



News Release

New, Convenient Two-Way Texting Option Now Available for Eversource Customers

BOSTON (August 8, 2017) – Eversource customers can now report a power outage and get updates on that outage through text messages, thanks to the energy company's latest two-way text option.

"We are always working to enhance the ways we interact with our customers and want to make it as easy as possible for them to reach us," said Eversource Senior Vice President and Chief Customer Officer Penni Conner. "Many people rely on text messages for updates from family, friends and others, so giving our customers the option to get updates on their energy service is a natural fit. We're encouraged by the positive response so far – with hundreds of people signing up each week in the short time since we launched this new service."

No power? Text "OUT" to 23129



"It was fast and easy," said Eversource customer Frank Summa. "Texting is usually how I connect with people, so for me this was great. It's much easier than getting on the phone or logging onto the computer to report my outage."

Customers who want to take advantage of this convenient two-way texting option must first register their mobile device online at Eversource.com, or directly from their mobile phone by texting "REG" to 23129. Once registered, Eversource recommends customers add the outage text

number to their contacts for quick access. Then, it's easy – text "OUT" to that number when the power goes out and "STAT" to that number for updates.

Customers who already receive outage alerts from Eversource via text will automatically be enrolled in the new two-way texting feature. As always, customers can also report outages online or by calling 1-800-592-2000. To learn more about outage alerts and text reporting, visit Eversource.com.

Eversource (NYSE: ES) transmits and delivers electricity and natural gas to 1.7 million customers throughout Massachusetts, including approximately 1.4 million electric customers in 140 communities and 300,000 gas customers in 51 communities. Recognized as the top U.S. utility for its energy efficiency programs by the sustainability advocacy organization Ceres, Eversource harnesses the commitment of its approximately 8,000 employees across three states to build a single, united company around the mission of safely delivering reliable energy and superior customer service. For more information, please visit our website (www.eversource.com) and follow us on Twitter (@eversourceMA) and Facebook (facebook.com/EversourceMA).