

2021

SUSTAINABILITY

Report

EVERSOURCE

About This Report

This annual Sustainability Report covers a broad range of environmental, social and governance topics and 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 the Sustainability Accounting Standards Board (SASB).

This report describes the management approaches of Eversource’s 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. Our 2021 greenhouse gas (GHG) emissions have been verified by an independent third party in accordance with the ISO 14064-3 standard.

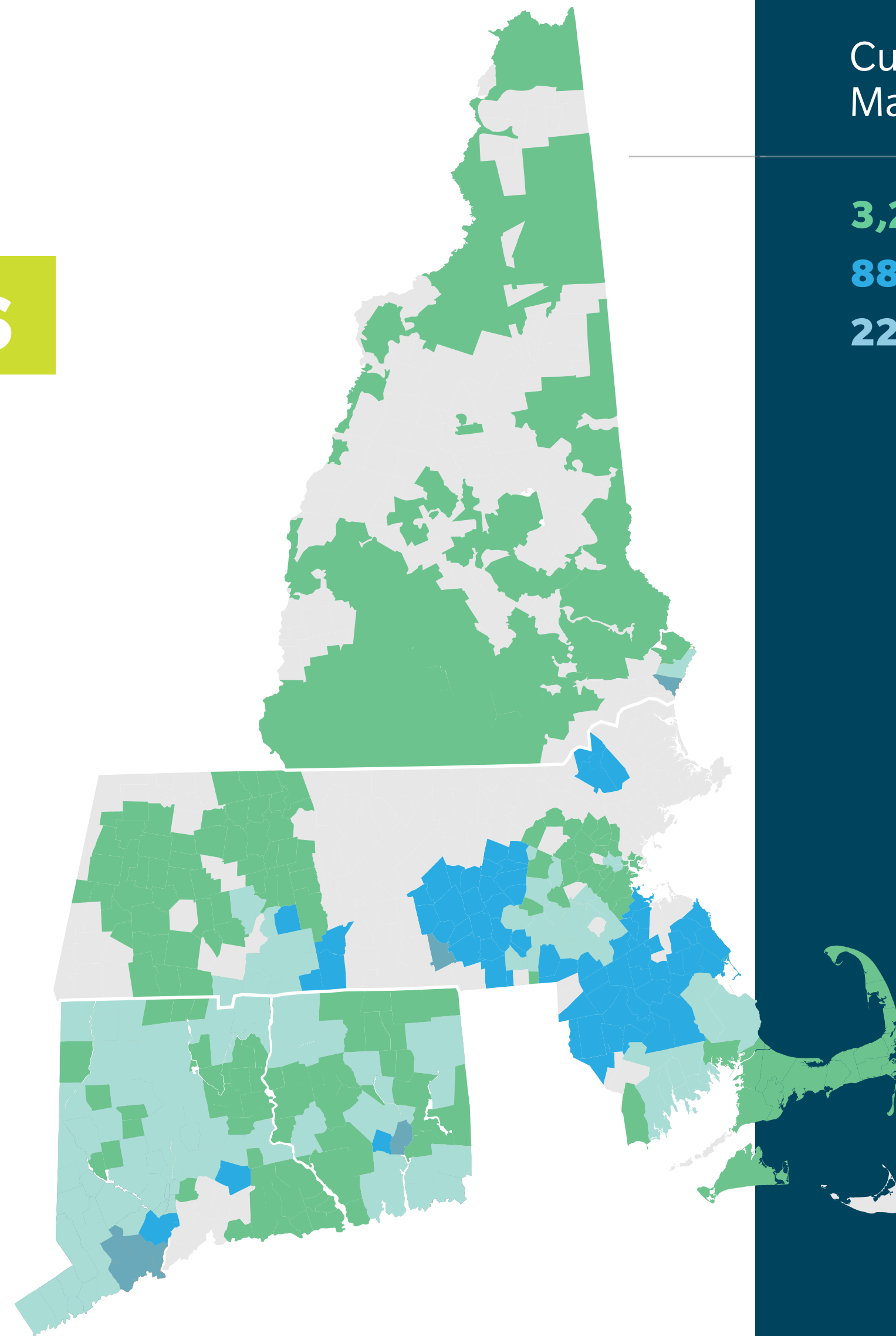
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Serving Our Communities

EVERSOURCE AT A GLANCE

Eversource Energy (Eversource) is more than 9,200 people committed to the responsible delivery of vital electric, gas and water services to our customers in Connecticut, Massachusetts and New Hampshire. We do this with unwavering focus on safety, reliability, integrity, customer satisfaction and corporate responsibility.

We understand that a clean energy future only works if it's accessible to everyone. We are investing in new infrastructure and innovative solutions to meet the growing needs of our customers and communities to ensure a more sustainable and equitable future. Last year, we expanded our water business with the acquisition of the New England Service Company, and we continue to invest in renewable energy across our three-state service territory as we pursue a decarbonized grid.



Customers across Connecticut, Massachusetts, and New Hampshire

3,262,000 electric

887,000 gas

226,000 water

582
communities
served

4.4
million
customers

9,200
employees

2021 highlights:

invested
\$674 million
in customer energy
efficiency programs

owned and managed
40,000 acres
of natural habitat

4,900 employees
volunteered more than
23,700 hours
at company-sponsored
events

small and diverse
businesses collectively
represented over
\$675 million
of supplier spend

invested
\$3.5 billion
in our energy and water
delivery systems to make
them more resilient and
reliable

external hires
57% diverse

completed issuance of
\$300 million
of green bonds

contributed
\$5.8 million
to charitable
organizations

Our Commitment to Sustainability

We strive to treat our customers like family — because in many cases they are. Sustainability is embedded in the way we conduct our business every day and touches all facets of our company. Environmental, social and governance (ESG) priorities guide our efforts in conducting our business with the utmost care for the environment and our communities. Our industry-leading ESG practices are fully integrated into our governing policies and principles. We value the opportunity to secure a positive future for our stakeholders as we strive to be the #1 energy company in the nation, while continuing to earn the trust of our customers, attract talented new employees, and demonstrate our shared responsibility to protect our planet and its people.

Environmental

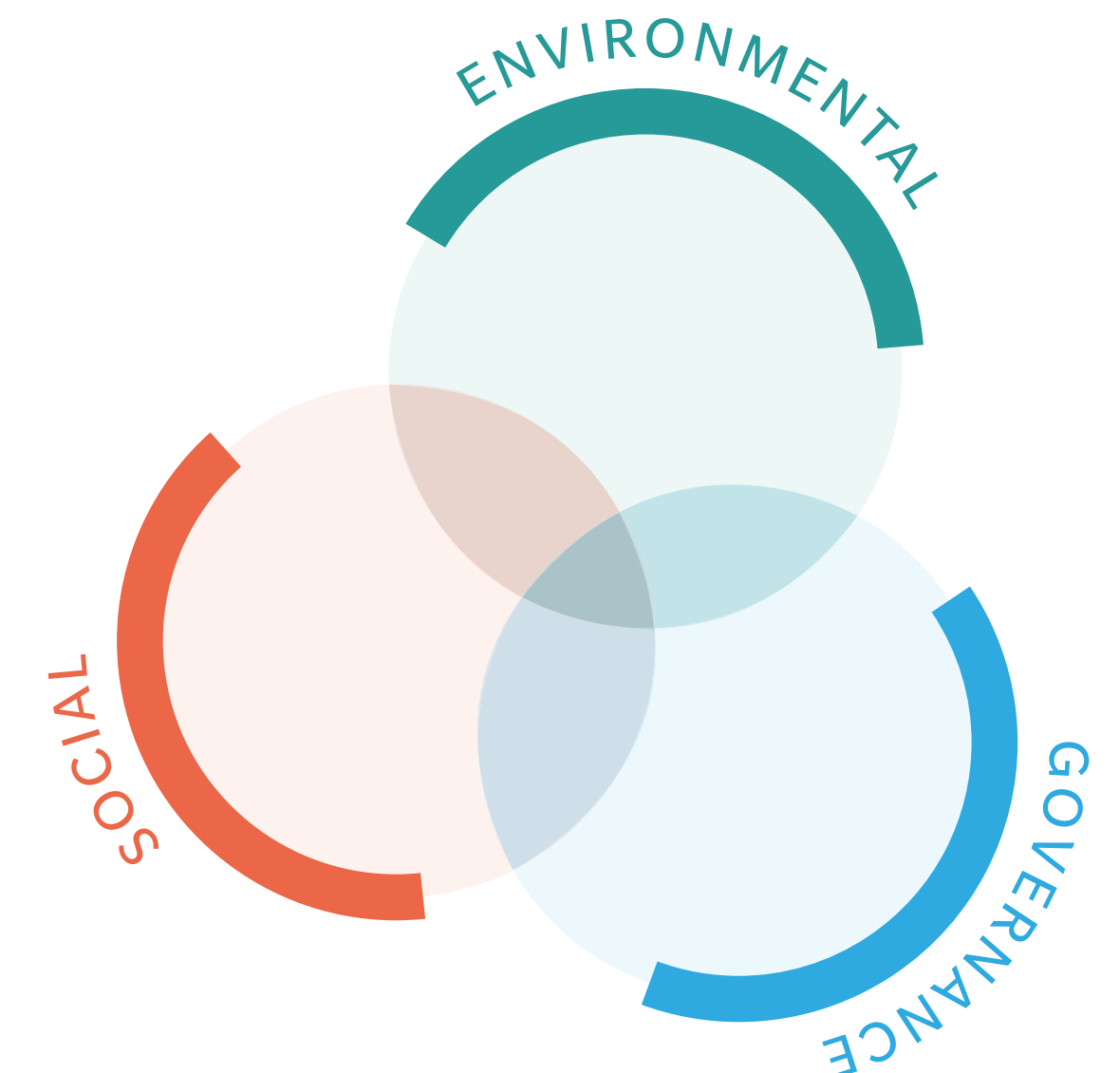
We are committed to environmental stewardship and minimizing our impact on the environment while addressing climate change.

Social

We have a responsibility to conduct our business in ways that bring value to our communities and embrace our differences.

Governance

We are dedicated to doing the right thing — acting with honesty and integrity and providing transparent information.



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“Our commitments to the environment, racial and social justice, community support, and customer service have not wavered.”

LETTER FROM JOE NOLAN

I’m honored and privileged to lead our talented and diverse team of 9,200 employees. They delivered electricity, natural gas and water safely and reliably to our 4.4 million customers while navigating challenges beyond our control that affected our company, our industry and our society — ranging from major storms and increasing energy costs to international political turbulence and the ongoing COVID-19 pandemic.

Through this period, Eversource’s commitments to the environment, racial and social justice, ethical and responsible business practices, community support, and customer service have not wavered. In fact, we have worked to deepen and strengthen them. In the past year, we have:

- *Worked hard on our industry-leading goal to achieve carbon neutrality in our operations by 2030. We have reduced our greenhouse gas footprint to 13% since 2018 and are on track to achieve our goal by focusing on key operational areas that offer the greatest opportunities for reduction.*
- *Strengthened our existing commitment to social and environmental justice and equity for communities. This included the creation of an internal pro-equity advisory team to guide our efforts to advance equity in our communities.*

- *Further evolved our commitment to diversity, equity and inclusion through continued learning, initiatives and events that focused on a strong leadership commitment to building a diverse, equitable and inclusive workplace.*
- *Refined hybrid work policies that provided employees and the public with greater safety and flexibility during COVID-19 without compromising customer service. We continue to work with regulators to offer flexible bill payment options, recognizing the ongoing economic impact of the pandemic, and collaborate with community agencies to ease the impact.*
- *Advanced clean energy technologies with the strong potential to help our states meet their emissions reduction goals. These technologies include offshore wind, solar, energy storage, electric vehicle charging stations and geothermal.*
- *Offered our view on how to decarbonize the natural gas network in Massachusetts’ Future of Gas regulatory proceeding.*
- *Continued our focus on environmental, social and governance (ESG) issues at the highest levels of management through our Board of Trustees’ Governance, Environmental and Social Responsibility Committee.*
- *Maintained our generous charitable giving and volunteer programs to help*

underserved and vulnerable communities in our service areas, including our successful signature events and United Way campaign, which had strong participation from employees and retirees.

- *Met our publicly stated financial goals and delivered solid results and dividend growth for our shareholders.*
- *Expanded our water delivery business, Aquarion, through strategic acquisitions, including the New England Service Company.*

This report summarizes our achievements in these and other areas. I hope you find it useful and informative. In a separate Diversity, Equity and Inclusion Report, we have also enhanced disclosures on our workforce demographics based on the racial, ethnic and gender identifications of employees from EEO-1 reports.

My friends and colleagues at Eversource are already hard at work advancing and surpassing our 2021 achievements. I look forward to continuing our momentum and sharing our accomplishments a year from now.

Joe Nolan

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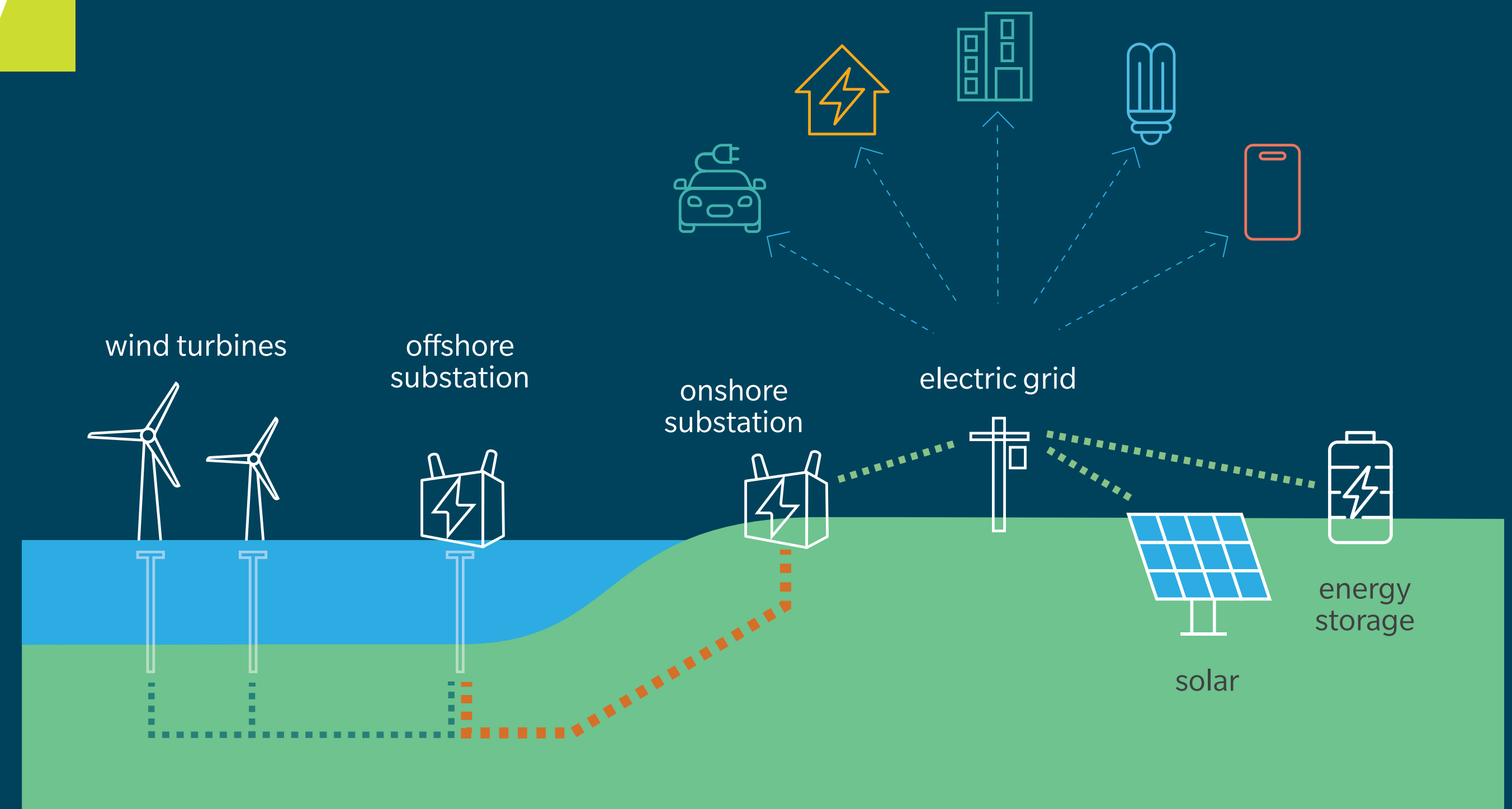
Integrating Clean Energy

We are delivering innovative solutions to lower emissions, improve reliability and integrate clean energy resources into our system. We bring this commitment to our work every day, challenging ourselves to continuously improve.

DELIVERING A CLEAN ENERGY FUTURE

We want to do our part in combating climate change. We are supporting the three states we serve in their aggressive GHG emission reduction goals as we invest in projects that will enable a cleaner grid. We are supporting the development of offshore wind, solar and energy storage — as well as innovative solutions like networked geothermal — as a potential alternative to fossil fuel heating and cooling.

The planning and permitting process for infrastructure is complex. Our goal is to ensure all neighbors in the communities impacted by our projects have an opportunity to engage in the decision-making process. We are committed to proactively connecting with our customers and communities in a variety of ways to provide transparent, engaging communications. We continue to modernize the grid and find ways to make the transition to clean energy work for everyone. We are providing more opportunities for our customers to participate in the clean energy transition by offering them opportunities to adopt new technologies, such as electric vehicles, and helping them lower their energy use.



Offshore Wind

In partnership with Ørsted, the world's leading developer of offshore wind, we have secured at least 4,000 megawatts (MW) of offshore wind development opportunity in the Northeast. As a culmination of a multi-year effort, in January 2022, South Fork Wind received final approval to begin construction of New York's first offshore wind farm, which is expected to be complete in late 2023. This was only the second utility-scale federal approval in the country. We are currently leading onshore construction of this 130 MW offshore wind project, which will power approximately 70,000 homes once completed.

Additional projects in the permitting stage of development include Sunrise Wind and Revolution Wind, both of which will be built off the coasts of Massachusetts and Rhode Island. Together, these projects will provide approximately 1,760 MW of clean,

renewable energy — enough to power more than 1 million homes across the region.

We continue to evaluate opportunities to maximize the value of our wind investments in partnership with states throughout the Northeast, and currently have the ability to more than double our commitment to offshore wind capacity within our existing lease areas — providing enough clean, renewable energy to power up to 2 million homes. Our leases offer significant competitive advantages, which include close proximity to the shore with shallow water and interconnection points in New England and New York. In addition to these projects, many additional offshore wind projects in New England are planning to interconnect to our transmission system, allowing us to provide customers with even more clean, renewable energy while decarbonizing the electricity sector to meet state climate goals.

Our projects are supporting economic development, leading the way to revolutionize clean energy in New England:

Our offshore wind projects offer many benefits that go beyond the delivery of clean energy to the grid. They also generate valuable economic impacts, such as the development of innovative technology, new manufacturing and job creation that includes local, union labor.

South Fork will use the first American-made, utility-scale offshore wind substation, and will create 350 jobs across three states to support its fabrication.

We are building a **new facility** at the Port of Providence in Rhode Island, which will soon be used to support the fabrication of advanced foundation components integral for our portfolio of offshore wind farms.

Sunrise Wind will be the first to use high-voltage direct current technology, which is more efficient over long distances than alternating current.

We have partnered with **Sea Services North America**, a fishing consortium, to support safe navigation in and around our offshore wind farms.

We have signed an \$86 million supply chain contract with **Riggs Distler & Company, Inc.**, to construct advanced foundation components for Sunrise Wind's wind turbines at New York's Port of Coeymans.

Eversource and Ørsted announced an agreement to charter Dominion Energy's **Charybdis**, the first Jones Act-qualified offshore wind turbine installation vessel built in the U.S. Charybdis is expected to be sea-ready by late 2023 and will first be deployed out of New London harbor in Connecticut to support the construction of Revolution Wind and Sunrise Wind.



Solar

Our first projects to harness the power of the sun were installed more than 10 years ago, and today our 70 MW solar portfolio generates enough electricity to power more than 11,000 homes. Recent legislation in Massachusetts has expanded utility solar ownership opportunities and we are assertively pursuing them. We are committed to educating our communities on solar power generation and helping our customers understand the potential that solar generation represents for infusing the grid with renewable energy. We are optimistic in forging partnerships with the communities we serve to develop, own and operate solar projects paired with energy storage — a dynamic solution for supporting community climate resilience and reducing peak demand.

We also manage solar incentive programs for developing photovoltaic systems, which can lower energy costs for participating customers and support the region's climate goals. To date, Eversource customers have installed panels generating 1.9 gigawatts of solar energy. We work proactively to support policies in our states to sustain the growth of the solar market through long-term system planning and cost-effective investments. To this end, we are launching a community solar program in Connecticut and have proposed a new community solar initiative in Massachusetts to help lower barriers to solar access for low-income customers.

Today, our 70 MW solar portfolio generates enough electricity to power more than 11,000 homes

We believe a portfolio of solutions will be impactful for efficiently decarbonizing the heating sector

Decarbonizing the Heating Sector

Decarbonization of the heating sector is necessary if we are to achieve economy-wide emission reduction targets. We are supporting this transition by maintaining a safe and reliable natural gas system as we explore technologies, such as networked geothermal, while waiting for large-scale wind and solar projects to come online. We are collaborating with a diverse group of stakeholders to evaluate all pathways to cleaner fuel sources, considering important factors like environmental benefits, reliability, costs to customers, social and environmental justice, and the need to train our workforce to support these new resources. In addition to

electric heat pumps, we believe, renewable natural gas and other biogas options may have an important role to play in decarbonizing the heating sector, especially for those commercial and industrial customers that may be difficult to electrify.

We are working with the states we serve as they evaluate electrification strategies targeted at the heating sector and we are piloting a networked geothermal project in Massachusetts to provide heating and cooling to customers from an interconnected system.

We are also assisting customers who use oil or propane as their primary heating fuel in the transition to lower-emitting options, such as high-efficiency electric heat or natural gas. In 2021, by providing cleaner-burning natural

gas as their primary fuel source, we enabled nearly 10,000 residential customers to reduce their GHG emissions. Customers continue to request natural gas due to its reliability, convenience and environmental benefit compared to other heating options.

Research and development for emerging cleaner fuels, such as hydrogen, continues to advance. As we work to transition to a cleaner energy future with the integration of increased large-scale renewable energy resources, natural gas will continue to provide a safe and reliable heating option for customers.

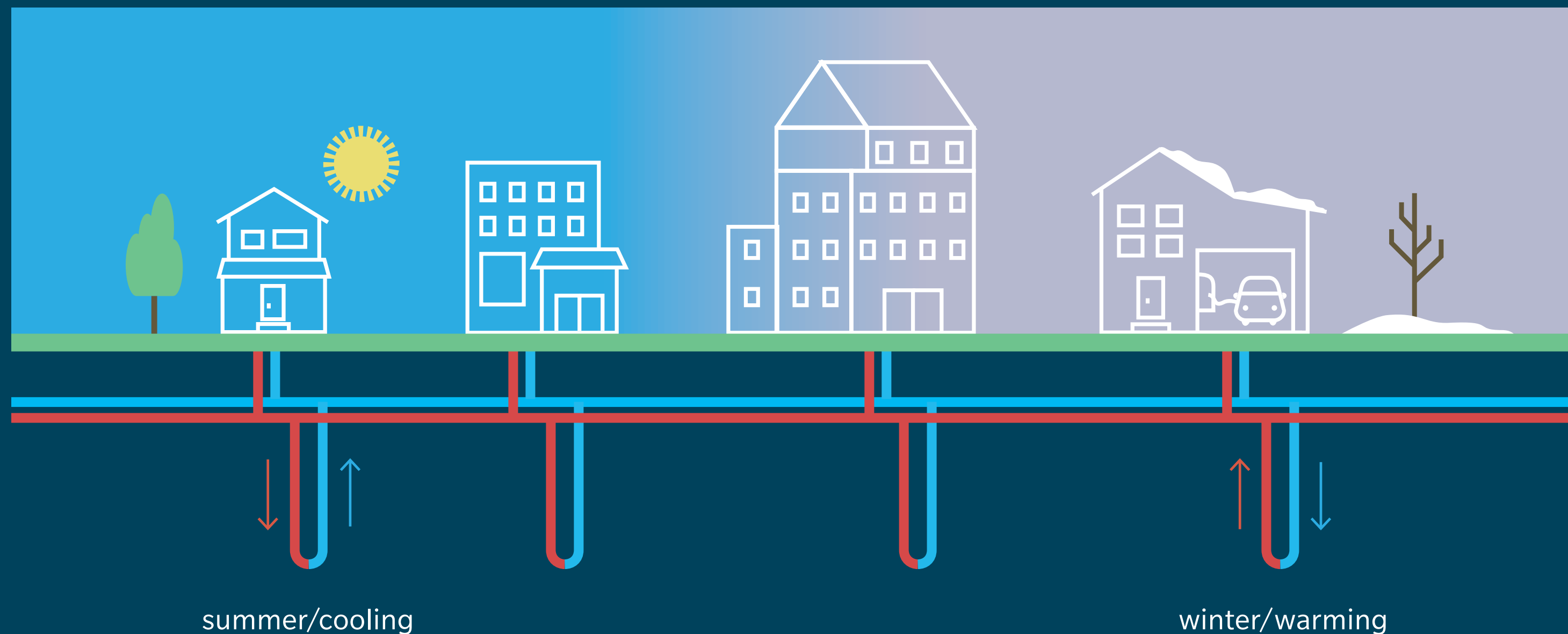
Working With the States We Serve

We are deeply committed to supporting the region's decarbonization efforts and recognize the importance of meeting the challenges presented by climate change. We support the three states we serve in examining the options to decarbonize the natural gas system to achieve our shared commitment to reduce GHG emissions. As an example, we are participating in the Massachusetts' Department of Public Utilities Docket #20-80 "Future of Gas" proceeding to decarbonize our operations and help achieve the Commonwealth's 2050 net zero emissions goal.

As part of this proceeding, Eversource, other Massachusetts gas utilities and interested environmental, business, labor and consumer advocacy groups participated in a robust stakeholder engagement process that included meetings, one-on-one sessions and a website to share information and feedback to help inform the utilities' decarbonization plans. In March 2022, we submitted our individual long-term decarbonization plan and expect Department approval by the end of the year.

In Connecticut, we are actively participating in the development of the state's new 2022 Competitive Energy Strategy, which will examine the future energy needs of Connecticut while identifying strategies to reduce costs, ensure reliability, affordability and equity, and reduce environmental impacts.

We're making geothermal work on a whole new level



Geothermal

Geothermal technology uses the stable temperature of the Earth to efficiently warm buildings in the winter and cool them in the summer through a series of shared piping, wells and heat pumps. While geothermal heating and cooling is not a new technology, this networked approach will be the first for a U.S. utility to undertake.

Working with our neighbors in Framingham, Massachusetts, we're rethinking how the Northeast can keep warm in the winter and cool in the summer. Once we received regulatory approval in 2020 to begin a pilot program and select a neighborhood to start this project, we received approval for Framingham — an environmental justice community — and the ability to begin construction in 2022. Service will be provided to a wide, cross-section of approximately 100 residential, apartment and commercial properties. A mix of current fuel sources will be included to help understand the emissions reductions and other benefits to customers who currently receive delivered fuels (oil or propane) or who use electric resistance and gas heating.

The pilot will be in operation for two heating and cooling seasons to gather sufficient data on the operational feasibility and customer response to this innovative project. The pilot will also help inform the possibility of rolling out a larger geothermal program as an alternative energy source to other areas in our three-state service territory.

The clean energy transformation requires energy storage

Energy Storage

Energy storage can be used in a stand-alone configuration or in combination with other energy sources, such as renewable generation. This technology provides opportunities for increased adoption of clean energy and improved reliability and resiliency. It can also serve as an alternative to traditional distribution solutions when feasible.

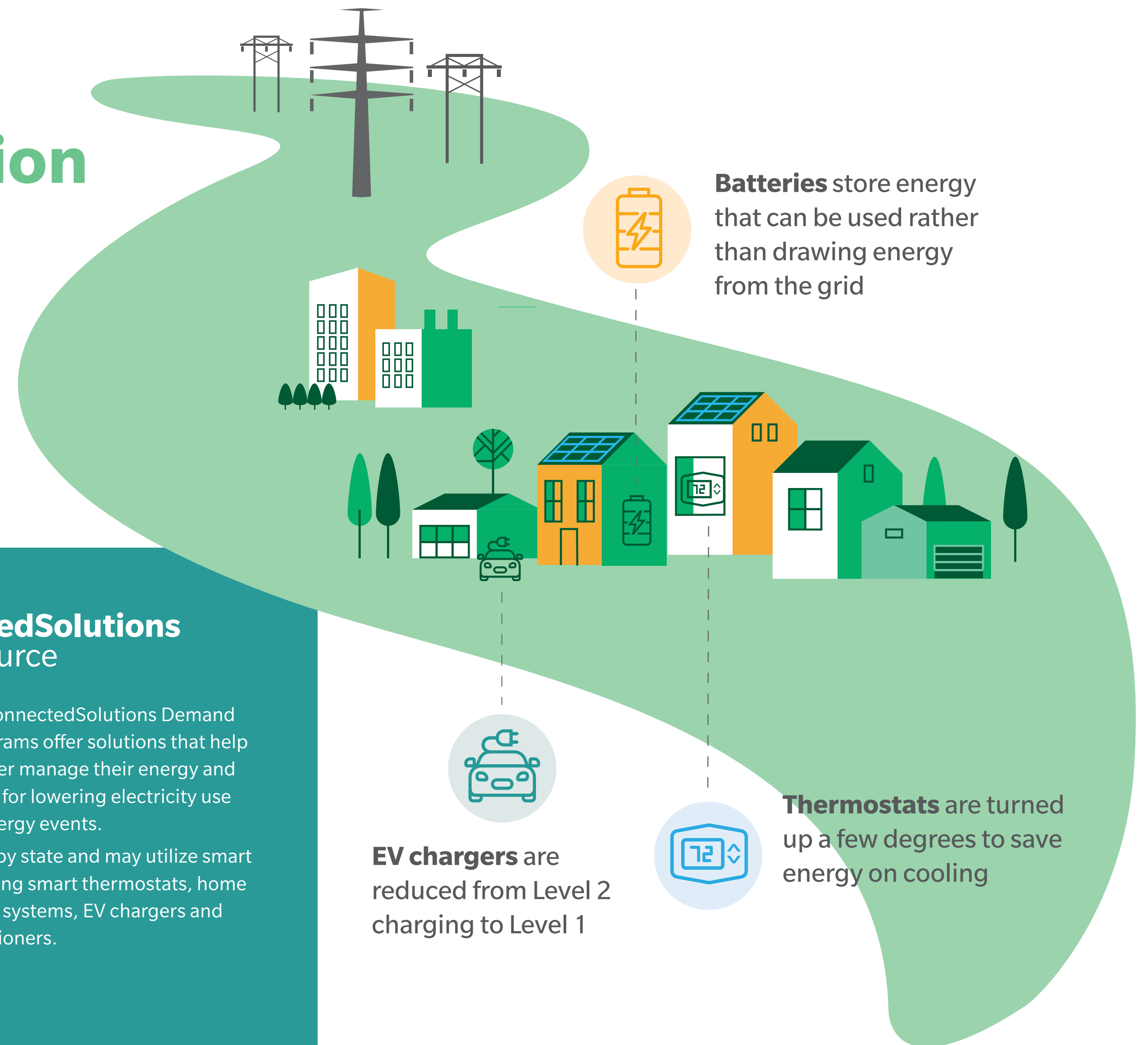
In 2021, we introduced Energy Storage Solutions, a battery storage program for residential, commercial and municipal customers in Connecticut. Like our ConnectedSolutions program, it offers access to affordable backup energy storage to help customers be more prepared during storms. Participation in our battery demand response program rewards customers for drawing power from their battery system during times of high demand, lessening the strain on the electric grid. In many cases, this energy is drawn from batteries storing energy produced by our customers' solar panels.

We are also piloting an industry-leading, first-of-its-kind Battery Energy Storage System (BESS) in Provincetown, Massachusetts. The BESS is designed to improve system reliability and provide clean backup power during outages on the single distribution line that serves more than 10,000 customers in Provincetown, Truro and Wellfleet. We are constructing a 24.9 MW state-of-the-art lithium-ion battery system that will be capable of providing 1.5 to 3 hours of backup power in summer "peak" conditions and up to 10 hours at other times of the year when most major outages have historically occurred. This project will also strengthen reliability in the area by adding upgraded equipment that will create a "smart grid" to supply power to the Outer Cape towns on a continuous basis, not just when the storage system is called upon to operate.

ConnectedSolutions at Eversource

Eversource's ConnectedSolutions Demand Response programs offer solutions that help customers better manage their energy and earn incentives for lowering electricity use during peak energy events.

Programs vary by state and may utilize smart devices, including smart thermostats, home battery storage systems, EV chargers and Wi-Fi air conditioners.



Leading the charge in electric vehicle infrastructure

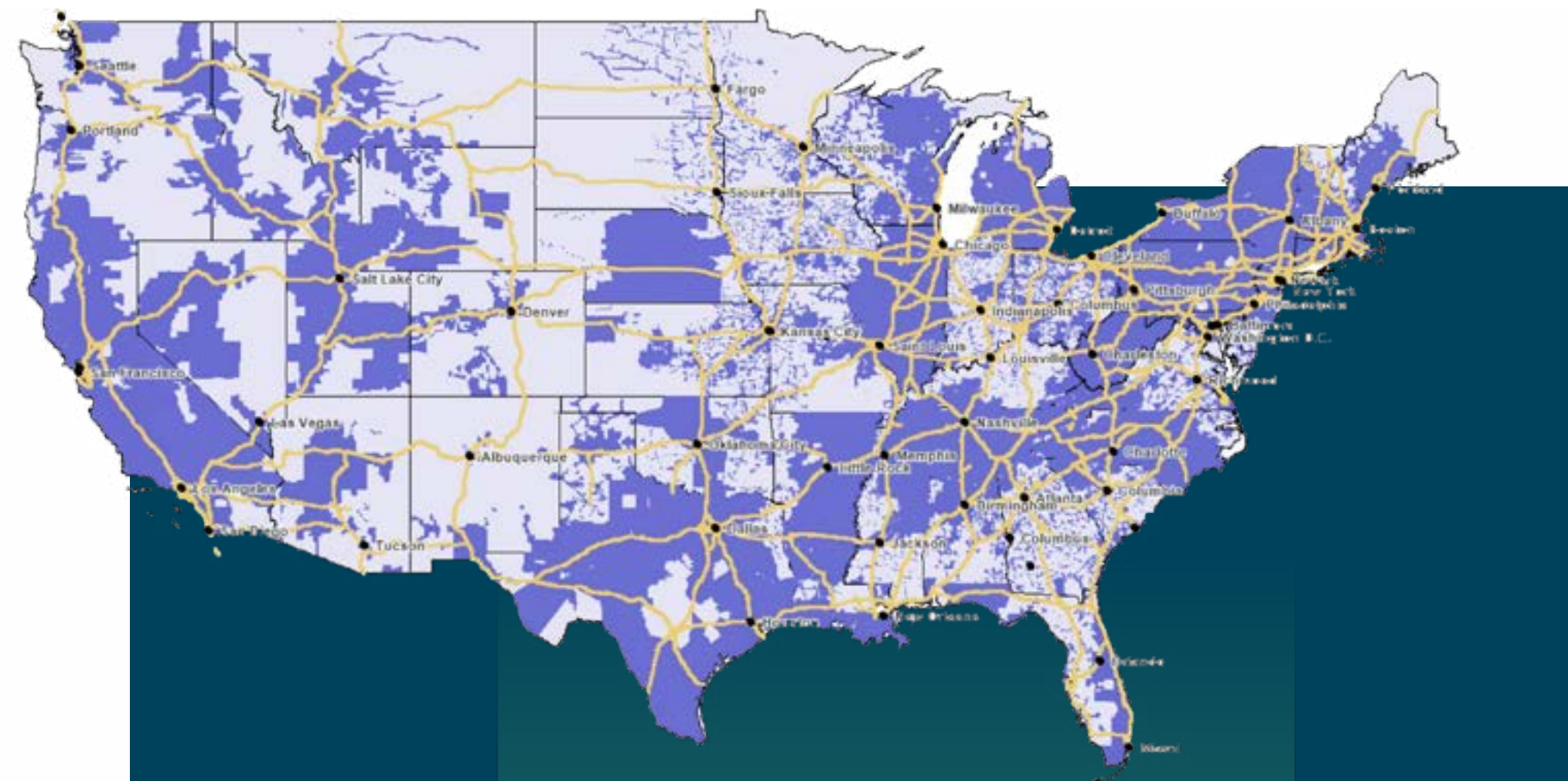
Electric Vehicle Infrastructure

Transportation represents the largest contribution to the region's GHG footprint, and we are helping to combat this source of emissions by working closely with the three states we serve and other utilities. Our investment in local grid upgrades to support additional electric vehicle (EV) charging stations and the related educational resources we provide to our customers play a significant role in promoting the adoption of EVs.

In Massachusetts, we installed charging stations at more than 400 customer sites through the end of 2021 and built out a \$55 million allocation with 3,500 public EV charging ports. Through this work, we maintained a strong focus on equity, with 19% of EV charging sites installed in environmental justice communities,

exceeding our goal of 10%. We partnered with the City of Boston, E4TheFuture and Nuestra Comunidad to bring charging stations and the Good2Go car sharing program to Bartlett Station in Roxbury, Massachusetts, offering equitable clean transportation options to this neighborhood. We also worked with our regulators in 2021 to seek approval for expanding this program.

In 2021, Connecticut regulators approved an expansive nine-year EV program that we are managing, offering rebates for eligible charging stations and the associated installation at homes, businesses and public spaces. We will also be managing a program to address peak demands of at-home EV chargers. The program supports the state's transportation electrification goals and provides incentives for EV charging in a range of residential, commercial and publicly accessible locations, including underserved communities.



National Electric Highway Coalition

We are proud to partner with more than 50 of the nation's leading utility companies in the National Electric Highway Coalition (NEHC), which will enable EV drivers access to uninterrupted travel across much of the country. Each utility will provide EV charging solutions within its service territory, connecting major highway systems across the country. Charging stations will provide universal DC fast chargers capable of getting drivers back on the road in approximately 20-30 minutes, and NEHC has committed to implementing the chargers by the end of 2023.



AstraZeneca EV Charging Upgrade

As part of an ambitious goal to eliminate GHG emissions from its sites and fleets by 2025, AstraZeneca partnered with Eversource and the state of Massachusetts to upgrade its facilities in the Boston area to expand employee access to EV charging stations. The global biopharmaceutical company's massive 250-port EV charging hub, located in Waltham, Massachusetts, is the largest of its kind on the East Coast.

Energy Efficiency

We are proud to be consistently recognized as a leader in energy efficiency by national industry organizations, including the American Council for an Energy-Efficient Economy. In 2021, we invested approximately \$674 million in customer energy efficiency programs, leading to lifetime reductions in electricity consumed by 8,776 gigawatt hours (GWh) and natural gas consumption by 220 million therms.

Our energy efficiency programs help our electric and gas customers use less energy and save money. These programs include discounts, rebates and incentives for energy-saving products and services, professional energy assessments, tools to help customers better understand their energy use, and easy energy-saving tips.

As we implement energy efficiency solutions across our region, we are increasing engagement and providing additional support to customer groups that historically have had low participation. Economically stressed families and businesses that participate in our income-eligible programs are now benefiting from the long-term savings that follow these improvements.

We are leading the nation with our carbon-focused plans, representing a transformation of energy efficiency programs that aligns with our three-state service territory's aggressive GHG reduction and environmental justice goals. Our 2022-2024 plan in Massachusetts includes an intensive focus on electrification and replaces customers' fossil fuel heating equipment with high-efficiency electric equipment. Rebates provided through the Mass Save® programs for electrification are some of the highest in the country.

In 2021, as a sponsor of the energy saving collaborative Mass Save, we launched the Clean Energy Pathways program. This workforce development initiative seeks to boost the energy efficiency workforce and increase access to opportunities for individuals historically underrepresented in the industry, including women, people of color, LGBTQI+ people and first generation and/or multilingual individuals residing in environmental justice communities. This three-month internship program has the goal of placing 120 diverse recruits into the energy efficiency workforce while providing an hourly wage, professional development training, and other services and resources to support new recruits.



Our **Main Streets** energy efficiency program helps small businesses reduce their energy costs and environmental impact. Authorized contractors schedule no-cost energy assessments, answer questions about energy efficient equipment upgrades, and can provide some improvements on the spot. Larger projects, such as new HVAC equipment or energy efficient motor controls, are scheduled for future installation and may qualify for incentives and interest-free financing to offset the cost of upgrades. In Massachusetts, 2021 proved to be a very successful year, with nearly 54,000 small and micro businesses contacted across 37 communities and more than 1,200 energy assessments completed, leading to more than 16 GWh saved.



More than 113,000 Eversource customers installed distributed generation facilities

Distributed Generation

An increasing number of customers are exploring distributed energy resources (DERs), which refers to the production of electricity from small-scale energy sources, including solar, wind, fuel cells and micro turbines. We are enabling the safe interconnection of these assets to our electric distribution system, supporting our common vision for a safe, reliable and cleaner power grid. By the end of 2021, more than 113,000 Eversource customers installed distributed generation facilities totaling more than 2,959 MW of customer-owned energy resources now connected to our electric distribution system.

Reliability and Resiliency

Stronger and Smarter Enhancements

We continue to invest in system enhancements to deliver reliable energy and water to our customers with safe and resilient infrastructure. Proactive planning allows us to make cost-effective upgrades now to strengthen our systems so they will better withstand the increasingly extreme weather events and other issues associated with climate change.

Transmission Planning

A strong, well-connected transmission network delivers power from the point of generation to where it's most needed and can allow for an optimized mix of energy sources. While this power has traditionally flowed in one direction from power plants to homes and businesses, in the modern electric grid, power flows in multiple directions — from clean energy resources both large (solar and wind farms) and small (rooftop solar panels and home batteries). These resources will grow dramatically over the next several decades in conjunction with the electrification of the heating and transportation sectors.

To seamlessly connect clean energy resources to the grid, we are focused on maintaining a robust transmission system that is affordable, reliable, efficient, flexible and increasingly automated, while also being resilient to damage from extreme weather. In 2021, we invested approximately \$1 billion in the electric transmission system.

These investments have resulted in strong reliability and safety performance, improved resiliency, economic growth and the integration of more renewable energy in the region. As an example, we completed our portion of the Ready Path Solution, a joint project with National Grid in the Greater Boston area, ahead of schedule and on budget. This project was selected in ISO New England's first-ever competitive transmission solicitation and will help to retire 2,000 MW of regional fossil fuel generation by 2024.

In addition to investments for reliability and resilience, we continue to invest in transmission to enable integration of clean energy generation, such as solar and wind. By putting a new switching station into service in December 2021, we connected the Quinebaug Solar Project in Canterbury — the largest commercial solar project in Connecticut (50 MW) — to the grid. We are also working with several other developers on transmission interconnection projects that will provide approximately 400 MW of large-scale solar power to Connecticut. For offshore wind, we are constructing transmission to enable interconnection of Vineyard Wind's first 800 MW offshore wind project onto the Barnstable, Massachusetts, substation on Cape Cod. We are also working with Park City Wind to build the transmission necessary to interconnect an additional 800 MW of offshore wind on the Cape.





Distribution System Enhancements

A strong distribution system is key to delivering energy reliably to our customers' homes and businesses. Present day distribution systems also serve as conduits to supply distributed generation back to the transmission system in areas with high concentration of DER. We are constantly improving our analytics, automation practices, technology and vegetation management on our distribution systems to enhance resiliency, maintain reliability and restore service as quickly as possible during outages while also enabling significant interconnection of distributed generation. Distribution automation enhancements are reducing the impact on our customers affected by any single outage event by more than 30% on average.

Grid Modernization

We continue to implement innovative technologies to modernize our distribution grid with upgrades that improve service to customers, lessen the impact of outages, and increase the capacity of our system to incorporate clean, distributed energy resources.

Advanced technology also allows for improved monitoring and control to optimize system operations in real time across varying system conditions. One such

technology is Volt-Var Optimization, which actively manages voltage and reactive power flow, delivering the following benefits:

- *Ensuring that distribution voltages remain within prescribed ranges and are not fluctuating rapidly as additional renewable energy is added to the system.*
- *Identifying opportunities for conservation voltage reduction to reduce peak demand and energy consumption.*
- *Improving system efficiency and reducing line losses through optimized reactive power dispatch to reduce GHG emissions.*
- *Alleviating the voltage and power quality concerns that may otherwise limit the interconnection of new, renewable energy resources through active voltage management and mitigation.*

Demand Management

Demand management is a valuable tool to curb emissions from energy consumption while helping to maintain the reliability of the electric grid. We have engaged more than 600 business and 33,000 residential customers using a range of demand reduction strategies and technologies that result in cost savings, reduced strain on the electric grid, and lowered GHG emissions by avoiding reliance on fossil fuel generation when demand is high.

We are reinforcing essential facilities and future substations in coastal areas to better protect against storm surges



System Hardening

We are reinforcing essential facilities and future substations so that they are “flood-hardened” to better protect against storm surges in coastal areas subject to severe weather. Our long-term substation flood mitigation strategy uses predictive modeling methods to better assess flooding risk to substation infrastructure. This datum aids real-time operational decisions before a storm hits and is a reference for future electrical system planning and substation asset strategy and design.

Our resiliency plan includes upgraded construction standards for poles, wires and other related system equipment; reconfigurable system designs; and enhanced year-round tree trimming and tree removal — all of which will improve the ability of our electric system to withstand severe weather patterns.

Additional solutions we are using to harden infrastructure include the use of tree wire and spacer cable in areas with dense tree cover, state-of-the-art aerial cables that strengthen the system in areas prone to storm damage and that help to minimize outages during storms, steel poles in critical rights-of-way (ROW), and updates to underground backbone cabling and electric service laterals.

Water Infrastructure

In 2021, our Aquarion water supply business invested more than \$144 million in projects to improve the capacity, reliability and resilience of its treatment and distribution water works. Projects were completed to remove contaminants, such as per- and poly-fluoroalkyl substances (PFAS), improve disinfection to reduce the risk of outages associated with bacteriological contaminants, and add storage capacity for everyday use as well as emergency uses for fire responses. Additionally, automation capabilities were expanded along with network security to address the ever-increasing threat of cyberattacks.



In October 2021, in recognition of our commitment to environmental responsibility while providing safe, reliable service to customers, Eversource received the Harry J. Banker Gold Leaf Award for our educational partnerships with arborists, municipalities, students and the public about planting the right tree in the right place.

Vegetation Management

During storms, 90% of outages result from falling tree limbs. Effective vegetation management is vital to protect our electric infrastructure from severe weather impacts. In addition to increasing the frequency and severity of storms, climate change has also led to irregular periods of drought that weaken trees and compound the risks they pose to our electric infrastructure.

We have a comprehensive vegetation management program, which is crucial for meeting the need for safe, reliable electric service for our customers while monitoring the growth of forested areas and trees near power lines. Annual maintenance programs mitigate outages by reducing encroaching

vegetation throughout our service territory. Our maintenance cycle is completed every four to five years and incorporates the removal of hazardous trees that threaten the system.

Research conducted by energy analysts at the University of Connecticut has determined that our year-round tree trimming and hazard tree removal program in Connecticut led to 900 fewer tree-caused power outage events per year based on outage events from 2009 to 2015. This comprehensive study illustrates how effective tree trimming is in reducing the number of tree-caused power outages throughout our three-state service territory.

Utility arboretums in all three states serve as a living resource to engage and educate

tree wardens, municipal leaders, landscape architects and the public on the wide variety of trees and shrubs that can be safely planted near and under utility equipment. In 2021, we enhanced our award-winning utility arboretum in Hooksett, New Hampshire, to include a pollinator garden, a native shrub garden and improved walking paths.

Working with environmental organizations and land trusts, we are installing pollinator plantings to create and maintain critical pollinator habitats. And as part of our commitment to environmental stewardship, we plant thousands of trees and plants across our service territory each year and donate thousands of saplings to be planted in neighborhoods and public spaces.



READY

Emergency Preparedness

Climate change is already impacting New England with more frequent and intense storms, storm surges along coastal areas, urban flooding, and extreme winter and summer temperatures. In addition to strengthening our systems and infrastructure, we are also focused on remaining prepared to respond when service interruptions occur.

Our Emergency Response Plans (ERPs) are based on the implementation activities of the National Incident Management System (NIMS) and follow the Incident Command System, a standardized approach to managing emergency incidents. Comprehensive ERPs guide our response actions and keep our crews, staff and communities safe during extreme weather events. Our employees are trained and

prepared to swiftly respond to any state or federal emergency and to work with local community first responders to ensure a coordinated response.

We use high-resolution weather and three-dimensional aerial and ground imagery to predict storm impacts. In partnership with the University of Connecticut, we've developed industry-leading outage prediction models that guide our preparation for impending storms up to three days in advance of impact. Employees conduct table-top and live training exercises using our emergency response procedures for electric, natural gas and water service disruptions. We also have contracts with hundreds of external utility contractors so we can prepare in advance for a safe and effective power restoration when a potentially significant electric outage event may occur.

Dams serve as a vital asset to the water business, and we meet or exceed state requirements for dam inspections and the provision of Emergency Action Plans. We perform emergency response exercises with 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.

Our gas business has a robust, long-term resiliency improvement program to mitigate the risk of future events and is a signatory to the American Gas Association's nationwide Mutual Aid Agreement. When activated, the agreement facilitates the use of qualified gas employees from across the country to augment our internal resources during a significant natural gas event.



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Protecting and Preserving

OUR RESPONSE TO CLIMATE CHANGE

Climate change is one of the greatest challenges facing the globe, and we know that timely action is needed to protect the future of our planet, communities and business. We are already seeing these impacts and have taken action to strengthen our infrastructure and work with our communities and other stakeholders to ensure we are collectively prepared to respond to more frequent and severe weather events. While our priority continues to be the safe delivery of essential services our customers depend upon, we are also in a unique position to help mitigate climate change through aggressive emission reduction measures from our own operations and beyond.

In support of our region's goals to realize a low-carbon future, we are proud to serve as

a catalyst for clean energy to lower regional emissions from the electric, heating and transportation sectors, and to serve a critical role in achieving aggressive state climate goals. Our system hardening and grid modernization programs will also mitigate the impact of severe weather events due to climate change. In addition, we continue to bolster the reliability of the regional electric system with strategic initiatives to make the grid more resilient to New England's increasingly unpredictable weather.

We are also working with customers to reduce their carbon footprint through solutions such as energy efficiency programs, enabling renewable energy interconnection, and advancing EV infrastructure and energy storage capabilities. We will continue to build on these achievements as we identify additional opportunities to mitigate and adapt to climate change impacts.



Eversource and the University of Connecticut

In 2021, we extended our joint commitment with the University of Connecticut (UConn) by investing an additional \$14 million to maintain the Eversource Energy Center through 2028. The Eversource Energy Center got its start in 2015 and has been a dynamic partnership between UConn faculty, students and Eversource in which state-of-the-art research, technology and software aim to solve real-world challenges for electric customers where weather, climate and energy intersect. Current research areas include projects on storm outage forecasting, tree and forest management, electric grid reinforcement, resiliency, climate change and flooding, geomagnetic disturbances, integration of renewable generation, and cybersecurity. The extended partnership includes a commitment to engage underrepresented and diverse undergraduate students in all areas of sustainable research, aligning with our increased focus on racial and social justice.

CARBON NEUTRALITY GOAL

One of Eversource's most important initiatives is to achieve carbon neutrality in our operations by 2030. This is an aggressive goal requiring support from all areas of the company to reduce our GHG emissions to as close to zero as possible. For emissions that cannot be avoided, we are preparing to invest in credible offsets.

Since our base year of 2018, our GHG footprint has declined by 13%. Much of this success is due to the dedicated projects associated with our carbon neutrality goal, which are driving reductions in our operational emissions. However, the extent to which we can directly influence these emissions varies. One key example of this is the scope 2 emissions associated with line loss, or the energy lost through the transmission and distribution of electricity delivered to our customers. Due to the regulatory environments under which we operate, state law precludes us from owning generation other than specific exceptions, such as a limited amount of solar in Massachusetts. Therefore, the emissions associated with energy generation and subsequent line loss are largely outside our control. The more that fossil fuels are used to generate energy over cleaner sources like renewable energy, the higher the emission intensity becomes for electricity and line loss.

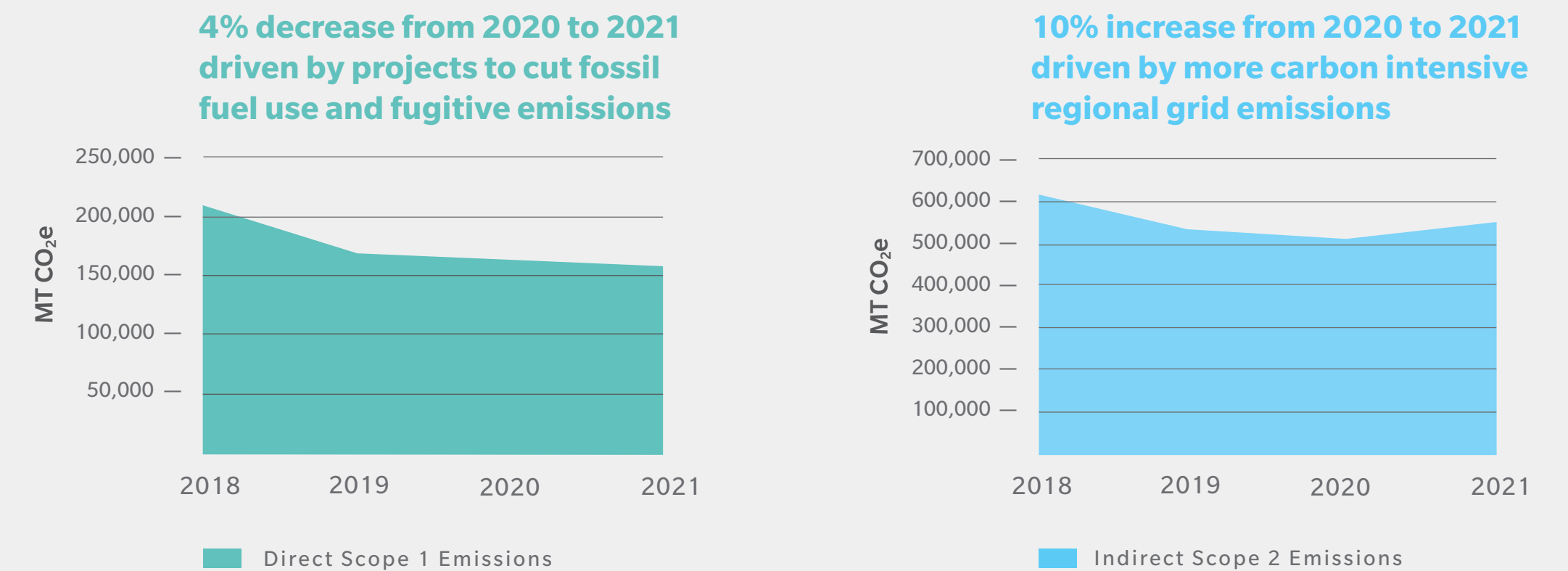
This is precisely what has happened in New England as increased use of fossil fuels has been required to meet growing demands for energy until large-scale renewable energy projects in the region have a chance to catch up with this demand. As a result, the emission factors used to calculate our line loss have shown a significant increase, and since line loss accounts for the greatest portion of our overall emissions, we have seen a 5% increase in our GHG footprint from 2020 to 2021. This

upward trend in emissions for line loss may continue in the near term. Our investments and programs to enable more solar and wind energy in our region will reduce the emission intensity of the grid and subsequently show a decline in emissions associated with our own energy use and line loss.

Importantly, we've been successful in decreasing all other sources of our scope 1 and 2 emissions in the past year, indicating that our dedication to driving emissions down where we have the greatest ability to do so is showing favorable results. We are improving the efficiency of our facilities, adopting more hybrid vehicles in our fleet, and implementing maintenance and system upgrade projects to cut fugitive emissions of methane from our natural gas pipes and services and sulfur hexafluoride (SF₆) leaks from our electrical insulating equipment. These and future emission reduction projects are all made possible due to strategic planning and implementation along with the full support of Eversource employees across the company.

As we look to 2030, we know there is still a lot of work to do, and we will continue to test innovative technologies and explore all options to cut emissions. A dedicated internal governance structure is in place to execute the initiatives needed to achieve this goal, and employees from across the company are deploying emission-reduction plans, engaging internal and external stakeholders, and preparing to offset emissions that cannot be avoided with credible investments. We are also looking to complete a comprehensive evaluation of indirect scope 3 emissions from our value chain, quantify these sources as best we can, and develop a strategy for how we can reduce these indirect emissions. These efforts underscore our commitment to join the states where we operate, our customers, our employees, our investors and others in combating climate change.

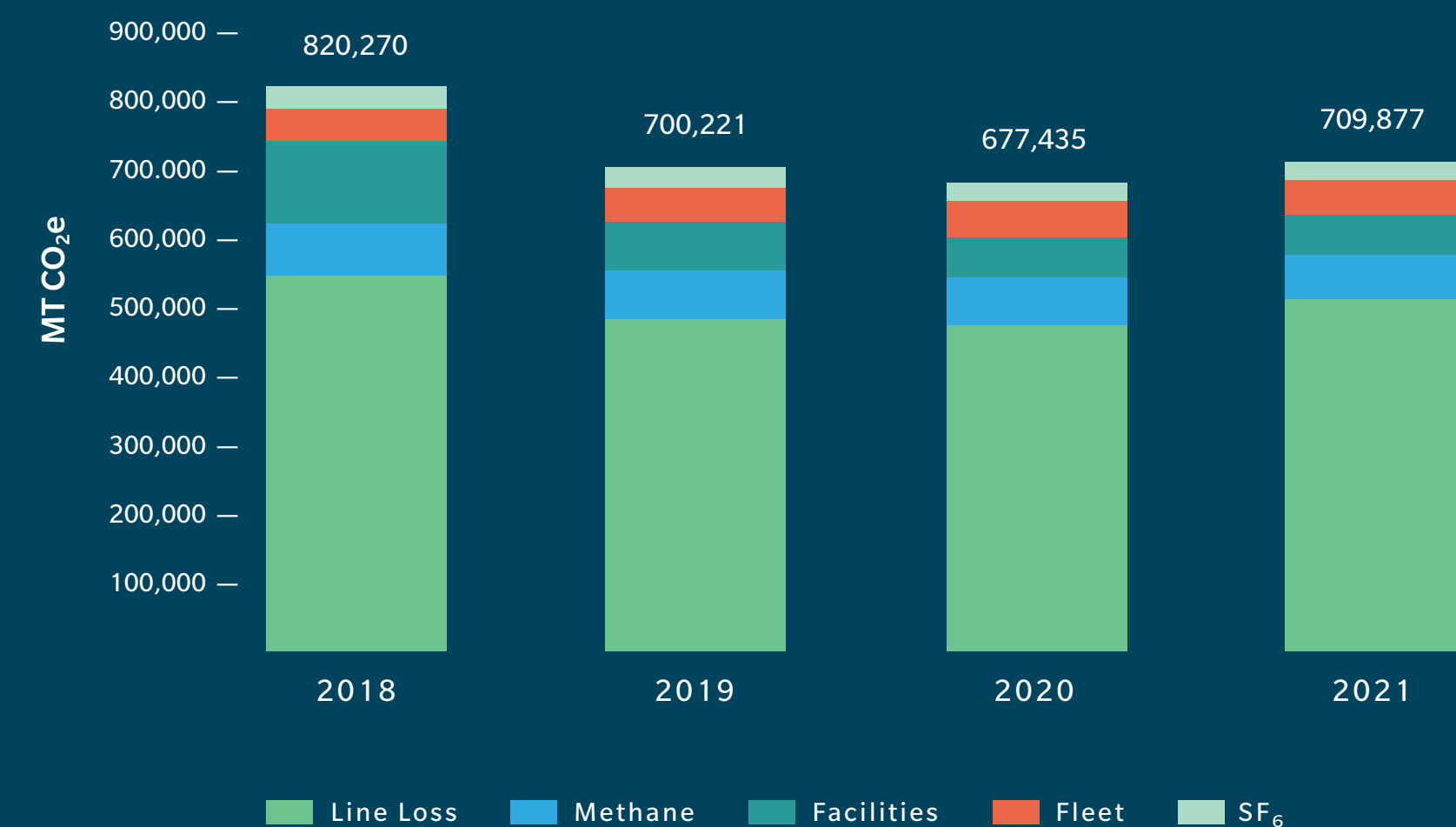
2021 Reductions in All Direct Emission Sources



Scope 1 emissions reflect the CO₂e of stationary and fleet combustion of fossil and biofuels as well as direct (fugitive) emissions of methane and SF₆.

Approximately 90% of the scope 2 emissions stems from line loss, with the remainder associated with the electricity used at Eversource facilities and a very small amount of district heating and cooling at a single facility.

13% Reduction in Total Emissions Since 2018



We are focused on achieving our carbon neutral goal by reducing emissions in five key operational areas.



Line Loss

The energy lost when power is transmitted and distributed across the grid, known as line loss, is one of the electric industry's biggest sources of indirect emissions. Collaborating with state and regional efforts to incorporate a cleaner mix of energy within the grid is the most effective way to minimize impacts associated with line loss. We are also implementing distribution infrastructure projects that will enhance system efficiency. These include projects to interconnect distributed energy resources and projects that replace inefficient distribution transformers.

8%↑



Methane

By replacing aging, bare-steel and cast-iron natural gas pipelines, we are not only reducing methane emissions but also enhancing the safety of the network. Since 2018, we have replaced more than 447 miles of aged, leak-prone natural gas distribution infrastructure, including 125 miles in 2021 alone. Looking ahead, we plan to exceed historical upgrades with more than 140 miles of pipe replacements in 2022. We also remain focused on pursuing long-term solutions such as evaluating electrification options and decarbonizing natural gas for our customers by exploring low- or no- carbon gases that can be blended with natural gas or used as an eventual replacement. These alternatives include renewable natural gas, which is created from landfills, wastewater treatment facilities and farms, and possibly hydrogen, which can be produced from clean energy resources like offshore wind.

5%↓



Facilities

We continue to pursue aggressive strategies aimed at reducing electricity and fuel use at our facilities. We are evaluating and upgrading HVAC equipment with more efficient models, including electric heat pumps. Our successful efforts to replace energy-intensive lighting with LEDs at the majority of our facilities have now been expanded to target converting all facilities by the end of 2022, including Eversource Gas of Massachusetts (EGMA) facilities (former Columbia Gas facilities), which we acquired in 2020. Similarly, we are implementing measures to lower our energy use with control system upgrades and space optimization, by improving building envelopes, and by integrating renewable energy when feasible. In 2021, we sourced over 52,000 MWh of renewable energy for our facilities and completed the installation of a rooftop solar system at our Aquarion customer service center in Monroe, Connecticut.

1%↓



Fleet

A key focus for our fleet operation is to reduce emissions from fuel consumption. To this end, we continue to adopt hybrid vehicles and incorporate alternative fuel sources to diesel and gasoline, such as biodiesel. In 2021, we were able to replace more than 36% of our fleet diesel with a biofuel blend. We have also established partnerships with vendors that are developing innovative technologies, such as AltecJEMS® and XL Fleet, that specialize in emission-reducing tools and technology to help reduce idle time and improve fuel efficiency. Looking ahead, we aim to complete the procurement we began in 2021 to expand our fleet with hybrid vehicles, and we will continue to explore emerging fuel sources like renewable diesel and hydrogen as possible alternatives to fossil fuels. By 2030, our goal is to have 100% of our bucket trucks utilizing hybrid technology.

3%↓



SF₆

We have made great progress in reducing sulfur hexafluoride (SF₆) gas emissions from our existing electric equipment through strong maintenance practices and the successful implementation of a detailed SF₆ gas tracking and inventory program. We are working with industry partners to research and test solutions to reduce the dependency on SF₆ gas in high-voltage electrical equipment, which includes piloting SF₆-free equipment. In 2020, we began planning our first pilot project utilizing SF₆ alternative technology at a substation in Preston, Connecticut, and we expect it to be in service by the end of 2022. In anticipation of non-SF₆ solutions coming to market, we have designed certain equipment, including a substation in Cambridge, Massachusetts, to be ready to accommodate these alternative gases.

1%↓

Progress from 2020 to 2021

CLEAN

PROTECTING WATER

Water Management

We are committed to protecting and conserving water as a natural resource throughout our operations. The largest contribution to our water footprint is associated with our water utility, Aquarion Water.

We use high-tech and boots-on-the-ground methods to find leaks in our distribution system. In 2021, we replaced 22 miles of water main to reduce the likelihood of leaks and main breaks.

We encourage customers to join us in responsible water use. Despite a wet year in 2021, we expanded our water conservation programs to include proactive communication with high water users, and added additional towns to a twice-weekly irrigation schedule. Demand management is an important tool as we seek to climate-proof our water utility.

Drinking Water Quality

As stewards of the environment, we promote sustainable practices and habitat management. This includes actively monitoring reservoir ecosystems throughout our Aquarion Water company. We have a long history of monitoring the quality of the water in our watershed and reservoirs to optimize treatment. In 2021, we completed a multi year effort to map the presence and density of invasive aquatic plants in all our Aquarion reservoirs. These plants crowd out native species, affecting light levels, the food chain and water quality, and contribute to increased organic loading in our treatment facilities. In addition to the mapping effort, we conducted an invasive species management pilot at Laurel Reservoir in Stamford, Connecticut, to remove hydrilla and Eurasian milfoil. The reservoir's biomass was mapped before and after removal efforts and will be assessed again in 2022 to measure the efficacy of the different removal methods. This pilot program will help us determine the most effective and economical method of invasive species removal.

Safe, clean drinking water is our highest priority; to this end, we performed over **175,000 water quality tests** in 2021

Aquarion's water barrel program helps customers conserve water and reduce their water bills

Safe, clean drinking water is our highest priority, and we performed over 175,000 water quality tests in 2021. Samples are collected from a variety of locations as we continually monitor water from our reservoirs, wells, treatment facilities and distribution systems for more than 100 compounds, including:

- *Microbial contaminants from septic systems, agriculture and livestock operations, and wildlife.*
- *Inorganic contaminants, such as salts and metals that can naturally occur or result from urban stormwater runoff, industrial or domestic wastewater discharges, or farming.*
- *Pesticides and herbicides from sources such as agriculture, urban stormwater runoff and residential uses.*
- *Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes.*
- *Naturally occurring radioactive contaminants*
- *Lead and other contaminants as required by the EPA.*

Throughout New England and across the nation, state and local officials, health departments, and water utilities have focused their attention on PFAS, a group of man-made chemicals that have been detected in drinking water. PFAS can enter drinking water through industrial and commercial releases to water or air, discharges from sewage treatment plants; leaching from septic systems and landfills; land application of wastewater treatment biosolids; and the use of fire-fighting foam. We are monitoring our water systems for PFAS and make our sampling results available on the Aquarion website, aquarionwater.com.

All water delivered to residents and businesses in Connecticut, Massachusetts and New Hampshire meets regulatory standards and guidelines. In some cases, we have discontinued the use of individual wells due to the presence of PFAS. In these instances, we are investing in treatment systems to ensure the resilience of our water supply and the safety of our drinking water.



Aquarion's Water Barrel Program

Aquarion offers its customers rain barrels to help them conserve water by collecting and storing rainwater. The 60-gallon barrels are designed to fit under downspouts to catch rainwater runoff and are offered to customers at discounted prices. These upcycled barrels help direct water away from home foundations and include a kit to connect to drip irrigation, soaker and garden hoses.

We own and maintain approximately 40,000 acres of land throughout our service territory

ENVIRONMENTAL STEWARDSHIP

We are committed to environmental stewardship and take great care to preserve biodiversity, promote conservation and protect wildlife and natural and cultural resources. We are also committed to evaluating and reducing the potential impacts of our operations on the environment.

Land Preservation

We foster the long-term vitality of the land we manage and we strive to promote diverse, native habitats. Our Eversource Land Trust consists of nearly 1,000 acres of permanently protected open space in Connecticut, much

of which is open to the public for recreational use. We also 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 with the Connecticut Department of Energy and Environmental Protection, The Nature Conservancy, and Aquarion. Through this partnership, we work to protect the many functions and resources of forested land. Our stewardship activities include helping our partners route and maintain recreational trails, preventing erosion and shielding critical habitat, enforcing usage regulations and state laws, and acting as a good neighbor to adjacent landowners.



Food Forest Initiative of Cape Cod and Eversource

We are teaming up with the Food Forest Initiative of Cape Cod and the Harwich, Massachusetts, Water Department to plant edible and pollinator shrubs within a powerline easement. The collaboration will create a sustainable landscape comprised of various edible plant species, including raspberry, blueberry and hazelnut, accessible to the public and compatible with the existing distribution ROW.



Bobcat Study on Eversource Land

Gillian is a bobcat living on Eversource-owned land in Connecticut. She is named after Gillian Carroll, Eversource's Land Management Administrator who is partnering with Connecticut's Department of Energy and Environmental Protection's (CT DEEP) Wildlife Division and UConn biologists to support bobcat studies within urban areas. These studies can tell scientists more about the bobcats' movements and resource needs and how they interact with the landscape. The collaboration with CT DEEP's Wildlife Division is a part of our environmental stewardship initiative to build upon existing relationships with regulators and environmental stakeholders, such as land trusts and nonprofits that promote species conservation.

Wildlife and Habitat Protection

In partnership with our transmission, distribution and vegetation management divisions, we strive to minimize the impacts of our operations on habitat that sustains a variety of species within our ROW. Through management of our ROW for early successional habitat, we are able to provide a niche habitat, which is essential to the conservation of many protected species of insects, plants, birds, amphibians and reptiles.

We often work in partnership with state and federal environmental agencies and other external stakeholders on stewardship.

2021 initiatives included:

- *Installing a new pole and platform to welcome a pair of returning osprey to a new nesting location at a busy construction site in Branford, Connecticut. Osprey, which often mate for life, return to the same nest each year.*
- *Partnering with the CT DEEP Wildlife Division in Connecticut to study bobcat habitat use on eight Eversource-owned land parcels. The data collected on these properties, which represent only a portion of the total study area, will be used to determine the abundance and distribution of bobcats in the state.*

We work in partnership with state and federal environmental agencies on stewardship initiatives



Osprey Management

Osprey are often attracted to utility structures as a place to perch and nest, which can be dangerous for the birds and cause service reliability issues for customers. To help manage this issue, we install deterrent devices to discourage osprey from building nests in locations that are likely to cause them harm, and we follow strict guidelines set by the United States Fish & Wildlife Service and Migratory Bird Treaty Act when maintaining our electric system around osprey nests that are already established. These rules include not disturbing active nests that contain an egg or a flightless chick, unless the life or viability of the egg or chick is threatened by the nest's continued presence on the utility structure. Should the nest need to be removed, we will relocate the nest or work with our wildlife rehabilitator partners to ensure birds are prepared for release back into the wild. We also encourage the public to report nest locations through an online form on the Eversource website.

Given the abundance of osprey nesting on our utility poles on Cape Cod, we've developed the Cape Cod Osprey Management Plan (CCOMP) through close collaboration with environmental stakeholders including Mass Audubon, Wild Care, Inc., New England Wildlife Centers, the Towns of Barnstable and Falmouth, and the Commonwealth of Massachusetts Division of Fisheries and Wildlife. Guided by our Avian Protection Plan, the CCOMP was developed to protect osprey and reduce osprey-related power outages and service interruptions.

WASTE MANAGEMENT

We are minimizing waste through reuse, recycling and investment recovery practices. In 2021, our programs prevented nearly 20,000 metric tons of material from going to landfills. A formal assessment of all waste streams is underway to identify opportunities to reduce volume and ensure waste is managed or recycled in the most environmentally appropriate manner.

We also look for opportunities to avoid creating waste. Our employees are encouraged to avoid printing documents whenever possible, and when necessary, to print double-sided. In 2021, we avoided the use of more than 820,000 sheets of paper by restricting certain printing. As of the end of 2021, more than 37% of our customers have

chosen to participate in paperless billing.

Our goal is to have over 40% of our customers enrolled by the end of 2022, reducing paper use and improving convenience.

Sustainability is a key focus of our robust investment recovery program, focused on recouping the value of assets and reducing waste by repurposing materials through sale, auction and donation. Materials we target for investment recovery include scrap metal, distribution and substation transformers, batteries, generators, inventory overstock, vehicles, office furniture, computers, and warehouse equipment. To limit their impact on natural resources, we are having some of our electric system transformers rebuilt to new standards.

we prevented nearly
20,000
metric tons
of materials from
going to landfills

37%
of our customers
use paperless
billing...

...our goal is to have
over **40%** of our
customers enrolled
by **end of 2022**

we avoided the
use of over
820,000
sheets of paper

Social

“

We are rethinking the way we operate our business to focus on providing equitable experiences to all customers.

”

— Theresa Hopkins-Staten, Vice President, Corporate Citizenship and Equity

PROMOTING EQUITY IN OUR COMMUNITIES

How did equity start at Eversource?

After the murder of George Floyd, a movement calling for accelerated social justice swept the nation. And Eversource is proud to be a part of this movement. Building on our strong values that focus on diversity, equity and inclusion in our workplace, we began taking proactive steps to effectively counter systemic bias and racism that impact customers in the communities we serve. I interviewed senior officers and used their responses to create our equity strategy and guiding principles. We then formed the Pro-Equity Advisory Team (PEAT) consisting of 15 multi-generational and diverse employees from across our organization. The PEAT has been instrumental in creating guidelines, tools and resources to help our leaders evaluate their work.

Eversource seems ahead of the curve on incorporating equity into its business processes as it relates to impact on customers. Do you agree?

Yes. While our peers and other Fortune 500 companies have tucked equity into their diversity and inclusion strategy or sustainability work, we’ve placed a full focus on equity as a business differentiator. As a regulated utility, we touch millions of customers and hundreds of communities throughout New England. With our strong commitment to diversity, equity and inclusion, we must continue to drive toward equitable outcomes for our customers and communities. We care about our customers — our employees are also customers who live in the neighborhoods we serve — and we are obligated to take a fresh look at how we are communicating and engaging with our neighbors. We know that “one size does not fit all” and that certain customer segments need additional attention to ensure we are reaching them in the languages they speak, at locations close to them and in ways they find most convenient.

How can we further integrate equity into our work?

Equity begins with a commitment and a willingness to do better. Equity work begins on the inside — by opening our hearts and our minds and remembering that we are all human beings living together in the same world. Ensuring equitable outcomes for our customers means challenging ourselves and each other to look inward at how we do things and identify and address unintended barriers that impact our customers. Equity is about doing a better job at living together. It’s about collectively working toward what should be.

Employees, Customers and Communities

Equity means engaging all stakeholders, including our customers and communities, with integrity, respect and dignity while working toward fair and just outcomes, especially for those burdened with economic challenges, racial inequity, negative environmental impacts and justice disparities.

We remain focused on the well-being and safety of our employees, customers and communities. Diversity, equity and inclusion (DE&I) are core values that drive the way we do business and strengthen our bonds within our workforce and the multicultural communities we serve.

PROMOTING EQUITY AND JUSTICE EXTERNALLY

We are committed to recognizing and understanding historical and current issues of racial inequality and social injustice in our communities. We take to heart the importance of fair treatment and meaningful engagement of all people, regardless of race, color, national origin, English language proficiency or income — including individuals who may be marginalized in any way — with respect to our business and the communities we serve. We recognize that historical inequities and ongoing disparities, particularly for those communities that are predominantly Black, Indigenous and People of Color

(BIPOC); environmentally burdened; and economically challenged, must be addressed.

To demonstrate our commitment and focus on equity and racial and social justice in our communities, we have a Vice President of Corporate Citizenship and Equity and we launched a 15-member internal cross-functional Pro-Equity Advisory Team in 2021. This group is tasked with developing strategy, guidelines, leadership toolkits, training materials and decision frameworks to ensure our business decisions related to the impact on our communities are anchored in equity. As we plan projects, programs and services for our customers, we are focused on ensuring fairness, meaningful communication, and increased outreach and engagement.

We understand that environmental justice considerations must be part of our everyday business operations, community support and project considerations as we modernize the energy sector, and we are committed to meeting them.

Our Corporate Statement to Lead Equity in Our Communities

We are committed to:

Recognizing and understanding historical inequities and ongoing disparities, particularly for those communities that are predominantly Black, Indigenous and People of Color (BIPOC), environmentally burdened and economically challenged.

Rectifying inequities to govern our work in and through the various ways we engage with our stakeholders.

Ensuring our stakeholders feel respected and that our work supports their dignity.

Improving our operational and corporate processes, systems and practices to better understand and serve the needs and unique circumstances of our employees, customers and communities.

Together, we will work through systemic biases and challenges.

Eversource Diversity, Equity and Inclusion Plan

We are focused on and working to accelerate progress on meaningful, positive change in our workplace and our communities.

Build a More
**Diverse, Equitable
and Inclusive
Workplace**

Increase
**Leadership
Commitment**

Increase
**Supplier
Diversity**

Support our
**Diverse
Communities**

We are committed to creating a workplace that values and welcomes all, embraces differences, and supports the diverse communities we serve

OUR EMPLOYEES

Diversity, Equity and Inclusion

DE&I is a core value and a key driver of building a diverse, empowered and engaged team that safely delivers great service to our customers. We are committed to creating a workplace that values and welcomes all, embraces differences, and supports the diverse communities we serve. We continue to work hard to forge progress in building a diverse, equitable and inclusive workplace; in becoming an employer of choice; and in being a JUST company recognized for our robust ESG practices. We know that an engaged and empowered workforce that reflects and advocates for the communities we serve is critical to our mission of delivering superior and equitable customer service to our 4.4 million customers.

Our DE&I Strategic Plan is focused on five key areas: leadership commitment, diverse workforce, inclusive workplace, diversity supply and community impact. This work is led by senior leadership in conjunction with our DE&I Council.

Our DE&I Council is a cross-functional team representing executive sponsors and Business Resource Group (BRG) leaders from across Connecticut, Massachusetts and New Hampshire. The Council helps set strategy and lead the implementation of initiatives supporting our DE&I strategic goals.

Executive leadership promotes and supports DE&I by building diverse, inclusive and engaged work teams and supports the work of our DE&I Council and our six employee BRGs. The Board receives regular updates and sets annual key performance DE&I metrics and goals.

We are a signatory to the CEO Action for Diversity & Inclusion pledge, demonstrating our ambition to advance diversity and inclusion in our workplace and to drive accountability for progress throughout our organization. We are a member of Paradigm for Parity, a coalition of business leaders dedicated to addressing the corporate leadership gender gap. We also continue to collaborate with the Edison Electric Institute (EEI), supporting the EEI DE&I Commitment with initiatives and metrics.

We are proud to continue receiving local and national awards recognizing us as an employer of choice, particularly for our work with veterans, women and employees with disabilities. We highly value and actively recruit military veterans, and have received numerous national honors and awards for our best-in-class programs and practices to hire, develop and support military veterans, reservists and their families.



Detailed information about our DE&I progress — including demographic and EEO-1 data metrics and our policies, practices, programs and journey — can be found online in our **2021 DE&I Report**.

For the third year in a row, we have been included in the Bloomberg Gender-Equality Index for our work in gender parity. We have also received recognition for our efforts to hire, support and enable employees with disabilities. Our initiatives meet and exceed legal compliance, encourage accommodation requests, and provide resources for people with physical and mental disabilities. We have also been long-term board members of Disability:IN Connecticut, a coalition of more than 250 business members whose mission is to improve recruitment and retention of qualified persons with disabilities.

Promoting Racial Equity and Social Justice In Our Workplace

In 2020, in response to the death of George Floyd and the urgent calls for accelerated action and social justice, we increased our focus on driving more meaningful, positive change in our workplace and in our communities by addressing racial inequity and social justice. We updated our DE&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 diverse suppliers.

We launched a Racial Equity Task Force focused on talent management, inclusion and support of our under-served and environmental justice communities. In 2021, we increased our focus on providing learning and engagement opportunities for our employees to deepen understanding of and commitment for taking action. We hosted a highly attended “Day of Understanding” virtual event focused on disrupting racism followed by allyship training and racial equity dialogues. We launched a DE&I Book Club and held signature learning events to celebrate Black History Month, Hispanic Heritage Month and Asian American and Pacific Islander Heritage Month — all of which focused on the history, contributions and current challenges of each group. We are encouraged by the level of employee engagement and look to continue these critical learning opportunities and dialogues that benefit our workplace, communities and beyond.

57%
of our external
hires were women
and People of
Color, exceeding
our goal of **48%**



For the third year in a row, Eversource was included in the **Bloomberg Gender-Equality Index** (GEI), which recognizes companies around the globe committed to advancing women’s equality in the workplace through policy development, representation and transparency. To be included in the index, publicly traded equities must meet a threshold on more than 70 gender-related data metrics. This continued recognition reflects our unyielding commitment to diversity and inclusion as one of the most important core values at Eversource.

Our employees are our most valuable asset and key to our success

Workforce Development

We are dedicated to supporting our employees and their career development by providing growth opportunities, tuition assistance and a variety of field and classroom training, which supports ongoing professional growth and drives the success of our business.

Employee development programs are aligned to strategic business plans to address immediate and long-range talent needs and promote succession within all levels of the organization. These programs include everything from pipeline development programs and technical skills and competencies for the evolving energy industry to leadership skills and behaviors necessary to effectively and ethically lead in the changing workforce.

One example is our Key Talent Development Program, which offers high-potential employees with diverse backgrounds unique opportunities to develop important skills for success, including thought-provoking stretch assignments, cross-functional engagement, executive visibility and

diverse learning experiences. These experiences promote interdependent thinking and alternative perspectives while building teamwork and collaboration.

As we emerge from the pandemic and face many workers moving toward retirement, we are focused on ensuring our current and future workforces are equipped with the necessary skill sets to transition alongside our evolving business. We've developed proactive recruiting strategies to attract experienced workers in highly technical and emerging roles, such as cybersecurity, renewable energy and grid modernization.

We also have several established community college partnership programs in the three states we serve that feed our craft roles; multiple cohort and trainee programs in technical and other critical areas; and robust internship and apprenticeship programs. Staffing strategies for the next five years will expand on these programs and focus on increasing our pipelines for diverse talent, including women in science, technology, engineering and math (STEM).



Capital Community College and Eversource

In June 2021, we celebrated the graduation of the inaugural class of our Electric Lineworker Certificate Program at Capitol Community College in Hartford, Connecticut. Fifteen students from across Connecticut spent 11 weeks preparing to work in a variety of electrical fields. We also provided funding so that students who would not otherwise have been able to afford the training would have the opportunity to learn a valuable new skill. The program is designed to develop a new generation of diverse lineworkers in Connecticut, ensuring an ongoing supply of talent with the opportunity to work and thrive in this highly skilled role. We've developed several unique programs in meaningful partnership with local community colleges in the three states we serve to expand our pipeline of diverse, fully qualified and skilled electric and gas utility workers who are technically minded and interested in career advancement.

Employee Engagement

Our comprehensive employee survey is implemented every two years with supplemental pulse surveys conducted every other year. These surveys provide important feedback from our employees and measure progress on our engagement. We also have an online employee community that provides important feedback about key business topics.

In 2021, we administered a comprehensive employee engagement survey followed by targeted action plans that incorporated employee feedback and addressed areas of opportunity. Additional dialogue was facilitated through our employee BRGs, and we increased manager interactions to ensure employees felt connected to the larger organizational goals and vision.

Eversource Green Team

Our Green Team is an employee-led volunteer group with more than 100 members across our service territory who join together to share a passion for protecting the environment. The Green Team implements and promotes initiatives it determines are of most importance. In 2021, the team held nine virtual speaker events and a full week of virtual Earth Day events open to all employees to expand knowledge and inspire more sustainable living. Aquarion held three additional virtual speaker events and eight community-based Earth Day projects.





Safety

“Safety first and always” is an important Eversource core value — for our customers, employees and communities. Our approach is one in which all employees take personal responsibility and are empowered to address hazards before they result in incidents and, when they arise, remain prepared to respond to emergent situations and hazards.

Reducing the potential for safety incidents is always a top priority. In 2021, we modified our field safety job observation process to focus on hazardous energies known to result in serious injury or fatality (SIF) incidents. In 2021, we conducted more than 48,500 field safety observations of both internal and contractor crews to confirm that hazardous situations were properly identified and controlled. We encourage all employees to report any unsafe conditions they encounter; such reports resulted in more than 2,000 potential hazards being addressed in 2021. All opportunities for improvement were documented and tracked to completion.

We continue to roll out components of our Safety Management System (SMS), which includes compliance and safety policies. As part of this effort, an Incident Learnings Policy defined the process on incident identification, learning and improvement while integrating Human and Organizational Performance (HOP) and SIF principles. Applicable lessons learned are shared with employees and at monthly contractor meetings.

Our new Risk Management Policy defines hazard identification and the use of risk assessments to mitigate safety hazards to our employees and our systems. This policy introduces task-specific instructions developed in partnership with front-line employees to provide guidance on mitigating task-specific safety hazards. Finally, the Contractor Safety Policy was revised to ensure that the contents are clear and effective.

To keep our employees, customers and communities safe during the COVID-19 pandemic, we monitored public health guidance and quickly adjusted our COVID-19 safety plans. These efforts minimized potential exposure to COVID-19 for employees, contractors and visitors while we continued our essential work.

In addition to conducting our day-to-day work in the safest manner possible, we also have a responsibility to keep our communities safe. A variety of resources are provided on our website for first responders, emergency management personnel and other groups throughout our service territory. In-person semiannual electrical hazard awareness training for fire and police academies also helps ensure safe and effective practices by first responders when responding to system emergencies.

WELL-BEING



Eversource offers discounted rates for emergency back-up childcare through Care.com, a benefit offered to employees for finding and managing high-quality family care. It's been such a lifesaver for me.

— Electric Field Operations Supervisor



Wellness and Benefits

We value our employees and we are committed to providing them with a competitive total rewards package. In addition to fair wages and competitive salaries, our employees are offered a wide variety of benefits designed to help keep them and their families healthy and financially secure with coverage options that feature choice, flexibility and tax-savings opportunities.

Employees are also provided with a membership to Care.com, which provides childcare and eldercare services in addition to senior care planning, and they have the opportunity to enroll in a Dependent Care Flexible Spending Account. We also offer employees generous sick and leave

programs to support them when they and/or their family members need care. Our Employee Assistance Program (EAP) provides employees with an array of mental health, well-being and career enhancement services, including confidential, short-term counseling, resources, consultation and referrals for emotional and work/life balance issues.

We offer comprehensive health enhancement initiatives and partner with leading digital lifestyle and disease-management providers using mobile technology to deliver personalized care and resources to our employees and their spouses. In 2021, we launched Virgin Pulse, a new digital wellness platform, and Learn to Live, an online behavioral health program to help employees with stress, anxiety, depression, insomnia or substance abuse. Looking ahead, we also

plan to roll out a new digital health program, Buoy Health, to further assist employees and their families in finding the medical care most beneficial.

In addition to the benefits we offer employees that contribute to their personal well-being, we also work to make their experience within our facilities a healthy one. In 2021, our Energy Park headquarters in Manchester, New Hampshire, became the first utility site in the nation to achieve Fitwel certification, which recognizes workplaces designed to promote and encourage employee health and well-being. Two additional Eversource facilities are targeted for Fitwel certification in 2022.

We offer our customers superior service, value and energy solutions through a team of engaged employees always focused on the Three Cs:

Three Cs:

Communication:

Provide proactive and timely response to customer requests and helpful information to customers in the manner they prefer.

Convenience:

Deliver a personal touch with every customer request along with easy self-service options 24/7.

Commitment:

Establish and keep appointments, complete requests, resolve issues according to scheduled dates and times and listen to and incorporate customer feedback to continuously improve.

OUR CUSTOMERS

Our first priority is to provide our customers with the essential services they expect — safely and reliably delivering electricity, natural gas and water. Every day we strive to go far beyond expectations to provide our customers with excellent service, to be engaged and responsive to their needs, and to enable technologies that will help to reduce regional emissions.

We are also dedicated to operationalizing equity, and we are confident that reliability and equity can be accomplished simultaneously. This requires engaging all stakeholders — including our customers

and communities — with integrity, respect and dignity while working toward fair and just outcomes, especially for those burdened with economic challenges, racial inequity, negative environmental impacts and justice disparities.

Customer Care

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

We provide extensive customer outreach through our website (Eversource.com), email, social media, customer bills and direct outreach. Our customers also receive monthly communications that offer timely information about how to save money, stay safe, add payment options and more.

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 through email and text messages, translated webpages, and a myriad of forms, brochures and printed collateral in Spanish. As the first utility in the

country offer Spanish-language resources, we have a mobile application in Spanish, and important natural gas safety messages are translated into both Spanish and Portuguese.

We are also unwavering in our commitment to protect our customers’ personal information. 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.

Contacted eligible customers to confirm program participation **+** **Recorded voice messages in English and Spanish** **+** **Shared partnership information on our social media channels** **=** **Over 21,000 customers received nearly \$28 million in utility arrears assistance**

Customer Assistance

In 2021, we continued to find innovative ways to connect customers facing financial hardship to our assistance programs and to state and federal assistance. We offer customers a variety of payment plans and programs to help make energy bills more affordable and prevent service disconnection, including balance forgiveness programs, service protection plans and extended payment plans.

We conduct regular outreach to community leaders in cities and towns with the highest numbers of customers who have accounts past due by 60 days or more, and provide specialized toolkits and materials to build awareness of our programs. In 2021, we held 23 webinars in English and Spanish for thousands of registered attendees. In

Connecticut and Massachusetts, three bi-lingual paid advertising campaigns targeted communities with the greatest number of customers in need.

Eversource also works with financial hardship customers, offering year-round financial assistance programs, discounted utility rates, 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 67,000 customers benefited from more than \$56.3 million of waived debt on their payments in 2021.

Partnering to Get Financial Assistance to Those in Need

We worked closely with state agencies across our service area to get the word out about emergency rental and utility assistance funds for customers in need. In an effort that received national attention and was coordinated with The Connecticut Department of Housing, we contacted eligible customers to raise awareness of the opportunity and to confirm their participation in the program. Voice messages recorded in English and Spanish by Connecticut Governor Ned Lamont and Connecticut Housing Commissioner Selia Mosquera-Bruno simply asked customers to say “yes” to receive the funds. Messages regarding the partnership with UniteCT were also shared on our social media channels (Facebook, Twitter) to help alleviate any concern that these calls or emails were scams. Through our efforts and with the support of Governor Lamont and Commissioner Mosquera-Bruno, more than 21,000 customers received nearly \$28 million in utility arrears assistance.



\$5.8
million

Contributions to charitable organizations in Connecticut, Massachusetts and New Hampshire

\$1.4
million

Annual donation to United Way agencies
(up by \$150,000 during COVID-19 pandemic)

\$330
thousand

Contributions to communities throughout our three-state area with community grants

OUR COMMUNITIES

We care about our neighbors, customers and communities, and we are committed to the health and economic well-being and prosperity of the residents, businesses and institutions across our service territory. As a responsible corporate citizen, we provide grants to local nonprofits and are a major sponsor of charitable events and programs. We also have a robust employee volunteer program dedicated to building relationships, effective communication and engagement in our communities.

Charitable Giving

The mission of the Eversource Energy Foundation is to help build a healthier, stronger, more sustainable and more equitable future for our customers and communities, recognizing the unique and specific needs of underserved and environmental justice communities within

our service territory. In 2021, we contributed \$5.8 million to charitable organizations in Connecticut, Massachusetts and New Hampshire. And as part of our efforts to support customers and communities during the COVID-19 pandemic, we increased our annual donation to United Way agencies across all three states by \$150,000 for a total of \$1.4 million.

In addition to grants through the Foundation, our Community Relations team awards impactful community grants that help thousands of citizens in the communities we serve. These grants address critical issues like hunger, homelessness, education, STEM programming, the environment and public safety. In 2021, we awarded more than \$330,000 in contributions to communities throughout our tri-state service area. We also established a Charitable Giving State Review Committee in each state to ensure we have diverse perspectives in our grant review and decision-making process.





Employee Giving and Volunteerism

We take great pride in supporting our employees and community organizations that are making a difference in the neighborhoods where we live and work. Our employees donate their personal time and provide financial support to these important organizations, which is why we match their contributions, enhancing the impact of their generosity.

In 2021, our corporate volunteer programs engaged more than 4,900 employees and their families in volunteering more than 23,700 hours at company-sponsored events. Our signature events helped raise over \$2.5 million for charities across New England.

4,900
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New England

Community Relations

Fostering long-standing, professional relationships with community leaders helps us leverage the full benefit of our operational, safety and advocacy experience to support the needs of the communities where we operate. Our Community Relations team serves as the primary point of contact and the face of Eversource for state and local government officials and business leaders. Throughout the year, our strong relationships help maintain important two-way communications with the municipalities we serve and position us as a go-to resource for distributing key company information. Our efforts include helping municipalities with low-income and energy efficiency programs, providing updates on energy-related projects, and helping to resolve local issues and concerns.

We also work closely with municipal leaders to train first responders and to identify critical infrastructure, such as hospitals, police and fire stations, 911 dispatch centers, and water treatment facilities as critical facilities to monitor and prioritize during outage events. During emergency events, impacted communities are assigned an Eversource community liaison, who conducts proactive outreach and addresses specific community needs.

In 2021, we rolled out a new, web-based Municipal Hub site that offers municipal officials improved two-way communications. Available 24/7, this site can be accessed to provide and receive essential information. During emergency events, municipalities can report

outages and set community priorities while receiving timely updates from us on events, the estimated time of restoration and other critical details. The Municipal Hub site serves more than 500 communities across our service territory. We offered virtual, in-person and computer-based training to encourage participation.

Economic Benefit

We are committed to engaging in activities that create economic growth, benefit our region and support our communities. Our efforts include the employment of more than 9,000 people 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. We accomplish this through community outreach, participation in local business organizations and economic development groups, investments in community initiatives and tax credit programs that help revitalize communities, and support of new businesses and workforce development through investments in STEM education and partnerships with local colleges and universities.

In addition to our other charitable giving, we are proud to support Connecticut tax credit programs that enable the development of low-income and supportive housing and the preservation of historically significant properties. In 2021, these charitable contributions totaled nearly \$20.9 million.



Leading Responsibly

STRONG CORPORATE GOVERNANCE

Our business activities are overseen by our Board of Trustees, with the goal of enhancing long-term value for shareholders while also fulfilling our customer, commercial, community and public service obligations. The Board is elected by the shareholders to oversee management and to ensure that the long-term interests of the shareholders are being served.

Signifying the importance of sustainability and our vision to lead our industry in ethical and responsible business practices, our Board of Trustees Governance, Environmental and Social Responsibility Committee provides primary oversight for our company's

environmental, human capital management and social responsibility programs and performance.

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 2021, we exceeded this goal to rank in the top 15% among an internal peer group of comparably sized U.S. utilities.

Board Composition

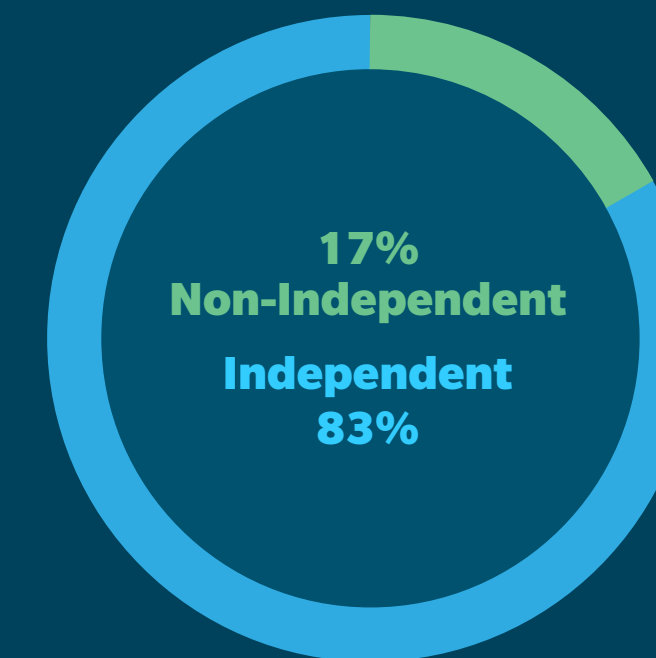
Many of our Trustees serve or have served as senior executives or directors of other companies, providing us with unique insights. These individuals possess extraordinary leadership qualities and the ability to identify and develop those qualities in others. They

demonstrate a practical understanding of organizations, processes, long-term strategic planning, risk management and corporate governance — and know how to help Eversource drive change and growth.

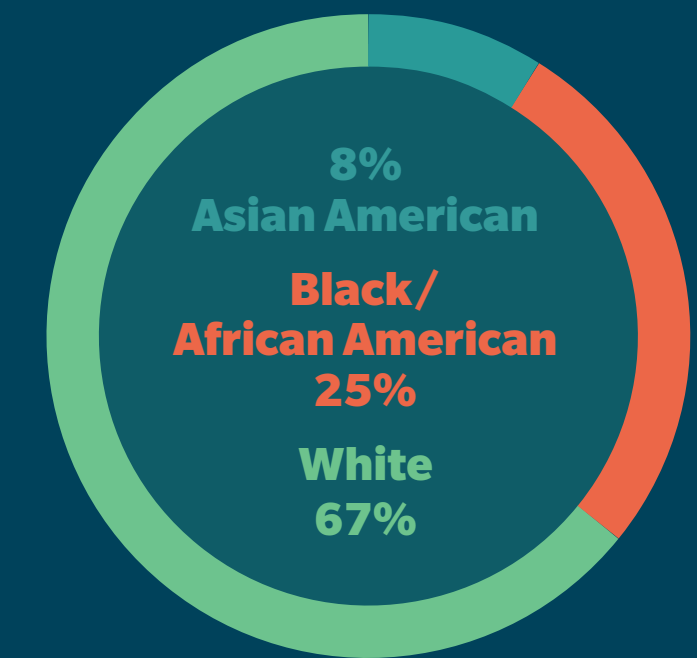
We believe diversity of experience and thought are valuable attributes in members of our Board. Our Corporate Governance Guidelines also identify diversity as an important consideration when considering Trustee candidates, including gender, ethnicity and personal background.

Board Composition

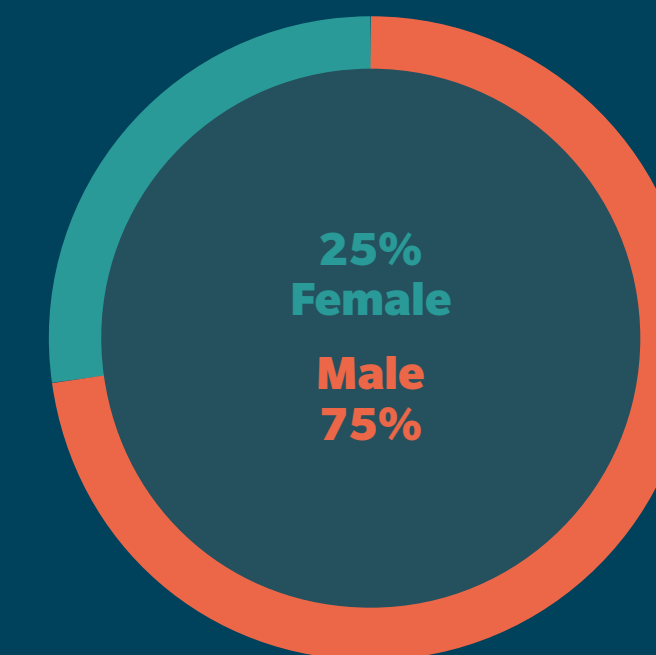
independence



ethnic diversity



gender diversity



tenure



Of our twelve Board members, ten are independent, ten have served on the Board for ten or fewer years, three are women, and four are persons of color.

Together with our diverse suppliers, we are expanding business opportunities, advancing suppliers' visibility and growth goals, and creating valued business relationships

Supply Chain Management

We are promoting sustainable practices within our supply chain by establishing strategic relationships with responsible suppliers that are committed to safety and the environment. In 2021, this included piloting an enhanced supplier survey that measures supply chain sustainability initiatives and will be used to identify opportunities for improvement. Based on the pilot's success, we plan to expand the survey to more key suppliers in the coming year and engage suppliers as we identify areas for improvement.

We require all vendors to adhere to our Supplier Code of Business Conduct, which includes expectations for ethical behavior, a commitment to the health and safety of their workers, treating their employees fairly and with respect, and operating in compliance with human rights laws. Our procurement selection process also includes an assessment of each vendor's response to inquiries about their 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 diverse suppliers the maximum practicable opportunity. 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 more than \$675 million of our supplier spending in 2021. In the past three years, our Supplier Diversity Program has increased its spending with diverse suppliers — supporting jobs for underrepresented groups in the energy industry across Connecticut, Massachusetts and New Hampshire.

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.

Stakeholder Engagement

Eversource participates in industry groups and collaborates with nonprofit organizations, as well as with our regulators, to identify best practices, address challenges and collectively drive progress on sustainability issues.

It is imperative to our business success to consider the interests of our internal and external stakeholder groups. To do this, we maintain open dialogue and remain prepared to adapt our practices in response to stakeholder needs. In 2022, we are fostering engagement with our stakeholders as part of a comprehensive materiality assessment, the results of which will be shared in our next sustainability report.

Examples of 2021 engagement:

Together with the Edison Electric Institute (EEI) and the American Gas Association (AGA), we helped develop the **ESG Reporting Template** to standardize ESG disclosures across our industry.

We participate in the **Electric Utility Industry Sustainable Supply Chain Alliance**, an organization of utilities and suppliers working together to advance sustainability best practices in utility supply chain activities and supplier networks.

We also participate in **industry review of federal climate laws** and support both national and international programs addressing climate change.

Our support of several environmental regulators and nonprofit organizations has driven **important stewardship initiatives** such as improving the protection of osprey, rare species and other wildlife habitats.

TRANSPARENT

Transparency

Acting with transparency, honesty and integrity is fundamental to Eversource's values and underpins our ESG initiatives. Our stakeholders are interested in understanding how we manage our business and uphold our commitment to sustainability, including information on our risks and opportunities, financial health, and ESG performance. Providing transparent and regular communication on these topics is extremely important to meet the expectations of our stakeholders and invite open dialogue.

The mechanisms we use to deliver this important information come in many forms, including our financial disclosures, regulatory filings, sustainability reporting and digital channels, such as our website, social media channels and customer communications. We also engage with customers, community members, environmental groups, regulatory agencies, and civic and business partners through proactive outreach.

Ethics

Eversource is built upon a foundation of strong ethical corporate values and business practices.

Our President and Chief Executive Officer established our tone at the top and expectations around the importance of conducting business ethically, with integrity and in conformity with the Eversource Code of Business Conduct (CBC). Our leadership team and Chief Compliance Officer (CCO) strongly reinforce these ethical expectations and promote an organizational culture that reflects a commitment to compliance with the letter and spirit of the laws, regulations, policies and standards applicable to our business. The Audit Committee of the Eversource Board of Trustees oversees our Corporate Compliance Program (CCP) and mission to ensure that our employees embody a culture of compliance, and the company prioritizes compliance with laws and regulations that apply to Eversource.

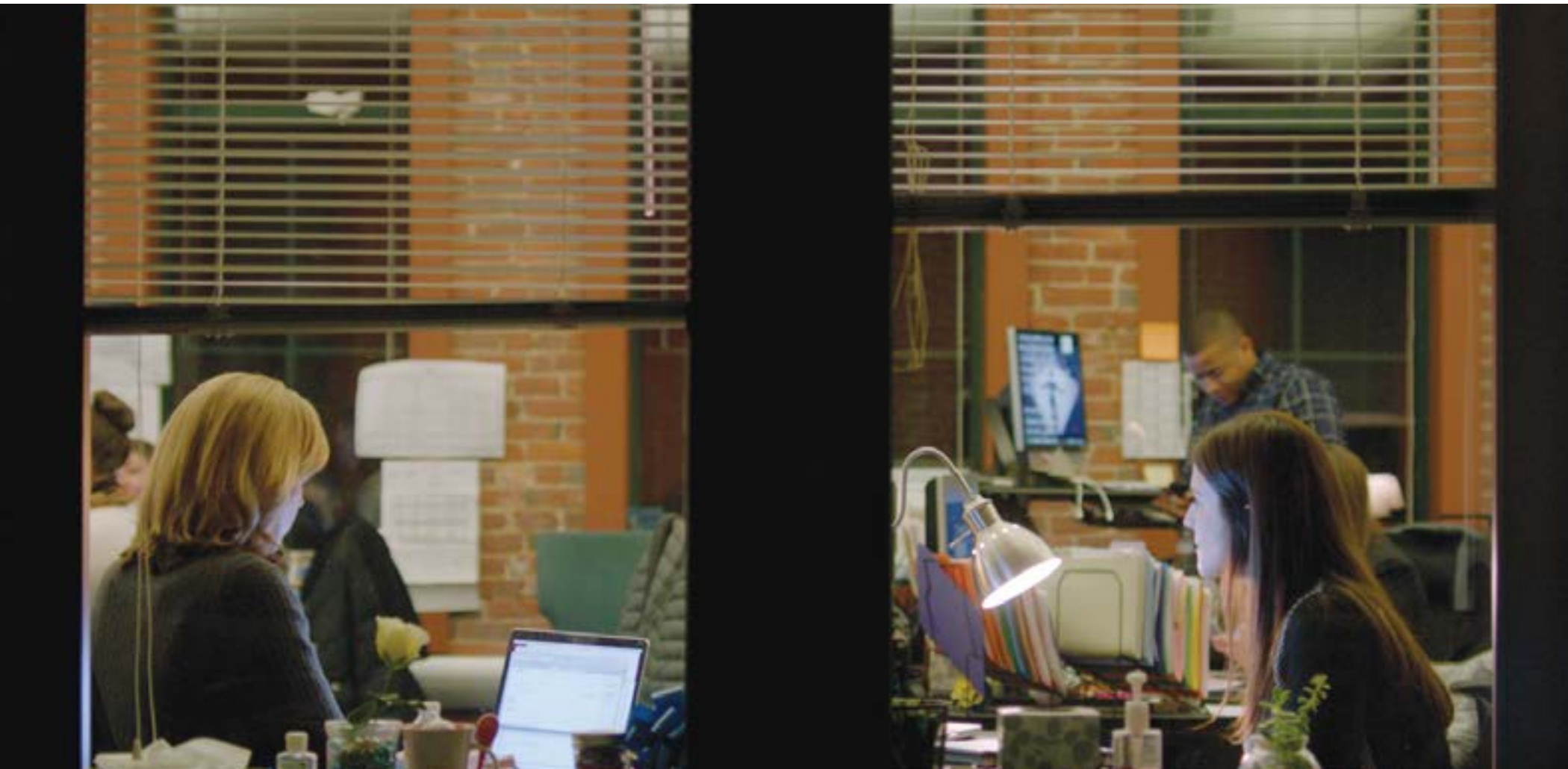
Our CCP is a comprehensive, multilayered, enterprise-wide program where compliance is everyone's job, every day. Our CCP is effective and is based on:

- *Strong support from senior management, including the Board of Trustees.*
- *Standards and procedures, including a strong Code of Business Conduct and Enterprise and Business Level policies and procedures.*
- *An organizational structure that embeds compliance in every area of the business.*
- *Internal controls designed and periodically reviewed and tested to ensure that we comply with applicable state and federal laws, regulations, policies and standards.*

All Eversource trustees, officers and employees must abide by the principles of our CBC, which applies the same high ethical standards to all, regardless of job or level in

Our Code of Business Conduct applies the same high ethical standards to all, regardless of job or level in the organization

the organization. Additionally, our Board has adopted a Code of Ethics for Senior Financial Officers, a Related Party Transactions Policy, a Political Activity Policy and a Financial Disclosure Policy. These policies and the Code of Business Conduct, together with our corporate policies, collectively address day-to-day activities and reflect our commitment to ethical, respectful and transparent conduct.



Our Code of Business Conduct establishes our values and behavioral guidelines and:

Provides information on compliance

Describes how to raise concerns about inappropriate conduct

Assigns accountability

Outlines ethical business conduct and expresses the expectation that everyone covered by the CBC act with honesty and integrity

Identifies available ethics and compliance resources and sets forth the company's commitment to prevent and prohibit retaliation against anyone raising a good faith concern of noncompliance or unethical conduct

Our senior level enterprise-wide Compliance and Ethics Committee (CEC), chaired by the CCO, provides oversight for the periodic review, update and implementation of our CCP to ensure that our employees embrace a culture of compliance and our businesses engage in ethical business conduct and adhere to applicable laws, regulations, policies and standards. The CEC and CCO annually review key compliance topics and issues that could materially impact us, oversee the development and implementation of mitigation plans and controls, and oversee the ongoing assessment and monitoring of the effectiveness of the mitigation plans and controls to ensure ongoing compliance. The CEC also serves to reinforce the tone at the top and emphasize the importance of ethical conduct and decision-making.

The CCO regularly reports to the Executive Vice President and General Counsel and provides periodic updates to senior management on the CCP and compliance activities. The CCO also provides an annual report on the status of the Eversource CCP to the Audit Committee of the Board, summarizing the CEC's work for the year and confirming that we demonstrate ethical corporate conduct, adhere to applicable laws and continue to maintain an effective system of internal controls, and that employees demonstrate a culture of compliance.

All officers and employees receive periodic communication and annual mandatory training on the CBC, which serves as the foundation of our compliance culture. In addition, all Eversource officers receive communication and training on other

important corporate policies, such as Anti-Corruption & Anti-Bribery, Antitrust & Fair Competition, Conflict of Interest, Fraud Prevention & Detection, Prevention of Discriminatory Harassment and Fitness for Work. Our Corporate Compliance Hotline is operated by an independent third party (NAVEX) and can be accessed by employees or third parties 24 hours a day, seven days a week to report known or suspected compliance and/or ethics violations, with the option of raising such concerns on an anonymous basis. The Compliance 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, both as a whole and through its committees, is responsible for the oversight of our Enterprise Risk Management (ERM) program. This program applies a well-defined enterprise-wide methodology to identify, categorize, prioritize, mitigate and monitor principal enterprise-wide risks, including in key areas such as environmental, social and governance, operations, information technology, compliance, business continuity, and 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 on 10-K, and the Board's oversight of the company's risk management processes and programs is disclosed in our annual proxy statement.

Our Finance Committee has primary responsibility for cyber and system security oversight and regularly reviews reports focused on the changing threat landscape and how we are mitigating risks to the company.

Our Internal Audit Process

Our Internal Audit Department (IAD) strives to support the company's management to best conduct its operations and adapt to an ever-changing business environment. IAD helps ensure that:

- *Controls and risk management activities are designed adequately and operating effectively.*
- *Resources are acquired economically, used efficiently and protected adequately.*
- *Business programs, plans and objectives can be achieved.*
- *Quality and continuous improvement are fostered.*

The IAD maintains independence by reporting to the Vice President Internal Audit & Security, who reports administratively to the Executive Vice President and General Counsel and functionally to the Audit Committee of the Board of Trustees.

Annually, IAD develops a flexible audit plan using an appropriate risk-based methodology, including any risks or control concerns identified by management and corporate compliance. The plan is reviewed and approved by executive management and the Audit Committee of the Board of Trustees.



IAD performs the following categories of audit work:

- *Financial, operational, IT and compliance audits to review the effectiveness and efficiency of policies and procedures, reliability of financial reporting, compliance with laws and regulations, and safeguarding of assets.*
- *Environmental compliance audits to assess company facilities and environmental records for compliance with federal, state and local environmental regulations. The team also performs an audit of the annual Sustainability Report, process audits (to evaluate environmental compliance over multiple functions), vendor audits (to evaluate the environmental risks to Eversource of vendors and contractors), and substation audits (to review the process of maintaining electrical equipment in substations).*
- *Investigations of Corporate Compliance Hotline calls or concerns raised by management regarding alleged or suspected wrongdoing and improprieties.*
- *Sarbanes-Oxley program planning, testing and project oversight to comply with Sarbanes-Oxley §404 requirements.*
- *As requested, provide internal controls training and consulting, perform or participate with a cross-functional team to assess a given process or area, and participate on various task forces and special projects.*

The Institute of Internal Auditors (IIA) is the governing body over internal audit practices and requires Internal Audit functions to have a five-year Quality Assessment Review (QAR). The IIA provides internal audit professionals worldwide with authoritative guidance organized in the International Professional Practice Framework as mandatory and recommended guidance. The most recent QAR performed by the IIA was in May 2020. The IIA found that the Eversource IAD generally conforms with the Standards and the IIA Code of Ethics. This level of conformance is the Top Rating and demonstrates a clear intent and commitment to achieving the Core Principles and the Definition of Internal Auditing. The IIA concluded that the IAD operates effectively in a very dynamic environment with changing and emerging risks.

FINANCIAL PERFORMANCE

Our credit ratings have remained among the best in the industry, resulting in a net benefit for our customers and communities, as we are able to access the funds needed to invest in our energy and water delivery systems in an effective manner. Institutional investors also rated us one of the top U.S. utilities related to executive leadership, sustainability and investor relations.

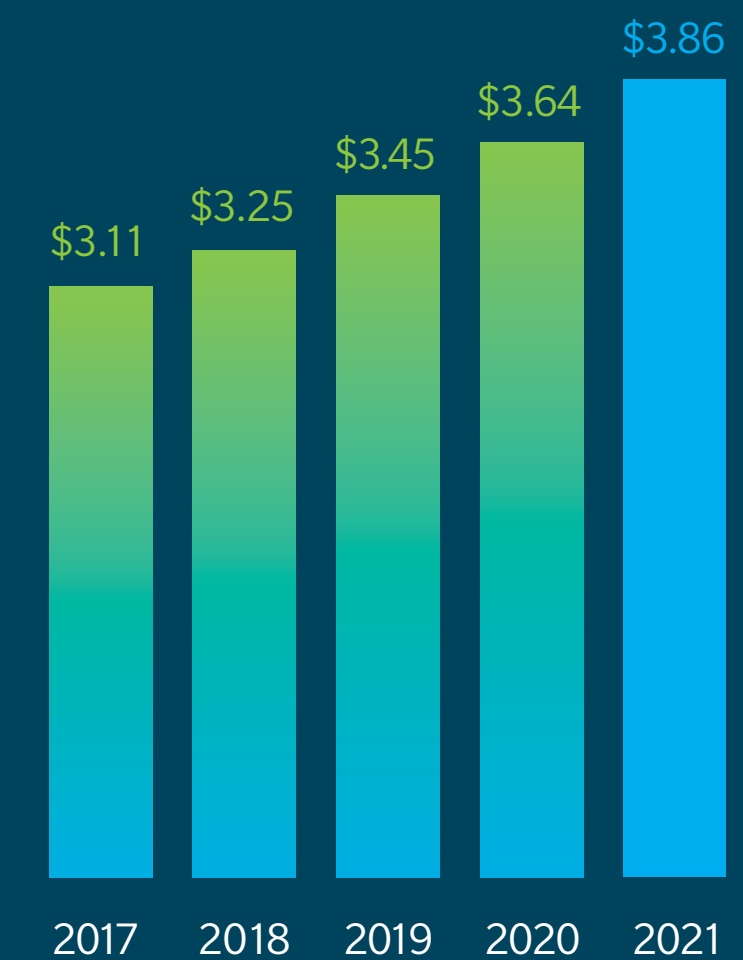
We consistently strive to provide top-tier service quality and reliability to our customers and deliver strong financial performance for shareholders. In 2021, we reported recurring earnings per share of \$3.86, an increase of 6%, and increased the common dividend paid to shareholders to \$2.41, an increase of 6.2% over the \$2.27 paid in 2020.

Sharing the perspective of many investors, we believe the financial sector plays an important role in keeping companies like Eversource accountable for responsible and best practices. As such, we are proud when discerning investors managing socially responsible or green bond funds choose to include Eversource in their portfolio.

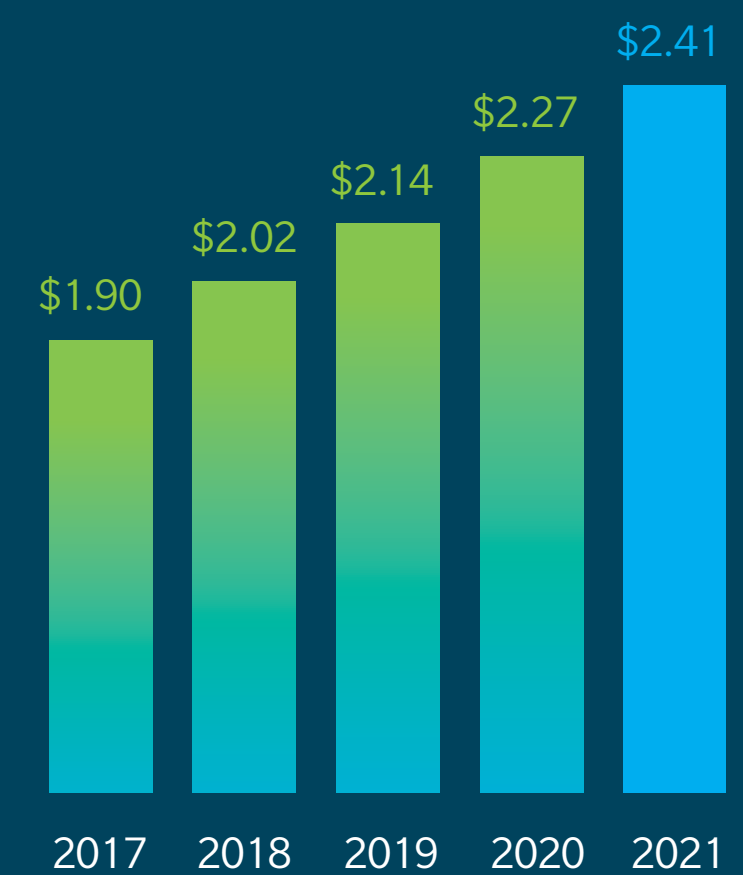
By the end of 2021, our shares were held by 201 funds based in North America or Europe that are either dedicated socially responsible funds or part of a family of funds that screen stocks for ESG attributes before certifying them for investment.

In May 2021, we completed the third issuance of \$300 million of green bonds through our NSTAR Electric subsidiary, 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 (Non-GAAP)¹



Dividends Paid Per Share



¹ Diluted Earnings per Share for 2021 (Non-GAAP) was adjusted to exclude an after-tax charge of \$0.25 per share related to the settlement of multiple regulatory dockets concerning Eversource Energy subsidiary, The Connecticut Light and Power Company, and after-tax transition-related costs of \$0.07 per share associated primarily with the acquisition of the natural gas assets of Columbia Gas of Massachusetts. Diluted Earnings per Share (Non-GAAP) for 2020 was adjusted to exclude after-tax acquisition-related costs of \$0.09 per share associated with the aforementioned acquisition. Diluted Earnings per Share (Non-GAAP) for 2019 was adjusted to exclude an after-tax impairment charge of \$0.64 per share related to the Northern Pass Transmission Project.

Awards and Recognition

We continue to receive national and local awards that acknowledge us as a leader in sustainability.




- Again included in Newsweek magazine's annual ranking of the Most Responsible Companies based on ESG performance as well as a public survey.
- Remained in the top 100 of America's Most Just Companies by JUST Capital, which recognizes public companies for their positive impact and leadership on priorities such as ethical leadership, environmental impact, customer treatment, shareholder return, fair pay and benefits, and equal opportunity.
- Selected again for inclusion in Bloomberg's Gender-Equality Index for our commitment to transparency in gender reporting and promoting women's equality in the workplace.
- Recognized as one of America's "best employers for diversity" by Forbes magazine, which surveyed over 50,000 U.S. employees regarding age, gender, ethnicity, LGBTQA and diversity in their current workplace.
- Again selected as a "most honored" company by Institutional Investor magazine in its survey of some 1,500 portfolio managers and investment analysts. Eversource was designated one of the top three utilities in each of the eight survey categories, including the #1 ranking for our Investor Relations officer.
- Recognized by the Salvation Army of Massachusetts with the "Others Award," the highest honor given by the Salvation Army to an individual or organization exemplifying an extraordinary spirit of service to "others."
- Recognized as a 2021 Healthiest Employers® of Connecticut. Healthiest Employers® is a trusted awards program that recognizes people-first organizations taking a more proactive approach to employee health.
- Winner of the 2021 WorkWell Massachusetts Award in the Largest group category from the Worksite Wellness Council of Massachusetts, which celebrates employers committed to the well-being of their workforce and the community.
- Ørsted and Eversource received the Corporate Team of the Year Award from Long Island Business News.
- The System Planning Engineer for the Provincetown Battery Energy Storage project received an award from the Edison Electric Institute.
- Recognized by Boston Business Journal as a top Corporate Contributor in 2021.
- In 2021, Aquarion received the Diversity & Inclusion Award from the Connecticut Section of the American Water Works Association.
- Aquarion was rated a Top Workplace by Hearst Media in the midsize category in 2021.

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Data Verification and Report Assurance

Independent Verification of Greenhouse Gas Emissions



Eversource Energy – North America Greenhouse Gas (GHG) Verification Summary		16 May 2022
Name: Eversource Energy – GHG Verification Summary		
Prepared By: Brandi Hart Senior EHS Specialist	Signature: 	
Emissions Inventory: 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 ₆) 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 2021 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 ₂), methane (CH ₄), and nitrous oxide (N ₂ O) from direct combustion, CO ₂ and SF ₆ from process sources, and carbon dioxide equivalents (CO ₂ e) emissions from indirect electricity generation. The Eversource operations have no perfluorocarbon (PFC) or nitrogen trifluoride (NF ₃) emissions.		
Greenhouse Gas Management Plan: 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 ₆ usage, gas distribution leaks, and fleet transportation sources. Scope 2 CO ₂ e emissions are calculated using 2020 eGRID emission factors (i.e., most recent available).		
Verification Level of Assurance: 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'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 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 2021 GHG emissions inventory for the operations listed above.		

Eversource Energy – North America Greenhouse Gas (GHG) Verification Summary		16 May 2022
Summary: Based on the inventory of GHG data sources and emissions compilations for Eversource'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 2021 assertion of GHG emissions from Scope 1 direct and Scope 2 indirect sources is a total of 709,877 metric tonnes of CO ₂ e emissions, including 158,494 metric tonnes of Scope 1 CO ₂ e emissions, and 551,382 metric tonnes of Scope 2 CO ₂ e emissions. Based on its review of Eversource's 2021 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.		
Verifier Qualifications: TRC was retained by Eversource Energy to provide independent third-party verification for energy use and GHG reporting for Inventory Year 2021 for submittals in 2022. 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. Brandi Hart provided senior level oversight and management for this project. Brandi has 18 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 the company's sustainability objectives and targets, including GHG reduction. Stephanie Warden served as the lead verifier for this project. Stephanie is an environmental engineer with 6 years of experience in environmental and sustainability consulting. She has performed GHG verifications on Scope 1 and 2 emissions for multiple individual facilities and multi-national corporations. The technical review and quality assurance/quality control (QA/QC) for this project was conducted by Walt Williams. Walt has spent four years in the environmental and sustainability fields. His experience primarily lies in greenhouse gas quantification and air permitting and compliance. Walt has helped clients develop Scope 1 and 2 quantification and verification frameworks for over 1,000 facilities across the pulp and paper, oilfield services, chemical manufacturing, and airfield services industries. Walt has also completed comprehensive Scope 3 quantification frameworks totaling nearly ten million metric tonnes of CO ₂ e.		

Internal Report Assurance

The Eversource Internal Audit Department performed a review of the 2021 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 and approval 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.”

Material Topics & Alignment with United Nations Sustainable Development Goals

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. On an annual basis, we verify that all risk factors identified in our annual reports are addressed in our material issues and verify that topic scopes and boundaries are still accurate.

Consistent with best practices and to ensure we are focusing our sustainability initiatives in the areas that will have the greatest impact, in 2022 we will take a fresh look at materiality through a comprehensive assessment. This evaluation will include engagement with internal and external stakeholders to gain their perspectives. The resulting list of highly material topics will guide our sustainability strategy and reporting, including ensuring the appropriate key performance indicators, goals, policies and management approaches are adopted.

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, as well as our senior team priorities and key performance indicators. Our Sustainability Team reviewed all of 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. We engage 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. 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"> Facilitating integration of renewable and low-carbon energy in the region Expanding natural gas capacity Actions to reach our goal to be carbon neutral in our operations by 2030 	<ul style="list-style-type: none"> Entire company focus Customers, service territory communities, investors, regulators 	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"> Environmental compliance Air quality Waste management Remediation programs 	<ul style="list-style-type: none"> Entire company focus Regulators Service territory communities Select external stakeholder groups 	6, 12, 15
Water	Maintaining water quality and availability <ul style="list-style-type: none"> Water conservation Maintaining water quality Reservoir dam infrastructure 	<ul style="list-style-type: none"> Aquarion focus Customers, service territory communities, regulators, legislators 	6, 9
Management Approach (103-2) and Evaluation of Management Approach (103-3)			
<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"> Minimizing air emissions and addressing climate change through our Carbon Neutrality goal Reducing waste generation with a focus on reuse and recycling Addressing the impacts of our business on the environment, including remediation of spills and releases Conserving and protecting water resources, particularly with our subsidiary Aquarion Water Responsibly managing natural lands and protecting biodiversity <p>Along with our Environmental Policy, 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. In 2021, we launched an internal cross-functional Pro-Equity Advisory Team that is tasked with developing strategy, guidelines, leadership toolkits, training materials and decision frameworks to ensure our business decisions are anchored in equity. As we plan projects, programs and services for our customers, we are focused on ensuring fairness, meaningful communication and increased outreach and engagement.</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 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 Massachusetts Licensed Site Professionals (LSP), Connecticut Licensed Environmental Professionals (LEP), New Hampshire Professional Geologists (PG), Professional Engineers (PE) and Certified Hazardous Material Managers (CHMM).</p>		<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 utilize 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 is of primary concern and our first effort in any project is to avoid impact to waterways. We conduct extensive water testing and results are reviewed by health agency regulators monthly, with annual water quality reports provided to customers. 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 process wastewater through the water treatment process.</p> <p>With a longer-term view, we engage the communities we serve to mitigate threats on 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"> Monitor company activities and programs to assure adherence to written plans and regulatory compliance Improve existing conservation programs Develop model conservation programs and plans Provide better value for our customers by using less water to meet the same needs Lower water rates by judicial allocation of capital resources between capacity development and infrastructure improvements Reduce the amount of power and chemicals used in the water treatment and distribution process Minimize environmental impacts by reducing withdrawals from the environment <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. In 2021, we obtained a modification to our Southwest Connecticut Regional Pipeline Diversion Permit. This will ensure adequate public water is supplied to the region and will improve drought resiliency, while enabling ecological flow releases from Aquarion’s dams in compliance with Connecticut Department of Energy and Environmental Protection’s Streamflow Standards and Regulations.</p>	

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">Corporate givingVolunteerismEconomic benefitCommunity outreach	<ul style="list-style-type: none">Entire company focusService territory communitiesSelect external stakeholder groups	3, 4, 9
Customer Satisfaction	Meeting customer expectations for delivering reliable energy and superior customer service <ul style="list-style-type: none">Customer communicationsProblem resolution mechanismsOutage restorationBilling optionsEnergy affordability	<ul style="list-style-type: none">Entire company focusCustomers, regulators	7, 16
Emergency Preparedness	Ensuring comprehensive emergency preparedness and response <ul style="list-style-type: none">Preparation for all hazardsStorm responseOutage managementStakeholder communications and partnerships	<ul style="list-style-type: none">Entire company focusCustomers, service territory communities, regulators, legislators	13
Energy Efficiency	Providing energy-efficient solutions for our customers and maximizing energy efficiency in our own operations <ul style="list-style-type: none">Electric and gas efficiency programs offered to residential and business customers and communitiesState partnershipsFacility improvements	<ul style="list-style-type: none">Entire company focusCustomers, service territory communities, regulators, legislators	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 provide optimal service. We offer year-round financial assistance programs, payment plans and partnerships to help customers manage their energy costs, as well as programs related to COVID-19.</p><p>We conduct constant customer research across all segments of the business to ensure customers' views and sentiments are front and center throughout the company. We ensure all best practices are followed to gather accurate and actionable data. By conducting several daily surveys and hundreds of topic-specific research projects, we continually have a finger on the pulse of how we are performing for customers. This data is brought to the forefront of company leadership in the form of results dashboards updated in real-time and regular email newsletters and communication that highlight the most impactful satisfaction metrics and sentiments among customers. Results are used to help communicate information most important to our customers and to implement initiatives that make it easier for customers to do business with us.</p><p>We serve the communities where we live and work in numerous ways, including offering educational curriculum 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. In response to the continuing calls for racial and social justice, we elected a Vice President of Corporate Citizenship and Equity and launched a 15-member cross-functional pro-equity advisory team tasked with developing a strategy, guidelines, leadership toolkits, training materials and decision frameworks to promote equity in siting, customer-facing programs, procurement and philanthropy.</p><p>Our Board of Trustees supports and encourages community involvement and development and philanthropic goals and activities. The Eversource Energy Foundation, Inc. was established in 1998 to focus on our community investments and to provide grants to our nonprofit community partners. Consistent with our business strategy and core values, the Foundation invests primarily in projects that address issues of economic and community development and the environment. 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 & 5K Run for Easterseals New Hampshire, the Eversource Hartford Marathon and Half Marathon and the Mass General Cancer Center Eversource Everyday Amazing Race. Our employees also support nonprofit organizations with their time and philanthropy through our corporate volunteer and employee</p></div><div><p>giving programs. Additional information about our community involvement, including environmental stewardship, school programs and the signature sponsorships noted, can be found by visiting Eversource’s Community pages.</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><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. 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. Our energy efficiency portfolio takes a multi-year approach that enables us to help customers plan for the future.</p><p>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. 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">• System hardening• Reliability and resiliency initiatives• Vegetation management	<ul style="list-style-type: none">• Entire company focus• Customers, service territory communities, regulators, legislators	7, 9, 15
Fuel Diversity	Integrating diverse power supply into our delivery system <ul style="list-style-type: none">• Integration of renewable power• Lower carbon solutions• Fuel availability• Infrastructure development	<ul style="list-style-type: none">• Entire company focus• Customers, service territory communities, regulators, legislators, investors	7, 11, 13
Renewables	Supporting renewable energy investments <ul style="list-style-type: none">• Renewable power development and procurement• Transmission projects to bring cleaner energy to the region• System improvements to enable integration of renewable power	<ul style="list-style-type: none">• Entire company focus• Customers, service territory communities, regulators, legislators	7, 13
Innovation & Technology	Transforming to the utility of the future by implementing emerging technologies <ul style="list-style-type: none">• Grid modernization• Alternative fuel vehicles• Reliability• Process management systems• Customer engagement and energy management	<ul style="list-style-type: none">• Entire company focus• Customers, service territory communities, regulators, legislators	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. 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 EV infrastructure to support our customers’ power needs. 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><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 not only threaten power lines and rights of way, but also safety on 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></div><div><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 researches best practices for grid resilience, security, integration of renewables and grid modernization. Research areas include projects on storm outage forecasting, tree and forest management, electric grid reinforcement, resiliency, climate change and flooding, geomagnetic disturbances, integration of renewable generation and cyber security. The partnership also includes a commitment to engage under-represented minority undergraduate students in all areas of sustainable research, aligning with our increased focus on racial and social justice.</p><p>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">Regulatory complianceProject development and approvalCost recovery	<ul style="list-style-type: none">Entire company focusCustomers, service territory communities, regulators, legislators	9, 13
Ethics	Demonstrating inclusive, respectful, honest and ethical behavior <ul style="list-style-type: none">Principles that govern our businessCorporate complianceDiversity, equity and inclusion	<ul style="list-style-type: none">Entire company focusInvestors, regulators	5, 10, 16
Finance	Meeting and exceeding performance targets while driving efficiency and managing costs <ul style="list-style-type: none">Shareholder returnBusiness growthRate structureFinancial reporting requirementsOperational and capital expenditures	<ul style="list-style-type: none">Entire company focusInvestors	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, which serves as the foundation of Eversource’s compliance culture and comprehensive policies that collectively address day-to-day activities. All employees complete annual training and are required to accept the terms of the Code of Business Conduct and Discriminatory Harassment Prevention policy. In 2021, we consolidated our Code of Business Conduct to include Aquarion and began requiring their employees to complete its annual training and acceptance of terms. 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 available to all employees as a simple way to report known or suspected compliance and/or ethics violations anonymously; Eversource prohibits retaliation against anyone who in good faith reports suspected noncompliance or other unethical conduct. Eversource corporate policies apply to all employees across the entire enterprise, including subsidiaries, except for Aquarion Water Company.</p> <p>In 2022, we published a stand-alone Human Rights Policy that defines our commitment to the advancement and protection of human rights for all people regardless of age, race, sex, nationality, ethnicity, language, religion or other status.</p>	<p>The Compliance and Ethics Committee, which is chaired by the Chief Compliance Officer and comprised of business unit officers from across the company, provides oversight, guidance and assistance to management to ensure adherence to applicable laws, regulations, policies and industry standards and emphasize and reinforce the tone at the top for ethical business 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 Annual Report and 10-K.</p>
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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">Employee, contractor and public safetyElectric and magnetic fields	<ul style="list-style-type: none">Entire company focusCustomers, service territory communities, regulators	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 (SMS) 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>Safety continues to focus on comprehensive policies, procedures and work instructions that outline safety requirements for employees and contractors. All employees are required to be familiar with our safety expectations, which are defined in the Eversource Safety Manual, and receive relevant training for their job. Safety Briefs are released, at a minimum, weekly offering timely information on how to stay safe at work and at home. All contractors are required to adhere to the Eversource Contractor Safety Policy. For complex projects, contractors submit project Health and Safety Plans (HASP) documentation to Eversource for evaluation. Additionally, all contractor incidents and injury events must be immediately reported, and incident analysis must be submitted for Eversource review. Contractor safety performance is reviewed annually and those with high cases of incidents, injury or Serious Injury or Fatality (SIF) actuals or potential events are required to complete a corrective action plan to remain an “approved” contractor.</p> <p>Eversource 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 also continue to play a leadership role within industry groups. As a member of the Occupational Safety and Health Executive Advisory Committee for the Edison Electric Institute (EEI), we participate in the maturation of an industry-wide SIF precursor standard and engage with Occupational Safety and Health Administration (OSHA) on industry concerns. Involvement with the Construction Safety Research Alliance (CRSA), 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) to engage 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. An example of this commitment is our semi-annual electrical hazard awareness training given to fire and police academies to help ensure safe and effective response by first responders to system emergencies.</p>
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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">Attract and retain high-quality employeesEmployee training and development programsSuccession planningLabor relations	<ul style="list-style-type: none">Entire company focusService territory communitiesSelect external stakeholder groups	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 communicating direction and priorities, managing performance, developing talent, fostering teamwork and creating a diverse, equitable and inclusive workplace.</p><p>Bi-annual 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, promotion of collaborative work and providing access to information and technology resources. We recognize employees who demonstrate a commitment to go “above and beyond” their job requirements through our Customer Excellence Awards and “Plus One” recognition programs.</p><p>We provide opportunities for engagement with executive leaders through town hall and skip-level meetings and through training and quarterly forums to develop new and current supervisors and managers. 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 and energy efficiency. These plans identify critical roles and develop succession plans to ensure Eversource has a supply of capable talent for the future.</p></div><div><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">A talent management process to identify high potential and emerging talent and ensure their developmentCohort programs: Transmission & Substation Engineering, Distribution Engineering, Transmission, Safety and Gas OperationsTrainee program: Construction Representatives, Distribution Design EngineeringA tuition assistance programPaid internships and co-ops, partnering with local educational institutions to provide on-the-job learning opportunities<p>We are also committed to providing our employees with a 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. One example is our recruitment and military reserve policies which 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. Our benefit plans, as highlighted on our Career page, focus on health and wellness, life and the future.</p><p>Eversource’s commitment to diversity, equity and inclusion (DE&I) is critical to building a diverse, empowered and engaged team that delivers great service safely to our customers. Executive leadership promotes and supports DE&I by building diverse, inclusive work teams with high engagement, and supports the work of our D&I council and employee Business Resource Groups (BRG). The Board receives regular 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 the EEI, supporting the EEI D&I Commitment with initiatives and metrics. In 2020, Eversource updated its DE&I strategy to include a Racial Equity and Social Justice Plan, with three areas of focus in 2021: building a more inclusive workplace, increasing leadership commitment and further enhancing support for our diverse communities and suppliers. Our Racial Equity Task Force is responsible for identifying issues and developing solutions that will increase equity through talent management, inclusion and community support.</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">• Disclosure of confidential information• Cyber breaches• Grid disturbances• Acts of war or terrorism	<ul style="list-style-type: none">• Entire company focus• Customers, service territory communities, investors, regulators, legislators	9, 16
Management Approach (103-2) and Evaluation of Management Approach (103-3)			
<div><div>Eversource prioritizes the importance of protecting our customers’ personal information. A comprehensive program, overseen by the Board, helps ensure delivery of services and protection against the loss, misuse and alteration of customer data.</div><div>Safeguards used to protect customer data include:<ul style="list-style-type: none">• Comprehensive information security policies and procedures• Risk assessments to identify and address new and changing risks to protect systems and sensitive data• Implementation of security solutions and standards based on industry best practices to prevent unauthorized access• Penetration tests including Red Team assessments• Rigorous auditing of all safeguards on a regular basis• Employee training in the proper handling of personal information• Incident response plan exercises• Threat information sharing with the U.S. government and industry organizations</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 Privacy Policy 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">• Supplier diversity• Supplier management systems• Material management processes	<ul style="list-style-type: none">• Entire company focus• Service territory communities• Select external stakeholder groups	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 actively 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 Supplier Code of Business Conduct. 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. Additionally, we survey our top suppliers to monitor their sustainability performance and identify opportunities for improvement with which we may be of assistance with or on which we can collaborate.</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. 3 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. 77 By the Numbers Annual Report (pg. 2) Communities We Serve
GRI 102	General Disclosures	102-7	Scale of the organization	Pg. 77 By the Numbers Also see our Annual Report
GRI 102	General Disclosures	102-8	Information on employees and other workers	Pg. 77 By the Numbers
GRI 102	General Disclosures	102-9	Supply chain	Pg. 49 Supply Chain Doing Business With Us
GRI 102	General Disclosures	102-10	Significant changes to the organization and its supply chain	On December 1, 2021, Aquarion Company completed the acquisition of New England Service Company.
GRI 102	General Disclosures	102-11	Precautionary Principle or approach	Pg. 48, 52 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	<div> <div> Eversource participates in a number of voluntary initiatives including: <ul style="list-style-type: none"> • CEO Action for Diversity & Inclusion [™] • EEI and AGA ESG Reporting Initiative • EEI Commitment to 5% of annual fleet spend on plug-in EV technologies </div> <div> <ul style="list-style-type: none"> • Fitwel Certification • EPA Natural Gas STAR Methane Challenge Program • National Electric Highway Coalition •Paradigm for Parity </div> </div>
GRI 102	General Disclosures	102-13	Membership in associations	<div> <div> Trade Association Participation Eversource proudly participates in a wide variety of associations including: <ul style="list-style-type: none"> • Alliance for Water Efficiency • American Water Works Association • Associated Industries of Massachusetts • Avian Power Line Interaction Committee • Business and Industry Association of New Hampshire • Call Before You Dig Inc. (CBYD) • Connecticut Business and Industry Association • Connecticut Council of Philanthropy • Connecticut Water Works Association • Dig Safe System Inc. • Edison Electric Institute (EEI) • Electric Power Research Institute (EPRI) • Electric Utility Industry Sustainable Supply Chain Alliance </div> <div> <ul style="list-style-type: none"> • Environmental Business Council of New England • Equal Employment Advisory Council • Greater New England Minority Supplier Development Council • National Association of Water Companies • New England Clean Energy Council • New England Council • New Hampshire Economic Development Association • New Hampshire Manufacturing Extension Partnership • New Hampshire Small Business Development Center • Northeast Energy Efficiency Partnership • Northeast Gas Association • Stay-Work-Play New Hampshire • Utility Solid Waste Activities Group • Utility Water Act Group • Water Research Institute </div> </div>

GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 102	General Disclosures	102-14	Statement from senior decision-maker	Pg. 6 Message From Our CEO Annual Report
GRI 102	General Disclosures	102-15	Key impacts, risks and opportunities	Pg. 51 Risk Management and throughout this report Annual Report (pgs. 12-16)
GRI 102	General Disclosures	102-16	Values, principles, standards and norms of behavior	<p>Pg. 50-51 Ethics</p> <p>In addition to our Code of Business Conduct, our corporate policies outline the workplace behaviors that all employees are expected to follow. Our Code of Business Conduct and corporate policies are reviewed annually and updated as necessary. 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"> • Anti-Corruption and Anti-Bribery • Antitrust and Competition Compliance • Citizenship & Charitable Giving • Compensation • Conflict of Interest • Critical Infrastructure Protection • Delegation of Authority • Environmental • Fitness for Work • Fleet Use • Fraud Prevention and Detection • Hiring <ul style="list-style-type: none"> • Human Rights • Insider Trading • Intellectual Property • Internal Controls and the Safeguard of Company Assets • Major Emergency Event • Procurement • Reimbursable Expenses • Record and Information Management • Safety • Supplier Code of Conduct • Discriminatory Harassment Prevention • Termination of Employment • Workplace Behavior </div>
GRI 102	General Disclosures	102-17	Mechanisms for advice and concerns about ethics	Pg. 50-51 Ethics Code of Business Conduct , Human Rights Policy
GRI 102	General Disclosures	102-18	Governance structure	Pg. 48-52 Governance Corporate Governance Guidelines , Proxy Statement (pgs. 13-20, 27-28)
GRI 102	General Disclosures	102-19	Delegating authority	Corporate Governance Guidelines , Proxy Statement (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. 57 Material Topics Proxy Statement (pgs. 28-29, 31)
GRI 102	General Disclosures	102-22	Composition of the highest governance body and its committees	Pg. 48 Governance Corporate Governance Guidelines , Proxy Statement (pgs. 13-20)
GRI 102	General Disclosures	102-23	Chair of the highest governance body	As of the end of 2021, Eversource's Board of Trustees consists of 12 trustees, only two of whom, James J. Judge, our Executive Chairman of the Board, and Joseph R. Nolan, Jr., President and Chief Executive officer, are members of management. Proxy Statement (pgs. 13-20)
GRI 102	General Disclosures	102-24	Nominating and selecting the highest governance body	Corporate Governance Guidelines , Proxy Statement (pgs. 13-20)
GRI 102	General Disclosures	102-25	Conflicts of interest	Corporate Governance Guidelines , Code of Business Conduct
GRI 102	General Disclosures	102-26	Role of highest governance body in setting purpose, values and strategy	Proxy Statement (pgs. 21-27)
GRI 102	General Disclosures	102-27	Collective knowledge of highest governance body	Proxy Statement (pgs. 17-20)

GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 102	General Disclosures	102-28	Evaluating the highest governance body’s performance	Proxy Statement (pgs. 34-60)
GRI 102	General Disclosures	102-29	Identifying and managing economic, environmental and social impacts	Proxy Statement (pgs. 20-27)
GRI 102	General Disclosures	102-30	Effectiveness of risk management processes	Proxy Statement (pgs. 20-27)
GRI 102	General Disclosures	102-31	Review of economic, environmental and social topics	Proxy Statement (pg. 20-27)
GRI 102	General Disclosures	102-35	Remuneration policies	Proxy Statement (pgs. 34-60)
GRI 102	General Disclosures	102-36	Process for determining remuneration	Proxy Statement (pgs. 41-60)
GRI 102	General Disclosures	102-38	Annual total compensation ratio	Proxy Statement (pg. 69)
GRI 102	General Disclosures	102-40	List of stakeholder groups	Pg. 49 Stakeholder Engagement Pg. 57 Material Topics Proxy Statement (pgs. 28-29). 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 2021, approximately 53% 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, 10% of employees are represented by trade unions.
GRI 102	General Disclosures	102-42	Identifying and selecting stakeholders	Pg. 57 Material Topics Proxy Statement (pgs. 28-29). 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. 34-35 Promoting Equity Pg. 42-43 Our Customers Pg. 44 Our Communities Proxy Statement (pgs. 22-29) Customer Communications , Contact Us , Investor Relations Presentations , EEI and AGA ESG Initiative
GRI 102	General Disclosures	102-44	Key topics and concerns raised	Pg. 6, 34 Messages From Leadership Proxy Statement (pgs. 28-29), Annual Report (pgs. 2-4), Leadership in Transmission , Eversource Energy Rates
GRI 102	General Disclosures	102-45	Entities included in the consolidated financial statements	Annual Report (pg. 1)
GRI 102	General Disclosures	102-46	Defining report content and topic Boundaries	Pg. 57 Material Topics, Pg. 2 About this Report
GRI 102	General Disclosures	102-47	List of material topics	Pg. 57 Material Topics
GRI 102	General Disclosures	102-48	Restatements of information	There are no material restatements of information since Eversource's 2020 Sustainability Report. Historical GHG data includes New England Service Company, which we acquired in 2021.
GRI 102	General Disclosures	102-49	Changes in reporting	None
GRI 102	General Disclosures	102-50	Reporting period	Calendar year 2021
GRI 102	General Disclosures	102-51	Date of most recent report	Our last report was published in July 2021, covering performance during the 2020 calendar year
GRI 102	General Disclosures	102-52	Reporting cycle	Annual
GRI 102	General Disclosures	102-53	Contact point for questions regarding the report	Contact Us

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. 56 GHG External Verification
EU1	General Disclosures		Installed capacity, broken down by primary energy source and by regulatory regime	70 MW solar capacity EEI and AGA ESG Initiative Quantitative Report
EU2	General Disclosures		Net energy output broken down by primary energy source and by regulatory regime	In 2021, the energy output of our 70 MW of solar capacity in Massachusetts was 77,500 MWh generated, avoiding over 18,700 MT CO2e. Energy Labels are provided for our customers in Massachusetts and New Hampshire and are available in Customer Communications , EEI and AGA ESG Initiative Quantitative Report . 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. 79.
EU3	General Disclosures		Number of residential, industrial and institutional and commercial accounts	Pg. 81 By the Numbers
EU4	General Disclosures		Length of above and underground transmission and distribution lines by regulatory regime	Annual Report (pg. 21)
EU5	General Disclosures		Allocation of CO ₂ e emissions allowance or equivalent, broken down by carbon trading framework	Pg. 79 By the Numbers Annual Report (pg. 10)
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. 57 Material Topics
GRI 201	Economic Performance	201-1	Direct economic value generated and distributed	Pg. 9 Offshore Wind Annual Report beginning on page 38 Community Relations and Economic Development
GRI 201	Economic Performance	201-2	Financial implications and other risks and opportunities due to climate change	Pg. 72-73 TCFD disclosure CDP Section 2 Annual Report (pgs. 10-11, 14 and 15)
GRI 201	Economic Performance	201-3	Defined benefit plan obligations and other retirement plans	Annual Report (pgs. 68-74)
EU10	Availability and Reliability		Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	EEI AGA ESG Template
EU11	System Efficiency		Average generation efficiency of thermal plants by energy source and by regulatory regime	EEI AGA ESG Template
EU12	System Efficiency		Transmission and distribution losses as a percentage of total energy	2021 transmission and distribution losses equal approximately 4% of total energy
GRI 203	Indirect Economic Impacts	203-1	Infrastructure investments and services supported	Pg. 8-16 Innovating For The Future Leadership in Transmission , Major Projects & Infrastructure

GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 203	Indirect Economic Impacts	203-2	Significant indirect economic impacts	Pg. 14-15 Electric Vehicle Infrastructure, Energy Efficiency Pg. 35 Promoting Equity and Justice Pg. 36-39 Our Employees Pg. 42-55 Our Customers, Our Communities Pg. 49 Supplier Diversity
GRI 204	Procurement Practices	204-1	Proportion of spending on local suppliers	Eversource does not report spending on local suppliers. About Procurement Services
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. 50-51 Ethics Code of Business Conduct , Code of Ethics
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 Affiliates . Anti-competitive behavior is prohibited as stated in our Code of Business Conduct and our Antitrust and Competition Compliance policy.
GRI 207	Tax	207-1	Approach to tax	In 2021, Eversource Energy and affiliates paid \$867 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. 26 Facilities Pg. 80 By the Numbers CDP Section 8.2 The energy we purchased for our own use in 2021 was at a minimum of 30.5% renewable for Connecticut, 49.26% renewable for Massachusetts and 21.6% for New Hampshire. In 2022, the energy we purchase for our own use will be at a minimum of 33% renewable for Connecticut, 51.3% renewable for Massachusetts and 22.5% for New Hampshire. In 2021, we purchased 52,415,197 kWh of renewable power for use in our operations.
GRI 302	Energy	302-2	Energy consumption outside of the organization	Annual Report (pg. 38) Pg. 83 By the Numbers (Energy Efficiency)
GRI 302	Energy	302-4	Reduction of energy consumption	Pg. 25-26 Carbon Neutrality Goal Pg. 15-16 Energy Efficiency, Distributed Generation Pgs. 80, 83 By the Numbers
GRI 303	Water and Effluents	303-1	Interactions with water as a shared resource	Pg. 27-28 Protecting Water Pg. 57 Material Topics Proxy Statement (pg. 24)
GRI 303	Water and Effluents	303-2	Management of water discharge-related impacts	Pg. 57 Material Topics
GRI 303	Water and Effluents	303-3	Water withdrawal	Pg. 80 By the Numbers
GRI 303	Water and Effluents	303-5	Water consumption	Pg. 80 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. 29-31 Environmental Stewardship Land Management
GRI 304	Biodiversity	304-2	Significant impacts of activities, products and services on biodiversity	Pg. 29-31 Environmental Stewardship Eversource Rights-of-Way Guidelines , Vegetation Management

GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 304	Biodiversity	304-3	Habitats protected or restored	Pg. 29-31 Environmental Stewardship Eversource Land Trust Land Management
GRI 305	Emissions	305-1	Direct (Scope 1) GHG emissions	Pg. 25 Carbon Neutrality Goal Pg. 79 By the Numbers CDP Section 6.1
GRI 305	Emissions	305-2	Energy indirect (Scope 2) GHG emissions	Pg. 25 Carbon Neutrality Goal Pg. 79 By the Numbers CDP Section 6.2
GRI 305	Emissions	305-3	Other indirect (Scope 3) GHG emissions	CDP Section 6.5
GRI 305	Emissions	305-4	GHG emissions intensity	CDP Section 6.10
GRI 305	Emissions	305-5	Reduction of GHG emissions	Pg. 25-26 Carbon Neutrality Goal 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. 79 By the Numbers
GRI 306	Waste	306-1	Waste generation and significant waste-related impacts	Pg. 27 Waste Management Pg. 58 Material Topics
GRI 306	Waste	306-2	Management of significant waste-related impacts	Pg. 27 Waste Management Pg. 58 Material Topics
GRI 306	Waste	306-3	Waste generated	Pg. 80 By the Numbers
GRI 306	Waste	306-4	Waste diverted from disposal	Pg. 80 By the Numbers
GRI 306	Waste	306-5	Waste directed to disposal	Pg. 80 By the Numbers
GRI 307	Env. Compliance	307-1	Non-compliance with env. laws and regulations	Pg. 80 By the Numbers
GRI 308	Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	Pg. 49, 84 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. 78 By the Numbers Diversity, Equity & Inclusion Report
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 Careers 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. 38 Workforce Development
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. 40 Safety Pg. 61 Material Topics
GRI 403	Occupational Health and Safety	403-2	Hazard identification, risk assessment and incident investigation	Pg. 40 Safety Pg. 61 Material Topics Safety section of our website, Builders & Contractors
GRI 403	Occupational Health and Safety	403-3	Occupational health services	Pg. 40 Safety Pg. 61 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. 61 Material Topics
GRI 403	Occupational Health and Safety	403-5	Worker training on occupational health and safety	Pg. 61 Material Topics
GRI 403	Occupational Health and Safety	403-6	Promotion of worker health	Pg. 40 Safety Pg. 41 Wellness and Benefits Pg. 61-62 Material Topics
GRI 403	Occupational Health and Safety	403-9	Work related injuries	Pg. 78 By the Numbers
EU18	Occupational Health and Safety		Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	As specified in our Supplier Code of Business Conduct , 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 Builders & Contractors 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: Electric Contractor Safety Requirements
GRI 404	Training and Education	404-1	Average hours of training per year per employee	Each year, we offer our 4400+ gas and electric operations employees a variety of training opportunities that support employee skill development and reinforces Eversource safety requirements. In 2021 employees were offered a combination of group and individual training sessions of varying length: A session may last only a half day, or it may run for six weeks. In total, our group delivered over 2500 training days of multiple sessions that ran simultaneously. In 2021, also we designed and delivered customized, web-based culture-shifting training for all leaders in gas & electric operations. We prepared and included numerous unique Eversource leader videos to reinforce program coaching points. We also provided leadership training, coaching and opportunities to participate in corporate initiatives, projects and events to our 300 high potential talent population. Additionally, we held 73 Learning & Development sessions were held with 2,477 attendees, plus 582 IT training sessions held with 2,995 attendees.
GRI 404	Training and Education	404-2	Programs for upgrading employee skills and transition assistance programs	Pg. 38 Workforce Development Careers Proxy Statement (pg. 26)
GRI 404	Training and Education	404-3	Percentage of employees receiving regular performance and career development reviews	All non-represented employees receive annual and mid-year 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. 4 Our Commitment Pg. 36 Diversity & Inclusion Pg. 78 By the Numbers Diversity, Equity & Inclusion Report
GRI 412	Human Rights Assessment	412-1	Operations that have been subject to human rights reviews or impact assessments	Human Rights Policy 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 Code of Business Conduct that addresses human rights. Additionally, our Supplier Code of Business Conduct sets human rights expectations for our suppliers.

GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 412	Human Rights Assessment	412-2	Employee training on human rights policies or procedures	Human Rights Policy All employees complete annual training and are required to sign off on our Code of Business Conduct , which includes our human rights policies.
GRI 413	Local Communities	413-1	Operations with local community engagement, impact assessments and development programs	Pg. 9 Offshore Wind Pg. 10 Solar Pg. 11 Decarbonizing the Heating Sector Pg. 12 Geothermal Pg. 13 Energy Storage Pg. 14 Electric Vehicle Infrastructure Pg. 15 Energy Efficiency Pg. 21 Vegetation Management Pg. 27-28 Protecting Water Pg. 30-31 Wildlife and Habitat Protection Pg. 34-35 Promoting Equity and Justice Pg. 38 Workforce Development Pg. 43 Customer Assistance Programs Pg. 44-46 Our Communities Community Relations & Economic Benefit , Community Support
GRI 414	Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	Pg. 49 Supply Chain Pg. 84 By the Numbers
GRI 415	Public Policy	415-1	Political contributions	Political Activity Policy
GRI 416	Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	Pg. 22 Emergency Preparedness Eversource Safety , Transmission Safety 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 Privacy Statement
EU28	Access	103.2	Power outage frequency	Pg. 81 By the Numbers
EU29	Access		Average power outage duration	Pg. 81 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 this important information.

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, severe heat 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 prepare for and respond to the impacts of climate change so that we are able to serve our customers today and into the future. Our water utility has expanded water conservation programs and limits irrigation in areas where reservoirs are at risk of being stressed by drought.

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 EV 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 EV 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
- Implementation of a long-term substation flood mitigation strategy that uses predictive modelling methods to better assess flooding risk to substation infrastructure to aid real-time operational decisions and guide future electrical system planning and substation asset strategy and design
- Implementing a grid modernization plan that will enhance our electric transmission and 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 optimize their efficiency
- Investigating 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 that is independently verified.

We have created targeted strategies to accomplish our goal of carbon neutrality by 2030, which will reduce GHG emissions across the company, including addressing:

- Line loss, or the energy lost when power is transmitted and distributed across our electric system (one of the industry’s greatest challenges), by supporting state and regional efforts that are enabling a cleaner mix of energy in the grid and improving efficiencies in our transmission infrastructure
- Our natural gas distribution system, by replacing aging steel and cast-iron pipes to reduce methane leaks and exploring innovative options, such as piloting geothermal technology
- Our facilities, by increasing our use of renewable energy while implementing measures that will lower our energy use, such as efficient lighting installation and control system upgrades
- Our company vehicle fleet, by reducing emissions from fuel consumption through continued adoption of hybrid vehicles and alternative fuel sources as substitutes for diesel and gasoline
- Our maintenance practices, by implementing ways to reduce leaks of sulfur hexafluoride (SF6), a potent greenhouse gas commonly used as an insulator in electric equipment, in addition to adopting innovative solutions to replace this gas with less carbon-intensive alternatives

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 enable 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. Eversource is pursuing opportunities to build solar projects that will help meet the Commonwealth’s goal to achieve net zero carbon emissions by 2050.

TCFD (continued)

Natural Gas — Driving Toward a Cleaner Energy Future

Eversource is committed to support our state efforts to decarbonize the heating sector, transitioning from fossil fuels to cleaner heating sources. As we develop pathways 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 networked geothermal technology as a building 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 production-certified natural gas.

Natural gas plays an important role in helping to power and heat society safely, reliably and affordably and it can continue to do so while becoming cleaner and more efficient.

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 EVs. We are using multiple channels to provide information to our customers considering a switch to an EV. We are also evaluating infrastructure needs to support new technologies in the region, such as microgrids, interconnection of renewable energy and a networked 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
	Proxy Statement
	Annual Report
	CDP Section 1
Describe management’s role in assessing and managing climate-related risks and opportunities	Annual Report
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	Proxy Statement
	Annual Report
	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
	Proxy Statement
	Annual Report
Risk Management	
Describe the organization’s processes for identifying and assessing climate-related risks	TCFD Disclosure
	Climate Change
	Proxy Statement
	Annual Report
Describe the organization’s processes for managing climate-related risks	CDP Sections 2 and 3
	Climate Change
	Proxy Statement
	Annual Report
Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization’s overall risk management	CDP Sections 2 and 3
	Proxy Statement
	Annual Report
	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 Neutrality Goal
	Our Footprint
	CDP Section 4
Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 GHG emissions and the related risks	Carbon Neutrality Goal
	Our Footprint
	By The Numbers
	Proxy Statement
Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets	CDP Sections 6 and 7
	Climate Change
	Carbon Neutrality 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 Neutrality Goad
	(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	
IF-EU-140a.2	Number of incidents of non-compliance associated with water quantity and/or quality permits, standards and regulations	By The Numbers
IF-EU-140a.3	Description of water management risks and discussion of strategies and practices to mitigate those risks	Material Topics
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	Eversource website - About Your Bill
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)	Eversource Annual Report
IF-EU-420a.2	Percentage of electric load served by smart grid technology	EEI AGA ESG Template
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	Eversource Annual Report
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	EEI AGA ESG Template
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	Eversource website - About Your Bill
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)	Eversource Annual Report
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)	Not publicly reported
IF-GU-540a.2	Percentage of distribution pipeline that is (1) cast and/or wrought iron, (2) unprotected steel	Eversource reports miles of main in our EEI AGA ESG Template
IF-GU-540a.3	Percentage of gas (1) transmission and (2) distribution pipelines inspected (% by length)	Not publicly reported
IF-GU-540a.4	Description of efforts to manage the integrity of gas delivery infrastructure, including risks related to safety and emissions	Carbon Neutrality Goal
		Decarbonizing the Heating Sector
		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)	Eversource Annual Report

SASB Water Utilities Services Standard Metrics

Energy Management		
IF-WU-130a.1	Total energy consumed	Our Aquarion business consumed 167,725 GJ of electricity in 2021
	Percentage grid electricity	99.86%
	Percentage renewable	0.14%
Distribution Network Efficiency		
IF-WU-140a.1	Water main replacement rate	0.617%
IF-WU-140a.2	Volume of non-revenue real water losses (m3)	17,908,794.14 GJ

SASB Water Utilities Services Standard Metrics

SASB Code	Metric/Activity Metric	Eversource Information Source
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 Aquarion does not own any wastewater treatment operations
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	In response to COVID-19, Aquarion provided customers experiencing financial difficulties a variety of alternative payment plan options. Aquarion Customer Care
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 = 1
		Tier 3 = 3
IF-WU-250a.2	Discussion of strategies to manage drinking water contaminants of emerging concern	Aquarion fulfills the requirements of the USEPA UCMR program which includes sampling in water systems than serve more than 95% of our customers. For PFAS we have sampled our production facilities in all water systems, regardless of size and made this information available in our annual CCR and on our website. While PFAS is not yet regulated at the federal level, it is regulated in two of the states Aquarion serves (Massachusetts and New Hampshire). In Connecticut, we continue to perform additional sampling in anticipation of state or federal regulation of PFAS. Treatment or other solutions to ensure compliance with PFAS regulation is under consideration and will be incorporated into our capital program.

SASB (continued)

SASB Water Utilities Services Standard Metrics

SASB Code	Metric/Activity Metric	Eversource Information Source
End-Use Efficiency		
IF-WU-420a.1	Percentage of water utility revenues from rate structures that are designed to promote conservation and revenue resilience	92%
IF-WU-420a.2	Customer water savings from efficiency measures, by market (m3)	Aquarion has not assessed its reported water savings in terms of the IPM&V Protocol. Comparing seasonal/summer consumption data in Southwest Fairfield County Connecticut, pre and post implementation of our mandatory twice weekly irrigation program we have achieved an average annual reduction in demand of more than 2.8 million m3.
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

SASB Code	Metric/Activity Metric	Eversource Information Source
Activity Metrics		
IF-WU-450a.3	(1) Number of unplanned service disruptions and (2) customers affected, each by duration category	In 2021, Aquarion had 318 unplanned service disruptions, of which 66% were restored in less than 4 hours, 33% between 4 and 12 hours and only 2 were longer than 12 hours (1%). The average number of customers per outage was 17. As part of our emergency preparedness procedures, Aquarion provides standby power to its facilities in order to provide uninterrupted service, even during severe storms.
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 Aquarion is working to mitigate the overall severity of climate change by working toward our carbon neutrality goal. In addition, we are preparing for more frequent and severe storms. The majority of our facilities have standby power or the ability to connect portable generators. We assess and remove hazard trees where a potential to damage water infrastructure is identified. Our conservation (demand management) programs are intended to achieve long-term reductions in outdoor water use and change customer habits as seasonal droughts become more likely. We have mapped aquatic invasives and are evaluating alternative management approaches to mitigate water quality impacts.
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 Surface Water 81% Groundwater 18% Third Party (Purchase) 1%
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	3,612 miles of water main, 10,000 feet of sewer main

By the Numbers

Eversource At A Glance

Key Statistics	As of 2021 Year End
Electric Customers	3,262,000
Gas Customers	887,000
Water Customers	226,000
Employees	Over 9,000
Communities Served – Electric	500
Communities Served - Gas	190
Communities Served – Water	68
Service Territory – Electric	13,230 sq. miles
Service Territory - Gas	4,905 sq. miles
Miles of Natural Gas Pipeline	11,831 miles
Transmission Lines	4,401 circuit miles
Distribution Lines	58,565 circuit miles
Transmission and Distribution Water Mains	3,612 miles
Liquefied Natural Gas Plants	6 facilities
Propane Peak Shaving Plants	2 facilities
Liquefied Natural Gas & Propane Plants	1 facility
Generation	70 MW Solar
Operating Revenue	9,863,100,000

Financial Performance

	2019	2020	2021
Earnings Per Share*	\$3.45	\$3.64	\$3.86
Common Dividend	\$2.14	\$2.27	\$2.41
Total Shareholder Return	34.4%	4.5%	8.2%
Socially Responsible Funds Holding Eversource Shares	163	182	201
*Earnings Per Share excludes acquisition costs related to the purchase of the natural gas assets of Columbia Gas of Massachusetts on October 9, 2020 and in 2019 excludes the Northern Pass Transmission project impairment charge.			

2021 Charitable Giving

Eversource Total 2021 Charitable Giving	\$5.8 Million*	% Of Total
Community Wellness and Basic Human Needs		66.2%
Education		9.3%
Clean Energy and Environmental Stewardship		1.4%
Diversity, Equity and Inclusion		6.0%
Community, Economic and Workforce Development		4.9%
Charitable Giving - Other		2.4%
Employee Matching Program		9.9%
Aquarion 2021 Charitable Giving	\$253,470	

*In addition to the charitable giving described above, we are proud to support Connecticut tax credit programs that enable the development of low-income and supportive housing and the preservation of historically significant properties. In 2021, these charitable contributions totaled nearly \$21 million.

Small and Diverse Supplier Spend

	2019	2020	2021
Diverse Business Tier 1	\$285.5 Million	\$301.6 Million	\$330.2 Million
Small Business Tier 1	\$467.5 Million	\$559.3 Million	\$532.1 Million

Economic Benefit

Benefit	2021 Total
State and Local Taxes Paid	\$867 million
Funding to economic development groups, chambers of commerce and other business associations	\$3 million
Member of economic development groups, chambers of commerce and other business associations	89

By the Numbers (continued)

Employee Statistics

	As of 12/31/19	As of 12/31/20*	As of 12/31/21*
Total employees	8,233	9,291	9,227
Female employees	26%	26%	26%
Minority employees	18%	19%	20%
Employees represented by union	50%	51%	53%
Turnover rate	7%	6%	9%
Under age 30	10%	10%	11%
Age 30-50	43%	43%	45%
Over age 50	47%	47%	45%

*2020 and 2021 includes EGMA

Diversity Goals

2021 Goals	2021 Results
45% of leadership promotions and new hires will be diverse (minority and female)	41.2%
48% of external hires will be diverse (minority and female)	57.3%
53% of external candidates will be diverse (minority and female)	58.9%
27% of all employees will be female	26.0%
19% of all employees will be minority	19.6%

Board Composition

	2019	2020	2021
Total board members	10	11	12
White	70%	64%	67%
Black/African American	20%	27%	25%
Asian American	10%	9%	8%
Male	70%	73%	75%
Female	30%	27%	25%

Detailed information about our DE&I progress – including demographic and EEO1 data metrics, our policies, practices, programs and journey – can be found online in our [2021 Diversity, Equity & Inclusion Report](#)

Safety Statistics - Employees

	2019 Actual	2020 Actual	2021 Target	2021 Actual	2022 Target
OSHA Total Recordable Incident Rate (TRIR)	1.8	1.5	n/a	2.0	n/a
OSHA Days Away Restricted Time (DART) Rate - Incident Rate Per 100 Workers	1.3	1.3	1.3	1.2	1.4
Preventable Motor Vehicle Accidents (PMVA) - Incident rate per 1 million miles driven	1.9	2.1	2.0	1.9	1.9
OSHA Lost Time Rate	0.3	0.4	n/a	0.7	n/a
Number of Employee Fatalities	0	0	0	0	0
SIF (Serious Injury & Fatality) Actual	4	3	3	3	3
SIF (Serious Injury & Fatality) Potential	54	34	Track only	16	Track only

Safety Statistics – Contractors Working on Eversource System

	2019	2020	2021
Number of Contractor Fatalities	0	0	0
Contractors Using ISNetworld	Over 325	570	571
SIF (Serious Injury & Fatality) Actual	8	3	3
SIF (Serious Injury & Fatality) Potential	66	51	28

By the Numbers *(continued)*

GHG Emissions (MT CO2e)

By Scope	2018	2019	2020	2021
Scope 1 Emissions	207,618	169,273	164,576	158,495
Scope 2 Emissions	612,652	530,948	512,859	551,382
Total Scope 1 & Scope 2	820,270	700,221	677,435	709,877

By Source	2018	2019	2020	2021
Line Loss	545,377	481,021	472,449	510,846
Gas Distribution Leaks	75,651	71,317	69,415	65,739
Facilities	119,283	70,907	58,187	57,542
Fleet	47,223	47,380	52,324	50,823
SF ₆ Leakage	32,737	29,598	25,059	24,926
Total Emissions By Source	820,270	700,221	677,435	709,877
Emissions Intensity*	97.09	82.12	76.08	71.97

**MT CO2e/Million \$US Revenue as reported in 10-K*

Progress On GHG Goals

	2019	2020	2021
Methane Challenge goal to replace 3% of cast iron and unprotected steel mains annually. Beginning in 2022 we have increased our commitment to 6% annually	6%	5%	7%
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 aimed to have 70% of our facilities transitioned to LED lighting and achieve 100% by the end of 2022	51%	56%	86%
Replace 100% of our overhead trucks with plug-in hybrid electric vehicles by 2030		20%	23%
Replace 50% of all fleet vehicles with hybrid EVs (including some plug-ins) by 2030		Less than 1%	1%
EEl commitment: 5% of our annual fleet spend on plugin electric technologies		31%	28%

Non-GHG Air Emissions (MT)*

By Source	EGMA			Hopkinton			Waterbury		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
PM2.5	0.47	0.45	0.48	0.04	0.04	0.03	0.91	0.90	0.44
PM10	0.47	0.45	0.48	0.04	0.04	0.03	0.85	0.85	0.50
SOx	0.05	0.04	0.04	0.01	0.25	0.13	0.06	0.06	0.04
NOx	6.83	7.02	6.90	113.21	117.20	121.17	11.15	11.15	5.86
VOC	0.37	0.39	0.36	37.96	33.68	41.10	0.58	0.58	0.32
Other Hazardous Air Pollutants	0.69	0.71	0.72	6.85	5.33	5.54	0.27	0.27	0.11

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

State Renewable Portfolio Standards & Clean Energy Standards

	2021	2022	2025
Connecticut	30.50%	33.00%	38.00%
Massachusetts*	49.26%	51.30%	58.17%
New Hampshire	21.60%	22.50 %	25.20%

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). 2025 value is an estimate.

By the Numbers *(continued)*

Waste Summary*

Destination	2019		2020		2021	
	Non-Hazardous	Hazardous	Non-Hazardous	Hazardous	Non-Hazardous	Hazardous
Directed to Disposal (MT)						
Landfill	12,042	2,983	23,540	10,241	20,122	3,829
Incineration with Energy Recovery	1,926	-	1,935	-	2,612	3
Incineration without Energy Recovery	-	606	1,314	1,771	5,055	159
Total waste disposed	17,556		38,801		31,780	

Diverted from Disposal (MT)						
Recycled	3,984	102	5,331	6	5,687	15
Reclaimed as Investment Recovery	9,020	-	12,352		14,952	-
Total waste sent for beneficial use	13,106		17,689		20,654	

*EGMA data reflected as of 2021, our first full year following the acquisition of this business.

Environmental Non-Compliance¹

	2019	2020	2021
Number of Citations	3	3	2
Penalties (USD)	\$8,625	\$138,053	\$0

Our 2021 citations were due to administrative errors, which were promptly corrected. ¹Violations 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.

Aquarion Water Company Violations Associated with the Clean Drinking Water Act¹

	2019	2020	2021
Aquarion Violations*	12	9	4

*Aquarion’s violations in 2021 are all Tier 3 and Tier 2 violations; examples include failures to report in the required timeframe and administrative violations. ¹Violations 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..

Electricity Consumption

	2019	2020	2021
Total Electricity Consumption (MWh)	206,621	178,261	166,319

Water Summary 2021

Facility Water Use	Water Consumed (Gal)
New Hampshire	2,174,809
Massachusetts	16,704,266
Connecticut	10,200,004
Total Facility Water Use	29,079,079

Aquarion Business (Excluding Facilities)	Water Withdrawal (Gal)
Surface Water	24,720,274,900
Ground Water*	5,532,949,496
Third Party Water (Purchased)	437,458,800
Total Water Intake	30,690,683,196

*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)	30,529,084,093
Total Water Sold (metered)	25,801,162,439
Non-Revenue Water	4,727,921,654

By the Numbers *(continued)*

Online Distributed Generation As of December 31, 2021 (kW)

	Solar	Wind	Hydro	CHP	Other	Total
Connecticut	693,934	5,079	111,674	153,018	83,919	1,047,624
Massachusetts Eastern Electric	821,649	38,135	222	169,140	4,116	1,033,262
Massachusetts Western Electric	302,327	17,127	40,328	50,391	76,492	486,664
New Hampshire	113,164	38,548	131,078	14,776	94,165	391,731
TOTAL	1,931,074	98,889	283,301	387,325	258,692	2,959,281

Reliability Performance Measures

	2019 Actual	2019 Target	2020 Actual	2020 Target	2021 Actual	2021 Target
Electric Reliability* - Average Number of Months Between Interruptions (12 ÷ SAIFI)	21.6	16.8	19.2	17.4	19.2	18.2
Electric Restoration* - Average outage minutes experienced by all customers in a year (SAIDI)	59.2	76.4	64.0	75.0	69.8	73.4
Gas Emergency Response -Respond to Site Within Specific Time Threshold (set by state regulators)**	99.7%	99.2%	99.6%	99.2%	97.7%	95.0%

**IEEE-1366 2.5 Beta Method, Excluding Planned Outages is used for electric reliability calculations.*
***In 2021, Gas Emergency metric adjusted to reflect more challenging target of 45 minutes in MA, down from 60 minutes which was used in previous years*

2021 Electric Customers & Electricity Delivered

	Residential Customers	Commercial Customers	Industrial Customers	Street Lighting Customers
Number Served	2,866,463	371,486	7,270	16,299
Total Electricity Delivered (MWh)	21,729,307	24,552,400	4,728,160	

2021 Gas Customers & Natural Gas Delivered

	Residential Customers	Commercial Customers	Industrial Customers	Electricity Generating Facilities
Number Served	796,931	86,242	3,336	7
Total Natural Gas Delivered (MMBtu)	60,409,724	58,820,287	36,235,819	15,524,108

2021 Water Customers & Water Delivered

	Residential Customers	Commercial Customers	Industrial Customers
Number Served	204,702	18,653	3,048
Total Water Delivered (MG)	18,678.5	5,916.5	1,206

By the Numbers *(continued)*

2021 Average Retail Electric Rate (cents/kwh)

	Residential Customers	Commercial Customers	Industrial Customers
Connecticut	21.17	16.37	16.14
New Hampshire	19.40	16.22	14.16
Massachusetts	24.22	20.05	20.64

2021 Average Retail Gas Rate (\$/MMBtu)

	Residential Customers	Commercial Customers	Industrial Customers
Connecticut Sales	18.08	12.2	8.81
Connecticut Transportation	5.6	4.14	2.56
Massachusetts Sales	16.4	10.6	10.3
Massachusetts Transportation	8.8	4.9	2.6

2021 Average Retail Water Rate (per CCF)

	Residential Customers	Commercial Customers	Industrial Customers
Connecticut	\$6.02	\$4.52	\$2.89
New Hampshire	\$7.87	\$6.61	\$6.88
Massachusetts	\$6.95	\$4.41	\$2.58

2021 Typical Monthly Bill - Electric Residential Customers

	For 500 KWh of electricity delivered per month	For 1,000 KWh of electricity delivered per month
Connecticut	\$105.85	\$211.70
New Hampshire	\$97.00	\$194.00
Massachusetts	\$121.08	\$242.17

2021 Typical Monthly Bill - Gas Residential Customers

	For 50 MMBtu of gas delivered per year	For 100 MMBtu of gas delivered per year
Connecticut	\$76.73	\$153.26
Massachusetts	\$68.33	\$136.67

2021 Typical Monthly Bill - Water Residential Customers

	For 10 Ccf of water delivered per month
Connecticut	\$42.67
New Hampshire	\$39.23
Massachusetts	\$35.63

By the Numbers *(continued)*

Energy Efficiency Performance – Electric Customers

	2019	2020	2021
Instances of Customer Participation	2,718,527	2,350,152	1,962,687
Spend (US\$)	\$451,716,689	\$465,771,508	\$512,447,290
Annual kWh Savings	902,463,836	951,718,781	820,443,906
Lifetime kWh Savings	8,639,420,934	13,546,673,079	8,775,887,375
Summer Peak Annual kW Savings	133,388	147,300	124,414
Winter Peak Annual kW Savings	145,778	178,658	170,387
Annual CO2e reduced in Metric Tons	247,288	245,462	241,623
Lifetime CO2e reduced in Metric Tons	2,645,989	3,772,891	3,112,528
Customer \$\$ Saved Annually	\$175,510,531	\$190,600,927	\$192,044,046
Customer \$\$ Saved Lifetime	\$1,708,825,391	\$2,745,954,013	\$2,256,789,464

Energy Efficiency Performance – Gas Customers

	2019	2020	2021
Instances of Customer Participation	210,613	166,006	86,153
Spend (US\$)	\$72,072,331	\$119,298,578	\$162,164,672
Annual Therms Savings	8,586,307	9,559,606	14,835,197
Lifetime Therms Savings	119,238,067	152,705,339	220,844,503
Annual CO2e reduced in Metric Tons	41,295	66,569	78,497
Lifetime CO2e reduced in Metric Tons	661,460	1,040,994	1,168,546
Customer \$\$ Saved Annually	\$10,751,135	\$10,394,260	\$16,094,129
Customer \$\$ Saved Lifetime	\$154,001,787	\$163,754,101	\$240,176,580

2022 Energy Efficiency Goals - Electric

	NH Electric	MA Electric	CT Electric
Spend (US\$)	\$42,148,800	\$313,455,000	\$157,117,706
Annual kWh Savings	73,000,000	208,549,706	158,810,341
Summer Peak kW Savings	9,000	30,303	29,314
Winter Peak kW Savings	8,500	27,521	27,787
Annual MMBTU Savings from Fossil Fuels*	42,720	307,010	207,419

DISCLAIMER: Please note that the above table is for planning purposes only.

*Fossil fuel savings shown include expected impacts of electrification efforts.

2022 Energy Efficiency Goals - Gas

	MA Gas - Nstar	MA Gas - EGMA	CT Gas - Yankee
Spend (US\$)	\$79,540,000	\$69,545,000	\$17,033,844
Annual Therms Savings	4,388,455	4,417,197	1,566,023

DISCLAIMER: Please note that the above table is for planning purposes only.

By the Numbers *(continued)*

Supplier Sustainability Questions Asked in RFPs 2021	
Does this supplier have a current statement or policy related to sustainability and/or reducing environmental impact?	
Does not have a statement or policy	44%
Has statement or policy	56%
Does the supplier offer customers environmental improvement opportunities?	
Has opportunities for this specific project	26%
No environmental improvement opportunities	34%
Offers improvement opportunities but none that benefit this project	40%
Opportunity Implemented	1%
Does this supplier have any community engagement programs?	
Does not have programs	29%
Has community engagement programs	71%
Does this supplier publicly report voluntary goals to reduce energy consumption, emissions, waste or water in your operations?	
Does not report any goals	85%
Publicly reports multiple goals	9%
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	12%
More than 3 Notice of Violations and/or fines	3%
No Violations or fines	86%
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	15%
No awards	71%
Does this supplier publicly report greenhouse gas emissions?	
Does not publicly report emissions	85%
Publicly reports emissions	15%
Is this supplier compliant with the Diversity & Inclusion language in the Supplier Code of Business Conduct 2017?	
Compliant	96%
Not compliant	4%

2021

SUSTAINABILITY

Report

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