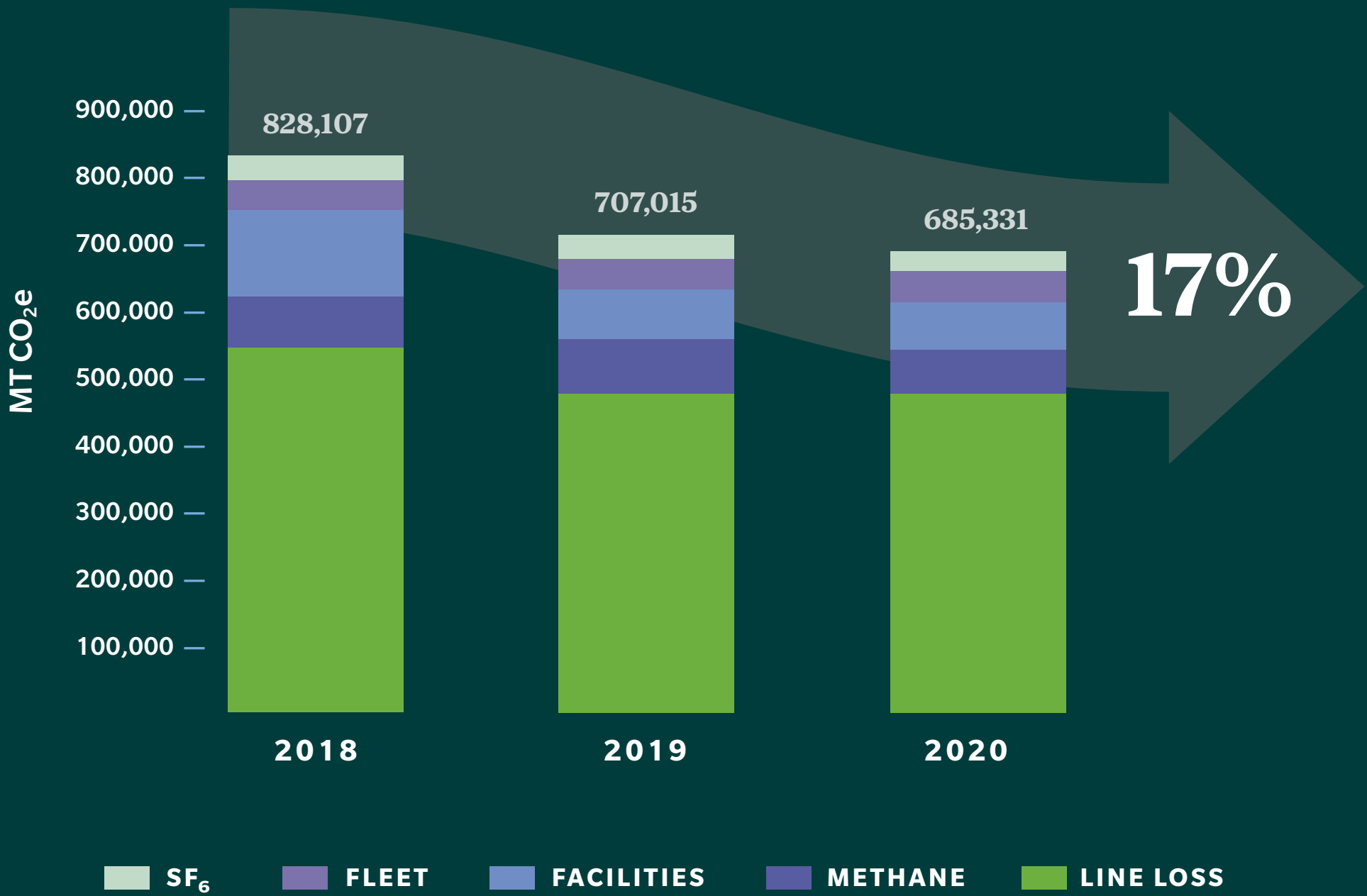
Our greenhouse gas (GHG) footprint represents the carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O) and sulfur hexafluoride (SF<sub>6</sub>) emissions from our operations. The sources include direct emissions from stationary and mobile fuel combustion and fugitive emissions, in addition to indirect emissions from purchased electricity, transmission and distribution losses.

In 2020, we saw a decrease in our overall emissions by 17% compared to 2018 and 3% compared to 2019. In light of the challenging year requiring changes in our operations due

to COVID-19, a temporary policy requiring one person per vehicle was implemented — an essential step to keep employees safe and adhere to official health recommendations. This safety measure, however, resulted in an increased consumption of fuel and, subsequently, a 10% increase in fleet emissions compared to 2019.

Despite this increase, we were still able to achieve an overall reduction in our emissions through dedicated programs, including those that have reduced methane and SF<sub>6</sub> leaks, and improved efficiencies at our facilities.

2018-2020 GHG FOOTPRINT BY EMISSION SOURCE



Data is inclusive of newly acquired Columbia Gas of Massachusetts.





# Adapting to changing weather impacts

### Climate Change

We are continuously evaluating the impacts of climate change, and are planning for severe and frequent weather events, regulatory and financial risks, and changing customer behaviors. We also assess climate-related opportunities such as emission reductions in our operations and the region through our clean energy investments, customer energy efficiency programs, and implementation of emerging technologies.

We take measures to adapt to our changing climate and keep our communities safe during extreme weather events through our comprehensive emergency preparedness and resiliency plans. We also diligently maintain our system before storms hit through:

- Overhead and electrical system hardening
- Technology that isolates outages and efficiently reroutes electricity
- Environmentally responsible vegetation management
- Resilient designs in flood-prone areas

Our employees are committed to ensuring that our comprehensive emergency preparedness and resiliency plans help keep our communities safe during extreme weather events.

### Reliability

We continue to make significant investments in projects and upgrades to modernize our electric system, which enhances reliability for our customers, makes the electric grid more resilient to extreme weather events, and provides greater access to renewable power sources. This enables the region to accelerate retirements of older, higher-emission coal- and oil-fueled power plants, and creates a more reliable and efficient electric grid that will help meet aggressive greenhouse gas reduction goals.

We are investing in technologies to enhance the ability of the electric distribution system to incorporate solar, demand response, energy storage, and other distributed energy resources while continuously improving the safety, security, resiliency and efficiency of the electric grid.

### Vegetation Management

Effective vegetation management plays an important role in protecting our electric system infrastructure from severe weather impacts. Our goal is to maintain a stable community of low-growing vegetation in power line rights-of-way to reduce outages while increasing habitats for a variety of wildlife. Our vegetation management program is an industry-best-practice to meet the need for providing safe, reliable electric

service for our customers while monitoring the growth of forested areas near power lines.

In combination with our vegetation management program, we planted more than 6,500 trees specifically selected for compatibility with electric overhead wires during 2020. We also invested in three arboretum projects as an educational resource to help promote “30 trees under 30 feet” — 30 types of trees that grow no higher than 30 feet, appropriate for planting next to roadside power lines without creating a risk of power outages. Working with external environmental organizations and land trusts, we are also installing pollinator plantings to create and maintain critical pollinator habitats.

Connecticut trees continue to suffer from the devastating impacts of the emerald ash borer, gypsy moth infestations, and drought. Removing hazardous trees — diseased, rotted, and weakened trees — is critical to reducing the number of tree-related power outages customers experience. And as part of our commitment to environmental stewardship, we plant thousands of trees across our service territory each year and donate thousands more saplings to be planted in neighborhoods and public spaces.







## HEALTH CHECKUPS FOR NOTABLE AND HISTORIC TREES

New England loves its trees. And so do Eversource's licensed arborists. Our arborists have a deep appreciation for trees and implement thoughtful plans that balance customers' need for reliable service with the natural beauty and other benefits trees provide. Eversource partners with the Connecticut Notable Tree Committee and the Tree Wardens Association of Connecticut to address the condition of some of the largest and most historic trees near power lines included in the collection of 3,600 notable trees around the state.







# Exploring new ways to respond

In the face of a changing climate, we continue to prepare for and respond to more frequent and severe storms that will directly and significantly impact our ability to provide critical utility services to our customers.

### Emergency Preparedness

Our Emergency Response Plan (ERP) is based on the implementation activities of the National Incident Management System (NIMS) and uses the Incident Command System. “Safety First and Always” has always been our credo, and all our work — including storm response — is performed with the safety of employees, customers, and the general public as the priority.

In 2020, several multistate storms challenged us and other utilities in the Northeast, none more so than Tropical Storm Isaias. In Connecticut, Isaias caused severe damage in every one of the 149 communities we serve. We moved urgently to assemble the largest workforce we’ve ever mobilized in the state, with thousands of contractors on the ground alongside Eversource employees. This storm team restored power significantly faster than in other storms of

comparable size. Still, we understand that customer expectations are ever-increasing, and we have begun a company-wide review of our storm response to identify areas for continuous improvement, which includes finding better ways to share the details of our response, partnering with other disaster coordinators, and deploying technology to accelerate our response to future catastrophic weather events.

### Eversource Energy Center


The Eversource Energy Center at the University of Connecticut is an innovative partnership targeting grid resilience, security and modernization. With preparedness at the forefront of ensuring superior customer service, the University’s Storm Outage Forecasting program delivers actionable information on the number and magnitude of predicted outage locations. Other results of the partnership include a forest management and public education initiative that aims to reduce the risk of power outages and other damage caused by wind-related tree failure, a flood vulnerability project, and research related to the integration of renewable generation.





## EXPLORING THE EFFECTIVENESS OF VEGETATION MANAGEMENT WHILE PROTECTING TREES

Research at the Eversource Energy Center at the University of Connecticut has led to new ways of evaluating the effectiveness of vegetation management in preventing power outages while protecting trees. To find an optimal combination of grid hardening investments that maximizes the reliability of the electrical system while minimizing the impact on roadside vegetation, a methodology has been created based on outage modeling and weather patterns that allows us to predict how effective different tree-trimming scenarios will be in reducing weather-related power outages. From this evaluation, research found that although the enhanced tree trimming is focused primarily on a very small percentage of the power lines, the number of outages during storms would have been 10% to 30% higher without it.



**The Eversource Energy Center is home to several state-of-the-art research facilities. The Center's Tree and Forest Management Program links forest management and community outreach to create a sustainable and storm-resistant forest design. Evaluations of our tree trimming effectiveness found that enhanced tree trimming can reduce outages during storms by 10% to 30%.**





# Protecting a natural resource

Water is a resource we manage very carefully. This is particularly true with our water utility business, Aquarion, which provided more than 26 billion gallons of clean drinking water to our customers in 2020. We also work diligently to protect and conserve water resources throughout Eversource operations.

### Aquarion Water Management

The largest contribution to our water footprint is associated with Aquarion. Delivering safe, high-quality drinking water to our 215,000 customers is of the utmost importance for this segment of our business. At the same time, our commitment to respect this precious resource is unwavering, with fervent attention paid to water conservation and quality.

Conserving water is something we address in our own operations, and we encourage customers to join us in responsible water use. We adopted

predictive reservoir modeling tools that improve our ability to forecast available supply and enable more timely communication with regulators and customers about needed water restrictions.

Networks of underground water mains are a source of leakage in all water systems. In addition to replacing 30 miles of water main in 2020, we increased our traditional leak survey efforts and deployed innovative technology to listen for leaks in our systems.

### Drinking Water Quality

As we look to deliver the highest-quality drinking water possible to our customers, managing land and natural resources is critical to providing clean water.

Our reservoirs are surrounded by more than 19,000 acres of watershed land that serve as both a critical safeguard and an invaluable

resource. We conduct extensive water testing in our reservoirs, watersheds, treatment facilities, and distribution system to not only maintain compliance, but also recognize trends and manage raw water sources. In 2020, Aquarion collected over 18,000 water samples and completed over 168,000 water quality tests. Results are reviewed by our health agency regulators monthly, and customers are informed through our water quality reports annually.

We are actively involved in regulatory developments related to emerging contaminants such as PFAS (per- and polyfluoroalkyl substances), with PFAS testing results for our water systems made publicly available on our website.



## CONSERVING MILLIONS OF GALLONS OF WATER

In response to the drought of 2016, we implemented a permanent program limiting irrigation to two days per week in four Connecticut towns where reservoirs were particularly stressed by the drought. The program had grown to include six towns by 2020 and has saved an average of 681 million gallons of water annually. Three additional towns will be rolled into the program in 2021.

SAVING AN  
AVERAGE OF  
**681**  
MILLION GALLONS  
OF WATER ANNUALLY





**RETAINING AND PRESERVING OUR LAND’S  
NATURAL BEAUTY FOR GENERATIONS TO COME**

As one of the largest regulated electric and natural gas utility companies in the U.S., we took the important step of creating a land trust in 2012 to promote the preservation of open spaces in New England. The first four properties placed in the Eversource Land Trust will be maintained as open space in perpetuity. The Trust is believed to be the first large-scale preservation land trust operated by a regulated utility in the United States.

# Creating a vibrant and shared future

**Environmental Management and Stewardship**

Our commitment to create a vibrant shared future includes doing our part to combat climate change, prioritize water conservation, promote responsible waste management practices, and protect native ecosystems. All efforts are governed by our Corporate Environmental Policy, which guides our actions to be fully compliant with regulatory requirements and execute our best practices.

**Waste Management**

We are focused on minimizing waste through reuse, recycling, and investment recovery practices. In 2020, we avoided more than 12,000 metric tons of material going to landfills, and our Investment Recovery Team has increased metal recycling by 107% over the past four years. Current initiatives include programs to:

- Implement an oil recycling program
- Promote beneficial reuse of porcelain insulators by recycling them into road base
- Retread fleet vehicle tires to minimize landfill waste
- Perform quarterly inspections to ensure employees maximize recycling of paper, cardboard, metal, and other materials

**Land Preservation**

We partner with environmental and regulatory agencies to protect threatened and endangered species in our rights-of-way and we are committed to taking all the precautions we can to preserve these sensitive species. Our practices help impede the spread of invasive vegetation, improve aesthetics, and provide attractive habitats for wildlife including pollinators, small mammals, birds and insects.

We value our role as a responsible land steward and own and maintain approximately 40,000 acres of land throughout our service territory, along with more than 15,000 acres of protected watershed land managed by a partnership among the Connecticut Department of Energy and Environmental Protection, The Nature Conservancy and Aquarion. As a member of the partnership, Aquarion works to protect the forest’s many functions and resources. Our stewardship activities range from helping our partners route and maintain recreational trails to prevent erosion and shield critical habitat, to enforcing usage regulations and state laws, to acting as a good neighbor to adjacent landowners. Additionally, our Eversource Land Trust consists of nearly 1,000 acres of permanently protected open space, much of which is open to the public for recreational use.





# Treading lightly to protect and preserve

### Wildlife and Habitat Protection

As we look to protect the natural environment and potential impacts from our business, we understand the central role biodiversity plays in preserving healthy ecosystems. We take great care to promote conservation maintenance practices designed to minimize impacts to important resource areas and promote critical diverse habitats. We promote biodiversity through strong management of our construction and maintenance projects, where we focus on protecting critical habitats for rare, threatened and endangered wildlife, including insects and plants.



Protecting nesting osprey

For projects where protected species have been identified, our crews and contractors adhere to best management practices to ensure all work is completed in a manner that minimizes the impact on natural resources.

In addition to the many protection measures put in place for our construction and vegetation management projects, we often work in partnership with environmental stakeholders and state agencies on stewardship initiatives, including:

- Working with Massachusetts Audubon and several wildlife rehabilitation facilities to manage a growing osprey population that prefers to nest on our distribution infrastructure. Together, we are developing an osprey management program for Cape Cod, part of which includes installing platforms for safe nesting where appropriate
- Partnering with New Hampshire Fish and Game to promote Karner blue butterfly habitat within our rights-of-way
- The implementation of specialized best management practices to minimize any impact on the habitat for the New England cottontail, the only native rabbit in Connecticut
- Working with Massachusetts Fish and Wildlife to help install monitoring equipment for an ongoing whip-poor-will habitat use assessment

## GOING ABOVE AND BEYOND TO PROTECT ENDANGERED SPECIES

Like the entire Eversource Transmission Team working to preserve the environment, Mobie is exuberant, eager, and dedicated. Mobie is also a dog. Trained specifically to detect endangered eastern box turtles, Mobie is an example of the many ways we go above and beyond to ensure we take good care of the extensive swaths of land we use for our transmission towers and distribution poles and wires — which also include vibrant and delicate ecosystems. Eversource trains its vegetation management staff and contractors to search out and remove these turtles before mowing or rolling any heavy equipment into their habitats.







# Social







# Providing equitable customer solutions

Our first responsibility is to provide electricity, natural gas and water safely and reliably — the basic needs our customers depend upon. Our engaged employees are also committed to personalized and timely service, advocating for vulnerable customers, and continually implementing service enhancements.

### Customer Assistance Programs

In 2020, we expanded our customer assistance programs to help customers facing financial hardship due to the pandemic by proactively suspending all residential and business shut-offs for nonpayment, eliminating late payment charges and introducing the most flexible extended payment plans in our history — with no down payment required for all customers.

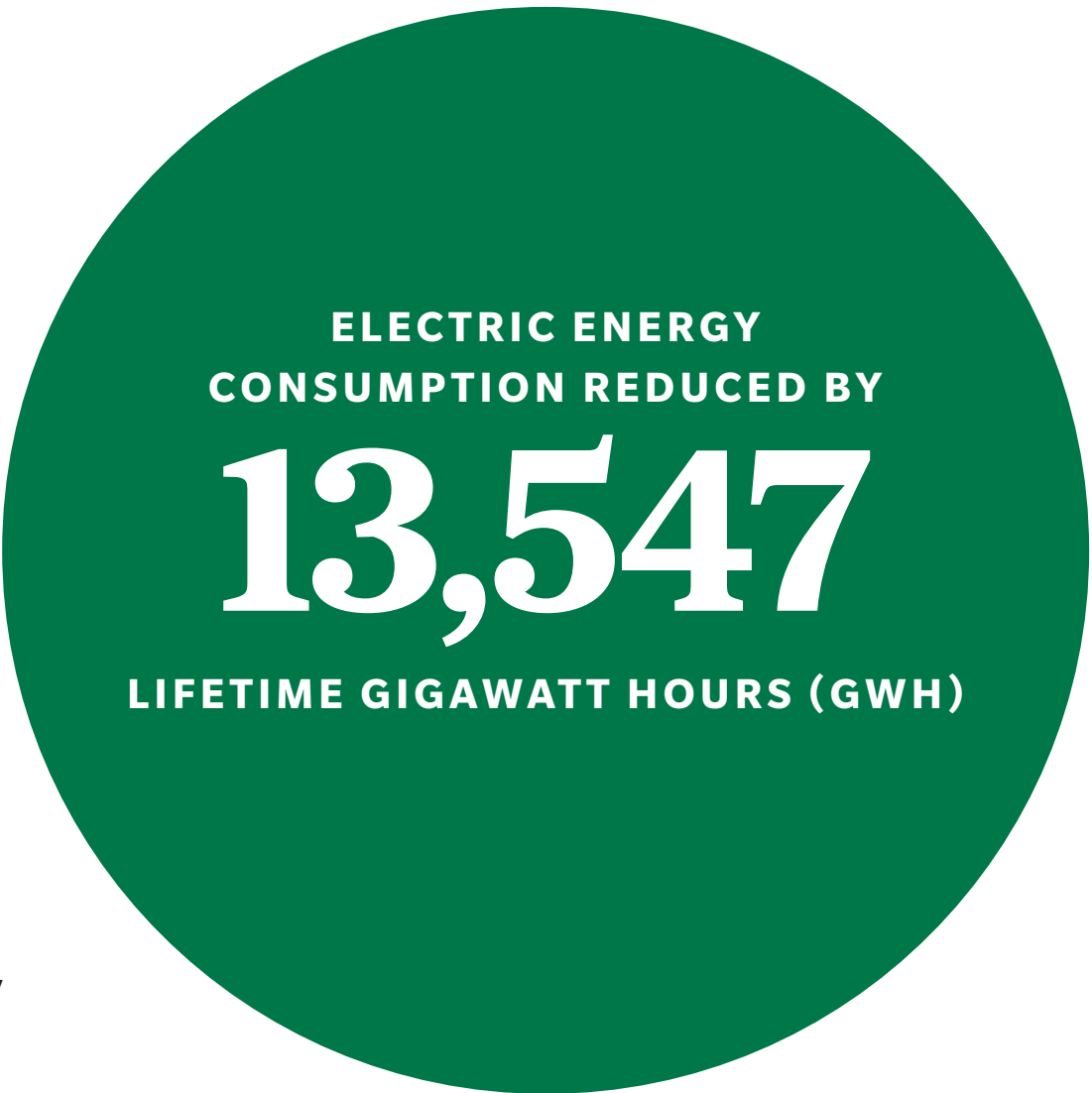
For our small-business customers, we set up a dedicated team that provided additional support and specialized guidance on federal pandemic stimulus programs via proactive outreach and a dedicated contact center phone number. Throughout the pandemic, we communicated regularly with customers that had fallen behind on their bill to provide information on financial assistance programs and payment plans, and to offer help during the difficult time.

### Delivering Energy Efficiency Solutions

Our Energy Efficiency Program helps customers save on electricity and identify areas to reduce energy use in their home. Connecticut customers are encouraged to check out Eversource’s Kill-A-Watt kit from their local library. With the help of the Kill-A-Watt meter and the Eversource educational booklet included in the kit, residents can measure and record the amount of electricity they’re consuming. The booklet also provides tips to help homeowners and renters reduce their energy use and electric costs. For quick reference, participating libraries are listed on our website on the Learn About Energy Efficiency page.

We provide opportunities to support our customers in using energy more efficiently, including upgrading equipment and adopting energy-saving practices. Through our dedicated Energy Efficiency Program we offer discounts, rebates and incentives for money- and energy-saving products and services, professional energy assessments, tools to help customers better understand their energy use, and easy energy-saving tips. We also work with businesses — small and large — to identify and implement energy-improvement opportunities, reduce operational costs, and increase productivity and competitiveness. In 2020, electric and gas customers that participated in our energy efficiency programs generated over \$200 million in annual savings.

In 2020, Eversource invested approximately \$585 million in energy efficiency programs for customers. At year end 2020, electric energy consumption was reduced by 13,547 lifetime gigawatt hours (GWh) and natural gas energy consumption was reduced by 153 million lifetime therms.







# Expanding opportunities to connect

**Customer Care**

Providing transparent and regular communication to our customers is extremely important to us. It is how we share details about our services so they can make informed decisions, provide updates on restorations during service interruptions, and deliver important account and billing information. We do our best to communicate with our customers through their preferred channels and languages.

We also work with customers during times of financial hardship, offering year-round financial assistance programs, services, payment plans and partnerships to help them manage their energy and water costs. During the COVID-19 pandemic, we expanded our financial assistance

programs and flexible payment plans; postponed service disconnections for nonpayment; and suspended late payment charges for all residential and commercial customers. More than 33,000 customers benefited from over \$22 million of waived debt on their payments since March 2020.

We are also unwavering in protecting our customers’ personal information. To this end, our comprehensive cybersecurity program uses in-depth defense strategies consistent with the National Institute of Standards and Technology (NIST) Cybersecurity Framework. This program is overseen at the Board level and includes risk assessments, vulnerability management programs, policy and governance, and a proactive incident response program.



## OUR SPANISH MOBILE APP IS A FIRST

According to the U.S. Census Bureau, the cultural makeup of the U.S. population will shift over the next 30 years as we see diversity grow in communities and workplaces. And Eversource will be ready. We’re doing the work now to reach our customers in their preferred language by offering our mobile application in Spanish (the first U.S. utility to do so) and translating important natural gas safety messages into Spanish and Portuguese.



## OFFERING LANGUAGE CHOICES

We are meeting our customers where they are — allowing them to engage and speak with our customer service representatives in the language of their choice, reducing confusion and misunderstandings and delivering an improved experience. We’ve created Spanish interactive voice response message prompts and recordings, outage alerts (emails and texts), translated webpages, and a myriad of forms, brochures and printed collateral in Spanish. We also provide important bill payment assistance program and energy efficiency program information in Spanish on Eversource.com.





# Celebrating our differences

We are a company dedicated to our customers, communities, and employees. We know that our success depends on the best efforts of our engaged team of more than 9,000 dedicated employees who take pride in their work, know and exhibit the value of teamwork and collaboration, and support each other in working safely every day.

We strive to attract, retain, and develop a diverse and inclusive workforce through comprehensive benefits, educational opportunities, and community programs that provide opportunities for new leaders to develop the skills we will need into the future.

### Diversity and Inclusion

We acknowledge the ongoing physical and emotional pain caused by racism and injustice in our society. Our commitment to diversity and inclusion (D&I) is critical to building an empowered and engaged team that delivers great customer service, racial equity, and social justice in our communities and workplaces. In 2020, we updated our D&I strategy to include a Racial Equity and Social Justice Plan, with three areas of focus: building a more inclusive workplace,

increasing our leadership commitment, and further enhancing support for our diverse communities and minority suppliers.

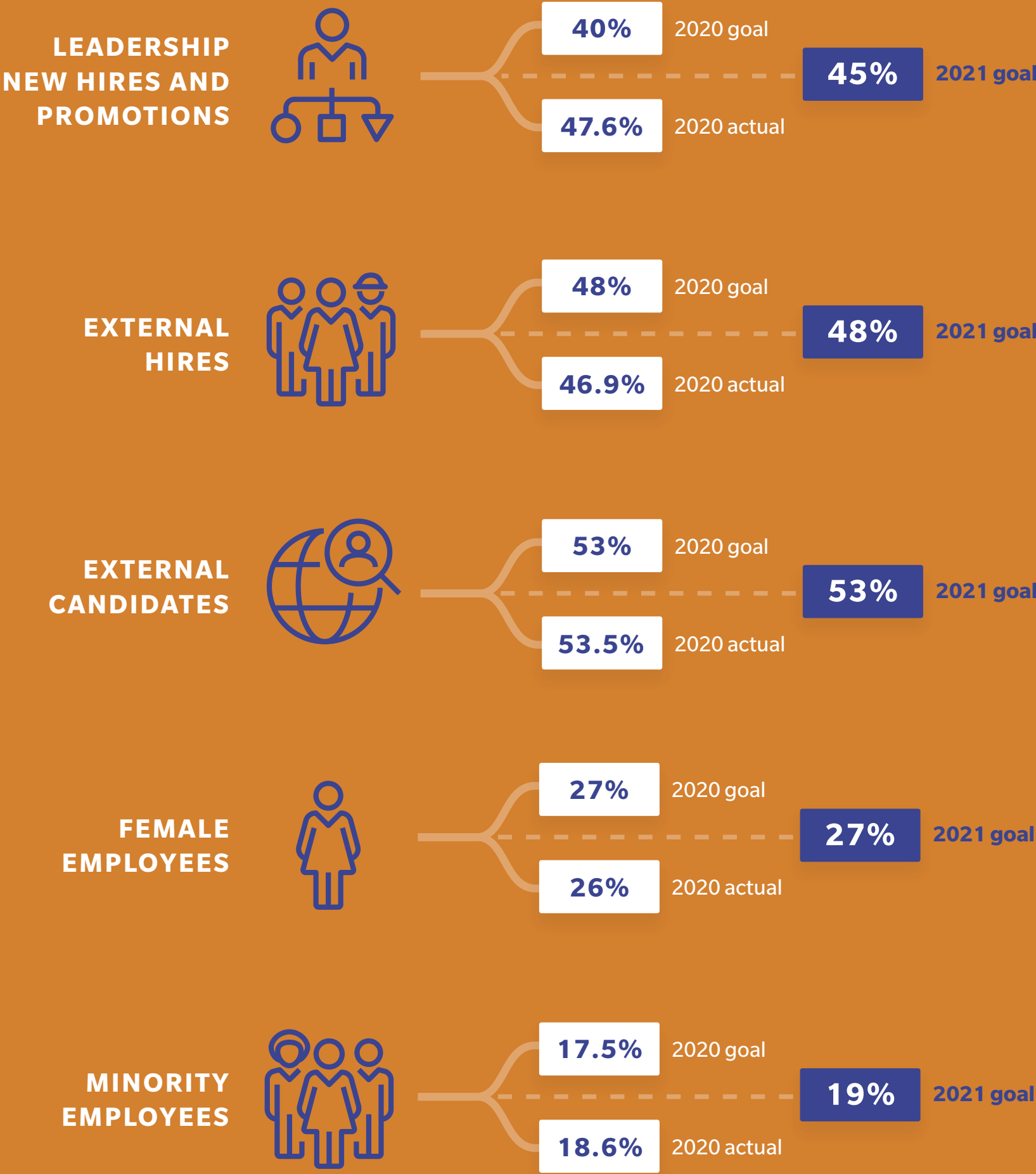
We are a signatory to the CEO Action for Diversity & Inclusion™ pledge, demonstrating our ambition to advance diversity and inclusion in our workplace and drive accountability for progress throughout our organization. Our CEO also joined the Paradigm for Parity, a coalition comprised of business leaders, board members, and academics committed to addressing the corporate leadership gender gap.

Our D&I Council and six Business Resource Groups (BRGs) actively contribute to the integration of diversity, equity and inclusion practices across all three states, promoting understanding, awareness and commitment to D&I company-wide. In 2020, we conducted listening sessions with our BRG leaders and our Multicultural BRG and formed a Racial Equity Task Force. Our employees participated in a series of town hall meetings on disrupting systemic racism led by our CEO and senior leadership. An online racial and social justice communication hub and a resource-rich tool kit were developed

for leaders and employees. Unconscious bias and systemic racism education, awareness and discussion sessions were provided to leaders and business teams. Our BRGs launched a monthly webinar series on self-care to help employees better cope with the unprecedented challenges and stresses of 2020.

Our commitment to D&I extends to creating an inclusive environment for differently abled employees. Our initiatives meet and exceed legal compliance, encourage accommodation requests, and provide resources for people with physical and mental disabilities. The National Organization on Disability honored Eversource as a 2020 Leading Disability Employer, which recognizes organizations that are leading the way in disability inclusion and tapping into the many benefits of hiring talent who are differently abled, including high rates of productivity and dedication, and greater employee engagement across the workforce. We are proud to continue receiving numerous local and national awards recognizing us as an employer of choice.

## DIVERSITY IN OUR WORKFORCE







# Employee safety comes first — always

## Workforce Development Programs

Strategic workforce plans are developed every year to identify long-range needs to ensure that we acquire, develop and retain diverse, capable talent. With the industry facing a transition of its workforce given retirement trends of utility workers, we have adapted how we recruit newly skilled employees. We have four established community college partnership programs that feed our craft roles, the Engineering Professional Development Program, two cohort programs for transmission, and a robust intern/co-op program.

Employee development programs are aligned to strategic workforce planning to support succession within all levels of the organization. Tuition assistance programs, paid internships, co-ops and other pipeline development programs ensure future workforce technical skills and competencies. We offer comprehensive programs to train, educate and develop employees. We continue to develop talent within our organization and provide career growth opportunities.

## Employee Engagement

Employee engagement surveys are one of the ways we get important feedback from our employees. We conduct biannual employee

surveys and supplemental pulse surveys to measure progress on our employee engagement.

We also have an online employee community that provides important feedback about key business topics. In 2020, this community focused on how to support employees working remotely and how to best serve customers during the pandemic.

## Safety and Training

At the start of the pandemic, we moved quickly to remote work and adopted new safety protocols for field-based employees, including facemasks, handwashing, social distancing, and one worker per vehicle. We continue to adjust our COVID-19 safety plans based on public health guidance to safeguard our employees, contractors and customers.

In 2020, we began developing a Safety Management System framework, which includes compliance and safety policies and a strategic implementation plan. Enhancements to our Safety Information Management System are underway to improve safety performance by centralizing how we report, track and trend safety information. We also continue on our journey toward a Human and Organization Performance (HOP) management philosophy.

## Wellness

We offer award-winning, comprehensive health enhancement initiatives, and we partner with leading digital lifestyle- and disease-management providers using mobile technology to deliver personalized care and resources to our employees and their spouses.

As a result of our 2020 efforts, in January 2021, our Energy Park headquarters in Manchester, New Hampshire, became the first utility site in the nation to achieve Fitwel certification — recognizing workplaces that are designed to promote and encourage employee health and well-being. Additional facilities are targeted for Fitwel certification in 2021.

## The Eversource Green Team

Our employee-led Green Team engages employees across our service territory to develop and implement environmental initiatives. Activities continued in 2020 despite COVID-19 and focused on online communications and virtual events. The Green Team has over 100 members and in 2020 was able to successfully host five virtual speaker events on sustainability, open to all employees.





## INNOVATIVE PARTNERSHIPS FOR RECRUITING SKILLED EMPLOYEES

Eversource has four community college partnership programs, and we are proactively working to expand our gas program from Connecticut into Massachusetts. Nearly half of existing utility workers are moving toward retirement — and many years of training are required to become a fully qualified worker. We continuously look for creative ways to replenish the workforce by expanding and changing programs to meet business needs and build a pipeline of individuals who are technically oriented and have an interest in career advancement. The development of several unique pipeline programs in partnership with local community colleges has proven to be a successful strategy.





# Caring for the communities where we live and serve

Our ongoing community outreach builds relationships and provides a platform for ongoing dialogue. We are dedicated to supporting our neighbors in ensuring a vibrant future complete with protected natural resources, social equality, and a strong economy.

### Community Relations

Our Community Relations Team serves as the primary point of contact for state and local government officials and business leaders. We partner on community priorities and leverage the full benefit of Eversource’s operational, safety and advocacy experience to support the needs of town leaders, constituents and communities. During declared emergency events, a dedicated Community Liaison is assigned to conduct proactive outreach and facilitate communications to address priorities.

In 2020, we formed the new Governmental Affairs and Community Relations organization, combining extensive state and local governmental experience into one team to strengthen relationships with communities, states and key policy makers. Following the acquisition of Columbia Gas of Massachusetts, the team welcomed, onboarded and trained

our new colleagues and extended outreach to communities in the Massachusetts Merrimack Valley and the Brockton and Springfield service areas.

In Connecticut, we are proud to contribute to the Housing Tax Credit Contribution and Historic Homes Rehabilitation Tax Credit programs enabling the development of low-income and supportive housing and the preservation of historically significant properties. In 2020, our investments totaled nearly \$42 million going toward hundreds of housing units and projects while creating jobs across the state.

### Charitable Giving

We invest in organizations, initiatives and services that provide broad, meaningful and sustainable change in the communities we serve. In 2020, Eversource contributed more than \$6 million to charitable organizations in Connecticut, Massachusetts and New Hampshire. As part of our efforts to support customers and communities during the COVID-19 pandemic, we accelerated our typical \$1.2 million annual donation to United Way agencies across all three states with an additional \$1 million donation disbursed to agencies and others

providing social services such as food pantries and health and human service organizations.

In 2020, we expanded our assistance programs to help our customers facing financial hardship due to the pandemic and supported critical social services by donating more than \$2 million to nonprofits to support COVID-19 response efforts. Through all of this, we expanded our communication channels to ensure our employees and customers are safe and have access to essential utilities.

### Supporting Employee Giving and Volunteerism

Our employee giving programs support the passions, time and talents that current and former employees give to their favorite community charities. In 2020, our corporate volunteer programs engaged more than 4,000 employees and their families in volunteering more than 26,000 hours at company-sponsored events. We instituted virtual employee activities due to the pandemic, with more than 10,500 virtual walkers and runners raising over \$2 million for charities across New England.

## CHARITABLE GIVING ACROSS EVERSOURCE



*\*Charitable giving does not include \$1.7 million in investments under the Historic Homes Rehabilitation Tax Credit Program.*





# Engaging with neighbors to improve communities

We are committed to engaging in activities that create economic growth, benefit our region, and support our communities, which include the employment of more than 9,000 employees across New England, grants for local economic and community development initiatives, the development of cost-effective renewable energy projects, and our award-winning energy efficiency programs.

### Economic Benefit

Our tristate Economic Development Resource Team leads outreach to public- and private-sector partners. We are active members on executive boards of professional economic development associations in all three states and provide information about our activities that benefit the region, such as our clean energy initiatives, small-business support, and other economic development initiatives.

We offer educational curricula for students of all ages, including partnerships with community colleges. Our work with community action agencies in all three states connects low-income customers with energy efficiency solutions and applicable payment plan resources.







ROHAN FREEMAN AND  
FREEMAN COMPANIES

Through our Supplier Diversity Program, we have increased our spending with diverse suppliers over the past three years, supporting jobs for underrepresented groups in the energy industry across the enterprise. Freeman Companies, based in Hartford, Connecticut, is a growing, Black American-owned small business, that provides land development, engineering design and construction services. Founder and President Rohan Freeman, a Jamaica native, has grown his business from a one-person operation with an attic office to a 36-person firm. A two-story, 12,000-square-foot former fire station on John Street in Hartford is the company’s home. “As our partnership with Eversource continues to grow, so does the number of jobs and internship opportunities that we are able to provide to talented and diverse candidates, as well as our continued investment in the educational and human service organizations supporting our community,” says Rohan.



Supply Chain

We are committed to sustainability in our supply chain and recognize the importance of ethical behavior in both business relationships and the workplace. We actively support industry-wide expansion of sustainability through our participation in the Electric Utility Industry Sustainable Supply Chain Alliance, a collaboration of utilities working together to advance best practices with supplier networks.

To clearly set our expectations for suppliers, we require all vendors to adhere to our Supplier Code of Business Conduct, and our procurement selection process includes an assessment of each vendor’s environmental, social and governance activities. Our Supplier Relationship Management Program ensures that we work collaboratively with our critical suppliers to drive value, reduce risk, and strengthen our competitive position through formal assessments and reviews.

Supplier Diversity

We provide all suppliers with equal access to procurement opportunities. Together with our diverse suppliers, we are expanding business opportunities, advancing suppliers’ visibility and growth goals, and creating valued business relationships. We are committed to the active inclusion of small and diverse businesses in our supply base, which collectively represented over \$850 million of our spend in 2020.

At the outset of the pandemic, we implemented Contractor Safety Standards to protect our suppliers and employees while ensuring access to critical materials. We worked tirelessly to secure necessary personal protective equipment, such as face masks, nitrile/latex gloves, face shields, hand sanitizer, handwashing stations, antibacterial soap, thermometers and temperature scanners.







# Governance







# Ensuring strong corporate governance

Acting with transparency, honesty and integrity is fundamental to our company values and underpins our environmental, social and governance (ESG) initiatives. We’re proud of the recognition we receive from third parties, which reaffirms we are providing the leadership our stakeholders expect of us. How we deliver on this commitment each day starts at the top with our Board of Trustees.

The Board, both as a whole and through its committees, oversees our corporate compliance and risk management, as well as our comprehensive operating and strategic planning. The Board is also responsible for oversight of the integrity of our financial statements, including oversight of the guidelines, policies and controls that govern management’s processes for assessing, monitoring and mitigating major financial risk exposures and ensuring compliance with laws and regulations.

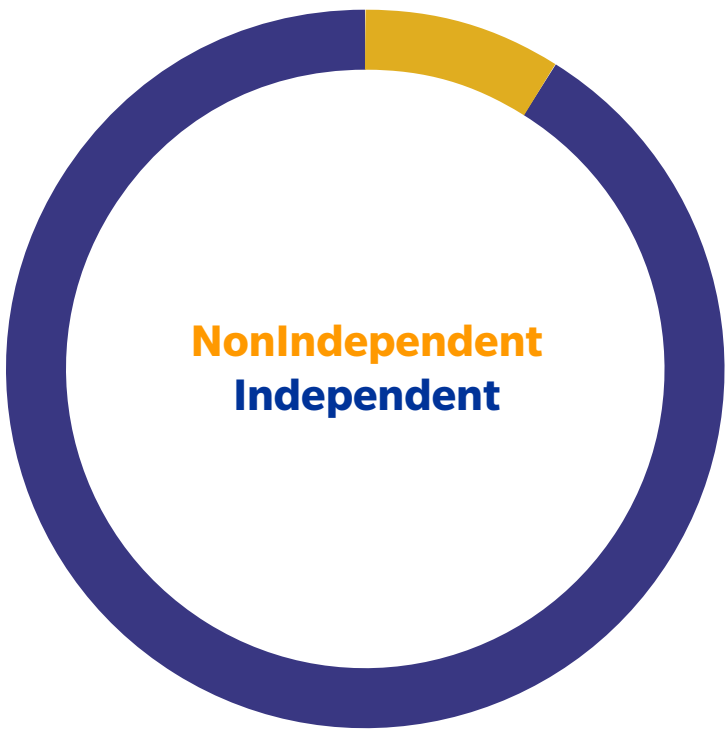
Signifying the increasing importance of sustainability across the company and our earnest desire to lead our industry in ethical and responsible business practices, our Corporate Governance Committee was recently renamed the Governance, Environmental and Social Responsibility Committee to reflect an expanded scope of oversight for all matters related to ESG.

One of the key measures the Board uses to ensure continuous advancement of our ESG performance is an internal goal to remain among the top in our industry with regard to key external ESG ratings used to inform our investors and other stakeholders. In 2020, we exceeded this goal to rank in the top quartile among an internal peer group of comparably-sized U.S. utilities.

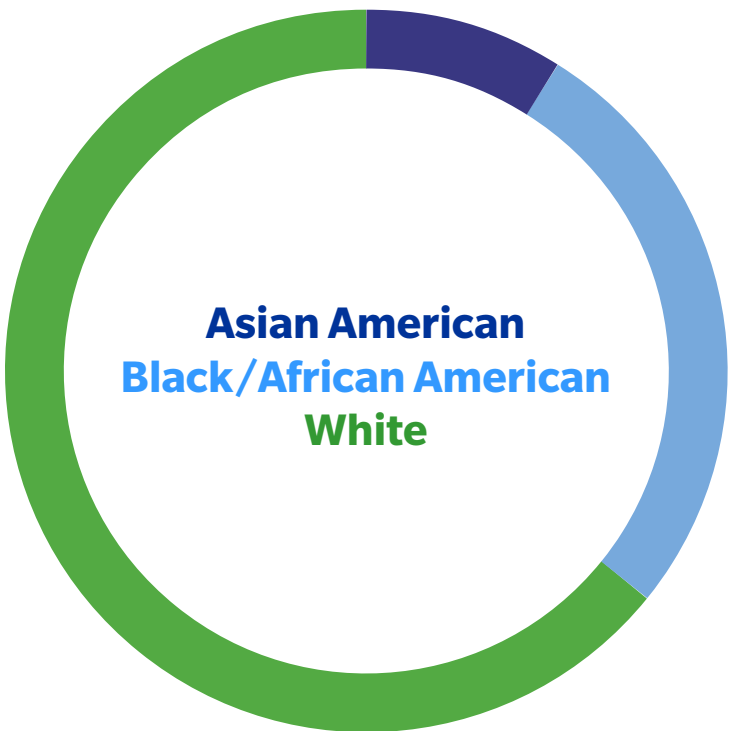
## DIVERSITY IN LEADERSHIP

A commitment to diversity at both the Board of Trustees and the employee levels contributes greatly to the success of our company. In 2020, our 11-person Board included nine members who have served on the Board for nine or fewer years — three of whom are women —and four members who are persons of color. We believe that the mix of longer-tenured Trustees and recently elected Trustees — together with an industry-leading diverse Board — provides for the kind of balance that contributes to the overall effectiveness of the Board.

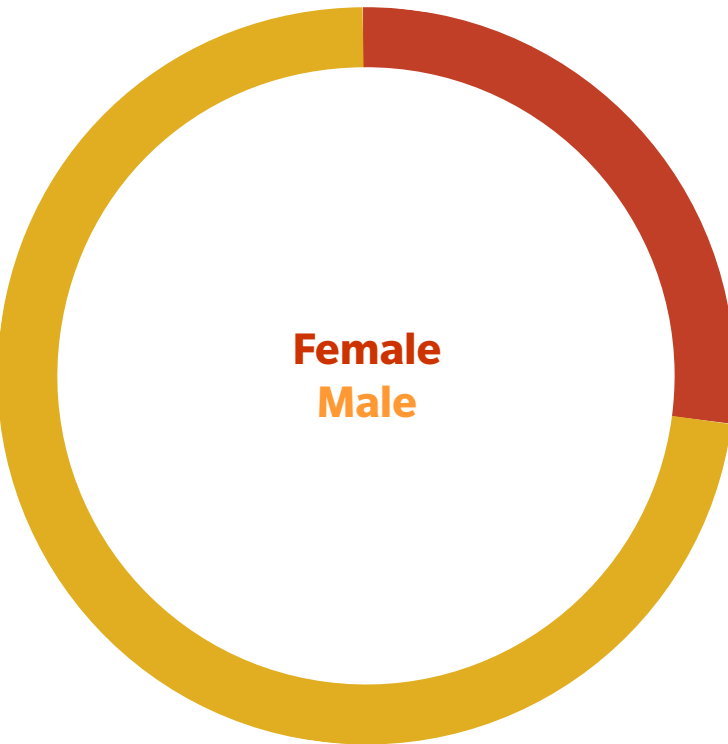
### INDEPENDENCE



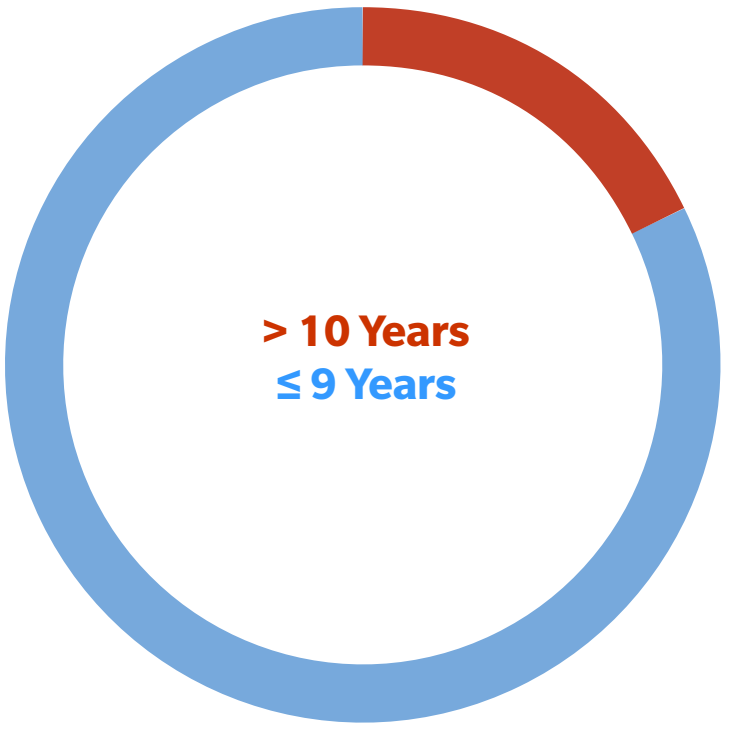
### ETHNIC DIVERSITY



### GENDER DIVERSITY



### TENURE







# Acting with honesty and integrity

**Ethics**

All trustees, officers and employees must abide by the principles of our recently updated and enhanced Code of Business Conduct. Additionally, the Board has adopted a Code of Ethics for Senior Financial Officers, a Related Party Transactions Policy, a Political Activity Policy, a Conflict of Interest Policy, an Insider Trading Policy, and a Financial Disclosure Policy. These policies collectively address day-to-day activities and reflect our commitment to ethical, respectful and transparent conduct.

Our Compliance and Ethics Committee, chaired by the Chief Compliance Officer, guides management to ensure adherence to applicable laws, regulations, industry standards, and our Code of Business Conduct. Our Corporate Compliance Program reviews key compliance topics and issues that could materially impact Eversource, and interfaces with leaders throughout the company to monitor the effective mitigation of compliance risks and reinforce the tone at the top for ethical conduct and decision-making.

All officers and employees receive communication and training on the Code of Business Conduct, which includes corporate policies such as Conflict of Interest, Fraud Prevention and Detection, Prevention of Discriminatory Harassment, and Fitness for Work.

Our Corporate Compliance Hotline is operated by an independent third party (NAVEX Global) and can be accessed 24 hours a day, seven days a week, to report known or suspected compliance and/or ethics violations on an anonymous basis. The hotline is intended to complement in-person, phone or email reporting to managers, supervisors, the Chief Compliance Officer or Human Resources.

**Risk Management**

The Board is responsible for the oversight of our Enterprise Risk Management (ERM) program, which applies a well-defined enterprise-wide methodology to identify, categorize, prioritize and mitigate principal enterprise-wide risks, including key risk areas such as environmental, social and governance, operations, information technology, compliance, and business

continuity, as well as emerging risks. The ERM program is integrated with other assurance functions throughout the company, including Compliance, Auditing and Insurance. Risks are analyzed to determine materiality, likelihood, impact, and velocity and to develop formal, actionable mitigation strategies. Major risks are disclosed in our annual report and 10-K.

We were a founding member and participate in the Edison Electric Institute (EEI) ERM task force as well as other industry and nonindustry benchmarking groups and have been recognized as a mature program by the Risk Management Society.







Awards and Recognition

Eversource again received several national and local recognitions in 2020, including those from Newsweek and Institutional Investor magazine, JUST Capital/Forbes magazine, and Bloomberg’s Gender-Equality Index. We were also honored for sustainability, diversity, and inclusion; recruiting military veterans and differently abled people; and corporate citizenship. This is a testament to the hard work and engagement of our employees to lead our industry with strong ESG practices.



#1 energy company on Newsweek’s list of Most Responsible Companies, recognizing our commitment to corporate social responsibility.



Placed for the second straight year on the JUST Capital/Forbes Most Just Companies list, honoring our combination of corporate social responsibility and business success.



One of only two energy companies on the Barron’s 100 Most Sustainable Companies list, based on an evaluation of more than 230 performance indicators that address environmental, social and corporate governance issues.



Rated by institutional investors as one of the top two U.S. utilities in eight categories related to executive leadership, sustainability, governance, investor relations and communications.







# Appendix



Data Verification and Report Assurance

Independent Verification of Greenhouse Gas Emissions



Eversource Energy – North America Greenhouse Gas (GHG) Verification Summary		DATE 6/22/2021
Name: Eversource Energy – GHG Verification Summary		
Prepared By: Brandi Hart Sr. EHS Specialist; Project Manager	Signature: 	
<b>Emissions Inventory:</b> The verification of Eversource Energy's (Eversource) enterprise-wide operations included all of Eversource's greenhouse gas (GHG) contributors in Connecticut, Massachusetts, and New Hampshire, and fleet transportation for all of the above. The operations in these states comprise the whole of Eversource's operations, and thus all of their GHG contributors.  The GHG emissions inventory for Eversource's operations is comprised of: Scope 1 direct emissions from fuel combustion, sulfur hexafluoride (SF <sub>6</sub> ) usage, gas distribution leaks, and fleet transportation; Scope 2 indirect emissions from line loss and total purchased electricity, steam, and chilled water. TRC has verified all of the total Eversource GHG emissions for 2020 from Scope 1 and Scope 2 emissions.  Boundaries include wholly-owned business entities and owned/leased facilities and energy infrastructure in Connecticut, Massachusetts, and New Hampshire for which Eversource exhibits operational control. Emissions include carbon dioxide (CO <sub>2</sub> ), methane (CH <sub>4</sub> ), and nitrous oxide (N <sub>2</sub> O) from direct combustion and CO <sub>2</sub> and SF <sub>6</sub> from process sources, and carbon dioxide equivalents (CO <sub>2</sub> e) emissions from indirect electricity generation. The Eversource operations have no perfluorocarbon (PFC) or nitrogen trifluoride (NF <sub>3</sub> ) emissions.  <b>Greenhouse Gas Management Plan:</b> Eversource follows the GHG Protocol Corporate Accounting and Reporting Standard, Revised Edition, with a centralized approach to quantify GHG emissions. Primary fuel and energy data are compiled from direct meter reads, invoices, accounting systems, and other sources into two main data collection spreadsheets. The regional totals from these spreadsheets and other supporting documents, along with fleet data, are entered into the master GHG Inventory spreadsheet which is managed by the corporate environmental team for quality assurance, emissions calculations, reporting and verification. The system uses published fuel-based emission factors to calculate Scope 1 GHG emissions from fuel combustion, SF <sub>6</sub> use, gas distribution leaks, and fleet transportation sources. Scope 2 CO <sub>2</sub> e emissions are calculated using 2019 eGRID emission factors (i.e., most recent available).  <b>Verification Level of Assurance:</b> Limited Assurance: A "Limited Assurance," following the ISO 14064-3 <i>Greenhouse Gases - Specification with guidance for the validation and verification of greenhouse gas assertions</i> , is appropriate for basic GHG reporting and for voluntary reduction efforts where there are no imminent requirements or compliance obligations associated with GHG reductions. This is the case for Eversource Energy's operations, as direct GHG emissions from their operations are not covered by any existing (or pending) regulatory requirements for GHG emissions limitations. A Limited Assurance is intended to establish the basis for stakeholder reporting and external communications; support claims of carbon neutrality, and for credit for early action; and to enable assessments of performance of GHG reduction initiatives towards voluntary targets. Given the status of the Eversource Energy operations' emissions inventory and management system, a Limited Assurance, as defined in the ISO 14064-3 Standard is appropriate for this project. This verification covers the calendar year 2020 GHG emissions inventory for the operations listed above.		


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Internal Report Assurance

The Eversource Internal Audit Department performed a review of the 2020 Eversource Sustainability Report and submitted the following statement:

“Based upon our review, we found the information in the Report is fairly presented. We selected and reviewed a sample of sustainability topics from this Report. A comparison of the information was made to the Global Reporting Initiative Standards and interviews were held with selected key management and staff responsible for the preparation of the information presented in the Report. In addition, separate from this review the Eversource Internal Audit Department performs periodic audits of departments responsible for controls over business processes that are responsible for producing data used in this report. Based on these audits, we are not aware of process or control issues that would materially impact the data integrity of the Eversource Sustainability Report.”

Eversource Energy – North America Greenhouse Gas (GHG) Verification Summary	DATE 6/22/2021
<b>Summary:</b> Based on the inventory of GHG data sources and emissions compilations for Eversource Energy's operations and fleet transportation, the information submitted by Eversource is consistent with the Eversource Energy GHG Monitoring Plan. The GHG Monitoring Plan is based upon the GHG Protocol Corporate Accounting and Reporting Standard, and is consistent with the WRI/WBCSD GHG accounting and reporting protocol.  Eversource's 2020 assertion of GHG emissions from Scope 1 direct and Scope 2 indirect sources is a total of 685,331 metric tonnes of CO <sub>2</sub> e emissions, including 173,693 metric tonnes of Scope 1 CO <sub>2</sub> e emissions, and 511,638 metric tonnes of Scope 2 CO <sub>2</sub> e emissions. Based on its review of Eversource's 2020 GHG emissions inventory for all emitting sources, including fleet operations, as identified above, TRC has found minor clerical and transcription errors which do not significantly affect the reported results, and which were corrected. TRC has found no evidence that the GHG assertion is not materially correct, and no evidence that Eversource's assertion is not a fair and accurate representation of Eversource's actual GHG emissions, with a "Limited" level of assurance, according to the ISO 14064-3 Standard.	
<b>Verifier Qualifications:</b> TRC was retained by Eversource Energy to provide independent third-party verification for energy use, and GHG reporting for Inventory Year 2020 for submittals in 2021. TRC's GHG experts are qualified and experienced in performing both "Reasonable" and "Limited" assurance engagements and have familiarity and expertise in GHG programs, reporting platforms and protocols including: Carbon Disclosure Project (CDP), World Resources Institute/World Business Council for Sustainable Development (WRI/WBCSD) GHG Protocol, and ISO 14064-3 Specification with Guidance for the Validation and Verification of Greenhouse Gas Assertions Standard.  The lead verifier and project manager for this engagement is Brandi Hart. Brandi has 16 years in industry experience and consulting, including the implementation and daily management of ISO/RC systems and extensive management systems auditing experience as a certified ISO 14001 and 9001 auditor. She has managed multi-media environmental programs (air, water, waste), including both permitting and compliance, as well as the industrial hygiene and safety programs at various sites, and is experienced in assisting with the development of global sustainability measures and both designing and implementing programs at the site/local level to support sustainability objectives and targets, including GHG reduction.  Daryl J. Whitt, P.E. provided senior consultation and quality assurance/quality control (QA/QC) review for this project. Mr. Whitt is a Professional Engineer with 30 years of environmental management experience in industry and consulting. He has developed GHG inventories for individual facilities, multi-national corporations, and product life cycles for a variety of industries, and by a variety of protocols. He is experienced in performing and leading GHG verifications based on the ISO 14064-3 Standard.	



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## Material Topics & Alignment with UN SDGs

In 2018, Eversource completed a review of material topics identified through existing processes that have potential environmental, social, or economic impact related to our business practices. Additionally, we validated who our key stakeholders are and how we engage with them and consider their expectations in our strategic planning processes. In 2019 and 2020, we verified that all risk factors identified in Eversource's 2018 Annual Report are addressed in our material issues and verified that topic scopes and boundaries are still accurate.

We have robust processes in place to regularly assess risks and opportunities, emerging issues, and stakeholder concerns. These include topics that our Disclosure Committee determines are material to investors for inclusion in our financial reports, significant issues identified through our Enterprise Risk Management process, our senior team priorities and key performance indicators. Our Sustainability Team reviewed all these sources to define our material topics and their scope through a sustainability lens to facilitate reporting.

Continuous engagement with external stakeholders is vital to the success of our business. These important relationships inform internal discussions and guide our planning and anticipation for stakeholder expectations. From shareholder meetings, community outreach, and customer satisfaction surveys to social media, project partnerships and regulatory proceedings, we hear the voice of our stakeholders and incorporate their concerns into our planning and decision processes.

Following is a list of our material sustainability topics, their scope and boundary, and mapping to the United Nations Sustainable Development Goals.

*The use of the term “materiality” in this report differs from financial materiality, which describes matters or facts that would have a substantial likelihood to be deemed important to a reasonable investor making an investment decision.*





Material Topics	Topic Description and Scope (Including, but not limited to)	Topic Boundary (GRI 103-1)	Relevant SDGs
Greenhouse Gas Emissions	Implementing initiatives to reduce GHG emissions in our operations and support regional targets <ul style="list-style-type: none"><li>Facilitating integration of renewable and low-carbon energy in the region</li><li>Expanding natural gas capacity</li><li>Actions to reach our goal to be carbon neutral in our operations by 2030</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Customers, service territory communities, investors, regulators</li></ul>	7, 13
Environmental Accountability	Conducting business in a manner that protects and enhances the environment and fosters environmental stewardship <ul style="list-style-type: none"><li>Environmental compliance</li><li>Air quality</li><li>Waste management</li><li>Remediation programs</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Regulators</li><li>Service territory communities</li><li>Select external stakeholder groups</li></ul>	6, 12, 15
Water	Maintaining water quality and availability <ul style="list-style-type: none"><li>Water conservation</li><li>Maintaining water quality</li><li>Reservoir dam infrastructure</li></ul>	<ul style="list-style-type: none"><li>Aquarion focus</li><li>Customers, service territory communities, regulators, legislators</li></ul>	6, 9
Management Approach (103-2) and Evaluation of Management Approach (103-3)			
<div><div><p>Our Environmental Management System (based on ISO 14001) guides us in our pursuit to protect the environment every day through continuous improvement of our environmental practices. Specifically, we focus on:</p><ul style="list-style-type: none"><li>Minimizing air emissions and addressing climate change through our Carbon Neutrality goal</li><li>Reducing waste generation with a focus on reuse and recycling</li><li>Addressing the impacts of our business on the environment, including remediation of spills and releases</li><li>Conserving and protecting water resources, particularly with our subsidiary Aquarion</li><li>Responsibly managing natural lands and protecting biodiversity</li></ul></div><div><p>Along with our <a href="#">Environmental Policy</a>, we have formal procedures and a task-scheduling system in place to ensure environmental compliance. Environmental training is provided to employees based on job function. Legal and Environmental teams meet quarterly to review and address compliance issues. The Board’s Governance, Environmental and Social Responsibility Committee also provides oversight.</p><p>We effectively identify and address potential environmental risks through our Enterprise Risk Management (ERM) program in addition to rigorous audits of our facilities, vendors, and processes. Our environmental auditor has been certified by the Institute of Internal Auditors and corrective actions are tracked to ensure continual improvement. Progress toward completion of goals is reported to management by the Corporate Performance Management Team each month.</p><p>Considerations for potential environmental impacts are communicated during monthly and quarterly organizational work plan meetings and formal project assessments. Project management and community relations teams also proactively meet with stakeholders to review planned work and communicate our commitment to environmental stewardship. Contractors working on our behalf may receive project-specific training regarding wetlands, endangered species, and cultural resources.</p><p>We are committed to minimizing the generation of hazardous waste. For the hazardous waste that is generated, we utilize licensed environmental vendors for safe and timely transport, treatment, recycling and disposal. These vendors are selected based on geographic proximity to reduce travel time/emissions and facilitate rapid response, including at times of emergencies. Employees and vendors responsible for hazardous waste management are RCRA and HAZWOPER trained to ensure proper and safe management.</p><p>When planning environmental investigations and remediation of impacted properties, we work closely with the municipalities and environmental regulators to ensure that our plans meet their expectations while protecting human health and the environment. Our projects are managed by Eversource staff and vendors that include Licensed Site Professionals (LSP), Licensed Environmental Professionals (LEP), Professional Geologists (PG), Professional Engineers (PE) and Certified Hazardous Material Managers (CHMM).</p></div><div><p>Projects that may be located in the vicinity of regulated resource areas (wetlands, waterways) are permitted to address local, state and federal requirements. In many cases, our remedial strategies are designed to address opportunities for beneficial reuse of the property. Remediation strategies include technologies that promote the treatment/recycling of wastes, and in cases where waste must be transported off-site, we utilized licensed facilities to properly manage the wastes.</p><p>At Aquarion, we are committed to ensuring that the water supply remains sufficient today and into the future through our water conservation efforts, energy efficiency, system expansions, and sustainable management of land and natural resources. Our Water Supply Plan, approved by the Connecticut Department of Public Health, uses data such as current and projected population, estimated current and future water use, and water availability to ensure capacities are sufficient to meet customer requirements. Water conservation plans and the protection of water quality are of primary concern, and our first effort in any project is to avoid impact on waterways. We conduct extensive water testing and results are reviewed by health agency regulators monthly, with annual water quality reports provided to customers.</p><p>We strive to reduce water use in our own operations and work with customers to implement conservation programs to ensure that critical needs, such as human consumption and fire protection, are met. In accordance with our regulatory permits, we recycle effluents from our Aquarion business to return wastewater through the water treatment process.</p><p>With a longer-term view, we engage the communities we serve to mitigate threats to water supply resulting from development. Aquarion focuses on all phases of water conservation, from production, meter accuracy, leakage, education, and communications to water resource planning and preparation of water conservation plans. The purpose of our conservation efforts is to:</p><ul style="list-style-type: none"><li>Monitor company activities and programs to assure adherence to written plans and regulatory compliance</li><li>Improve existing conservation programs</li><li>Develop model conservation programs and plans</li><li>Provide better value for our customers by using less water to meet the same needs</li><li>Lower water rates by judicial allocation of capital resources between capacity development and infrastructure improvements</li><li>Reduce the amount of power and chemicals used in the water treatment and distribution process</li><li>Minimize environmental impacts by reducing withdrawals from the environment</li></ul><p>Aquarion’s dams are a vital asset for Connecticut’s water supply. We meet or exceed state requirements for inspection and the provision of Emergency Action Plans. We perform table-top emergency response exercises with the communities downstream of our dams and have an active program for both routine maintenance and the significant capital investment needed to keep these vital assets safely in service.</p></div></div>			



Material Topics	Topic Description and Scope (Including, but not limited to)	Topic Boundary (GRI 103-1)	Relevant SDGs
Community Engagement	Activities benefiting the communities we serve <ul style="list-style-type: none"><li>Corporate giving</li><li>Volunteerism</li><li>Economic benefit</li><li>Community outreach</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Service territory communities</li><li>Select external stakeholder groups</li></ul>	3, 4, 9
Customer Satisfaction	Meeting customer expectations for delivering reliable energy and superior customer service <ul style="list-style-type: none"><li>Customer communications</li><li>Problem resolution mechanisms</li><li>Outage restoration</li><li>Billing options</li><li>Energy affordability</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Customers, regulators</li></ul>	7, 16
Emergency Preparedness	Ensuring comprehensive emergency preparedness and response <ul style="list-style-type: none"><li>Preparation for all hazards</li><li>Storm response</li><li>Outage management</li><li>Stakeholder communications and partnerships</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Customers, service territory communities, regulators, legislators</li></ul>	13
Energy Efficiency	Providing energy-efficient solutions for our customers and maximizing energy efficiency in our own operations <ul style="list-style-type: none"><li>Electric and gas programs offered to residential and business customers and communities</li><li>State partnerships</li><li>Facility improvements</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Customers, service territory communities, regulators, legislators</li></ul>	7, 13
Management Approach (103-2) and Evaluation of Management Approach (103-3)			
<div><div><p>We continuously work to improve customer experience by delivering new customer service solutions and enhancing the ways our customers interact with us to make doing business quick and easy. We offer year-round financial assistance programs, services, payment plans, and partnerships to help customers manage their energy costs, as well as programs related to COVID-19.</p><p>We serve the communities where we live and work in numerous ways, including offering educational curricula for students of all ages as well as training and workforce development opportunities for adults. We also work with community action agencies in all three states to connect low-income customers with energy efficiency solutions, which in most cases are provided free of charge to qualified customers.</p><p>We target charitable giving to ensure the greatest community benefit and are the signature or major sponsor of charitable events including the Special Olympics Connecticut Winter Games, the Eversource Walk for Boston Children’s Hospital, the Eversource Walk &amp; 5K Run for Easterseals, the Eversource Hartford Marathon and Half Marathon, the PGA Tour Experience for Junior Golfers at Travelers Championship, and the Mass General Cancer Center Eversource Everyday Amazing Race. Additional information about our community involvement, including environmental stewardship, school programs, and the signature sponsorships noted above, can be found on Eversource’s Community webpages.</p><p>Our employees are also able to support nonprofit programs with their time and services through our corporate volunteer and employee giving programs.</p><p>We are committed to emergency preparedness and business continuity, and strategically coordinate preparation and response efforts for storms and other emergencies across our service territory. Our executive-led program is reviewed regularly to ensure it is implemented effectively and maintained to the highest standards. We train consistent with the Federal Emergency Management Agency (FEMA) training standards, modules, classroom instruction, drills and exercises within a formal, ongoing training and exercise program. Major events and preparedness exercises are fully debriefed, after-action reports compiled, and follow-up actions tracked to completion.</p></div><div><p>All preparedness and response plans emphasize partnerships and timely communications with key stakeholders in each state. Working with communities, states, and federal agencies, we have established protocols to ensure a coordinated and integrated emergency response; we also have an extensive communications and liaison team responsible for two-way communication with key stakeholders prior to and throughout an event to ensure up-to-date information is shared.</p><p>Our Outage Management System tracks electric emergency response and restoration across all three states and utilizes technology that allows our customers to receive outage and restoration updates for their electric service by text, email, or phone.</p><p>All Eversource departments maintain a Business Continuity Plan that is updated each year and exercised annually. These plans ensure that we can maintain all critical and essential functions to operate the business in the event of a loss of people, systems, facilities, or vendors.</p><p>Our energy efficiency portfolio takes a multiyear approach that enables us to help customers plan for the future. We are committed to shaping new, forward-looking energy efficiency policies, legislation, and regulations in each of the states in which we operate and are proud to partner with customers, regulators, and stakeholders.</p><p>We provide innovative, industry-leading solutions to help all customers save money and energy. We offer discounts, rebates, and incentives for energy-saving products and services, professional energy assessments, and tools to help customers better understand their energy use. We work with homeowners and businesses to identify and implement energy improvement opportunities and reduce operational costs. Our highly skilled technical staff and business partners are dedicated to connecting customers to those solutions.</p></div></div>			



Material Topics	Topic Description and Scope (Including, but not limited to)	Topic Boundary (GRI 103-1)	Relevant SDGs
Reliability	Delivering reliable energy <ul style="list-style-type: none"><li>System hardening</li><li>Reliability and resiliency initiatives</li><li>Vegetation management</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Customers, service territory communities, regulators, legislators</li></ul>	7, 9, 15
Fuel Diversity	Integrating diverse power supply into our delivery system <ul style="list-style-type: none"><li>Integration of renewable power</li><li>Lower carbon solutions</li><li>Fuel availability</li><li>Infrastructure development</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Customers, service territory communities, regulators, legislators, investors</li></ul>	7, 11, 13
Renewables	Supporting renewable energy investments <ul style="list-style-type: none"><li>Renewable power development and procurement</li><li>Transmission projects to bring cleaner energy to the region</li><li>System improvements to enable integration of renewable power</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Customers, service territory communities, regulators, legislators</li></ul>	7, 13
Innovation & Technology	Transforming to the utility of the future by implementing emerging technologies <ul style="list-style-type: none"><li>Grid modernization</li><li>Alternative fuel vehicles</li><li>Reliability</li><li>Process management systems</li><li>Customer engagement and energy management</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Customers, service territory communities, regulators, legislators</li></ul>	7, 9, 11, 13
Management Approach (103-2) and Evaluation of Management Approach (103-3)			
<div><div><p>We continue to prioritize projects that will increase the capability and dependability of our system. To ensure that we are responding proactively to our customers’ needs for reliable energy, we establish targets at the beginning of each year and track progress on a monthly basis.</p><p>We regularly review the performance of our system and perform upgrades on a continuous basis while meeting or exceeding requirements of the National Electrical Safety Code. Investments typically target upgrades that will improve the ability of the system to withstand the impacts of severe weather and wildlife interference.</p><p>Strategic investments in clean power sources, such as wind, solar, and distributed generation, serve as a catalyst for New England’s energy future. We are also developing innovative storage projects and electric vehicle infrastructure to support our customers’ power needs.</p><p>Additionally, our grid modernization program supports investments in technologies to increase the capacity of our distribution system to incorporate solar generation and other clean distributed energy resources. We also work with regulators to establish new programs that will enable a greater proportion of clean energy across the grid and improve system resiliency. Long-term system resiliency plans have been established for each state in our service territory.</p></div><div><p>Our vegetation management program balances the needs of customers and communities with the goal of providing safe, reliable electric service while monitoring growth of trees around power lines. Tree work and removal activities reduce both the number and duration of outages and are the most effective means of improving service reliability. Tree work also benefits the communities we serve by removing dead or diseased branches and trees that threaten not only power lines and rights of way, but also the safety of public roads. Tree trimming is done in accordance with the standards of the International Society of Arboriculture (ISA) and the American National Standards Institute (ANSI).</p><p>We continually assess the transmission system to ensure that its operation meets regional and national reliability standards. Working in conjunction with ISO-NE, Eversource conducts periodic 10-year look-ahead transmission system studies so that system concerns are anticipated and resolved prior to being experienced in real-time operations.</p><p>The Eversource Energy Center at the University of Connecticut is an innovative energy company and university partnership focused on researching best practices for grid resilience, security, and modernization. With the Electric Power Research Institute, we are developing a collaboration on storm damage recovery and situational awareness, and with the Gas Technology Institute, we are formulating research topics on remote sensing-based monitoring of natural gas and electrical infrastructure, electrical power line systems safety and automated detection algorithms, and post-event evaluations of natural force threats.</p></div></div>			



Material Topics	Topic Description and Scope (Including, but not limited to)	Topic Boundary (GRI 103-1)	Relevant SDGs
Regulatory Policy	Adhering to regulatory requirements and driving energy policy <ul style="list-style-type: none"><li>Regulatory compliance</li><li>Project development and approval</li><li>Cost recovery</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Customers, service territory communities, regulators, legislators</li></ul>	9, 13
Ethics	Demonstrating inclusive, respectful, honest, and ethical behavior <ul style="list-style-type: none"><li>Principles that govern our business</li><li>Corporate compliance</li><li>Diversity and inclusion</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Investors, regulators</li></ul>	5, 10, 16
Finance	Meeting and exceeding performance targets while driving efficiency and managing costs <ul style="list-style-type: none"><li>Shareholder return</li><li>Business growth</li><li>Rate structure</li><li>Financial reporting requirements</li><li>Operational and capital expenditures</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Investors</li></ul>	8, 10
Management Approach (103-2) and Evaluation of Management Approach (103-3)			
<p>Our ability to shape the region’s energy future is based on a bedrock of strong financial performance. Doing what’s right — ethically, fairly, and honestly — is the cornerstone of our financial, corporate governance, and compliance culture.</p> <p>All trustees, officers, and employees must abide by the principles of Eversource’s Code of Business Conduct and comprehensive policies that collectively address day-to-day activities. All employees complete annual training and are required to sign off on the Code of Business Conduct and Discriminatory Harassment Prevention. Throughout employees’ careers, training is provided to ensure ongoing awareness and understanding of the Code of Business Conduct and company policies and procedures. Our Corporate Compliance Hotline is operated by an independent third party (NAVEX Global) and is available to all employees as a simple way to report known or suspected compliance and/or ethics violations on an anonymous basis.</p>		<p>The Compliance and Ethics Committee, which is chaired by the Chief Compliance Officer, provides guidance and assistance to management to ensure adherence to applicable laws, regulations, and industry standards, and reinforces the tone at the top for ethical conduct and decision-making. The Committee provides oversight for the development and implementation of the Eversource Corporate Compliance Program and Corporate Governance Guidelines. Performance metrics are reported monthly to management, including safety, financial performance, reliability, environmental stewardship, diversity and inclusion, customer experience, and clean energy strategic projects.</p> <p>Our ERM program applies a well-defined methodology to identify, prioritize, and mitigate principal risks to the company. The ERM program has high management visibility and is integrated with other assurance functions throughout the company, including Compliance, Auditing, and Insurance. The outcome of the ERM process is discussed with the Finance Committee and the full Board, including reporting on an individual risk-by-risk basis on how these issues are being measured and managed. Risks are also disclosed in our <a href="#">Annual Report</a> and 10-K.</p>	
Material Topics	Topic Description and Scope (Including, but not limited to)	Topic Boundary (GRI 103-1)	Relevant SDGs
Safety	Safety first and always <ul style="list-style-type: none"><li>Employee, contractor, and public safety</li><li>Electric and magnetic fields</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Customers, service territory communities, regulators</li></ul>	3, 8
Management Approach (103-2) and Evaluation of Management Approach (103-3)			
<p>“Safety First and Always” applies to all that we do. Our Safety Management System continues to be implemented and includes compliance and safety policies that will enhance safety performance and the company’s management philosophy through Human and Organization Performance (HOP).</p> <p>We have comprehensive policies, procedures, and work instructions that govern safety practices for employees and contractors. All employees are required to be familiar with our safety expectations and employees receive safety training related to their job. Safety Briefs are released weekly, at a minimum, offering timely information on how to stay safe at work and at home. All contractors are required to adhere to the Eversource <a href="#">Contractor Safety Policy</a>.</p> <p>Comprehensive safety manuals are available for both employees and contractors. We monitor our contractor workforce using ISNetworld to evaluate the quality of a contractor’s safety programs and review their safety data annually.</p>		<p>We continue to play a leadership role with industry groups. As a member of the Occupational Safety and Health Executive Advisory Committee for the Edison Electric Institute (EEI), we participated in the creation of an industry-wide Serious Injury or Fatality (SIF) precursor standard and engaged with Occupational Safety and Health Administration (OSHA) on industry concerns. Involvement with the Construction Safety Research Alliance (CSRA), a joint utility, construction and general industry task force, focuses on the development of predictive analytic tools to identify risk factors that could lead to serious injuries. We also participate in the North American Transmission Forum (NATF) and American Gas Association (AGA) by participating in best practice-sharing meetings and peer reviews.</p> <p>Our historic commitment to public safety utilizes a variety of resources for conducting electrical and gas safety presentations for first responders, emergency management personnel, and other groups throughout our service territory. We provide semiannual electrical hazard awareness training for fire and police academies to help ensure safe and effective response by first responders to system emergencies.</p>	



Material Topics	Topic Description and Scope (Including, but not limited to)	Topic Boundary (GRI 103-1)	Relevant SDGs
Workforce Development & Employee Engagement	Maintaining an engaged and skilled workforce <ul style="list-style-type: none"><li>Attract and retain high-quality employees</li><li>Employee training and development programs</li><li>Succession planning</li><li>Labor relations</li></ul>	<ul style="list-style-type: none"><li>Entire company focus</li><li>Service territory communities</li><li>Select external stakeholder groups</li></ul>	3, 4, 5, 8
Management Approach (103-2) and Evaluation of Management Approach (103-3)			
<div><div><p>An engaged workforce is critical to our mission of delivering reliable energy and a superior customer experience. We build employee engagement by maintaining communication, developing talent, fostering teamwork, and creating a diverse, inclusive workplace.</p><p>Biannual Employee Engagement and Culture surveys are conducted to identify areas of high performance and areas of opportunity, providing insight into how we can continue to build engagement and a performance culture. Key employee engagement actions include efforts to improve the employee and customer experience, pursuit of employee feedback, and promotion of collaborative work. We recognize employees who demonstrate a commitment to go “above and beyond” their job requirements through our Customer Excellence Award.</p><p>We provide opportunities for engagement with executive leaders with town hall and skip-level meetings and through training and quarterly forums to develop new and current supervisors. All employees are invited to participate in the “Our Business, Our Future” training program, which provides business-specific knowledge and information to our entire organization.</p><p>Strategic workforce plans are developed each year to identify long-range needs to ensure that we acquire, develop, and retain diverse, capable talent. This includes leveraging educational partnerships in critical craft and technical areas and developing proactive strategies to attract experienced professionals in highly technical roles in engineering, electric and gas operations, energy efficiency, and information technology. These plans identify critical roles and develop succession plans to ensure we have a supply of capable talent for the future.</p><p>As the industry faces a major depletion of its workforce, we focus on pipeline programs to recruit newly skilled workers. Eversource has four established community college partnership programs:</p><ul style="list-style-type: none"><li>Electric Power Utility Technology (EPUT) program in Partnership with Bunker Hill Community College (MA)</li><li>Electrical Lineworker Certificate Program in Partnership with Manchester Community College (NH)</li><li>Natural Gas Technician Certificate Program in Partnership with Middlesex Community College (CT) (Expansion of program to MA in 2022)</li><li>Lineworker Certificate Program in Partnership with Capital Community College (CT) (Launching June 2021)</li></ul></div><div><p>In addition, Eversource has robust relationships with four-year colleges, including but not limited to UConn, UMass, WPI, Wentworth Institute of Technology, and University of New Hampshire. Eversource also recruits for engineering rotational programs, cohort programs in transmission; we also partner with Apprenti to bring interns into our Information Technology organization.</p><p>Employees receive a variety of field and classroom training opportunities throughout their careers to support their ongoing success on the job, including:</p><ul style="list-style-type: none"><li>A talent management process to identify high potential and emerging talent and ensure their development</li><li>A rotational associate engineering program</li><li>A tuition assistance program</li><li>Paid internships and co-ops, partnering with local educational institutions to provide on-the-job learning opportunities</li></ul><p>Our commitment to diversity and inclusion (D&amp;I) is critical to building a diverse, empowered and engaged team that delivers great service safely to our customers. Executive leadership promotes and supports D&amp;I by building diverse, inclusive work teams with high engagement, and supports the work of our D&amp;I Council and BRGs. The Board receives regular progress updates. We are a signatory of the CEO Action for Diversity and Inclusion pledge and the Paradigm for Parity. We also continue to collaborate with EEI, supporting the EEI D&amp;I Commitment with initiatives and metrics.</p><p>Our recruitment and military reserve policies offer a pay differential and full benefits for the full duration of a service member’s deployment as well as any training required when that employee is returning to work. We actively seek candidates with military experience and offer training and advancement programs that provide opportunities at all levels.</p><p>We are also committed to providing our employees with a highly competitive total rewards package. In addition to wages and salaries, we offer a wide variety of benefits that help keep employees and their families healthy and financially secure. Our benefit plans, as highlighted on <a href="#">our Career</a> page, focus on health and wellness, life, and the future.</p></div></div>			



Material Topics	Topic Description and Scope (Including, but not limited to)	Topic Boundary (GRI 103-1)	Relevant SDGs
Cybersecurity & Data Protection	Ensuring the security of customer and employee data, computer systems, grid infrastructure, and physical assets. Includes protection against: <ul style="list-style-type: none"><li>• Disclosure of confidential information</li><li>• Cyber breaches</li><li>• Grid disturbances</li><li>• Acts of war or terrorism</li></ul>	<ul style="list-style-type: none"><li>• Entire company focus</li><li>• Customers, service territory communities, investors, regulators, legislators</li></ul>	9, 16
Management Approach (103-2) and Evaluation of Management Approach (103-3)			
<div><div>Eversource prioritizes the protection of our customers’ personal information. A comprehensive program, overseen by the Board, helps ensure delivery of services and protect against the loss, misuse, and alteration of customer data.</div><div>Safeguards used to protect customer data include:<ul style="list-style-type: none"><li>• Comprehensive information security policies and procedures</li><li>• Risk assessments to identify and address new and changing risks to protect systems and sensitive data</li><li>• Implementation of security solutions and standards based on industry best practices to prevent unauthorized access</li><li>• Penetration tests including Red Team assessments</li><li>• Rigorous auditing of all safeguards on a regular basis</li><li>• Employee training in the proper handling of personal information</li><li>• Incident response plan exercises</li><li>• Threat information sharing with the U.S. government and industry organizations</li></ul></div><div>Further information on data we collect, how we safeguard customer information, and how customers can protect their information can be found in our <a href="#">Privacy Policy</a> published on Eversource.com.</div></div>			
Material Topics	Topic Description and Scope (Including, but not limited to)	Topic Boundary (GRI 103-1)	Relevant SDGs
Supply Chain	Managing our supply chain <ul style="list-style-type: none"><li>• Supplier diversity</li><li>• Supplier management systems</li><li>• Material management processes</li></ul>	<ul style="list-style-type: none"><li>• Entire company focus</li><li>• Service territory communities</li><li>• Select external stakeholder groups</li></ul>	5, 8, 12
Management Approach (103-2) and Evaluation of Management Approach (103-3)			
<div><div>We recognize the importance of ethical behavior in both business relationships and the workplace and promote sustainability in our supply chain. We provide all suppliers with equal access to procurement opportunities and promote supplier participation reflective of the diverse business community. To clearly set out our expectations for suppliers, Eversource requires all vendors to adhere to our <a href="#">Supplier Code of Business Conduct</a>. Our internal audit program periodically includes vendor reviews that assess vendor compliance with applicable federal and state environmental regulations.</div><div>Our Supplier Relationship Management program ensures that we work collaboratively with our strategic suppliers to drive value, reduce risk, and strengthen our competitive position through regular performance management meetings with our top vendors. As we continue to develop the program, we will partner with additional suppliers and further incorporate vendor risk into our supplier scorecards.</div><div>Our procurement process includes an assessment of each vendor’s ESG efforts. Scores for all awarded vendors are tracked on an ongoing basis to monitor progress and ensure supplier compliance with laws and regulations. Suppliers engaged in environmental work are monitored by experienced environmental specialists to ensure projects meet contractual and regulatory obligations.</div><div>We actively support industry-wide expansion of supply chain sustainability through participation in the Electric Utility Industry Sustainable Supply Chain Alliance, a collaboration of utilities working together to advance best practices in utility supply chain activities and supplier networks.</div></div>			



GRI Standard		Disclosure	Disclosure Title	Page / Response	
GRI 102	General Disclosures	102-1	Name of the organization	Eversource Energy	
GRI 102	General Disclosures	102-2	Activities, brands, products, and services	Pg. 4 About Eversource Eversource serves residential, business and industrial customers in delivering electric, natural gas and water through our regulated utilities across Connecticut, Massachusetts and New Hampshire.	
GRI 102	General Disclosures	102-3	Location of headquarters	Eversource is headquartered in Harford, Connecticut and Boston, Massachusetts.	
GRI 102	General Disclosures	102-4	Location of operations	All operations are in the United States. In addition to the Eversource headquarters, the Company conducts business from significant offices in Berlin, Connecticut; Westwood, Massachusetts; and Manchester, New Hampshire as well as numerous operations across its service territory in New Hampshire, Massachusetts and Connecticut.	
GRI 102	General Disclosures	102-5	Ownership and legal form	Eversource is an investor-owned corporation operating on the New York Stock Exchange under the trading symbol ES.	
GRI 102	General Disclosures	102-6	Markets served	Pg. 59 By the Numbers <a href="#">Annual Report</a> (pg. 1) <a href="#">Communities We Serve</a>	
GRI 102	General Disclosures	102-7	Scale of the organization	Pg. 59 By the Numbers Also see our <a href="#">Annual Report</a>	
GRI 102	General Disclosures	102-8	Information on employees and other workers	Pg. 60 By the Numbers	
GRI 102	General Disclosures	102-9	Supply chain	Pg. 32 Supply Chain <a href="#">Doing Business With Us</a>	
GRI 102	General Disclosures	102-10	Significant changes to the organization and its supply chain	On October 9, 2020, Eversource acquired the assets of Columbia Gas of Massachusetts to form Eversource Gas Company of Massachusetts.	
GRI 102	General Disclosures	102-11	Precautionary Principle or approach	Pg. 34-35 Governance Eversource is guided by the precautionary principle in all its operations to avoid negative impacts on the environment to the greatest extent feasible.	
GRI 102	General Disclosures	102-12	External initiatives	Eversource participates in a number of voluntary initiatives including: <ul style="list-style-type: none"><li>• CEO Action for Diversity &amp; Inclusion <sup>TM</sup></li><li>• EEI and AGA ESG Reporting Initiative</li><li>• EEI Commitment to 5% of annual fleet spend on plug-in EV technologies</li></ul> <ul style="list-style-type: none"><li>• Fitwel Certification</li><li>• EPA Natural Gas STAR Methane Challenge Program</li><li>• Paradigm for Parity</li></ul>	
GRI 102	General Disclosures	102-13	Membership in associations	<a href="#">Trade Association Participation</a> Eversource proudly participates in a wide variety of associations including: <ul style="list-style-type: none"><li>• American Gas Association</li><li>• Associated Industries of Massachusetts</li><li>• Avian Power Line Interaction Committee</li><li>• Business and Industry Association of New Hampshire</li><li>• Call Before You Dig Inc. (CBYD)</li><li>• Connecticut Business and Industry Association</li><li>• Connecticut Council of Philanthropy</li><li>• Dig Safe System Inc.</li><li>• Edison Electric Institute (EEI)</li><li>• Electric Power Research Institute (EPRI)</li><li>• Electric Utility Industry Sustainable Supply Chain Alliance</li></ul> <ul style="list-style-type: none"><li>• Environmental Business Council of New England</li><li>• Equal Employment Advisory Council</li><li>• Greater New England Minority Supplier Development Council</li><li>• New England Clean Energy Council</li><li>• New England Council</li><li>• New Hampshire Economic Development Association</li><li>• New Hampshire Manufacturing Extension Partnership</li><li>• New Hampshire Small Business Development Center</li><li>• Northeast Energy Efficiency Partnership</li><li>• Northeast Gas Association</li><li>• Stay-Work-Play New Hampshire</li><li>• Utility Solid Waste Activities Group</li><li>• Utility Water Act Group</li></ul>	



GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 102	General Disclosures	102-14	Statement from senior decision-maker	Pg. 3 Letter from Joe Nolan <a href="#">Annual Report</a> (pgs. 2-4)
GRI 102	General Disclosures	102-15	Key impacts, risks and opportunities	Pg. 35 Risk Management and throughout this report <a href="#">Annual Report</a> (pgs. 15-20)
GRI 102	General Disclosures	102-16	Values, principles, standards, and norms of behavior	<p>Pg. 35 Ethics</p> <p>In addition to our <a href="#">Code of Business Conduct</a>, our corporate policies outline the workplace behaviors that all employees are expected to follow. Throughout employees’ careers, training is provided to ensure ongoing awareness and understanding of our company’s policies and procedures. Employees are encouraged to speak with their managers if they have any questions. Corporate Policies cover the following topics:</p> <div><ul style="list-style-type: none"><li>• Citizenship &amp; Charitable Giving</li><li>• Compensation</li><li>• Conflict of Interest</li><li>• Critical Infrastructure Protection</li><li>• Delegation of Authority</li><li>• Environmental</li><li>• Fitness for Work</li><li>• Fleet Use</li><li>• Fraud Prevention and Detection</li><li>• Hiring</li></ul><ul style="list-style-type: none"><li>• Intellectual Property</li><li>• Internal Controls and the Safeguard of Company Assets</li><li>• Major Emergency Event</li><li>• Procurement</li><li>• Reimbursable Expenses</li><li>• Record and Information Management</li><li>• Safety</li><li>• Discriminatory Harassment Prevention</li><li>• Termination of Employment</li><li>• Workplace Behavior</li></ul></div>
GRI 102	General Disclosures	102-17	Mechanisms for advice and concerns about ethics	Pg. 35 Ethics <a href="#">Code of Business Conduct</a>
GRI 102	General Disclosures	102-18	Governance structure	Pg. 34-35 Governance <a href="#">Corporate Governance Guidelines</a> , <a href="#">Proxy Statement</a> (pgs. 13-20)
GRI 102	General Disclosures	102-19	Delegating authority	<a href="#">Corporate Governance Guidelines</a> , <a href="#">Proxy Statement</a> (pgs. 13-20)
GRI 102	General Disclosures	102-20	Executive-level responsibility for economic, environmental, and social topics	The Governance, Environmental and Social Responsibility Committee of the Board of Trustees of Eversource Energy has primary oversight responsibility for the Company’s environmental, human capital management and social responsibility programs and performance. Our Vice President of Sustainability and Environmental Affairs is responsible for environmental topics and ESG. She reports to the Executive Vice President Corporate Relations and Sustainability.
GRI 102	General Disclosures	102-21	Consulting stakeholders on economic, environmental, and social topics	Pg. 39 Material Topics <a href="#">Proxy Statement</a> (pgs. 27, 30)
GRI 102	General Disclosures	102-22	Composition of the highest governance body and its committees	PG. 34-35 Governance <a href="#">Corporate Governance Guidelines</a> , <a href="#">Proxy Statement</a> (pgs. 13-20)
GRI 102	General Disclosures	102-23	Chair of the highest governance body	As of the end of 2020, Eversource's Board of Trustees consisted of 11 trustees, only one of whom, James J. Judge, our Chairman, President and Chief Executive Officer, is a member of management. <a href="#">Proxy Statement</a> (pgs. 13-20)
GRI 102	General Disclosures	102-24	Nominating and selecting the highest governance body	<a href="#">Corporate Governance Guidelines</a> , <a href="#">Proxy Statement</a> (pgs. 13-20)
GRI 102	General Disclosures	102-25	Conflicts of interest	<a href="#">Corporate Governance Guidelines</a> , <a href="#">Code of Business Conduct</a>
GRI 102	General Disclosures	102-26	Role of highest governance body in setting purpose, values, and strategy	<a href="#">Proxy Statement</a> (pgs. 21-27)
GRI 102	General Disclosures	102-27	Collective knowledge of highest governance body	<a href="#">Proxy Statement</a> (pgs. 17-20)



GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 102	General Disclosures	102-28	Evaluating the highest governance body’s performance	<a href="#">Proxy Statement</a> (pgs. 35-56)
GRI 102	General Disclosures	102-29	Identifying and managing economic, environmental, and social impacts	<a href="#">Proxy Statement</a> (pgs. 20-28)
GRI 102	General Disclosures	102-30	Effectiveness of risk management processes	<a href="#">Proxy Statement</a> (pgs. 20-28)
GRI 102	General Disclosures	102-31	Review of economic, environmental, and social topics	<a href="#">Proxy Statement</a> (pg. 21)
GRI 102	General Disclosures	102-35	Remuneration policies	<a href="#">Proxy Statement</a> (pgs. 41-59)
GRI 102	General Disclosures	102-36	Process for determining remuneration	<a href="#">Proxy Statement</a> (pgs. 41-59)
GRI 102	General Disclosures	102-38	Annual total compensation ratio	<a href="#">Proxy Statement</a> (pg. 68)
GRI 102	General Disclosures	102-40	List of stakeholder groups	<a href="#">Proxy Statement</a> (pgs. 27-28). Eversource engages with a variety of stakeholder groups, including customers, community groups, shareholders, potential investors, regulators, environmental stakeholders, employees, retirees, labor unions, contractors and others in our supply chain, as well as various professionals in academia, industry and government.
GRI 102	General Disclosures	102-41	Collective bargaining agreements	As of the end of 2020, approximately 51% of our employees are members of the International Brotherhood of Electrical Workers, the Utility Workers Union of America or The United Steelworkers and are covered by eight collective bargaining agreements. At Aquarion, 11% of employees are represented by trade unions.
GRI 102	General Disclosures	102-42	Identifying and selecting stakeholders	Pg. 39 Material Topics <a href="#">Proxy Statement</a> (pgs. 27-28). Most Eversource stakeholder groups are the result of longstanding relationships. New relationships are built on mutual interests and common goals.
GRI 102	General Disclosures	102-43	Approach to stakeholder engagement	Eversource actively seeks opportunities to engage with our internal and external stakeholders. We offer extensive resources on our website, as well as contact options for our sustainability report, investor relations, customer feedback, operating companies and key departments. Monthly customer communications are offered to customers in bill inserts and on our website, and each operating company has a community relations team that manages local stakeholder relationships. Approaches to engage with different stakeholder groups are also addressed in our sustainability report and on our website. Pg. 23 Wildlife & Habitat Creation <a href="#">Proxy Statement</a> (pgs. 22-28) <a href="#">Customer Communications</a> , <a href="#">Contact Us</a> , <a href="#">Investor Relations Presentations</a> , <a href="#">EEI and AGA ESG Initiative</a>
GRI 102	General Disclosures	102-44	Key topics and concerns raised	Pg. 3 Letter from Joe Nolan <a href="#">Proxy Statement</a> (pgs. 27-28), <a href="#">Annual Report</a> (pgs. 2-4), <a href="#">Leadership in Transmission</a> , <a href="#">Eversource Energy Rates</a>
GRI 102	General Disclosures	102-45	Entities included in the consolidated financial statements	<a href="#">Annual Report</a> (pg. 2 of 10-K)
GRI 102	General Disclosures	102-46	Defining report content and topic Boundaries	Pg. 39 Material Topics, Pg.1 About this Report
GRI 102	General Disclosures	102-47	List of material topics	Pg. 39 Material Topics
GRI 102	General Disclosures	102-48	Restatements of information	There are no material restatements of information since Eversource's 2019 Sustainability Report. Historical GHG data includes EGMA.
GRI 102	General Disclosures	102-49	Changes in reporting	None
GRI 102	General Disclosures	102-50	Reporting period	Calendar year 2020
GRI 102	General Disclosures	102-51	Date of most recent report	July 2020, covering performance during the 2019 calendar year
GRI 102	General Disclosures	102-52	Reporting cycle	Annual
GRI 102	General Disclosures	102-53	Contact point for questions regarding the report	<a href="#">Contact Us</a>



GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 102	General Disclosures	102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards’ Core Option.
GRI 102	General Disclosures	102-55	GRI content index	This GRI Index
GRI 102	General Disclosures	102-56	External assurance	Pg. 38 GHG External Verification
EU1	General Disclosures		Installed capacity, broken down by primary energy source and by regulatory regime	70 MW solar capacity <a href="#">EEI and AGA ESG Initiative Quantitative Report</a>
EU2	General Disclosures		Net energy output broken down by primary energy source and by regulatory regime	The energy output of our 70 MW of solar capacity in Massachusetts was 83 GWh in 2020. Energy Labels are provided for our customers in Massachusetts and New Hampshire and are available in <a href="#">Customer Communications</a> , <a href="#">EEI and AGA ESG Initiative Quantitative Report</a> . Eversource is committed to help the states we serve in meeting their Renewable Portfolio Standards and Clean Energy Standards, which require a certain percentage of the states’ electricity supply to come from renewable sources as shown in By the Numbers Pg. 61.
EU3	General Disclosures		Number of residential, industrial and institutional and commercial accounts	Pg. 63 By the Numbers
EU4	General Disclosures		Length of above and underground transmission and distribution lines by regulatory regime	<a href="#">Annual Report</a> (pg. 21)
EU5	General Disclosures		Allocation of CO <sub>2</sub> e emissions allowance or equivalent, broken down by carbon trading framework	Pg. 61 By the Numbers <a href="#">Annual Report</a> (pg. 13)
GRI 103	Management Approaches	103-1 103-2 103-3	Explanation of the material topics and their boundaries, the management approach and its components, and the evaluation of the management approach	Pg. 39 Material Topics
GRI 201	Economic Performance	201-1	Direct economic value generated and distributed	<a href="#">Annual Report</a> beginning on page 45 <a href="#">Community Relations and Economic Development</a>
GRI 201	Economic Performance	201-2	Financial implications and other risks and opportunities due to climate change	Pg. 54 TCFD disclosure <a href="#">CDP Section 2</a> <a href="#">Annual Report</a> (pgs. 13, 18 and 19)
GRI 201	Economic Performance	201-3	Defined benefit plan obligations and other retirement plans	<a href="#">Annual Report</a> (pgs. 80-86)
EU10	Availability and Reliability		Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	<a href="#">EEI AGA ESG Template</a>
EU11	System Efficiency		Average generation efficiency of thermal plants by energy source and by regulatory regime	<a href="#">EEI AGA ESG Reporting Template</a>
EU12	System Efficiency		Transmission and distribution losses as a percentage of total energy	2020 transmission and distribution losses equal 4.1% of total energy
GRI 203	Indirect Economic Impacts	203-1	Infrastructure investments and services supported	Pg. 9-14 Vision for a Clean Energy Future Pg. 25 Delivering Energy Efficiency Solutions <a href="#">Leadership in Transmission</a> , <a href="#">Major Projects &amp; Infrastructure</a>



GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 203	Indirect Economic Impacts	203-2	Significant indirect economic impacts	Pg. 25-26 Customer Assistance, Customer Care Pg. 30-32 Communities, Charitable Giving, Economic Benefit, Supply Chain
GRI 204	Procurement Practices	204-1	Proportion of spending on local suppliers	Eversource does not report spending on local suppliers. <a href="#">About Procurement Services</a>
GRI 205	Anti-corruption	205-1	Operations assessed for risks related to corruption	All Eversource operations are taken into consideration throughout the Enterprise Risk Management process, which includes risks related to corruption.
GRI 205	Anti-corruption	205-2	Communication and training about anti-corruption policies and procedures	All employees complete annual training and are required to sign off on the Code of Business Conduct and Discriminatory Harassment Prevention. Pg. 35 Ethics <a href="#">Code of Business Conduct</a> , <a href="#">Code of Ethics</a>
GRI 206	Anti-competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Eversource is subject to and in full compliance with all laws and regulations that ensure the non-utility subsidiaries receive no unfair competitive advantage as a result of being affiliated with our electric and gas utilities. See <a href="#">Affiliates</a> Anti-competitive behavior prohibited as stated in our <a href="#">Code of Business Conduct</a> .
GRI 207	Tax	207-1	Approach to tax	In 2020, Eversource Energy and affiliates paid \$805 million in state and local taxes mainly to the three states of Connecticut, Massachusetts and New Hampshire. The taxes that Eversource pays include state income and franchise taxes, property taxes and various other state and local taxes. Management views Eversource’s responsibility of our tax obligations as a very important part of the company’s operations and therefore is a diligent taxpayer. We view our tax obligations as having a positive impact on the various state and local communities in which Eversource does business.
GRI 302	Energy	302-1	Energy consumption within the organization	Pg. 8 Facilities Pg. 62 By the Numbers <a href="#">CDP Section 8.2</a> The energy we purchased for our own use in 2020 was at a minimum of 29.0% renewable for Connecticut, 26.71% renewable for Massachusetts, and 14.7% for New Hampshire. In 2021, the energy we purchase for our own use will be at a minimum of 30.5% renewable for Connecticut, 49.06% renewable for Massachusetts, and 21.6% for New Hampshire
GRI 302	Energy	302-2	Energy consumption outside of the organization	<a href="#">Annual Report</a> (pgs. 46) Pg. 63,65 By the Numbers (Energy Efficiency)
GRI 302	Energy	302-4	Reduction of energy consumption	Pg. 8 Carbon Neutral By 2030 Pg. 12 Distributed Generation Pg. 25 Delivering Energy Efficiency Solutions Pg. 65 By the Numbers
GRI 303	Water and Effluents	303-1	Interactions with water as a shared resource	Pg. 21 Protecting and Conserving Water Pg. 39 Material Topics <a href="#">Proxy Statement</a> (pg. 24)
GRI 303	Water and Effluents	303-2	Management of water discharge-related impacts	Pg. 39 Material Topics
GRI 303	Water and Effluents	303-3	Water withdrawal	Pg. 62 By the Numbers
GRI 303	Water and Effluents	303-5	Water consumption	Pg. 62 By the Numbers
GRI 304	Biodiversity	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Pg. 17-18 Vegetation Management Pg. 23 Wildlife and Habitat Protection Pg. 22 Land Preservation <a href="#">Land Management</a>
GRI 304	Biodiversity	304-2	Significant impacts of activities, products, and services on biodiversity	Pg. 23 Wildlife and Habitat Protection <a href="#">Eversource Rights-of-Way Guidelines</a> <a href="#">Tree Trimming</a>



GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 304	Biodiversity	304-3	Habitats protected or restored	Pg. 22-23 Land Preservation, Wildlife and Habitat Protection <a href="#">Eversource Land Trust Land Management</a>
GRI 305	Emissions	305-1	Direct (Scope 1) GHG emissions	Pg. 16 Reducing Our Carbon Footprint Pg. 61 By the Numbers <a href="#">CDP Section 6.1</a>
GRI 305	Emissions	305-2	Energy indirect (Scope 2) GHG emissions	Pg. 16 Reducing Our Carbon Footprint Pg. 61 By the Numbers <a href="#">CDP Section 6.2</a>
GRI 305	Emissions	305-3	Other indirect (Scope 3) GHG emissions	<a href="#">CDP Section 6.5</a>
GRI 305	Emissions	305-4	GHG emissions intensity	<a href="#">CDP Section 6.10</a>
GRI 305	Emissions	305-5	Reduction of GHG emissions	Pg. 8 Carbon Neutral By 2030 Our goal to be carbon neutral in our operations by 2030, covering our Scope 1 and Scope 2 emissions.
GRI 305	Emissions	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Pg. 61 By the Numbers
GRI 306	Waste	306-1	Waste generation and significant waste-related impacts	Pg. 22 Waste Management Pg. 39 Material Topics
GRI 306	Waste	306-2	Management of significant waste-related impacts	Pg. 22 Waste Management Pg. 39 Material Topics
GRI 306	Waste	306-3	Waste generated	Pg. 62 By the Numbers
GRI 306	Waste	306-4	Waste diverted from disposal	Pg. 62 By the Numbers
GRI 306	Waste	306-5	Waste directed to disposal	Pg. 62 By the Numbers
GRI 307	Env. Compliance	307-1	Non-compliance with env. laws and regulations	Pg. 62 By the Numbers
GRI 308	Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	Pg. 66 Supply Chain All Requests for Proposals require potential suppliers to provide information regarding the environmental impact of their products or services. We expect all of our suppliers to be familiar with and to adhere to Eversource’s Environmental Policy, to comply with all applicable environmental laws and regulations, and to conduct operations in an environmentally responsible manner that respects both the natural and human environment.
GRI 401	Employment	401-1	New employee hires and employee turnover	Pg. 60 By the Numbers
GRI 401	Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	All full-time Eversource employees at all locations of operations are entitled to comprehensive benefits as outlined on our <a href="#">Careers</a> website. Part-time employees who work over 20 hours per week are also eligible for these benefits with some proration based on work schedule.
EU15	Employment		Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region	Eversource does not publicly report these statistics. Pg. 28 Workforce Development Programs
EU17	Employment		Days worked by contractor and subcontractor employees involved in construction, operation & maintenance activities	Eversource does not publicly disclose these statistics.



GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 403	Occupational Health and Safety	403-1	Occupational health and safety management system	Pg. 28 Safety and Training Pg. 39 Material Topics
GRI 403	Occupational Health and Safety	403-2	Hazard identification, risk assessment, and incident investigation	Pg. 28 Safety and Training Pg. 39 Material Topics <a href="#">Safety section of our website</a> , <a href="#">Builders &amp; Contractors section of our website</a>
GRI 403	Occupational Health and Safety	403-3	Occupational health services	Pg. 28 Safety and Training Pg. 39 Material Topics
GRI 403	Occupational Health and Safety	403-4	Worker participation, consultation, and communication on occupational health and safety	The Safety Team meets with workers on a monthly basis through scheduled meetings with local unions, in Safety Committee meetings and by using HOP practices of listening sessions and learning teams as appropriate. Pg. 39 Material Topics
GRI 403	Occupational Health and Safety	403-5	Worker training on occupational health and safety	Pg. 39 Material Topics
GRI 403	Occupational Health and Safety	403-6	Promotion of worker health	Pg. 28 Safety and Training Pg. 28 Wellness Pg. 39 Material Topics
GRI 403	Occupational Health and Safety	403-9	Work related injuries	Pg. 60 By the Numbers Company safety rates differ from OSHA safety rates by excluding injuries that occur in a parking lot pre and post shift, insect bites, chronic injuries with no precipitating event, illnesses (bursitis, tendonitis, hearing loss, etc.), medical restrictions cases not impacting the ability to perform normal work, special circumstance cases (i.e. employee reports injury 3-4 weeks following alleged incident, etc.), injuries associated with non-PMVA incidents.
EU18	Occupational Health and Safety		Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	As specified in our <a href="#">Supplier Code of Business Conduct</a> , all suppliers must adhere to Eversource's Safety Policy and procedures, safety laws and maintain industry-appropriate safety and occupational health standards and practices in the performance of their work. Specific safety information for <a href="#">Builders and Contractors</a> doing business with Eversource is available on our website. To ensure the safety of businesses and contractors in our community that may work on or around our electric and gas distribution systems, we conduct comprehensive outreach and provide safety communications directing contractors to Eversource resources and information including direct mail, social media, and web-based videos. There is an external Eversource webpage for sharing Safety information with Contractors: <a href="#">Electric Contractor Safety Requirements</a>
GRI 404	Training and Education	404-1	Average hours of training per year per employee	1,100 employees participated in Plus One training in 2020, a company-wide initiative focused on shifting the culture so that every customer interaction (internal and external) results in a superior customer experience. We also provided training to our 300 Key Talent population (in 2020 8 hours were offered) along with 4 hours offered to all managers of key talent. Approximately 500 leaders participated in “Leading Remotely – in the office”; “Leading Remotely – in the field” sessions. In 2020, 67 Learning & Development sessions were held with 1,591 attendees, plus 1,128 IT training sessions held with 3,741 attendees.
GRI 404	Training and Education	404-2	Programs for upgrading employee skills and transition assistance programs	Pg. 28 Workforce Development <a href="#">Careers</a> <a href="#">Proxy Statement</a> (pg. 39)
GRI 404	Training and Education	404-3	Percentage of employees receiving regular performance and career development reviews	All non-represented employees receive annual performance reviews. Represented employees receive reviews per the terms of union contracts
GRI 405	Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	Pg. 7 Our Commitment Pg. 27 Diversity & Inclusion Pg. 60 By the Numbers
GRI 412	Human Rights Assessment	412-1	Operations that have been subject to human rights reviews or impact assessments	Eversource respects human rights and, as a company operating in the United States, adheres to all laws and regulations that protect our employees and people in the communities that we serve. All employees are required to adhere to our <a href="#">Code of Business Conduct</a> that addresses human rights. Additionally, our <a href="#">Supplier Code of Business Conduct</a> sets human rights expectations for our suppliers.
GRI 412	Human Rights Assessment	412-2	Employee training on human rights policies or procedures	All employees complete annual training and are required to sign off on our <a href="#">Code of Business Conduct</a> , which includes our human rights policies.



GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 413	Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	Pg. 30-32 Community - Community Relations, Charitable Giving, Economic Benefit Pg. 14 Supporting a Cleaner Transportation Sector Pg. 27 Diversity & Inclusion <a href="#">Community Relations &amp; Economic Benefit</a> , <a href="#">Community Support</a>
GRI 414	Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	Pg. 32 Supply Chain Pg. 66 By the Numbers
GRI 415	Public Policy	415-1	Political contributions	<a href="#">Political Activity Policy</a>
GRI 416	Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	Pg. 19 Emergency Preparedness <a href="#">Eversource Safety</a> , <a href="#">Transmission Safety</a> In accordance with recommendations of various regulatory bodies and public health organizations, we reduce EMF associated with new transmission lines by the use of designs that can be implemented without additional cost or at a modest cost. We do not believe that other capital expenditures are appropriate to minimize unsubstantiated risks
EU25	Customer Health and Safety		Number of injuries and fatalities to the public involving company assets, including legal judgements, settlements and pending legal cases of diseases	Eversource does not publicly disclose these statistics
GRI 418	Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Eversource does not publicly report this information <a href="#">Privacy Statement</a>
EU28	Access	103.2	Power outage frequency	Pg. 63 By the Numbers
EU29	Access		Average power outage duration	Pg. 63 By the Numbers



# Taskforce for Climate-Related Financial Disclosures (TCFD)

The Task Force on Climate-related Financial Disclosures (TCFD) establishes recommendations for disclosing clear, comparable, and consistent information about the risks and opportunities presented by climate change. Eversource is committed to providing our stakeholders with information on our approach to climate-related issues.

Eversource continuously assesses the physical and transitional impacts related to climate change and develops mitigation strategies. Our assessment includes evaluating the impacts of more severe weather events, regulatory and financial risks, changing customer behavior, and opportunities to reduce emissions in our operations and for the region through clean energy investments, energy efficiency programs, and the pursuit of emerging technologies.

Physical risks from climate change may include an increase in sea level and changes in weather conditions, such as changes in precipitation, more frequent and severe storms, and drought. To the extent weather conditions are affected by climate change, customers’ energy and water usage could increase or decrease depending on the duration and magnitude of the changes. For residential customers, heating and cooling is the largest energy use. For water customers, conservation measures imposed by the communities we serve could impact water usage.

We offer programs that advance energy efficiency in buildings and contribute to related state and regional policy priorities. This work, coupled with our storm hardening and emergency response activities, allows us to respond to the impacts of climate change so that we are able to serve our customers today and into the future.

We are also pursuing climate-related opportunities that enable continued business success while serving the needs of our customers. Our clean energy investments help reduce regional emissions while improving shareholder value. Our energy efficiency solutions and electric vehicle infrastructure investments allow our customers to make choices that minimize climate-related impacts. Also, resource efficiencies, such as making our buildings more efficient and transitioning to electric vehicle technologies in our fleet, help lower our operational costs and emissions. Finally, our actions to improve system reliability and resiliency allow our business to operate under changing conditions and ensure customer satisfaction.

### *Increasing Resiliency to Climate Change Impacts*

- To maintain resiliency across our system in the face of climate change, we’re pursuing the following actions:
- Working with our regulators to gain approval for new programs that will help improve our system resiliency in response to climate change, including vegetation management, pole and wire strengthening, flood proofing, and other system hardening measures
  - Implementing a grid modernization plan that will enhance our electric distribution infrastructure to improve resiliency and reliability and facilitate integration of distributed energy resources
  - Focusing on improving the efficiency of our electric and gas distribution systems, preparing for the opportunities that clean energy advancements create, and providing customers with ways to minimize their energy use
  - Investigating emerging technologies such as energy storage and automation programs that improve reliability
  - Implementing programs to address risks that may impact water availability and water quality

### *Quantifying, Disclosing, and Reducing Our Company’s Carbon Footprint*

On an annual basis, we quantify our carbon footprint through a comprehensive greenhouse gas (GHG) emission inventory for our operations.

We have created targeted strategies to accomplish our goal of carbon neutrality by 2030, which will reduce GHG emissions across the company, including reducing our energy consumption by using more efficient heating, air conditioning, and lighting. We are expanding the use of renewable energy in our operations and alternative fuels in company vehicles, and efforts to reduce miles driven are expected to decrease emissions from our fleet vehicles as well as from employee-owned vehicles.

We are investing in upgrades to aging natural gas infrastructure, reducing leaks and fugitive emissions. Our natural gas pipeline replacement initiative reduces fugitive methane emissions from our natural gas distribution system. We have reduced sulfur hexafluoride (SF<sub>6</sub>) emissions through reliability improvement projects and the successful implementation of a detailed approach to SF<sub>6</sub> tracking and inventory.

### *Engineering Energy Efficiency Solutions for Our Customers*

Eversource is a national leader in designing and delivering energy efficiency solutions to our customers. We raise awareness of energy efficiency within our communities, local schools, and our workforce using multiple outreach channels to create a culture of responsible energy consumers.

We empower our customers by providing information on cutting-edge products and services including custom energy management tools. Using a combination of upfront incentives and product financing, our energy efficiency programs are reaching more customers than ever.

### *Developing Infrastructure and Facilitating the Integration of Renewables*

Eversource is a leader in the creation and operation of energy infrastructure that delivers renewable and low-carbon energy to New England. We continue to support competitively priced clean energy through substantial contractual commitments so that clean energy is part of our region’s energy mix. Our partnership with Ørsted will expand our clean energy portfolio and allow for at least 4,000 megawatts (MW) of offshore wind.

In March 2021, Massachusetts passed new legislation authorizing electric and gas distribution companies to own and operate solar generation facilities that are paired, where feasible, with energy storage facilities on land owned by the distribution company. For Eversource electric and gas companies, this could amount to as much as 840 MW of new solar to help meet the Commonwealth’s commitment to achieve net zero carbon emissions by 2050.



# TCFD *(continued)*

## Natural Gas — Driving Toward a Cleaner Energy Future

Natural gas plays an important role in helping to power and heat society, and it can continue to do so while becoming cleaner and more efficient. It has been a significant factor in helping New England shift away from coal and oil in its power generation sector.

As we develop a pathway to introduce cleaner natural gas solutions and new technologies that leverage gas infrastructure in a decarbonized environment, we are focused on near-term opportunities to optimize our current system to reduce carbon emissions. These include continuing to identify and remediate gas leaks, testing geothermal technology as a home heating and cooling alternative to natural gas, piloting a gas demand response program, and studying ways to make our natural gas supply cleaner through the use of renewable and responsible natural gas.

## Contributing to Severe Weather Resiliency and Adaptation

We have a robust resiliency plan to improve our system’s ability to withstand severe weather patterns. The plan includes installing new and stronger infrastructure like poles, wires, and related system equipment, as well as enhanced year-round tree trimming. We are reinforcing existing critical facilities to withstand storm surges, and all future substations are being “flood hardened” to better protect our system against storm surges associated with the increasing risk of severe weather.

We created our comprehensive emergency preparedness and response plans in partnership with state and community leaders so that when a storm occurs, we can provide customers and municipalities with timely and accurate information, while safely and promptly restoring power.

Additionally, we collaborate with other utility providers and industry partners across the country to better understand storm hazards and develop green solutions to improve our system reliability; this includes our partnership with the Eversource Energy Center at the University of Connecticut.

## Supporting Electric Vehicles and Other Emerging Technologies

We are engaged with policy leaders, automakers, neighboring utilities, and technical experts to prepare our infrastructure to support electric vehicles. We are using multiple channels to provide information to our customers considering a switch to an electric vehicle. We are also evaluating infrastructure needs to support new technologies in the region, such as microgrids, interconnection of renewable energy and a geothermal pilot.

A summary of our response to the TCFD-recommended disclosures follows:

Governance	
Describe the board’s oversight of climate-related risks and opportunities	TCFD Disclosure
	Climate Change
	<a href="#">Proxy Statement</a>
	<a href="#">Annual Report</a>
	CDP Section 1
Describe management’s role in assessing and managing climate-related risks and opportunities	<a href="#">Annual Report</a>
Strategy	
Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term	TCFD Disclosure
	Climate Change
	CDP Sections 2 and 3
Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning	<a href="#">Proxy Statement</a>
	<a href="#">Annual Report</a>
	CDP Sections 2 and 3
Describe the resiliency of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	CDP Section 3
Risk Management	
Describe the organization’s processes for identifying and assessing climate-related risks	TCFD Disclosure
	Climate Change
	<a href="#">Proxy Statement</a>
	<a href="#">Annual Report</a>
	CDP Sections 2 and 3
Describe the organization’s processes for managing climate-related risks	Climate Change
	<a href="#">Proxy Statement</a>
	<a href="#">Annual Report</a>
	CDP Sections 2 and 3
Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization’s overall risk management	<a href="#">Proxy Statement</a>
	<a href="#">Annual Report</a>
	CDP Sections 2 and 3
Metrics and Targets	
Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process	Climate Change
	Carbon Neutral Goal
	Our Footprint
	CDP Section 4
Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 GHG emissions, and the related risks	Carbon Neutral Goal
	Our Footprint
	<a href="#">Proxy Statement</a>
	CDP Sections 6 and 7
Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	Climate Change
	Carbon Neutral Goal
	Our Footprint



# Sustainable Accounting Standards Board (SASB)

## SASB Electric Utilities & Power Generators Standard Metrics

SASB Code	Metric/Activity Metric	Eversource Information Source
Greenhouse Gas Emissions & Energy Resource Planning		
IF-EU-110a.1	(1) Gross global Scope 1 emissions	By the Numbers
	(2) Percentage covered under emissions-limiting regulations	CDP 5.1 -5.2
	(3) Percentage covered under emissions-reporting regulations	CDP 5.1 -5.2
IF-EU-110a.2	Greenhouse gas (GHG) emissions associated with power deliveries	Scope 2, line loss
IF-EU-110a.3	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	Material Topics
		CDP Sections 2 and 3
IF-EU-110a.4	(1) Number of customers served in markets subject to renewable portfolio standards (RPS)	Carbon Neutral by 2030
	(2) percentage fulfillment of RPS target by market	100%
Air Quality		
IF-EU-120a.1	Air emissions of the following pollutants: (1) NOx (excluding N2O), (2) SOx, (3) particulate matter (PM10), (4) lead (Pb), and (5) mercury (Hg); percentage of each in or near areas of dense population	Not publicly reported
Water Management		
IF-EU-140a.1	(1) Total water withdrawn	We do not have water withdrawal related to generation as Eversource’s only generation consists of 70 MW of solar power. Eversource’s water withdrawal, distribution and consumption related to our water utility, Aquarion Water Company, is reported in our Eversource Sustainability Report along our facility municipal water use.
	(2) total water consumed	
	(3) Percentage of each in regions with High or Extremely High Baseline Water Stress	By the Numbers
IF-EU-140a.2	Number of incidents of non-compliance associated with water quantity and/or quality permits, standards, and regulations	Material Topics
IF-EU-140a.3	Description of water management risks and discussion of strategies and practices to mitigate those risks	
Coal Ash Management		
IF-EU-150a.1	Amount of coal combustion residuals (CCR) generated, percentage recycled	Not applicable as Eversource only owns solar generation
IF-EU-150a.2	Total number of coal combustion residual (CCR) impoundments, broken down by hazard potential classification and structural integrity assessment	

SASB Code	Metric/Activity Metric	Eversource Information Source
Energy Affordability		
IF-EU-240a.1	Average retail electric rate for (1) residential customers, (2) commercial customers, (3) industrial customers	By the Numbers
IF-EU-240a.2	Typical monthly electric bill for residential customers for (1) 500 kWh of electricity delivered per month, (2) 1,000 kWh of electricity delivered per month	By the Numbers
IF-EU-240a.3	Number of residential customer electric disconnections for non-payment, percentage reconnected within 30 days	Not publicly reported
IF-EU-240a.4	Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	<a href="#">Eversource website - About Your Bill</a>
Workforce Health & Safety		
IF-EU-320a.1	(1) Total recordable incident rate (TRIR), (2) fatality rate	By the Numbers
	(3) near miss frequency rate (NMFR)	Not currently reported
End-Use Efficiency & Demand		
IF-EU-420a.1	Percentage of electric utility revenues from rate structures that (1) are decoupled, (2) contain a lost revenue adjustment mechanism (LRAM)	<a href="#">Eversource Annual Report</a>
IF-EU-420a.2	Percentage of electric load served by smart grid technology	<a href="#">EEI AGA ESG Template</a>
IF-EU-420a.3	Customer electricity savings from efficiency measures, by market	By the Numbers
Nuclear Safety & Emergency Management		
IF-EU-540a.1	Total number of nuclear power units, broken down by U.S. Nuclear Regulatory Commission (NRC) Action Matrix Column	Not applicable as Eversource only owns solar generation
IF-EU-540a.2	Description of efforts to manage nuclear safety and emergency preparedness	<a href="#">Eversource Annual Report</a>
Grid Resiliency		
IF-EU-550a.1	Number of incidents of non-compliance with physical and/or cybersecurity standards or regulations	Not publicly reported
IF-EU-550a.2	(1) System Average Interruption Duration Index (SAIDI), (2) System Average Interruption Frequency Index (SAIFI)	By the Numbers
	(3) Customer Average Interruption Duration Index (CAIDI), inclusive of major event days	Not publicly reported
IF-EU-000.A	Number of customers served (1) residential, (2) commercial, (3) industrial	By the Numbers
IF-EU-000.B	Total electricity delivered to (1) residential customers, (2) commercial customers, (3) industrial customers, (4) all other retail customers, (5) wholesale customers (MWh)	By the Numbers
IF-EU-000.C	Length of transmission and distribution lines	By the Numbers
IF-EU-000.D	Total electricity generated, percentage by major energy source, percentage in regulated markets: solar	<a href="#">EEI AGA ESG Template</a>
IF-EU-000.E	Total wholesale electricity purchased (MWh)	Not publicly reported



SASB (continued)

SASB Gas Utilities Distributors Standard Metrics

SASB Code	Metric/Activity Metric	Eversource Information Source
Energy Affordability		
IF-GU-240a.1	Average retail gas rate for (1) residential customers, (2) commercial customers, (3) industrial customers, (4) transportation services only	By the Numbers
IF-GU-240a.2	Typical monthly gas bill for residential customers for (1) 50 MMBtu of gas delivered per year, (2) 100 MMBtu of gas delivered per year	By the Numbers
IF-GU-240a.3	Number of residential customer gas disconnections for non-payment, percentage reconnected within 30 days	Not publicly reported
IF-GU-240a.4	Discussion of impact of external factors on customer affordability of gas, including the economic conditions of the service territory	<a href="#">Eversource website - About Your Bill</a>
End-Use Efficiency		
IF-GU-420a.1	Percentage of gas utility revenues from rate structures that (1) are decoupled, (2) contain a lost revenue adjustment mechanism (LRAM)	<a href="#">Eversource Annual Report</a>
IF-GU-420a.2	Customer gas savings from efficiency measures by market	By the Numbers
Integrity of Gas Delivery Infrastructure		
IF-GU-540a.1	Number of (1) reportable pipeline incidents, (2) Corrective Action Orders (CAO), and (3) Notices of Probable Violation (NOPV)	
IF-GU-540a.2	Percentage of distribution pipeline that is (1) cast and/or wrought iron, (2) unprotected steel	<a href="#">Eversource reports miles of main in our EEI AGA ESG Template</a>
IF-GU-540a.3	Percentage of gas (1) transmission and (2) distribution pipelines inspected (% by length)	
IF-GU-540a.4	Description of efforts to manage the integrity of gas delivery infrastructure, including risks related to safety and emissions	Carbon Neutral by 2030
		Future of Heat
		Material Topics
Activity Metrics		
IF-GU-000.A	Number of (1) residential, (2) commercial and (3) industrial customers served	By the Numbers
IF-GU-000.B	Amount of natural gas delivered to (1) residential customers, (2) commercial customers, (3) industrial customers, and (4) transferred to a third party (MMBtu)	By the Numbers
IF-GU-000.C	Length of gas transmission and distribution lines (km)	<a href="#">Eversource Annual Report</a>

SASB Water Utilities Services Standard Metrics

SASB Code	Metric/Activity Metric	Eversource Information Source
Energy Management		
IF-WU-130a.1	Total energy consumed	Our Aquarion business consumed 175,173 GJ of electricity in 2020
	Percentage grid electricity	100%
	Percentage renewable	0%
Distribution Network Efficiency		
IF-WU-140a.1	Water main replacement rate	0.87%
IF-WU-140a.2	Volume of non-revenue real water losses (m3)	18,883,632.68 GJ
Effluent Quality Management		
IF-WU-140b.1	Number of incidents of non-compliance associated with water effluent quality permits, standards, and regulations	0
IF-WU-140b.2	Discussions of strategies to manage effluents of emerging concern	Material Topics
Water Affordability & Access		
IF-WU-240a.1	Average retail water rate for (1) residential customers, (2) commercial customers, (3) industrial customers (per CCF)	By the Numbers
IF-WU-240a.2	Typical monthly water bill for residential customers for 10 Ccf of water delivered per month	by the Numbers
IF-WU-240a.3	Number of residential customer water disconnections for non-payment, percentage reconnected within 30 days	Not publicly reported
IF-WU-240a.4	Discussion of impact of external factors on customer affordability of water, including the economic conditions of the service territory	<a href="#">In response to COVID-19, Aquarion provided customers experiencing financial difficulties a variety of alternative payment plan options. Aquarion Customer Care</a>
Drinking Water Quality		
IF-WU-250a.1	Number of (1) acute health-based, (2) non-acute health-based, and (3) non-health-based drinking water violations	By the Numbers
		Tier 1 = 0
		Tier 2 = 0
		Tier 3 = 9
IF-WU-250a.2	Discussion of strategies to manage drinking water contaminants of emerging concern	Aquarion Water Management
End-Use Efficiency		
IF-WU-420a.1	Percentage of water utility revenues from rate structures that are designed to promote conservation and revenue resilience	94%
IF-WU-420a.2	Customer water savings from efficiency measures, by market (m3)	1,665,581 m3



SASB (continued)

SASB Water Utilities Services Standard Metrics

SASB Code	Metric/Activity Metric	Eversource Information Source
Water Supply Resilience		
IF-WU-440a.1	Total water sourced from regions with High or Extremely High Baseline Water Stress, percentage purchased from a third party (m3, %)	0 water is sourced from regions with high or extremely high baseline water stress.
IF-WU-440a.2	Volume of recycled water delivered to customers (m3)	3,560,838 m3
IF-WU-440a.3	Discussion of strategies to manage risks associated with the quality and availability of water resources	Aquarion Water Management
		Material Topics
		Aquarion evaluates demand and supply on 5-, 20-, and 50-year time horizons to ensure appropriate short and long-term planning around adequacy of supply. We actively invest in capital improvements to increase system capacity; evaluate potential system interconnections; seek to develop additional sources of supply; and work to control non-revenue water. Decoupled rates and a revenue adjustment mechanism in Connecticut, where the majority of water customers reside, allow us to invest in customer conservation programs in an effort to reduce demands.
Network Resiliency & Impacts of Climate Change		
IF-WU-450a.1	Wastewater treatment capacity located in 100-year flood zones (m3 per day)	Not applicable
IF-WU-450a.2	(1) Number and (2) volume of sanitary sewer overflows (SSO), (3) percentage of volume recovered (m3, %)	Not applicable
IF-WU-450a.3	(1) Number of unplanned service disruptions, and (2) customers affected, each by duration category	In 2020, Aquarion had 335 unplanned service disruptions, of which 71% were restored in less than 4 hours, 28% between 4 and 12 hours, and only 2 were longer than 12 hours (1%). The average number of customers per outage was 15. As part of our emergency preparedness procedures, Aquarion provides standby power to it facilities in order to provide uninterrupted service, even during severe storms. Aquarion only experienced two service interruptions during Storm Isaias, which were due to our inability to deliver fuel to locations and outages were resolved within a few hours each.
IF-WU-450a.4	Description of efforts to identify and manage risks and opportunities related to the impact of climate change on distribution and wastewater infrastructure	Climate Change
		Material Topics

SASB Code	Metric/Activity Metric	Eversource Information Source
Activity Metrics		
IF-WU-000.A	Number of (1) residential, (2) commercial, and (3) industrial customers served	By the Numbers
IF-WU-000.B	Total water sourced, percentage by source type	By the Numbers
IF-WU-000.C	Total water delivered to (1) residential, (2) commercial, (3) industrial, and (4) all other customers (MG)	By the Numbers
IF-WU-000.D	Average volume of wastewater treated per day, by (1) sanitary sewer, (2) stormwater, and (3) combined sewer	Not applicable
IF-WU-000.E	Length of (1) water mains and (2) sewer pipe	3,410 miles



# By the Numbers

## Eversource At A Glance

Key Statistics	As of 2020 Year End
Electric Customers	3,241,292
Gas Customers*	881,221
Water Customers	215,977
Employees	9,299
Communities Served – Electric	499
Communities Served - Gas*	190
Communities Served – Water	57
Service Territory – Electric	13,230 sq. miles
Service Territory - Gas*	4,905 sq. miles
Miles of Natural Gas Pipeline*	11,829 miles
Transmission Lines	4,393 circuit miles
Distribution Lines	58,551 circuit miles
Transmission and Distribution Water Mains	3,434 miles
Liquefied Natural Gas Plants*	6 facilities
Propane Peak Shaving Plants*	3 facilities
Liquefied Natural Gas & Propane Plants*	1 facility
Generation	70 MW Solar
Operating Revenue	\$8,904,430,000

\*Includes EGMA

## Financial Performance

	2018	2019	2020
Diluted Earnings Per Share*	\$3.25	\$3.45	\$3.64
Common Dividend	\$2.02	\$2.14	\$2.27
Total Shareholder Return	6%	34.4%	4.5%
Socially Responsible Funds Holding Eversource Shares	143	163	182
*Diluted Earnings per Share (Non-GAAP) for 2020 was adjusted to exclude after-tax acquisition-related costs of \$0.09 per share related to the purchase of the natural gas assets of Columbia Gas of Massachusetts. Diluted Earnings per Share (Non-GAAP) for 2019 was adjusted to exclude after-tax impairment charge of \$0.64 per share related to the Northern Pass Transmission Project.			

## 2020 Charitable Giving

Eversource Total 2020 Charitable Giving	\$6.4 Million*	% Of Total
Community Wellness and Basic Human Needs		66.5%
Education		8.6%
Clean Energy and Environmental Stewardship		2.4%
Diversity, Equity and Inclusion		9.5%
Community, Economic and Workforce Development		2.7%
Charitable Giving - Other		4.2%
Employee Giving Program		6.1%
Aquarion 2020 Charitable Giving	\$264,000	

\*Charitable giving does not include \$1.7 million in investments under the Historic Homes Rehabilitation Tax Credit Program

## Small and Diverse Supplier Spend

	2018	2019	2020
Diverse Business Tier 1	\$211.6 Million	\$285.5 Million	\$301.6 Million
Small Business Tier 1	\$438.2 Million	\$467.5 Million	\$559.3 Million

## Economic Benefit

Benefit	2020 Total
Taxes Paid	\$805 million
Investments in tax credits for affordable and historic preservation	Over \$41.8 million
Funding to economic development groups	Over \$3 million
Member of Chambers of Commerce	89



By the Numbers *(continued)*

Employee Statistics

	As of 12/31/18	As of 12/31/19	As of 12/31/20*
Total employees	7,998	8,233	9,299
Female employees	26%	26%	26%
Minority employees	17%	18%	19%
Employees represented by union	50%	50%	51%
Turnover rate	7%	7%	6%
Under age 30	9%	10%	10%
Age 30-50	40%	43%	43%
Over age 50	51%	47%	47%
2020 Training	67 Learning & Development sessions held with 1,591 attendees plus 1,128 IT training sessions held with 3,741 attendees		

\*2020 includes EGMA

Board Composition

	2018	2019	2020
Total board members	10	10	11
White	60%	70%	64%
Black/African American	30%	20%	27%
Asian American	10%	10%	9%
Male	70%	70%	73%
Female	30%	30%	27%

Safety Statistics

	2018	2019	2020
Company Total Recordable Incident Rate (TRIR)	1.74	1.81	1.5
Company Days Away Restricted Time (DART) Rate - Incident Rate Per 100 Workers	0.74	0.73	0.71
Company Preventable Motor Vehicle Accidents (PMVA) Incident rate per 1 million miles driven	1.67	1.94	2.13
Company Lost Time Rate	0.4	0.3	0.4
Number of Employee Fatalities	0	0	0
Contractors using ISNetwork	over 325		570

\*Company safety rates differ from OSHA safety rates by excluding injuries that occur in a parking lot pre and post shift, insect bites, chronic injuries with no precipitating event, illnesses (bursitis, tendonitis, hearing loss, etc.), medical restrictions cases not impacting the ability to perform normal work, special circumstance cases (i.e. employee reports injury 3-4 weeks following alleged incident, etc.), injuries associated with non-PMVA incidents.

Diversity Goals

2020 Goals	2020 Results
40% of leadership promotions and new hires will be diverse (minority and female)	47.6%
48% of external hires will be diverse (minority and female)	46.9%
53% of external candidates will be diverse (minority and female)*	53.5%
27% of all employees will be female*	26%
17.5% of all employees will be minority*	18.6%

\*Does not include Aquarion



By the Numbers *(continued)*

GHG Emissions (MT CO2e)\*

By Scope	2018	2019	2020
Scope 1 Emissions	215,671	175,575	173,693
Scope 2 Emissions	612,436	531,440	511,638
Total Scope 1 & Scope 2	828,107	707,015	685,331

By Source	2018	2019	2020
Line Loss	545,377	481,021	471,998
Gas Distribution Leaks	75,651	71,317	69,415
Facilities	127,309	77,924	66,775
Fleet	47,033	47,156	52,082
SF <sub>6</sub> Leakage	32,737	29,598	25,059
Total Emissions By Source	828,107	707,015	685,331

\*All GHG data includes EGMA

Non-GHG Air Emissions (MT)

By Source	EGMA			Hopkinton			Waterbury		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
PM2.5	0.54	0.47	0.45	0.09	0.04	0.04	0.91	0.91	0.90
PM10	0.54	0.47	0.45	0.09	0.04	0.04	0.52	0.85	0.85
SOx	0.05	0.05	0.04	0.03	0.01	0.25	0.03	0.06	0.06
NOx	9.04	6.83	7.02	108.20	113.21	117.20	5.82	11.15	11.15
VOC	0.45	0.37	0.39	36.64	37.96	33.68	0.32	0.58	0.58
Other Hazardous Air Pollutants	0.87	0.69	0.71	5.36	6.85	5.33	0.19	0.27	0.27

\*Eversource reports air pollutants for MA and CT liquified natural gas (LNG) facilities in accordance with regulatory requirements.

Progress On GHG Goals

	2018	2019	2020
Achieve 14.5% reduction in miles of bare steel and cast-iron main from 2017 baseline by 2020	4.4%	10.7%	16.1%
Transition 50% of facility square footage to LED or other energy-efficient lighting as compared to a 2017 baseline. By the end of 2021 we aim to have 70% of our facilities transitioned to LED lighting, with 100% by the end of 2022	22%	51%	56%
Replace 100% of our overhead trucks with plug-in hybrid electric vehicles by 2030			20%
Replace 50% of all fleet vehicles with hybrid EVs (including some plug-ins) by 2030			Less than 1%
Replace % of fleet diesel with the biofuel blend	Goal 42% Actual 41.3%	Goal 43% Actual 43.1%	Goal 45% Actual 36.2%
EEl commitment: 5% of our annual fleet spend on plugin electric technologies			31%

State Renewable Portfolio Standards & Clean Energy Standards

	2020	2021
Connecticut	29.00%	30.50%
Massachusetts*	26.71%	49.06%
New Hampshire	14.70%	21.60%

\*Massachusetts requirements include Renewable Energy Portfolio Standards and Clean Energy Standards. Beginning in 2021, Massachusetts added an additional requirement to procure 20% of retail suppliers load from existing clean energy sources (CES-E).



By the Numbers *(continued)*

Electricity Consumption

	2018	2019	2020
Total Electricity Consumption (MWh)	260,344	208,676	174,820

Waste Summary

Destination	2018		2019		2020	
	Non-Hazardous	Hazardous	Non-Hazardous	Hazardous	Non-Hazardous	Hazardous
Directed to Disposal (MT)						
Landfill	11,334	4,054	12,042	2,983	23,540	10,241
Incineration with Energy Recovery	1,999	-	1,926	-	1,935	-
Incineration without Energy Recovery	7	166	-	606	1,314	1,771
Total waste disposed	17,560		17,556		38,801	

Diverted from Disposal (MT)						
Recycled	8,554	-	3,984	102	5,331	6
Reclaimed as Investment Recovery	9,215	-	9,020	-	12,352	
Total waste sent for beneficial use	17,769		13,106		17,689	

Increase in 2020 waste disposed attributed to increased storm spill response in 2020 and waste from several large remediation projects

Environmental Compliance

	2018	2019	2020
Number of Violations <sup>1</sup>	5	4	4
Penalties (USD) <sup>1</sup>	\$0	\$210,053	\$8,625
Aquarion Violations*	20	12	9

\*MA DEP issued Consent Order with fine of \$8,625 related to release of oil to the Neponset River in Boston/ Mattapan. Aquarion’s violations in 2020 are all Tier 3 violations; examples include failures to sample in the required timeframe due to snow and COVID-19 related access constraints.

<sup>1</sup>Violations are listed in the year that they occurred. Final enforcement and any penalties may have been incurred in future years. Some enforcement may involve additional entities.

Water Summary 2020

Facility Water Use (Gal)	Water Consumed
New Hampshire	3,433,569
Massachusetts	6,889,730
Connecticut	13,103,029
Total Facility Water Use	23,426,328

Aquarion Business Excluding Facilities (Gal)	Water Withdrawal
Surface Water	26,015,132,000
Ground Water*	5,491,005,370
Third Party Water (Purchased)	478,911,000
Total Water Intake	31,985,048,370

\*Groundwater withdrawn includes water pumped from remedial wells used to intercept salt contamination plume. The water was subsequently discharged to the nearby surface water in accordance with our permit.

Water Distribution (Production Net)	31,835,794,000
Total Water Sold (metered)	26,847,266,000
Non-Revenue Water	4,988,528,000



By the Numbers *(continued)*

Distributed Generation As of December 31, 2020 (kW)

	Solar	Wind	Hydro	Other	CHP	Total
Connecticut	582,921	5,079	111,294	72,619	169,271	941,184
Massachusetts Eastern Electric	734,346	38,135	222	4,457	166,952	944,112
Massachusetts Western Electric	289,556	17,122	40,328	76,491	49,641	473,137
New Hampshire	90,262	38,548	134,206	110,054	14,776	387,846
TOTAL	1,697,085	98,884	286,050	263,621	400,639	2,746,279

Reliability Performance Measures

	2018 Actual	2018 Target	2019 Actual	2019 Target	2020 Actual	2020 Target
Electric Reliability* - Average Number of Months Between Interruptions (12 ÷ SAIFI)	17.2	15.6	21.6	16.8	19.2	17.4
Electric Restoration* - Average outage minutes experienced by all customers in a year (SAIDI)	77.5	80.0	59.2	76.4	64.0	75.0
Gas Emergency Response -Respond to Site Within Specific Time Threshold (set by state regulators)	99.5%	99.2%	99.7%	99.2%	99.6%	99.2%

\*IEEE-1366 2.5 Beta Method, Excluding Planned Outages is used for electric reliability calculations.

2020 Electric Customers & Electricity Delivered

	Residential Customers	Commercial Customers	Industrial Customers	Street Lighting Customers
Number Served	2,842,300	369,117	7,359	16,329
Total Electricity Delivered (MWh)	21,741,028	23,735,575	4,728,954	

2020 Gas Customers & Natural Gas Delivered\*

	Residential Customers	Commercial Customers	Industrial Customers
Number Served	791,316	86,544	3,362
Total Natural Gas Delivered (MMBtu)	36,642,559	41,680,784	20,067,220

\*Includes EGMA

2020 Water Customers & Water Delivered

	Residential Customers	Commercial Customers	Industrial Customers
Number Served	195,146	17,849	2,982
Total Water Delivered (MG)	19,685	5,898	1,265



By the Numbers *(continued)*

2020 Average Retail Electric Rate (cents/kwh)

	Residential Customers	Commercial Customers	Industrial Customers
Connecticut	22.52	16.36	15.59
New Hampshire	18.64	15.92	13.97
Massachusetts	22.28	18.55	16.54

2020 Typical Monthly Bill - Electric Residential Customers

	For 500 KWh of electricity delivered per month	For 1,000 KWh of electricity delivered per month
Connecticut	\$112.60	\$225.20
New Hampshire	\$93.20	\$186.40
Massachusetts	\$111.42	\$222.84

2020 Average Retail Gas Rate (\$/MMBtu)

	Residential Customers	Commercial Customers	Industrial Customers
Connecticut Sales	16.48	10.99	7.33
Connecticut Transportation	4.92	3.76	2.22
Massachusetts Sales	14.00	8.30	10.00
Massachusetts Transportation	6.90	4.40	2.50

2020 Typical Monthly Bill - Gas Residential Customers

	For 50 MMBtu of gas delivered per year	For 100 MMBtu of gas delivered per year
Connecticut	\$69.90	\$139.81
Massachusetts	\$58.83	\$116.64

2020 Average Retail Water Rate (per CCF)

	Residential Customers	Commercial Customers	Industrial Customers
Connecticut	\$5.84	\$4.50	\$2.88
New Hampshire	\$7.48	\$6.59	\$7.34
Massachusetts	\$6.77	\$4.63	\$2.16

2020 Typical Monthly Bill - Water Residential Customers

	For 10 Ccf of water delivered per month
Connecticut	\$43.01
New Hampshire	\$40.22
Massachusetts	\$36.34



By the Numbers *(continued)*

Energy Efficiency Performance – Electric Customers

	2018	2019	2020
Instances of Customer Participation	2,360,162	2,718,527	2,350,152
Spend (US\$)	\$385,734,841	\$451,716,689	\$465,771,508
Annual kWh Savings	1,104,925,729	902,463,836	951,718,781
Lifetime kWh Savings	11,349,786,205	8,639,420,934	13,546,673,079
Summer Peak Annual kW Savings	159,599	133,388	147,300
Winter Peak Annual kW Savings	176,594	145,778	178,658
Annual CO2e reduced in Metric Tons**	309,128	247,288	245,462
Lifetime CO2e reduced in Metric Tons**	3,374,102	2,645,989	3,772,891
Customer \$\$ Saved Annually	\$211,487,309	\$175,510,531	\$190,600,927
Customer \$\$ Saved Lifetime	\$2,154,948,832	\$1,708,825,391	\$2,745,954,013

*\*\*The calculations for Annual and Lifetime reductions for electric customers for 2020 are based on the eGrid Regional Factors for NPCC New England for electricity and are CO2e. This is a new source used in 2017 to be consistent across all EDCs. Fossil fuel reductions are based on EIA emissions coefficients and are CO2.*

2021 Energy Efficiency Goals - Electric

	NH Electric	MA Electric	CT Electric
Spend (US\$)	\$47,507,758	\$309,600,000	\$154,327,196
Annual kWh Savings	106,615,917	494,931,340	182,449,732
Summer Peak kW Savings	12,398	60,331	25,376
Winter Peak kW Savings	15,550	58,741	33,723

Energy Efficiency Performance – Gas Customers

	2018	2019	2020
Instances of Customer Participation	178,525	210,613	166,006
Spend (US\$)	\$68,715,394	\$72,072,331	\$119,298,578
Annual Therms Savings	10,032,813	8,586,307	9,559,606
Lifetime Therms Savings	140,319,193	119,238,067	152,705,339
Annual CO2e reduced in Metric Tons	48,518	41,295	66,569
Lifetime CO2e reduced in Metric Tons	684,464	661,460	1,040,994
Customer \$\$ Saved Annually	\$10,065,524	\$10,751,135	\$10,394,260
Customer \$\$ Saved Lifetime	\$143,355,740	\$154,001,787	\$163,754,101

2021 Energy Efficiency Goals - Gas

	MA Gas - Nstar	MA Gas - EGMA	CT Gas - Yankee
Spend (US\$)	\$61,110,000	\$54,758,495	\$19,816,817
Annual Therms Savings	7,381,745	6,922,458	2,188,578



By the Numbers *(continued)*

Supplier Sustainability Questions Asked in RFPs 2020	
Does this supplier have a current statement or policy related to sustainability and/or reducing environmental impact?	
Does not have a statement or policy	52%
Has statement or policy	48%
Does the supplier offer customers environmental improvement opportunities?	
Has opportunities for this specific project	23%
No environmental improvement opportunities	34%
Offers improvement opportunities but none that benefit this project	42%
Opportunity Implemented	1%
Does this supplier have any community engagement programs?	
Does not have programs	32%
Has community engagement programs	68%
Does this supplier publicly report voluntary goals to reduce energy consumption, emissions, waste or water in your operations?	
Does not report any goals	84%
Publicly reports multiple goals	10%
Reports a goal	6%
Has this supplier been cited for non-compliance of an environmental and/or labor issue in the last 5 years?	
3 or fewer Notice of Violations within 5 years with corrective actions taken	8%
More than 3 Notice of Violations and/or fines	4%
No Violations or fines	88%
Does this supplier have any workforce development programs?	
Has a program	73%
No programs	27%
Has this supplier received any sustainability awards and/or recognition?	
Local awards	14%
Multiple National or Regional awards	17%
No awards	69%
Does this supplier publicly report greenhouse gas emissions?	
Does not publicly reports emissions	83%
Publicly reports emissions	17%
Is this supplier compliant with the Diversity & Inclusion language in the Supplier Code of Business Conduct 2017?	
Compliant	95%
Not compliant	5%



2020

# Sustainability Report

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