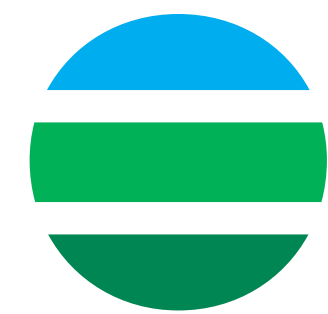


Sustainability Report

2022



About This Report

This annual Sustainability Report has been prepared with reference to the 2021 Global Reporting Initiative (GRI) Standards including GRI Electric Utility Sector Supplement aspects prefaced with “EU.” We have also addressed topics identified in the Sustainability Accounting Standards Board (SASB) Electric Utilities and Power Generators, Water Utilities and Services, and Gas Utilities and Distributors Standards, as well as the recommendations from the Task Force on Climate-related Financial Disclosures (TCFD). The reporting period for this 2022 Sustainability Report corresponds with our annual financial reporting, and the environmental, social and governance (ESG) data referenced in our 2022 Annual Report is derived from this report.

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 2022 greenhouse gas (GHG) emissions have been verified by an independent third party in accordance with the ISO 14064-3 standard.

You can find more information about Eversource and our sustainability activities at [eversource.com](https://www.eversource.com).

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CEO Letter



Our commitment to sustainability is at the core of how we conduct our business. We have a responsibility to our customers, communities, employees, investors and all our many stakeholders to lead by example and be a force for positive change. We're fortunate to operate in a region that shares our concern for the most significant challenges facing our society and planet—and we know how important it is that Eversource plays a role in addressing these challenges head-on.

The impacts of climate change—like extreme temperatures, drought and weather events—made themselves felt in 2022 across Eversource's

service areas. We're putting more attention than ever before into adapting to these changes and doing what we can to mitigate our impact on the climate. We also remain focused on the broader environmental, social and governance (ESG) matters that underpin our business and guide our way in strong corporate citizenship. This work is described in detail here in our Sustainability Report, but I'm proud to tell you about some of the highlights.

In 2022, we made significant progress toward our goal to reach carbon neutrality from our operations by 2030 with a quarter of the emissions cut from our baseline year of 2018. We also built on this strong foundation by deepening our emissions reduction efforts through a commitment to adopt an ambitious science-based target, which will align with the most current climate science to limit global warming to 1.5 degrees Celsius. While our carbon neutrality goal focuses on emissions from our own operations, the science-based target will incorporate these and other more focused measures to reduce indirect emissions from our value chain, such as

emissions associated with our customers' energy usage. Committing to a science-based target is a best practice that places us among industry leaders, and we plan to have this finalized by 2024.

In addition to our own emission reduction efforts, Eversource remains focused on supporting our states on their climate goals by serving as a catalyst for clean energy in the Northeast. In 2022, we invested in clean energy including offshore wind, battery storage, electric vehicle charging, solar and a networked geothermal energy pilot. Although we announced our plans to divest our offshore wind assets, Eversource remains committed to continuing to support this clean energy solution. We proposed transmission projects that would enable more carbon-free energy to interconnect with our grid and we are working to raise awareness of the need for system investments to support increased electrification and distributed generation. We are also committed to doing what we can to enable the move to cleaner energy in a just transition that protects communities, industries and people that could be at risk of being disadvantaged by the shift.

Energy affordability emerged as a major issue for our customers in 2022. Significant

increases in the cost of wholesale natural gas, driven by global factors, led to price increases for both electricity and natural gas supply. We expanded our programs and increased our communications with customers, making sure they were aware of the options available to help them—such as payment assistance, budget billing and our No. 1-in-the-nation energy efficiency programs.

Within our company, we continued our efforts to operationalize equity and make it a part of every business decision and action. This included the creation of companywide Equity Fundamentals training, which rolled out near the end of 2022 and will continue in 2023. We also maintained our commitments to environmental and social justice and diversity, equity and inclusion, surpassing our board-level goal for hiring women and diverse employees. Consistent with previous years, we have produced a separate Diversity, Equity & Inclusion Report, and I encourage you to review that report for a detailed roundup of our efforts in this vital area.

Recognizing the changes brought about by the COVID-19 pandemic—which, thankfully, ebbed in severity in 2022—we adopted a hybrid work environment that provides eligible employees with

additional flexibility while ensuring that our customers continue to receive best-in-class service and reliability. We retain our commitment to Safety First and Always for all our 9,600 employees, no matter what role they hold with the company.

Finally, Eversource and its people maintained our strong commitment to supporting our communities through volunteering and charitable giving. We again held our successful signature events and United Way campaign and took advantage of the opportunity to return to in-person volunteering to help underserved and vulnerable communities. Our dedication to ESG resulted in numerous independent national recognitions, which are listed in more detail in this report.

Thank you for your interest in sustainability at Eversource. I hope this report conveys the depth, focus and significance of our commitments in this area.

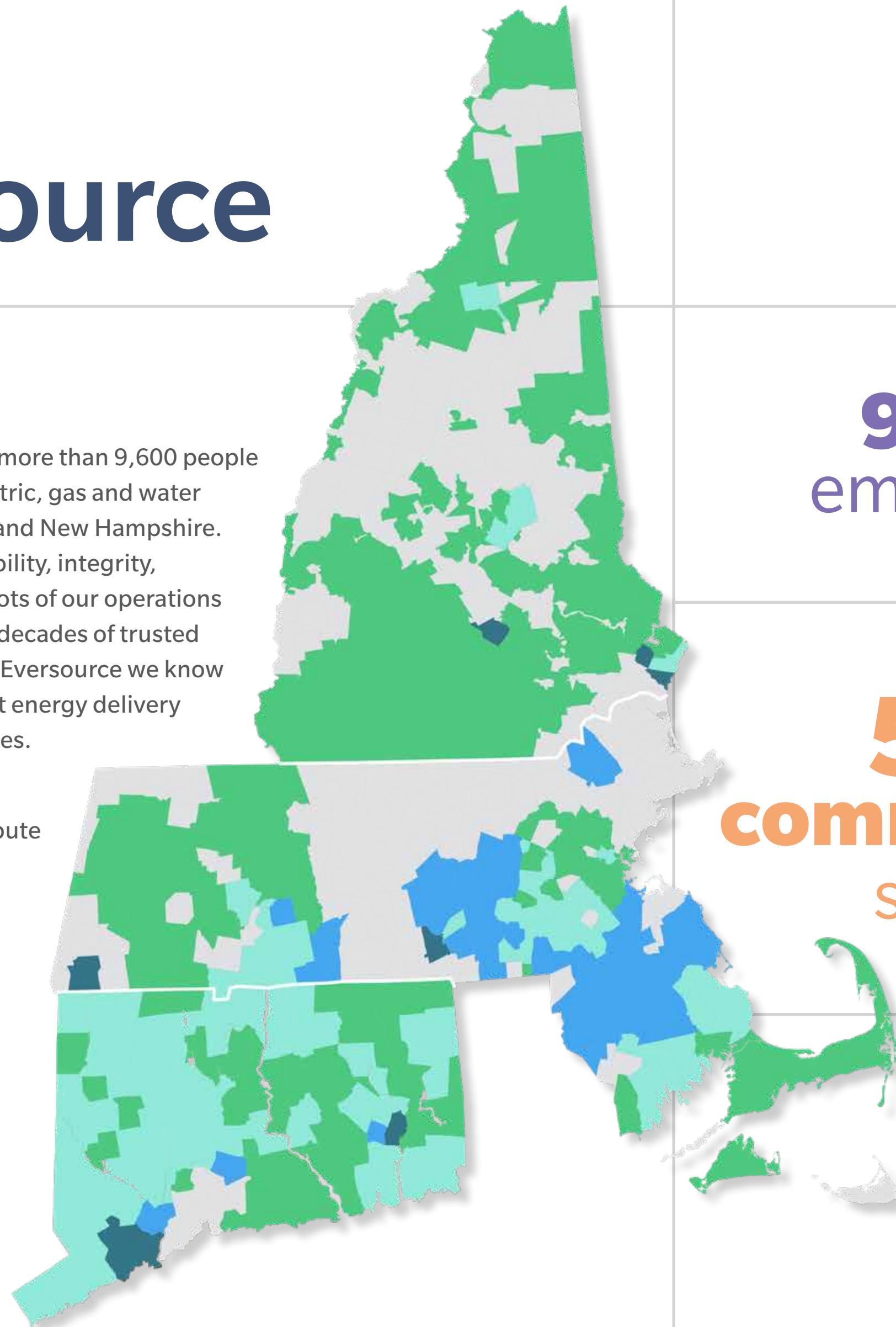
Joe Nolan
Chairman, President
& Chief Executive
Officer (CEO)

About Eversource

Eversource at a Glance

Here at Eversource Energy (Eversource), we are a team of more than 9,600 people committed to providing safe, reliable and sustainable electric, gas and water services to our customers in Connecticut, Massachusetts and New Hampshire. We perform our services with an emphasis on safety, reliability, integrity, customer satisfaction and corporate responsibility. The roots of our operations trace back to the middle of the 19th century, and through decades of trusted service, many companies have come together to form the Eversource we know today. We are proud of our status as New England’s largest energy delivery company, serving 4.4 million customers in 584 communities.

We’re focused on supporting each of our communities to “Power the Possible” for New England and actively contribute to the Just Transition to ensure all of our stakeholders are able to realize the associated benefits of transitioning to a clean energy future. We strive to make clean energy and water available to our customers and continue to pursue a decarbonized grid by investing in renewable energy across our three-state service territory. We are developing new infrastructure and researching practical and innovative solutions at the community level to ensure a sustainable and equitable future.



9,600
employees

584
communities
served

4.4
million
customers

Electric Customers ... 3,285,000

Gas Customers 890,000

Water Customers 237,000

Combined Service Customers

Our Commitment to Sustainability

Sustainability is fully integrated into our business practices and underpins our vision to be the best energy and water company in the nation. Our priority is to deliver vital utility services to our customers safely and reliably while caring for the communities we serve. We recognize our responsibility to help address some of the greatest challenges facing our society, such as climate change and historical inequities faced by environmental justice communities. These and other sustainability efforts throughout our business are essential to securing a positive future for generations to come. Our ESG priorities include:

Environmental

We are committed to environmental stewardship and minimizing our impact on the environment while demonstrating our leadership in 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 ethical business practices: doing the right thing, acting with honesty and integrity, and providing transparent information.

2022 Highlights

Invested **\$600 million** in energy efficiency programs for customers.

5,000 employees volunteered more than **27,000** hours at company-sponsored events.

Over **61%** of external hires were diverse.

Invested a record **\$3.8 billion** in our energy and water delivery systems to make them more resilient and reliable.

Contributed over **\$6 million** to charitable organizations.

Completed issuance of **\$400 million** of green bonds.

Small and diverse businesses collectively represented over **\$929 million** of supplier spend.

Owned and managed **40,000 acres** of natural habitat and **22,000 acres** of protected watershed land.



Enabling a **Low-Carbon Future**

We are making significant investments in our transmission and distribution systems to enable the transition to clean, renewable energy while maintaining our focus on the reliable delivery of electric, gas and water services. Our efforts support our region's ambitious climate goals and provide opportunities for all of us to do our part to combat climate change.

Transitioning to clean, renewable energy is a top priority around the globe, and ambitious climate goals have been established across our region. Eversource plays an essential role in enabling the clean energy transition throughout New England while continuing to deliver safe and reliable electric, gas and water services to our customers. The states where we operate are seeking urgent progress on greenhouse gas (GHG) emissions, installation of energy infrastructure that advances decarbonization affordably, and thoughtful and inclusive consideration of environmental justice communities.

We are making major investments in our electric transmission and distribution systems to integrate clean, renewable sources of power into our region’s energy grid and to support expansion of electric vehicle use. At the same time, we are piloting networked geothermal technology and developing clean hydrogen project proposals as alternatives to natural gas. As the energy demands of heating and transportation sectors transition to the electric sector, we are also implementing an integrated approach to system planning and project execution for our electric and gas systems. This process will allow us to identify constraints on both systems and propose low-carbon solutions that provide reliable, equitable and cost-effective customer options that can be coupled with energy efficiency enhancements.

Moving forward, our goal is to continue to provide equitable solutions and transparent communications and to ensure that communities impacted by our projects have an opportunity to engage in the decision-making process.

Energy Efficiency

We continue to provide residential, municipal, commercial and industrial customers throughout our service territory with top-tier energy efficiency programs. In 2022, we invested over \$600 million in customer energy efficiency programs, which continues to be the most economical way that we can fight climate change, avoiding lifetime GHG emissions of over 2.8 million metric tons (MT).

We strive to make energy efficiency more affordable and accessible for our customers. In 2022, we enhanced incentives for moderate-income qualified customers in Massachusetts to include support with heating and cooling equipment and upfront incentives to address certain health and safety issues in the home that prevent weatherization projects from moving forward.

Our Main Streets energy efficiency program continues to help small businesses reduce their energy usage and GHG footprint. Authorized contractors conduct energy assessments, respond to questions about energy-efficient equipment upgrades and provide some improvements on the spot—all at no cost to the customer. Arrangements for larger projects such as new heating, ventilation and air conditioning (HVAC) equipment or energy-efficient motor controls are made and may qualify for incentives and interest-free financing to offset the cost of upgrades. Outreach has tripled since 2020, with the program serving 55 communities during 2022 with a recent focus on the user experience of non-English speaking customers. In 2022, over 1,800 Main Streets projects were completed (a 30% increase year over year), resulting in annual savings

of over 19 million kilowatt-hour (kWh) of electricity and 274,000 therms of gas.

Our overall 2022 electric customer participation and kWh savings from electric energy efficiency programs are lower than previous years for several important and positive reasons. The light-emitting diode (LED) market has transformed to the point that purchasing and replacing LED lighting is a commonplace occurrence for customers, resulting in a decrease in energy savings attributed specifically to program-driven LED lighting upgrades in 2022. This allows us to reallocate funding to more impactful sustainability initiatives that will have longer-term benefits, such as our heat pump program and other decarbonization measures.

Oyster River Middle School joins Eversource’s net zero energy pathway

In early 2022, Oyster River Middle School in Durham, New Hampshire, became the first building across Eversource’s New Hampshire footprint to receive funding under the Commercial New Construction net zero energy pathway. Commercial buildings account for a significant portion of the state’s GHG emissions, which has inspired Eversource’s net zero pathway program to focus on providing the technical and design assistance that enables the efficient construction needed to meet emission reduction goals. Together, NHSaves utility partners, Eversource and Unitil, provided a \$146,900 incentive to support the design of the new building, which is expected to save approximately 410,700 kWh of electricity and 460 therms of natural gas each year. The school will also be outfitted with a 638 kW array of solar panels over a covered parking lot to support remaining energy needs. Thanks to its partnership with Eversource, Oyster River Middle School now leads New Hampshire public schools in energy efficiency.





Decarbonization of the heating sector is necessary to achieve economy-wide emission reduction targets.

Decarbonizing the Heating Sector

The natural gas we deliver to customers provides a critical service, especially during the extreme cold of New England Winters. Yet, we recognize the importance of innovating this business in support of meeting the decarbonization goals of our region. As we explore cleaner technologies, such as networked geothermal, renewable natural gas and clean hydrogen, we remain committed to maintaining a safe and reliable natural gas system through this transitional period. We are also collaborating with diverse stakeholders to gather information and evaluate all pathways to clean fuel sources, considering factors such as environmental benefits, reliability, costs to customers, social and environmental justice, and the need to train our workforce to support these new resources. And internally, we have established a dedicated working group for holistic, integrated planning between the gas and electric teams to develop a comprehensive process for initiating, vetting and executing various decarbonized solutions for our customers.

We are helping to evaluate possible options for decarbonizing the natural gas system to achieve our joint commitment to reduce GHG emissions. As an example, we participated in Massachusetts' Department of Public Utilities (DPU) Docket #20-80 Future of Gas proceeding to decarbonize our operations and help achieve the commonwealth's 2050 net zero emissions goal and execute on our overall future of gas decarbonization strategy. As part of this proceeding, we participated alongside other Massachusetts gas utilities and interested environmental, business, labor and consumer advocacy groups in a rigorous stakeholder engagement process to help inform the utilities' decarbonization plans. In March 2022, we submitted our individual long-term decarbonization plan, and we are currently awaiting DPU approval.

In Connecticut, we actively participated in developing the state's new 2023 Competitive Energy Strategy. The

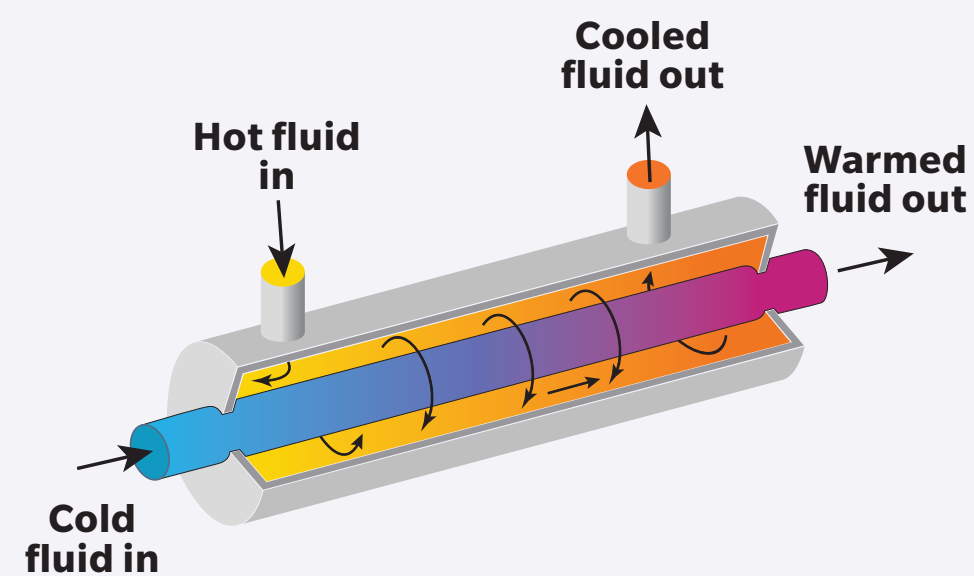
strategy assesses the future energy needs of Connecticut while identifying multiple approaches to reduce costs; ensuring reliability, affordability and equity; and reducing environmental impacts within the energy grid. We also studied hydrogen and its role in Connecticut's economy and infrastructure through our involvement in the state of Connecticut Hydrogen Task Force that included the development of a report that was submitted to the Energy and Technology Committee in January 2023 with our collective findings.

We continue to support and file federal grant applications to advance clean technologies, such as networked geothermal and clean hydrogen. We are also a part of the larger Northeast Hydrogen Hub, which seeks to secure over a billion dollars in federal funding to promote the development of a clean hydrogen ecosystem.

We are building a first-of-its-kind renewable energy project using networked geothermal technology.

Geothermal

Another exciting prospect on the forefront of decarbonizing the heating sector is the use of geothermal. We are building a first-of-its-kind renewable energy project using networked geothermal technology that 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, bores and heat pumps. Compared to traditional heating and cooling systems, geothermal heat pump systems are



significantly more efficient and represent a more cost-effective way to provide our customers with a decarbonized solution. Geothermal systems also provide a stable energy supply in all weather conditions, making them ideal for offering customers decarbonized systems that also manage impacts on the electric grid, such as during summer heat waves when customer electricity usage is high.

In 2022, we began conducting fieldwork for our pilot program in the environmental justice community of Framingham, Massachusetts. The pilot will help inform the potential for offering a larger geothermal program as an alternative energy source to other areas in our service territory. This project will benefit the heating and cooling requirements for a cross section of approximately 150 residential, apartment and commercial customers and is planned for construction and commissioning in 2023. A mix of current fuel sources is included to determine the associated emissions reductions and other benefits to customers who currently receive delivered fuels (oil or propane) or who use electric resistance and gas for heating.



Heat Pump Installer Network

As more of our customers are investigating air source heat pumps as an energy-efficient alternative to fossil fuel heating systems, we are expanding our incentives and streamlining our customer experience. In 2022, we launched a HPIN, which is an approved list of qualified HVAC and electrical contractors for customers in Massachusetts and Connecticut. This helps ensure a high-quality installation of heat pumps for both residential and commercial customers.

Enrolling in the HPIN also offers contractors numerous benefits, including rebate and financing support, customer brochures and sales tools, technical training and resources, and monthly program e-newsletters. We promoted the network at over 100 industry events and trainings in 2022, and enrolled more than 200 qualified HVAC companies in the Connecticut HPIN and more than 800 in Massachusetts.

In 2022, we conducted over 1,000 post-installation inspections in Massachusetts to ensure quality heat pump installations, and we will be replicating the program in Connecticut in 2023. In support of this effort, our training programs through the Energy Efficiency Learning Center include new cold climate heat pump courses for contractors participating in the HPIN. Overall, more than 5,000 individual training courses were completed.

Additional notable energy efficiency project advancements in 2022 included:

An **all-electric incentive offer** for new-construction single-family homes in Massachusetts.

A **per-ton heat pump incentive** for new commercial construction/major renovation projects.

Increased training, incentives and available **resources** through an online learning center focused on heat pump technologies.

The launch of our **Customer Consultation Service program**, which helped over 2,000 customers learn about and connect with the HPIN.

Electric Vehicle Infrastructure

The transportation sector is the largest contributor to our region’s GHG footprint. We are working to minimize that environmental impact with the advancement of our electric vehicle (EV) infrastructure programs. We work closely with other New England utilities to invest in local grid upgrades that promote the adoption of EVs and support the addition of EV charging stations. Through our partnership with the National Electric Highway Coalition, we are collaborating with other electric companies to provide EV charging stations along all major U.S. travel corridors by the end of 2023. We have also developed an EV load management strategy to reduce infrastructure upgrade costs and minimize the use of more carbon-intensive fuels that generate electricity during peak demand times on the grid.

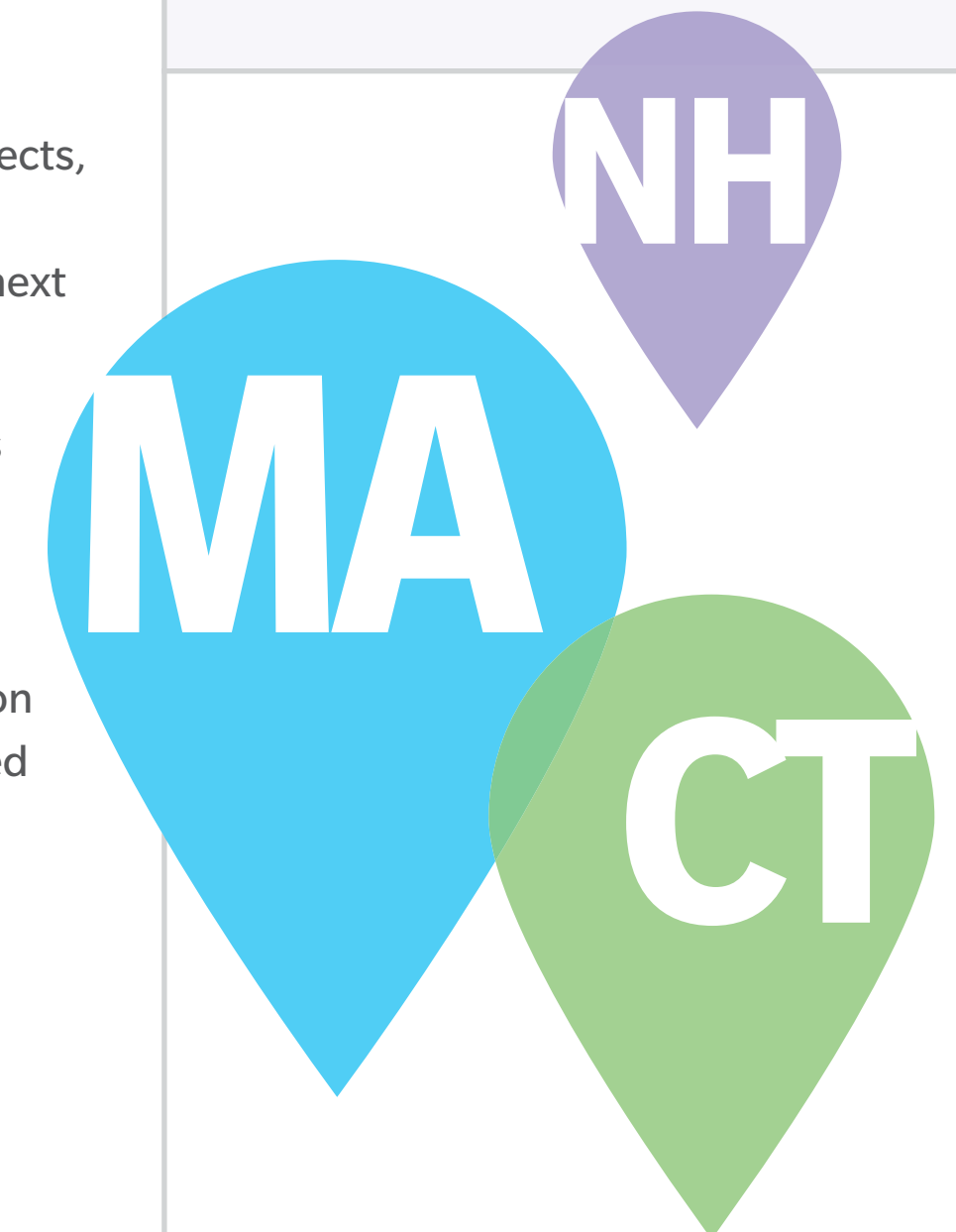
On Jan. 1, 2022, Connecticut launched its new nine-year EV charging program to support the state’s decarbonization goals. This program provides customers with educational guidance and incentives to implement EV charging projects. Our Electric Mobility Team developed a framework for the

successful implementation of residential, commercial and industrial offerings including a focus on increasing EV charging accessibility for underserved populations by providing rebates for multifamily properties and enhanced incentives for installation in distressed communities. In 2022, our rebates helped energize over 400 commercial charging ports with 44% of the program’s rebates being utilized in disadvantaged communities. We’ve also enabled participation in our residential EV charging offerings for nearly 1,300 customers. In addition to these projects, another 1,600 ports are currently scheduled for completion over the next 12 months.

The five-year Phase I Massachusetts EV order that was established to help push the state toward its aggressive decarbonization goals through transportation electrification ended in 2022 with a fully subscribed program after just three years.

Our Massachusetts program accomplishments through 2022 included:

- Enabling 4,272 charging ports, including infrastructure installation and preparation for future ports.
- Installing over 2,000 commercial charging ports.
- Helping to address barriers to EV charging in environmental justice communities.



Electric Vehicle Infrastructure, cont.

Phase II of the Massachusetts program commences in 2023. Strategic goals include:

- **Expand** offerings to residential single-family and small multifamily customers.
- **Reduce** bill costs for businesses implementing EV charging through an EV-2 demand rate as an alternative for large EV projects.
- **Launch** equity and environmental justice projects to implement direct-current fast-charging (DCFC) hubs for medium/heavy-duty fleets operating in environmental justice communities.

Both Connecticut and Massachusetts residential programs require

participation in our Managed Charging program, which will allow us to ramp down a customer's EV charging during periods of peak electrical demand, decreasing strain on the grid while lowering GHG emissions. Customers receive financial incentives for participating in this program and can choose to override the ramp-down event if they need a quicker charge.

In New Hampshire, we launched our \$2.1 million Make Ready program to fund DCFC installations along travel corridors to support EV travel throughout the state. This funding will supplement grants awarded by the New Hampshire Department of Environmental Services (NH DES) through the Volkswagen Mitigation Trust to cover utility-side and customer-side costs of EV charging

infrastructure implementation. We have been engaging with site hosts and contractors to understand the scope of the projects and have strategized with the NH DES to solidify funding sources that will maximize the number of projects we can support. Every customer who accepts a Make Ready incentive will be automatically enrolled in our Managed Charging offering.

Through our partnership with the National Electric Highway Coalition, we are collaborating with other electric companies to provide EV charging stations along all major U.S. travel corridors by the end of 2023.



Solar

Solar energy also plays an important role in enhancing the proportion of renewables in the New England energy mix. Across our whole territory, we manage incentive programs designed to support the development of photovoltaic systems that both lower energy costs for participating customers and support state climate goals. To date, more than 130,000 Eversource customers have installed more than 2,000 megawatts (MW) of customer-sited solar. We also work proactively to support policies in our states that will enable sustained solar market growth through long-term system planning and cost-effective investments.

In Massachusetts, we work closely with the Department of Energy Resources to support the implementation of the state's primary solar incentive initiative, the SMART program. Through this program, we expect 3,200 MW of new solar to be developed in Massachusetts in the next several years.

In Connecticut, we operate three clean energy programs. The Residential Renewable Energy Solutions (RRES) program and the Non-Residential Renewable Energy Solutions (NRES)

program were launched in 2022 to provide incentives for customers to install on-site renewable energy generation along with optional storage. We expect 488 MW of new clean energy projects to be developed through the NRES program and more than 300 MW of new solar projects to be developed through the RRES program over the next several years. In 2023, we will begin enrolling Connecticut customers in the Shared Clean Energy Facilities program, through which we will purchase energy from up to 180 MW of new renewable generating facilities and deliver bill credits generated by these projects to participants for up to 20 years. The program is focused on serving historically disadvantaged populations and eliminates traditional barriers to accessing solar energy for qualifying customers.

In July 2022, the New Hampshire Legislature passed Senate Bill 270, establishing a low-to-moderate-income community solar program. This program is still under development, but we will partner with the New Hampshire Department of Energy to identify and enroll low-income customers participating in the electric assistance

program into the community solar projects. Participating customers will receive a monthly solar bill credit for up to 20 years at no cost to them.

We also currently own and operate 22 solar facilities in Massachusetts, four of which beneficially repurpose landfill or other brownfield sites. Collectively, these facilities produce 70 MW of generation, enough to power more than 11,000 homes.

Legislation was passed in 2021 that expanded utility solar ownership opportunities for both electric and gas companies in Massachusetts. Under this new authorization, we are partnering with the communities we serve to develop, own and operate solar projects paired with energy storage. As an initial step, we have proposed three projects to construct parking canopy solar generation at our area work centers in Brockton, Lawrence and Yarmouth for a total of 5 MW of additional solar capacity. If approved, these projects located in environmental communities will improve community climate resilience and contribute clean power to the regional electric grid during periods of peak demand.

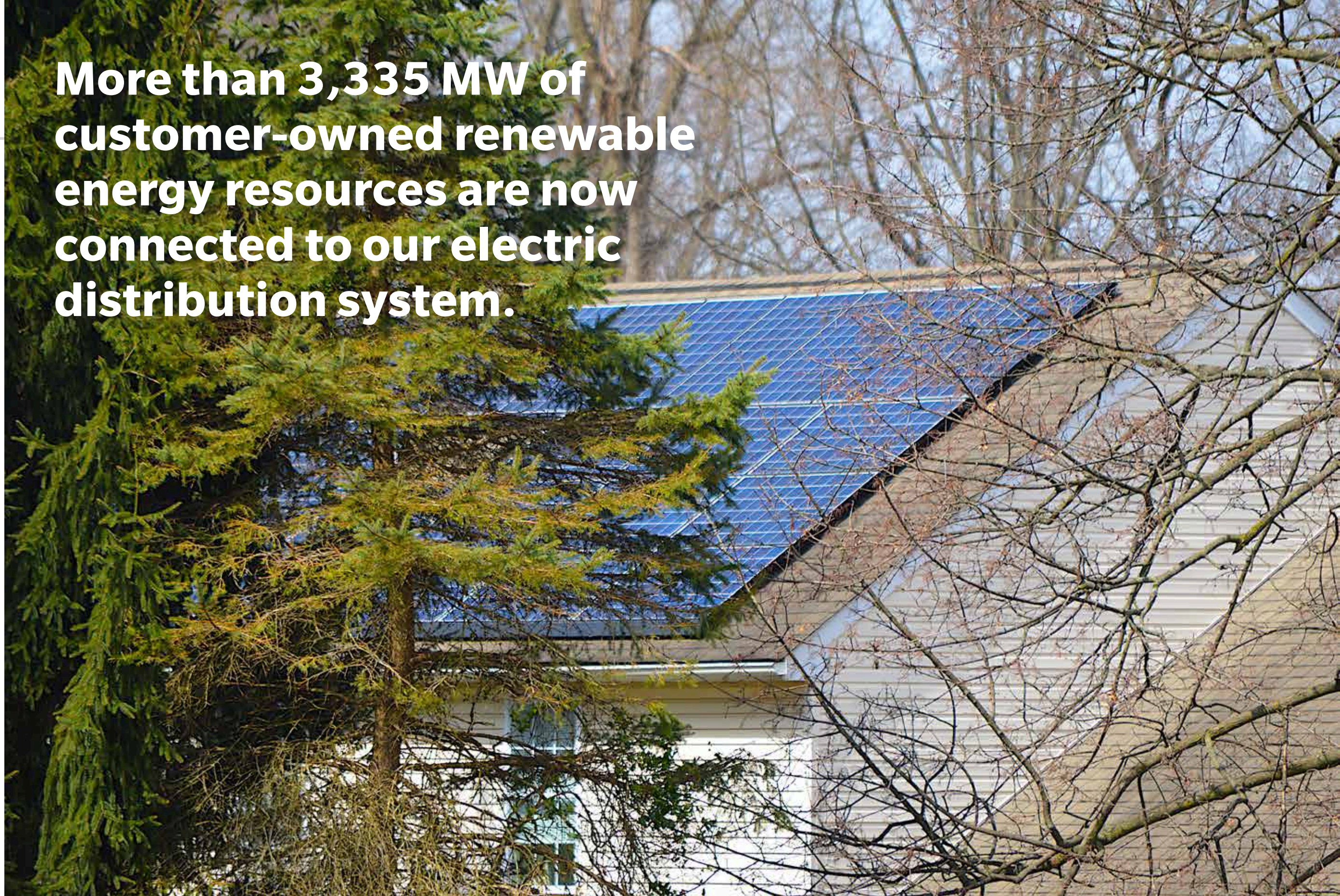
More than 130,000 customers have installed more than two gigawatts of customer-sited solar.

Distributed Generation

Distributed generation (DG) is the production of electricity from small-scale energy conversion sources, including customer solar panels, wind turbines, fuel cells and micro turbines, and is an integral step in supporting the energy transition. As our customers and communities continue to use DG as a component of their energy supply, we are enabling the safe interconnection of these assets to our electric distribution system, supporting a reliable and cleaner power grid. By the end of 2022, more than 131,000 Eversource customers installed renewable DG facilities. This equates to more than 3,335 MW of customer-owned renewable energy resources now connected to our electric distribution system.

Further, to ensure that we accelerate adoption of DG, we proposed an industry-leading cost allocation approach (Capital Investment Projects, or CIP) to equitably allocate grid upgrade costs between distribution customers and DG developers. This allocation approach is necessary to proactively build the grid and increase

DG hosting capacity on the distribution grid. With the Marion-Fairhaven proposal approved and an additional five pending approval, we will be able to increase hosting capacity of substations in Massachusetts by about 1 GW. Additionally, these proposals will establish a fixed locational interconnection fee reflective of the unique distribution systems' design—providing forward certainty in interconnection costs for developers. By providing future cost and schedule certainty for the DG development community, these CIP proposals reduce developer risk and help eliminate interconnection hurdles. We are putting forward additional proposals in Massachusetts and are currently working to do the same in New Hampshire and Connecticut. It is this innovative and industry-leading approach to integrated distribution planning and cost allocation across different jurisdictions that is necessary to significantly alter the clean energy landscape of New England.



More than 3,335 MW of customer-owned renewable energy resources are now connected to our electric distribution system.

Offshore Wind

Finally, one of the most important sources of renewable energy in terms of its scalability for our region is offshore wind. We have been working to develop at least 4,000 MW of offshore wind in the Northeast in partnership with Ørsted, the world's leading developer of offshore wind.

During 2022, we underwent a strategic business review of our offshore wind assets, which ultimately resulted in a decision to divest from this area of our business. Nevertheless, we remain supportive of the region's offshore wind development through contracting for power on behalf of our communities and developing innovative transmission solutions to bring offshore wind and other clean energy resources to our customers. We are proud of the significant progress we've made in partnership with Ørsted to deliver clean, renewable offshore wind energy to the Northeast. As we move forward, we continue to look for opportunities to support the region in achieving its ambitious clean energy goals and will continue to play an important role in the transition to a clean energy future.

A Look at Our Progress

The South Fork Wind project, located off the coast of New York, broke ground in early 2022. It is expected to deliver power to the local electric grid by the end of 2023, generating approximately 130 MW of clean electricity, enough to power more than 70,000 homes. As the state's first offshore wind project, South Fork is also demonstrating the enormous

potential for offshore wind projects to create jobs and forge a new U.S.-based supply chain that is already spreading economic benefits to communities across the nation.

In addition to South Fork Wind, two other offshore wind projects are advancing through the permitting process and are anticipated to become operational in 2025:

- Sunrise Wind has achieved important state and federal permitting milestones throughout the past year, and when complete will deliver 924 MW of offshore wind energy to power nearly 600,000 New York homes.
- Revolution Wind is also advancing through the permitting process and is expected to provide 704 MW of offshore wind power serving Connecticut and Rhode Island, enough to power more than 350,000 homes.

Together, this portfolio of projects will provide enough renewable energy for more than one million American homes.

Beyond helping the states in our region meet their clean energy goals, our offshore wind projects have provided significant economic and social benefits to local communities including creating hundreds of jobs; supporting inclusive workforce training, education and research initiatives; and delivering significant investments in port development. At the same time, U.S.-based shipbuilders across the nation are hard at work constructing the new generation of vessels required to install and service offshore wind.

Additional 2022 highlights include:

- Agreement with the National Wildlife Federation, Natural Resources Defense Council, and the Conservation Law Foundation to further enhance protections for marine mammals.
- Sunrise Wind \$300,000 investment to fund the Multi-Craft Apprenticeship Preparation Program, which aims to recruit low-income and workers of color for unionized construction apprenticeships.
- Building a new facility at ProvPort in Rhode Island, which is already in use, fabricating and assembling advanced foundation components integral to the development of offshore wind turbines.
- Awarded a contract for helicopter crew change and hoisting operations with local HeliService International Inc., the first helicopter company contract to support the U.S. offshore wind industry.
- Maximizing the use of American union labor to ensure that the industries of tomorrow are built in the U.S. today.

In addition to our development projects, Eversource has joined other electric utility companies in contracting over 1,600 MW of wind power.* This enables other offshore wind developers to secure financing and brings more clean energy to our customers.

*Some of the projects currently contracted from legislation seeking termination will likely be replaced with other projects that will fulfill the terms of the legislation.



Mystic Aquarium Partnership

Eversource and Ørsted partnered with Mystic Aquarium to study the relationship between offshore wind and marine wildlife. This study will allow aquarium scientists to investigate the presence of marine mammals and sea turtles before and after construction and operation of three offshore wind farms: South Fork Wind, Revolution Wind and Sunrise Wind. They will also assess the physiological response of this wildlife to offshore wind through long term health monitoring. This partnership demonstrates Eversource's commitment to developing these technologies in the most thoughtful way possible to mitigate potential impacts to marine wildlife and their critical habitat.

New London, Connecticut State Pier



Creating a New Hub for Offshore Wind

Along with our partner Ørsted, we have helped transform State Pier in New London into a state-of-the-art, heavy-lift marine terminal able to serve Connecticut with a broad range of industries, cargo types, and vessels benefiting the state and local economy for decades yet to come. Already, the state is reaping the rewards of this essential project, with hundreds of workers on site on any given day, including the state's building trades, with even more jobs expected in the coming months. When complete, State Pier will put Connecticut back on the map as the epicenter of the region's maritime economy.

A reliable and resilient system is key to delivering energy and water safely and dependably to our customers.

To achieve this, we are pursuing an integrated and proactive planning approach to prepare our system for the increasing impacts of climate change and to enable our states to achieve their decarbonization goals.

Reliability and Resiliency



Transmission Planning

We continue to invest in transmission system enhancements to deliver reliable energy to our customers with safe and resilient infrastructure. Electricity traditionally flowed in one direction from power plants to homes and businesses, but 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). We expect that these resources will dramatically increase 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 focus on maintaining a robust transmission system that is affordable, reliable, efficient, flexible and increasingly automated while being resilient to damage from extreme weather. This requires replacing aging infrastructure; installing new technologies, like the first SF₆-free 115 kilovolt (kV) circuit breaker to be used with the transmission system in the U.S.; and building additional infrastructure, like substations, to allow for an increasing amount of clean energy to be safely delivered to homes and businesses. In 2022, we had our highest-ever level of

transmission capital investment of over \$1.2 billion, which resulted in strong reliability and safety performance, improved resiliency, economic growth, and the ability to integrate more renewable energy in the region. Our metrics show that Eversource investments are having a positive effect on the reliability and resiliency of our current systems while supporting the transformation toward a clean energy future.

Eversource investments are having a positive effect on the reliability and resiliency of our current systems while supporting the transformation toward a clean energy future.

Transmission Planning, cont.

We advanced several critical projects through complex and challenging siting processes, including:

- **Advancing** construction on two projects, expected to be in service by 2024, to enable the interconnection of solar in Connecticut and wind energy in Massachusetts, totaling 920 MW.
- **Signing** agreements to develop the transmission for nearly 1,300 MW of additional solar, wind, battery and fuel cell projects expected to commence construction by early 2024.
- **Enabling** offshore wind in addition to our own projects, which will interconnect to our transmission system. Our Cape Cod Solution program, which began construction in April 2023, is an example of how we are addressing the need for enhanced reliability for the Cape and the interconnection needs of two offshore wind projects, including the 800 MW Park City Wind project, through a single, integrated transmission solution.
- **Successful filing** of our Greater Cambridge Energy Program in Massachusetts is a unique solution to support both system reliability and future growth due to economic development in the region. The solution involves a

new substation located underneath a public park between Boston Properties' residential and commercial buildings. The substation is designed to be expanded to help meet the electrification goals of the city of Cambridge.

- **Commencing** construction on the Sudbury to Hudson Reliability Project; a new underground transmission line is necessary to improve the reliability of the electric system for the local area. It is the final project in a broader suite of projects selected by ISO New England (ISO-NE) to improve reliability in the Greater Boston region.

Further, we have worked collaboratively with Massachusetts and Connecticut to take advantage of federal funding opportunities within the Infrastructure and Investment Jobs Act, also known as the bipartisan infrastructure bill, to develop innovative transmission solutions to create new points of interconnection for offshore wind production into the transmission grid. If the Department of Energy approves these funding applications, we would be able to increase offshore wind enablement in New England by over 2.4 GW while ensuring that New England customers benefit from federal funds that will offset overall costs.

Distribution System Enhancements

Our distribution system investments are planned to meet the evolving needs of our customers and support statewide electrification and decarbonization goals. We have developed advanced forecasting methods that incorporate distributed energy resource (DER) adoption propensity, as well as heating and transportation electrification impacts to more accurately forecast demand on our distribution substations over the 10-year planning horizon. We also account for longer-term electrical demand driven by state policy objectives and other factors. With these assessments, our planning standards and design criteria help determine where and when bulk distribution substations need to be expanded or sited to reliably serve our customers' needs and support regional economic development for the foreseeable

future. We have also developed a robust non-wires alternative (NWA) screening tool, which is used to assess the feasibility of NWA solutions including, but not limited to, energy storage, solar and demand response. These options may be considered to defer or avoid each eligible traditional project based on established suitability criteria. We are constantly improving data analytics, automation practices, technology and vegetation management on the distribution systems to enhance resiliency, maintain and improve reliability, and restore service as quickly as possible following an outage while enabling significant interconnection of DG. Distribution automation enhancements are reducing the impact of any single outage event on our customers by more than 30% on average.

In 2022, we utilized advanced distribution planning processes and NWA screening capabilities in developing the siting application for the new East Cambridge substation, not only demonstrating the

The East Cambridge project is designed to enable 100% of the projected goals for residential electric vehicles and electric heating adoption.

significant advancements in how we plan new large distribution infrastructure upgrades but also ensuring that the design of these transmission and distribution major substations significantly moves the needle on alignment with the states' clean energy objectives. The East Cambridge project is designed to enable 100% of the projected goals for residential EVs and electric heating adoption and 50% of commercial and industrial sector electric heating. All subsequent major substation projects will demonstrate similar technical rigor and designs consistent with the states' clean energy and climate plans.

Energy Storage

Energy storage technology provides opportunities for increased adoption and application of clean energy technology and improved reliability and resiliency. This versatile tool can be used in an independent configuration to defer traditional distribution solutions, or in combination with other energy sources like DG.

Grid-Connected Energy Storage Projects

In support of our proactive approach to strengthen the grid, we recently proposed energy storage projects at three locations in Connecticut to resolve existing and projected reliability and resiliency needs for customers and critical facilities. These projects will provide relief for local electric system capacity issues and will form a microgrid to provide power to local critical and essential service facilities during times of grid outages. Additional storage resources to assist in reliability and resiliency for Massachusetts are in early development.

Customer Battery Storage Programs

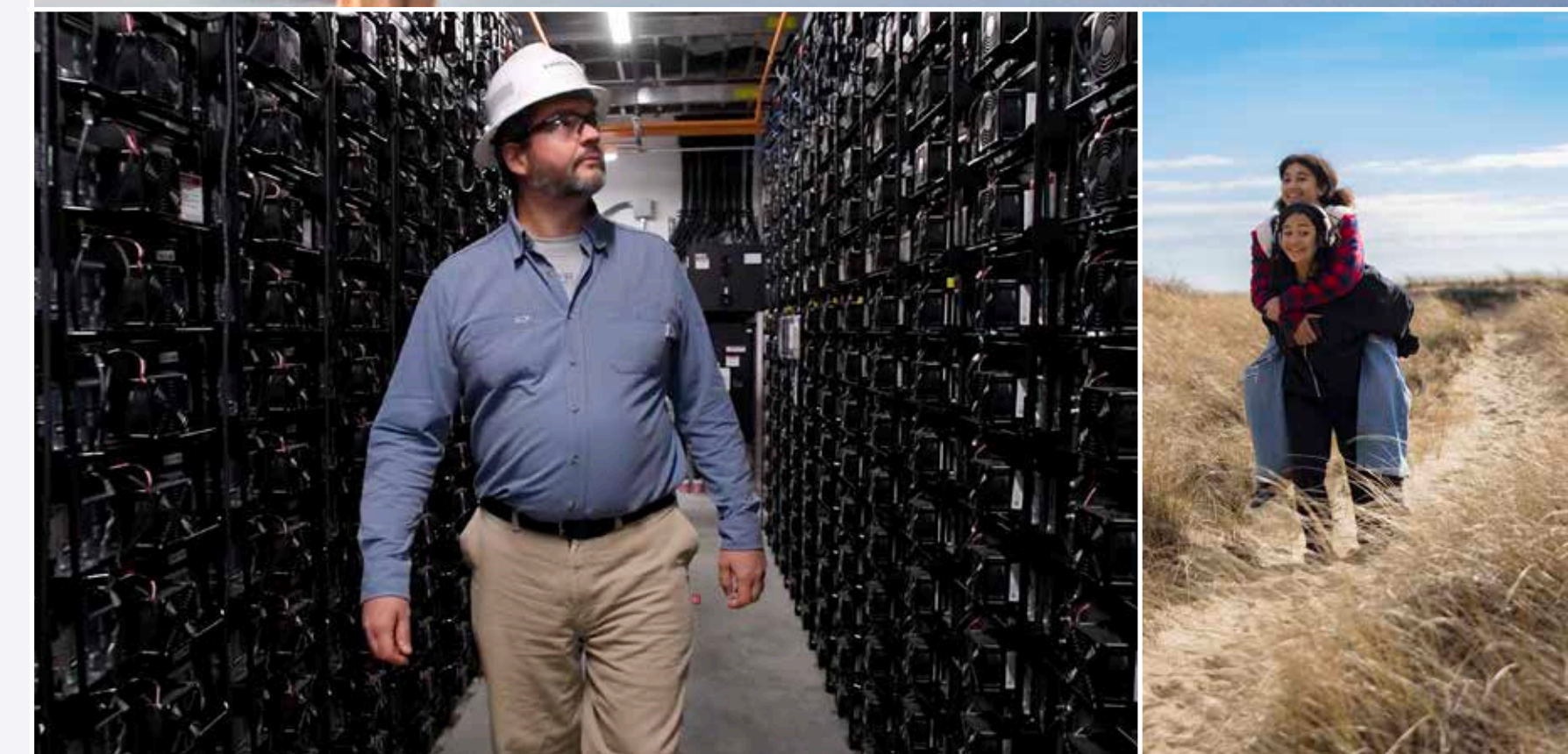
We continue to develop our battery storage programs to improve access to affordable backup energy storage that enables customers to be better prepared during storms. Participation in our battery demand response program rewards customers for drawing power from their battery system during times

of high demand, thus lessening the strain on the electric grid. In many cases, this energy is sourced from batteries storing energy produced by our customers' solar panel systems. We offer battery storage programs for our customers in all three states:

- Eversource's ConnectedSolutions offers battery storage solutions across our entire service territory in Massachusetts, Connecticut and New Hampshire. Participating customers are rewarded for allowing Eversource to use the energy stored in their batteries at times of high demand.
- In Connecticut, we also deliver the Energy Storage Solutions program for residential, commercial and municipal customers. In 2022, we approved over 100 residential and 29 commercial and industrial battery applications. Approximately 23 MW of additional energy storage projects are preapproved and slated for construction in 2023.
- In New Hampshire, all five programs that we proposed to the state's Clean Energy Fund were approved. And in late 2022, we launched three of these incentive programs for residential and commercial battery projects in addition to no-interest loans for residential battery projects.

Provincetown Battery Energy Storage System

In 2022, we completed the Provincetown Battery Energy Storage System (BESS), which provides backup power to more than 10,000 customers in a densely populated area on the Outer Cape. This new system creates a microgrid extension on a 13-mile distribution circuit with a 25 MW/38 MWh battery, providing resiliency and reliability for many Eversource communities. Not only does BESS address long-time concerns from local community members, but it also mitigated the need for the construction of a 13-mile distribution line through the Cape Cod National Seashore that could have posed environmental concerns. Using a battery system as the sole source of supply for a microgrid is an innovative approach to enhance reliability and support a clean energy future for our customers. In fact, we've already seen the benefits when this system prevented what could have been an outage for 10,000 customers in early 2023.



Demand Management

Our demand management solutions incentivize customers to help reduce energy use during times of peak demand. We have engaged more than 340 businesses and 50,000 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. Across all three states, every year nearly 200 MW are actively dispatched in the ConnectedSolutions demand response program. Attention to program design and customer experience has led to the creation of innovative ways to reach new customers while incentivizing elevated levels of performance with existing participants year over year. Our ConnectedSolutions program successfully reduced 187 MW of load on the ISO-NE grid during the 2022 summer peak demand hour, which helps reduce energy costs across the system. Coordination with other utilities amplifies the peak-shaving impact that demand response programs have on the electric grid.

Smart Switches Reduce the Number of Customers Affected by Outages

We are building a smarter electric system that is leading to fewer and shorter outages. Over the past decade, we have installed thousands of smart devices on our electric system that can isolate power outages and remotely reroute power to customers from a backup source in less than five minutes. Our smart-switch technology enhances our reliability by automatically restoring power when a fuse opens, such as when a tree limb temporarily contacts a wire.



Grid Modernization

We are dedicated to improving service to customers, lessening the impact of outages, and increasing the capacity of our system to incorporate clean DER. Our grid modernization strategy invests in and implements technology that enables system optimization and supports energy efficiency, clean transportation, energy-storage deployment and clean energy resources.

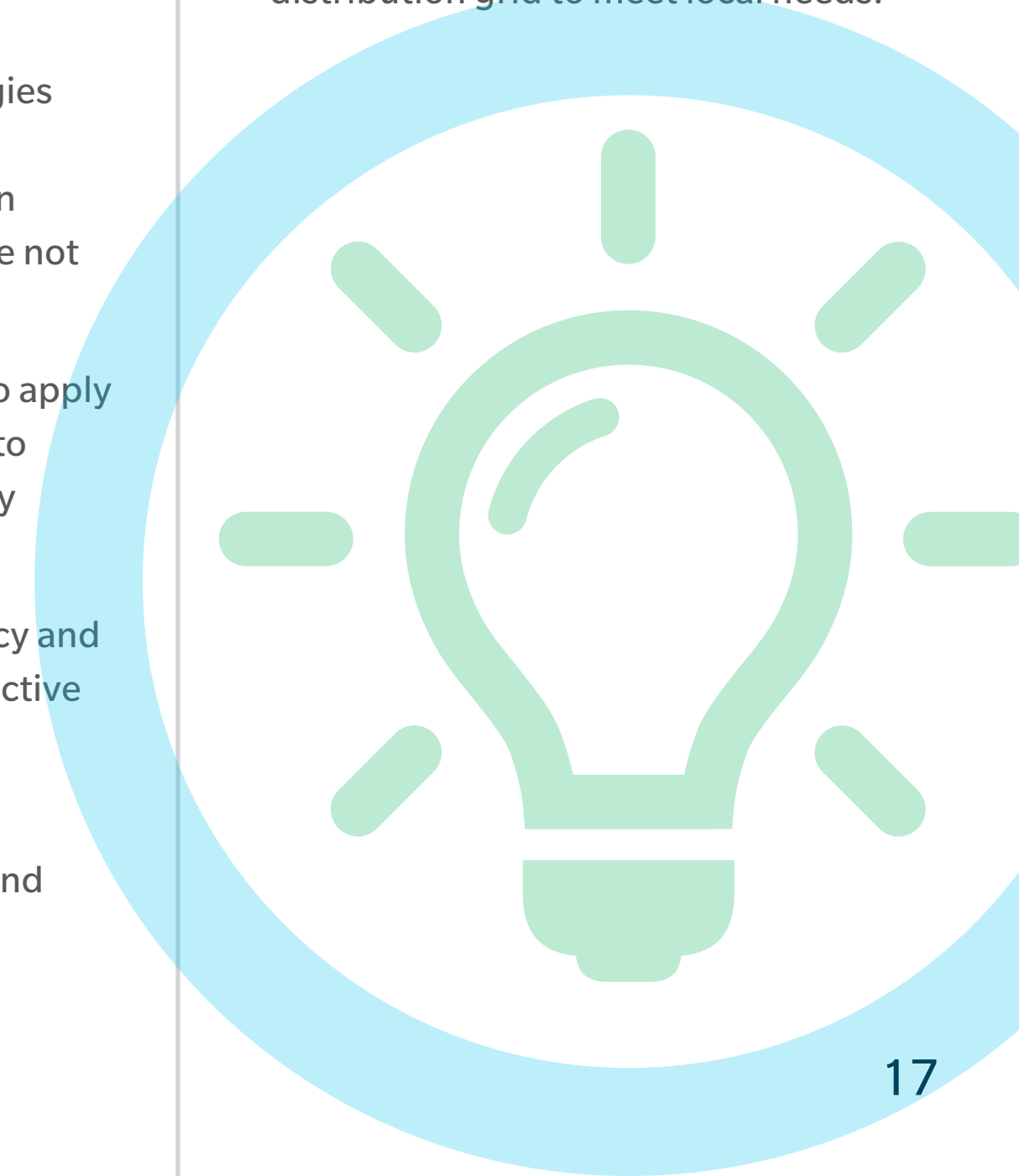
As grid modernization accelerates, so do opportunities to improve reliability and support overall resiliency. We received approval from Massachusetts' DPU in November 2022 to implement advanced metering infrastructure (AMI). This technology will improve our ability to acquire real-time status information to improve how the grid is managed and help customers better navigate their electricity usage. Although specific investments in the next 10 years will be influenced by advances in technology and prevailing system conditions, we are focused

on building a flexible foundation to maximize customer benefits over both the near and long term. We are exploring opportunities and implementing measures to dynamically manage voltage, reactive power flow and DER as the grid becomes increasingly complex, including:

- Application of control technologies and design measures to ensure that distribution voltages remain within prescribed ranges and are not fluctuating rapidly.
- Identification of opportunities to apply conservative voltage reduction to reduce peak demand and energy consumption.
- Improvement in system efficiency and reducing line losses through reactive power dispatch to reduce GHG emissions.
- Reduction of potential voltage and

power quality concerns that may otherwise limit the interconnection of new, renewable energy resources.

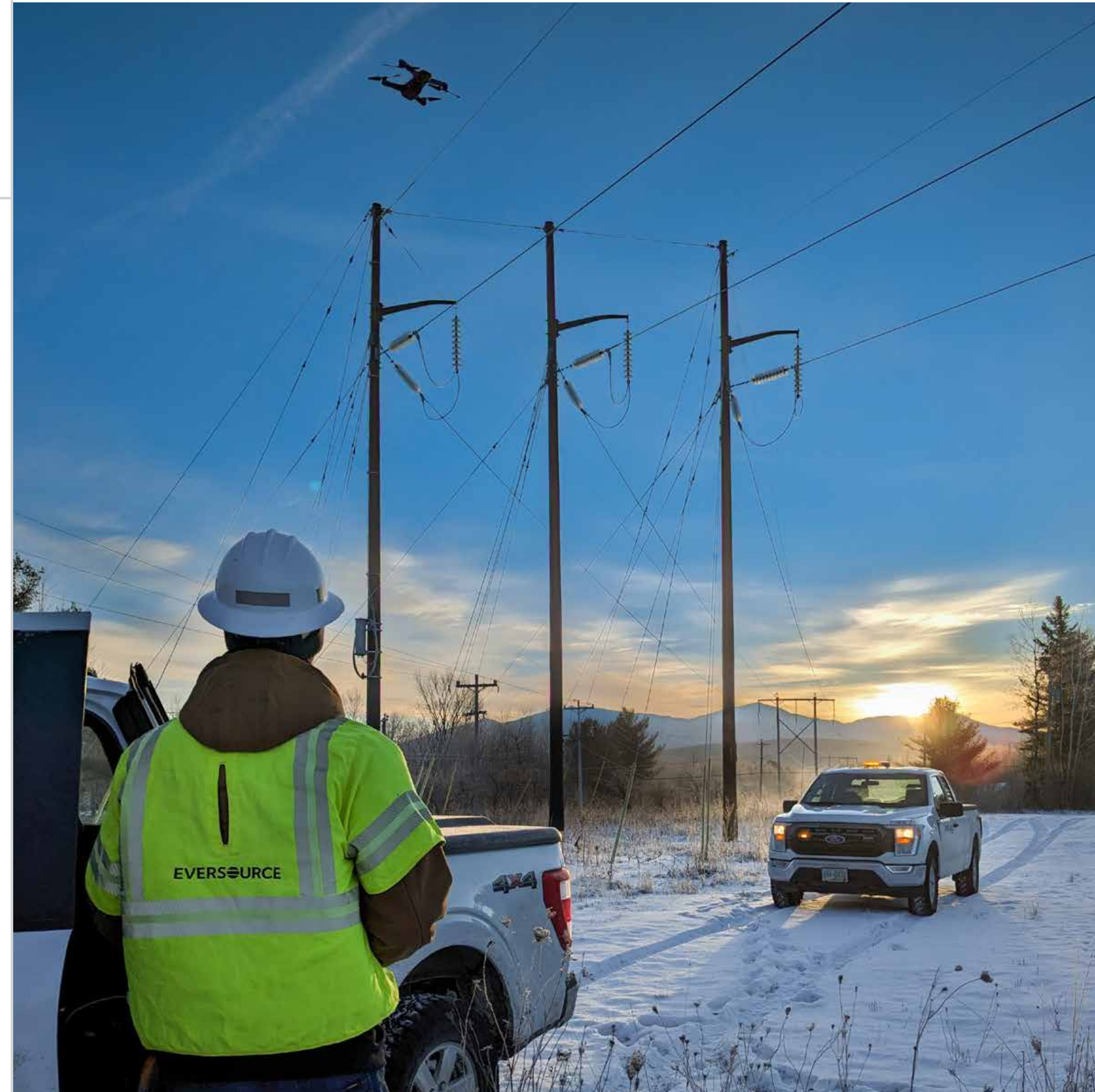
- Implementation of operational technology to monitor and control distributed energy resources on the distribution grid to meet local needs.



System Hardening

Our resiliency plan enables our electric system to withstand severe climate change impacts through active vegetation management and distribution circuit improvements that enhance overall system reliability. Our portfolio of solutions includes upgraded construction standards for system equipment, reconfigurable system designs, and enhanced year-round tree trimming and tree removal. We have developed additional solutions targeted for specific circuit zones based on their type, location, history of outages and resiliency during storms. These solutions include the use of tree wire and spacer cable construction in areas with dense tree cover, state-of-the-art aerial spacer cable that strengthens the system in areas prone to storm damage, steel poles in critical rights-of-way (ROW), and targeted undergrounding. While these circuit measures are intended to harden distribution lines, they also increase the circuit capacity, which better positions us to accommodate increased electrification and the integration of clean energy resources.

We are also reinforcing essential facilities and future substations so they are hardened against severe weather, particularly areas subject to flooding. Our long-term flood mitigation strategy uses predictive modeling to assess flooding risk to substation infrastructure. This critical information supports real-time operational decisions and is a reference for future electrical system and substation planning, strategy and design. We plan to complete a vulnerability study in 2023 to supplement and inform our system-hardening efforts.



Targeted Investments in Our Infrastructure Through Efficient Drone Inspections

Eversource is taking to the sky and using drones to inspect our infrastructure to help improve reliability, reduce environmental impacts and keep costs down. This high-tech solution provides a critical, bird's-eye view so we can identify any potential issues.

Using drones has many benefits:

- They reduce the need for helicopter inspections and foot patrols. This means lower emissions, lower costs and fewer environmental impacts.
- Critical information is shared in real time via live streaming.
- They provide higher-quality visuals, which can help identify potential problems before they can affect safety and reliability.
- They provide access to assets in hard-to-reach areas.

During an emergency, we can quickly launch a camera-equipped drone to provide timely and more accurate power line damage assessments.

Vegetation Management

Effective vegetation management is essential to maintain operational resiliency and protect our electric infrastructure from severe weather impacts. Climate change has resulted in increased frequency and severity of storms, as well as irregular periods of drought. These events weaken trees and pose increased risk to our electric infrastructure. Data shows that during storms, the vast majority of power outages are caused by fallen tree limbs. Our five-year maintenance cycle minimizes outage impacts from encroaching vegetation throughout our service territory and targets invasive species.

We continue to work with communities and customers to identify, prioritize and remove hazardous or risk-prone trees to improve reliability and public safety while supporting healthy trees so they can thrive in areas abutting electrical infrastructure. To date, Eversource has planted hundreds of trees that can coexist with wires,

mainly due to their limited full-growth heights. Our utility arboretums provide a living resource to engage and educate stakeholders, such as local tree wardens, municipal leaders, landscape architects and the public, on which trees and shrubs can be safely planted near and under utility equipment.

We actively survey the roadside vegetation adjacent to our electric distribution system to perform maintenance. In New Hampshire, we collaborated with the Division of Forests and Lands to share information on populations of invasive insects or diseases that may impact the vegetation in the area. The division performs aerial surveys across the state to develop “heat maps” indicating where infestations and tree mortality are occurring. These maps helped us identify that the spongy moth and emerald ash borer were having devastating impacts on our system. Through this continued collaboration, we will be surveying for beech leaf disease in 2023.

In our Massachusetts territory, we engage with property owners and customers through our Resiliency Treework program to collaborate on solutions to address hazardous trees. Our arborist staff also work with municipal tree wardens to support community vegetation management program goals.

The University of Connecticut (UConn) completed a comprehensive study determining that our tree trimming and hazardous tree removal program in Connecticut has led to decreased tree-caused power outage events. This research signifies how important tree trimming is in reducing power outages in our tri-state service territory.



Pollinator “Road Map”

In 2022, we developed “Let them bee,” an illustrated pollinator road map for towns, property owners and plant nurseries. The guide identifies pollinator plants that are compatible with transmission and/or distribution lines and support a variety of species of wildlife that depend on them for food and shelter, such as butterflies, bees and birds.



Rapid Pole Technology

After two years of development, we successfully implemented our Rapid Pole technology in 2022. Rapid Poles and transformers allow crews to build a temporary pole to run high-voltage cables that bring energy to customers from a generator. This innovative technology brings electricity back on in as little as 30 minutes once the equipment arrives on location and improves worker safety performance. It allows more time for crews to complete restoration without impacting customers. In December 2022, a significant storm caused more than 200 broken poles in New Hampshire; however, the Rapid Pole technology brought electricity back to 37 customers in Laconia within three hours while the actual repairs to the damaged poles took much longer.

Emergency Preparedness

Our region is already experiencing the effects of climate change with more frequent and extreme weather events, storm surges in coastal areas, flooding, and extreme temperatures. In addition to creating initiatives that strengthen our systems, we remain prepared to respond in the event of service interruptions.

We utilize emergency response plans (ERPs) that are based on the National Incident Management System and follow a standardized approach to emergency incident management aligned with the incident command system for each area of our business. These comprehensive ERPs provide guidance for appropriate response actions for our crews, staff and communities during extreme weather events. Our employees are trained and prepared to respond to outage events, and they work with first responders to ensure a coordinated response and support for our local communities.

Preparation is key. We use high-resolution weather and 3D aerial and ground imagery to anticipate storm impacts and have developed industry-leading

outage prediction models in collaboration with UConn that guide our preparation for impending storms up to three days in advance. Employees conduct preparedness training exercises using our ERPs for service disruptions so that we are well equipped to respond to storms and emergency situations across our service territories. We are a signatory to the Edison Electric Institute (EEI) Mutual Assistance program, which brings together over 90 member companies across the U.S. and Canada willing to provide voluntary assistance during emergency electrical events. We also have contracts with numerous utility contractors to provide additional protection and support for safe and effective power restoration in preparation for potentially significant electric outage events.

Our long-term Resiliency Improvement Program for our gas business mitigates the risk of future events. We recently supplemented this initiative with our development of a new Gas and Electric Interdependency Plan that coordinates gas and electric operations during electric supply deficiencies.

We are a signatory to the nationwide mutual aid agreement through the Northeast Gas Association and the American Gas Association (AGA), which employs qualified gas employees from across the country to support our internal resources during a significant natural gas event. To enable more accessible communication, we utilize a gas outage portal to manage more efficient restoration efforts and improve situational awareness during a large-scale natural gas outage.

Dams are vital assets for our water business, and we currently meet or exceed state requirements for dam inspections and the provision of emergency action plans. We engage with communities downstream of our dams and perform emergency response exercises together to keep the communities safe. We also maintain an active program for routine maintenance and the significant capital investment needed to keep our dams safely in service.

Water Infrastructure

In 2022, our water utility, Aquarion Water Company (Aquarion), invested more than \$155 million in projects to improve the capacity, reliability and resiliency of our treatment and distribution waterworks. These investments, which are vital to providing quality water to Aquarion's customers, have been made in key areas including water mains, storage tanks, treatment plant upgrades, dam improvements, new treatment facilities for smaller systems, and enhanced pump stations. Aquarion is currently conducting a climate risk assessment that will inform design standards and long-range planning

to address a wide variety of climate-related impacts. Additionally, we completed the acquisition of the Torrington Water Company, which serves more than 10,000 customers in northwest Connecticut. This expansion to the business strengthens our ability to deliver reliable, high-quality water services to communities throughout the region for many decades to come.



AQUARION
Water Company

Stewards of the Environment™



Environment

A major component of conducting our business responsibly is upholding strong environmental practices. It is our duty to protect and conserve natural resources, minimize waste, preserve biodiversity, address environmental justice and mitigate the impacts of climate change.

Climate Change Leadership

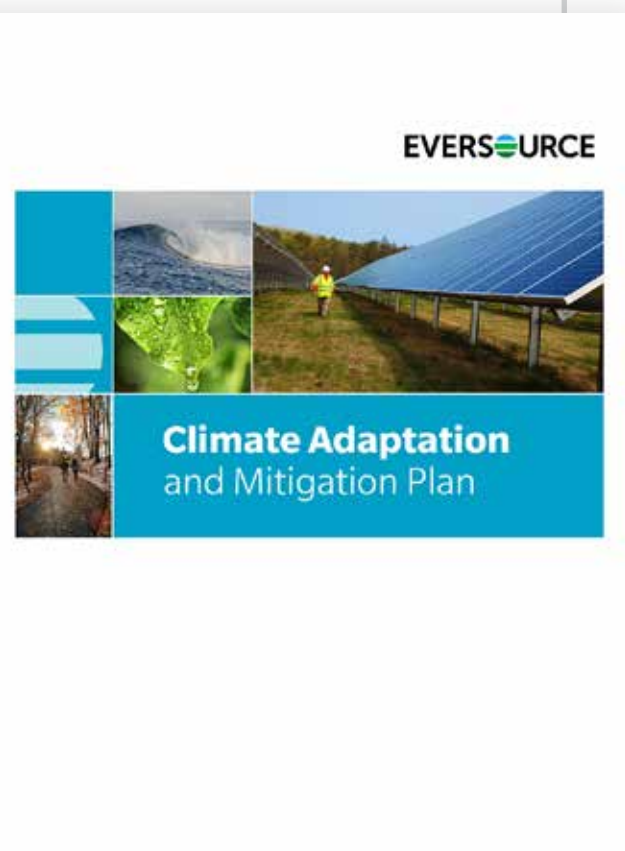
Climate change is one of the greatest challenges facing the globe today, and we recognize that we have an important role to play in supporting the timely action required. The impacts of climate change are already affecting our business, our customers and the communities we serve. We have made great progress in developing and implementing measures to strengthen our infrastructure and continue to work closely with our stakeholders to ensure we are collectively prepared.

We remain focused on adapting and responding to more frequent and more severe weather events, maintaining our ability to supply critical infrastructure, delivering essential services to our customers, and doing our part to mitigate climate change through emission reduction measures. In support of our region’s goal to realize a decarbonized future, we are proud to serve as a catalyst for clean energy that will lower emissions from the electric, heating and transportation sectors and to serve a critical role in achieving state climate objectives. We empower our customers to make informed decisions around energy consumption and take part in the energy transition by reducing their own carbon footprints. Our system hardening and grid modernization programs, along with other strategic initiatives, will also mitigate the impact of increasingly severe weather events.

At the same time, we are leading by example by reducing our own GHG emissions, as demonstrated by our goal to be carbon neutral in our operations by 2030 and by committing to adopt aggressive measures that support deep, cross-sector carbon reductions through a science-based target.

Climate Adaptation and Mitigation Plan

To explain our approach to addressing climate change, we developed a comprehensive Climate Adaptation and Mitigation Plan. This document details information about our actions to enhance system resiliency, engage our stakeholders and promote equity as we adapt to a changing climate, and can be found on the sustainability landing page of Eversource.com.

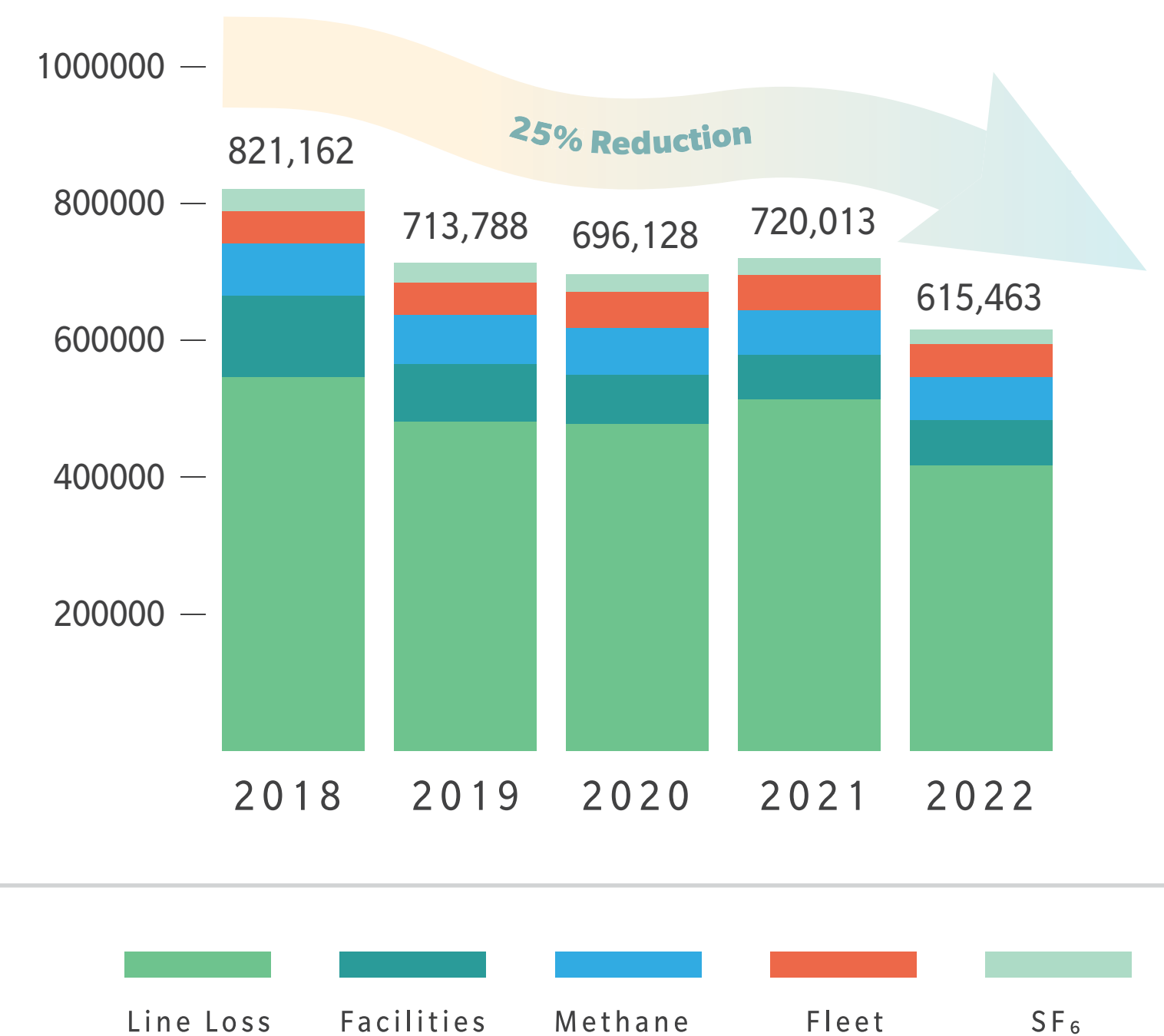


Our Drive to Carbon Neutrality

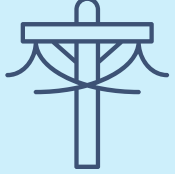
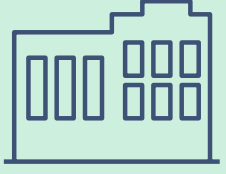



Our goal to achieve carbon neutrality in our operations by 2030 exemplifies our commitment to be a leader in our industry when it comes to addressing climate change. To meet this ambitious target, we are taking a holistic approach to evaluate all opportunities for reducing emissions. By fostering an innovative and collaborative approach to enhance efficiencies and introduce new technologies, we are driving emissions as close to zero as possible with an intent to limit the amount of emissions that will need to be offset.

Our greatest challenge in achieving this target is associated with the energy lost during transmission and distribution, known as line loss. As our region integrates more carbon-free energy sources, the carbon intensity of the energy we move through our system will decrease, thereby reducing the impact of line loss on our GHG footprint. Meanwhile, we remain dedicated to reducing all other emissions sources that we have more control over. Since our baseline year of 2018, we have seen a 25% reduction in emissions, proving that our efforts are helping us move in the right direction.

Operational Emissions (Scopes 1 and 2) in MT CO₂e



We are focused on reducing emissions in five key operational areas to achieve our carbon neutral goal by 2030:

Line Loss 	Facilities 	Methane 	Fleet 	SF₆ 
<p>Line loss is one of the electric industry’s largest sources of indirect emissions. The most effective way to minimize emissions impacts associated with line loss is through collective state and regional efforts to incorporate a cleaner mix of energy within the grid, such as solar, wind and hydro. 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.</p>	<p>Reduction of electricity and fuel use at our facilities is the linchpin of our aggressive facility optimization strategies. We are implementing many initiatives to reduce the energy demand at our locations, such as improving building envelopes, upgrading HVAC equipment, installing sophisticated building control systems and converting all lighting fixtures to LEDs. While these measures have shown results in reducing energy consumption over recent years, we went a step further to begin purchasing renewable energy in 2021, and we expanded this effort in 2022 with over 61,600 MWh of renewable energy credits. Additionally, Aquarion’s Monroe, Connecticut, facility began realizing the benefits of rooftop solarization with 246 MWh of direct solar power produced and consumed at this location. This adoption of more renewable energy at our facilities has been an important factor in helping us balance the increased carbon intensity we have seen in our regional energy mix in recent years.</p>	<p>Replacing aging, bare-steel and cast-iron natural gas pipelines to reduce methane emissions has become a standard practice while enhancing the safety, reliability and efficiency of the network. Since 2018, we have replaced more than 610 miles of aged, leak-prone natural gas distribution infrastructure, and we plan to exceed historical upgrades with more than 143 miles of pipe replacements in 2023. In 2022, we increased our pledge to the U.S. Environmental Protection Agency (EPA) Methane Challenge Program to replace bare-steel and cast-iron mains and associated services from what was previously 3% to now 6% each year. We also remain focused on pursuing long-term decarbonization solutions such as the use of geothermal and exploring low- or no-carbon gases that can be blended with natural gas or used as an eventual replacement for our natural gas business. These alternatives include renewable natural gas, which is created from landfills, wastewater treatment facilities and farms, and potentially hydrogen, which can be produced from clean energy resources like offshore wind.</p>	<p>To reduce our fleet emissions, we are adopting hybrid vehicles and incorporating alternative lower-emission fuel sources, such as biodiesel, to replace diesel and gasoline. In 2022, we were able to replace 37% of our fleet diesel with a biofuel blend. We have also established partnerships with vendors that are developing innovative technologies, such as AltecJEMS®, Derive Systems and XL Fleet, which specialize in emission-reducing tools and technology to help reduce idle time and improve fuel efficiency. Over 22% of our bucket trucks utilized hybrid technology by the end of 2022. Looking ahead to 2023, we aim to continue to expand our fleet with hybrid vehicles, with a formalized goal to have 100% of our bucket trucks utilizing hybrid technology by 2030.</p>	<p>We continue to make strides in reducing sulfur hexafluoride (SF₆) gas emissions from our existing electrical equipment through strong maintenance practices and the successful implementation of a detailed SF₆ gas tracking and inventory program. While these efforts have supported a reduction of 17% from 2021 to 2022 of this emission source, we also remain focused on alternatives that will help us phase out this potent GHG. 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 anticipation of those 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.</p>
<p>SF₆ Alternative Pilot in Preston, Connecticut</p> <p>In collaboration with Siemens Energy, we installed the first eco-efficient Clean Air Blue™ 115 kV circuit breaker in the U.S. at an Eversource substation in Preston, Connecticut. This newly installed breaker uses purified oxygen as the insulating medium and is the first SF₆-free circuit breaker. SF₆ is a synthetic, fluorine-containing chemical that is essentially a permanent addition to the atmosphere, as described by the U.S. EPA. Many states have implemented reduction requirements for SF₆ emissions due to the potency of this GHG.</p>				

Science-Based Target Commitment

Building on a solid foundation of our carbon neutrality goal, in November 2022, we proudly committed to adopting aggressive measures that support deep, cross-sector carbon reductions through a science-based target. This target will be grounded in the most current climate science and recommendations for limiting global warming in collaboration with the Science Based Targets initiative (SBTi), a partnership of prominent environmental nongovernmental organizations, to significantly reduce carbon emissions. We are working diligently to develop specific, measurable, near-term GHG reduction targets in order to seek approval from the SBTi within 24 months of our commitment, consistent with their requirements.

We recognize the journey and significant work ahead of us as we progress toward our carbon neutrality goal and science-based target. We will continue to test innovative technologies and explore all options to reduce our operational emissions. Our governance structure continues to be the overarching driver for executing the initiatives needed to achieve this goal, and we are enacting emission reduction plans, engaging internal and external stakeholders, and preparing to offset with credible investments for emissions that cannot be avoided.



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

The challenges of climate change call for even more aggressive carbon reduction action.

Water Management

We strive to be a responsible steward of water resources throughout our operations. Our largest water footprint is associated with the water withdrawals made by our water utility, Aquarion. We actively monitor and manage our reservoir and groundwater supplies throughout our service territory to safeguard the health of our watersheds. In 2022, we performed more than 6,000 watershed and aquifer area inspections to identify and protect against threats of pollution.

Leak detection and mitigation are essential to conserving water and maintaining water efficiency in our distribution system. We use advanced remote and on-site methods to find leaks, a constant source of water loss in aging water infrastructure throughout the nation. In 2022, we replaced 19 miles of water mains to reduce the likelihood of leaks and main breaks. Maintaining the distribution system is only one aspect of good water stewardship, however. Demand management is a valuable tool as we seek to climate-proof our water utility. 2022 was another drought year throughout our New England service area, and we expanded our twice-weekly irrigation schedule in Connecticut, avoiding the need for more drastic water restrictions. In addition to our mandatory irrigation schedule, we encourage our customers to join us in responsible water use. We correspond directly with high water users and promote water conservation on our website and at community events.



Drinking Water Quality

Delivering safe, clean drinking water to our customers is our highest priority. We performed over 180,000 water quality tests for more than 100 different compounds in 2022 to ensure that our water meets or exceeds state and federal standards. Many drinking water standards address substances that are naturally occurring or introduced as part of the drinking water treatment process. Others are introduced into the environment from septic systems, agriculture, industry or other sources of pollution.

Lead and copper are introduced into drinking water from water service lines and domestic plumbing. The U.S. EPA's revised Lead and Copper Rule will require that we publish our service line materials inventory by October 2024. Aquarion has been working to identify unknown service line materials since 2016 in order to gather the data needed to respond to this important public health initiative. We have submitted funding grant and loan applications for nearly \$6 million to accelerate the identification of unknown service line materials, and we are working with regulators to advocate for programs that will provide financial assistance for customers to defray the costs of replacing customer-side lead service lines.

“Forever chemicals” refers to a group of manufactured chemicals with properties that make them useful for many industrial and consumer applications. These per- and polyfluoroalkyl substances, commonly referred to as PFAS, have been detected in the air, soil and water, including both groundwaters and surface waters like drinking water reservoirs. They have been linked to a variety of health risks. Aquarion began voluntarily testing for PFAS in 2019, and we share sample results on our website and in our annual water quality reports. We operate a PFAS treatment system for a well in New Hampshire, where state standards are more stringent than the current federal health advisory. In Massachusetts, we have taken offline one well that exceeds the PFAS limits established in that state. Aquarion has been proactive in planning for likely infrastructure upgrades to address PFAS at other wells and is seeking funding under the Infrastructure Investment and Jobs Act to help mitigate the impact of these projects on water rates. Federal PFAS standards are expected to be finalized in 2023 and are anticipated to require significant investment.

Environmental Stewardship

Environmental stewardship is a vital commitment for us, and we optimize our resources to foster biodiversity, promote conservation, and protect wildlife and natural resources. We are also dedicated 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 are a part of, and we promote diverse native habitats through land management and preservation. Our Eversource Land Trust, which was created to promote the preservation of open spaces, 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 22,000 acres of protected watershed land,

15,000 of which is managed by a partnership with the Connecticut Department of Energy and Environmental Protection (CT DEEP), The Nature Conservancy, and Aquarion. Through this partnership, we work to protect the many functions and resources of forested land through stewardship activities including trail maintenance to prevent erosion and protect critical habitat, enforcement of usage regulations and state laws, and taking actions as a good neighbor to adjacent landowners.

Most recently, we completed the acquisition of a 109-acre conservation easement on our watershed in Stonington, Connecticut. This was a multiyear effort and multi-agency collaboration that required creativity and resulted in the preservation of public recreation access and wildlife habitat in addition to protecting a drinking water supply.

Our Eversource Land Trust consists of **1,000 acres** of permanently protected open space in Connecticut, much of which is open to the public for recreational use.



109-acre
conservation easement on our
watershed in Stonington, Connecticut

22,000 acres
of protected watershed land

Our Partnership with Bridgewater Land Trust

Eversource recently entered into a license agreement with the Bridgewater Land Trust in Bridgewater, Connecticut, that will enable the use of Eversource's 80-acre open space parcel for outdoor education and recreational use. The property will be used with oversight and will assist in the mitigation of environmental impacts and promote public recreation and educational opportunities. A system of interconnecting trails will be created from the town of Bridgewater's abutting property through Eversource property as the first portion of the trail system. The second initiative will then connect The Nature Conservancy's abutting parcel to create one large area of interconnecting open space with multiple landowners in partnership for trail usage.



Purple Loosestrife Biocontrol Pilot

In 2022, we conducted a pilot project in partnership with the University of New Hampshire to assess the feasibility of rearing Galerucella beetles for targeted deployment on Eversource properties and ROWs. Galerucella beetles were introduced into the U.S. in the 1990s as a biocontrol agent to help control the invasive species purple loosestrife, and there are only small sustaining populations of the beetle in New Hampshire. By rearing the beetles, we can deploy large numbers of them in a targeted area to manage purple loosestrife. We will continue the study in 2023, which will include a qualitative assessment of the deployment area.

Biodiversity, Wildlife and Habitat Protection

Our transmission, distribution and vegetation management divisions work to minimize the impacts of our operations on habitats that support a variety of species within our ROWs. Maintained ROWs contain important ecological features that promote ecological biodiversity and provide invaluable benefit to the flora and fauna of the region. ROWs can act as conduits that facilitate the movement of animals in closely populated areas of New England. In forested areas, where the vegetation conditions of a ROW are much different than those in the surrounding land areas, ROWs can act as migration corridors for animals crossing from one patch of forest to another. By managing our ROWs for early successional habitat, we promote niche habitats that are essential to the conservation of many protected species of insects, plants, birds, amphibians and reptiles. When impacts to the environment are unavoidable, our project specialists proactively seek out opportunities to mitigate impacts through high-value ecological restoration, enhancement

or conservation projects. Our environmental specialists take pride in the work they do to minimize impacts from our operations and preserve the biodiversity of the region.

We often work in partnership with state and federal environmental agencies and other external stakeholders on stewardship. Our partnerships include the Fish and Game Department and Natural Heritage Bureau in New Hampshire; the Department of Environmental Protection and National Heritage and Endangered Species program in Massachusetts; and the CT DEEP, Audubon and The Nature Conservancy in Connecticut.

2022 initiatives included:

- Partnership with Ørsted and Mystic Aquarium to conduct a comprehensive study on how impacts of offshore wind on marine mammals can be minimized.
- Funding for a natural resources inventory for the Town of Whitefield Conservation Commission in New Hampshire to map biodiversity and

find opportunities for natural resources restoration projects.

- Collaboration on the South Fork Wind project to further enhance measures designed to protect the North Atlantic right whale during construction and operation.
- Completion of various plant surveys and invasive species assessments throughout western Massachusetts.
- Development of a detailed turtle protections plan for ROW projects involving active-season turtle monitoring and turtle tracking telemetry in Connecticut.
- Partnership with Audubon Connecticut to assess the Skiff Mountain Wildlife Management Area to develop a bird habitat management guide.
- Partnership with wildlife researchers to study black bears and bobcats living on forested wildlife habitat and company land throughout Connecticut.

Waste Management

Reduction, recycling, reuse and recovery are key pillars used to reduce the amount of waste we generate. In 2022, our programs prevented nearly 25,000 MT of material from going to landfills.

With the completion of several remediation projects and increased rates of recycling, we saw a significant reduction in waste disposed of in 2022 compared to 2021. The amount of regulated waste we generate each year is dependent on the number of emergency response events (for example, storms resulting in downed equipment that requires cleanup). While this makes it difficult to set targets, over the past year, we conducted a formal assessment of all waste streams and identified opportunities to improve methods of tracking data and reduce the amount of waste generated.

Our robust investment recovery program is focused on repurposing materials through sale, auction and donation to improve circularity. This program reduces waste by increasing the life span of materials that would otherwise be directed to landfills. Some of the common materials available for repurposing in this program are scrap metal, distribution and substation transformers, batteries, generators, inventory overstock, vehicles, office furniture, computers, and warehouse equipment.

We recently started another successful reuse program to reduce one of our largest waste streams and increase the repurposing of retired electrical transformers. Previously, this equipment would be decommissioned for scrap metal, but now we are able to refurbish old transformers to “like new” condition for reuse. This project

contributes to circularity by reducing demands on raw materials that would be required to make new equipment. Our first full year of this program in 2022 led to over 1,412 units being refurbished, resulting in 45,116 gallons of oil saved and over 350 tons of metal, plastic and porcelain reused or recycled. We also partner with a vendor to recycle transformer oil from our retired equipment by removing impurities, which allowed us to recover over 548,000 gallons of transformer oil throughout 2022.

In an additional effort to minimize waste, our employees and customers are encouraged to use paperless options whenever possible. In 2022, more than 40% of our customers chose to participate in paperless billing. Our goal is to have over 45% of our customers enrolled by the end of 2023, reducing paper use and improving convenience.

Recycling transformer oil from our retired equipment allowed us to recover over 548,000 gallons of transformer oil throughout 2022.



Beneficial Reuse of Porcelain Insulators

Our insulator recycling program was developed in partnership with our metal recycling vendor to reduce waste from out-of-service insulators that typically end up in the landfill. In this program, insulators are removed from our electrical infrastructure and the metal is recycled. The porcelain glass is crushed for reuse as aggregate for road base. In 2022 alone, more than 250 tons of porcelain was beneficially reused throughout Connecticut as part of road base. This innovative program has now been established as a best practice across all three states in our territory and is serving as a model for other U.S. utilities to increase recycling and minimize waste going to landfill.



Social

Putting People First

At Eversource, interactions with our customers, employees, stakeholders and communities are guided by an aspiration to be a responsible business leader, employer and corporate citizen. We believe that all individuals have a right to fair treatment and access to a clean energy future, and we are committed to upholding respect and inclusion as the cornerstones of our culture. We believe that equal access and opportunities to learn, grow and succeed should be available to everyone.



E V E R S O U R C E E Q U I T Y

At Eversource, we are committed to:

- **Recognizing and understanding historical inequities and ongoing disparities, particularly for those communities that are predominately Black, Indigenous, People of Color (BIPOC), environmentally burdened and economically challenged.**
- **Using the Equity Guidelines to ensure our stakeholders feel respected and that our work is conducted to support their dignity and fairness.**
- **Intentionally rectifying inequities using the Equity Guidelines to govern our work in and through the various ways we engage with our stakeholders.**
- **Improving our operational and corporate processes, systems and practices to better understand and serve the needs and unique circumstances of our customers.**

Together we will:

- **Work through systemic biases.**
- **Hold each other accountable.**
- **Celebrate positive accomplishments and changes.**
- **Have courageous conversations and inclusive policies.**

Equity and Environmental Justice

We work to proactively and effectively create fair alternatives and outcomes for all customers and build credibility and trust with our stakeholders. In doing so, we aim to empower communities with the resources to drive their own economic transitions and clean energy agendas.

We recognize that having a culture that reflects our equity vision and commitment and incorporates equity into our work practices, processes and programs will strengthen our service delivery and stakeholder engagement and, most importantly, result in fair and equitable outcomes for our customers and communities. Our Pro-Equity Advisory Team (PEAT) consists of multiracial and generationally diverse employees with different positions and diverse experiences who represent our three service territories and 12 largest business functions. This team was tasked with creating structure, policies and guidelines that ensure our business decisions relate to the impact on our communities and are anchored in equity. Their work has resulted in the publication of Equity Guidelines, an equity engagement matrix, leadership tools and resources and Equity Fundamentals training for all employees.

In 2022, our Equity and Environmental Justice Team was established to, among other things, implement the framework and recommendations developed by the PEAT. In-person and online training modules were developed to drive foundational understanding to ensure stronger equity, accountability, inclusion and fairness by employees in their daily practices and in interactions with our customers



and communities — particularly those that are underserved, economically challenged and environmentally burdened. We refined an organizational change management and communications strategy to drive an equity mindset and mirror the guiding principles of our Equity Guidelines.

Environmental justice requires that all people and communities have the right to equal environmental protection under the law and have the right to live, work and play in communities that are safe, healthy and free of life-threatening

conditions. Our equity work includes an intentional focus on environmental justice, and we are working to actively engage with the environmental justice communities we serve in ways that are meaningful, accommodating and supportive of their unique needs.

As we continue our journey toward a cleaner energy future, the opportunities and challenges must be considered with a commitment to equity, justice, transparency and inclusion so that all our customers can benefit and our communities can thrive.

Energizing a Just Transition

As we build the energy system of the future, we do so with a clear and ever-present commitment to a just and inclusive transition.

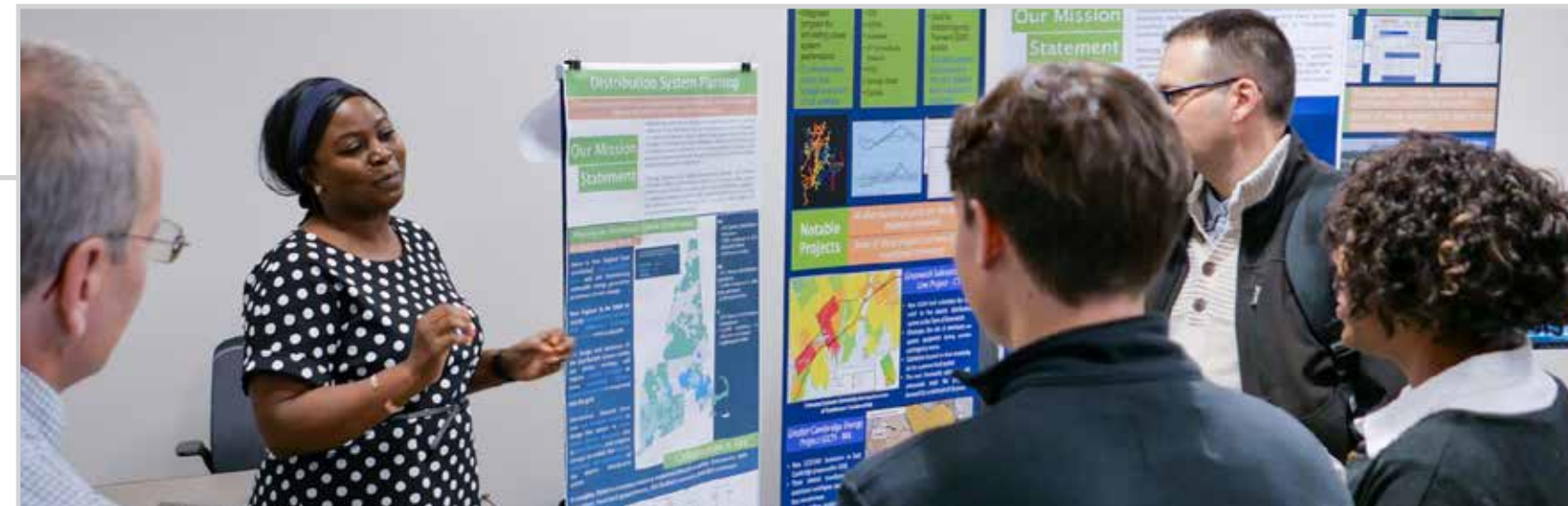
We are actively exploring solutions to transition from our reliance on fossil fuels, and we know it is critical to do so in a way that protects workers' livelihoods, creates well-paid jobs and supports communities that have been disproportionately affected by climate change. Consistent with the principle of environmental justice, we are striving to provide communities with a seat at the table for infrastructure planning from the start.

In the Just Transition, we will provide training and support to our current and future employees so they have the skills they need to be successful in a clean energy future. We are working to ensure that our clean energy investments benefit all the communities we serve, including those that have been historically marginalized and environmentally overburdened.

We are already introducing our current workforce to innovative technologies by leveraging their experiences in our geothermal pilot project. This effort spans multiple groups including sales, marketing, engineering, communications and project-planning workforces. In this way, we are developing the necessary construction and operations skills needed to support future projects.

Additional actions we are taking to develop a workforce and prepare communities for a clean energy future include:

- Investing in battery storage, EV charging, solar, networked geothermal and offshore wind, all of which will require talented and diverse workers across the region.
 - Sunrise Wind has committed \$300,000 to recruit and train workers for union construction careers critical for offshore wind projects.



We are proud to be recognized for our efforts to help build a better future for our workforce and communities.

- Revolution Wind has committed \$1 million to a partnership that will establish a Global Wind Organization training certificate program, an essential safety training program for offshore wind farm construction and operations.

We continue to engage grassroots stakeholders and citizens throughout our communities, in addition to municipal leaders, local businesses, public agencies and our supply chain partners, including through the following efforts:

- Most importantly, we are committed to working with our customers to find solutions that help them achieve their energy goals through equitable and affordable options.
- Our Offshore Wind Team is actively working with the communities that support wind generation and ensuring that impacted industries, like the fishing community, play a role in the clean energy future. We have partnered with Sea Services North America and local anglers to support safe navigation in and around the wind farms. This collaboration will create jobs to support the

industry, increase safety standards and provide training for participating crews.

- Investments in energy efficiency and renewable energy projects include a focus on supporting historically marginalized communities.
- To facilitate expansion of geothermal energy in the region, we have provided training programs to more than 1,000 contractors enrolled in the Heat Pump Installer Network.
- We are engaging with local researchers and stakeholder groups to educate customers about networked geothermal technology and study the feasibility of a wider deployment of the technology.
- Educational and informational materials are provided in multiple languages to ensure communication with stakeholders is equitable.
- We strive to be reliable, transparent partners and to listen to our communities before we plan clean energy projects.

- We are working with trade unions to ensure that all offshore wind projects are built by American union labor and engaging a diverse supply chain featuring minority- and women-owned businesses, with a special focus on hiring from communities impacted by our future expansion plans. These projects will play a key role in enabling a cleaner, more resilient energy future for the region while creating thousands of well-paying jobs and providing significant economic investment in local communities.
- Centering diversity, equity and inclusion within Eversource, we are including enhanced unconscious bias training and measurable diversity targets for our own workforce and new hires.

We believe these actions will help us build a clean energy economy that is both sustainable and equitable while ensuring our stakeholders are gainfully engaged throughout this journey toward making this Just Transition a reality.

Our Employees

Diversity, Equity and Inclusion, and Social Justice

In today's world, diversity encompasses more than race and gender. It extends to making sure that work teams represent as many points of view as possible, enabling keener insights and delivering better solutions and outcomes. Inclusiveness, respect and collaboration are core values that help drive the way we do business. We are committed to attracting, developing and retaining a diverse workforce that enables us to work together to deliver reliable energy and superior customer service. To ensure our continued success, we strive to leverage the talent, unique perspectives, and cultural and life experiences of every employee. Our goal is to foster a diverse, inclusive and equitable environment where all employees, customers and stakeholders feel welcome, respected and valued.

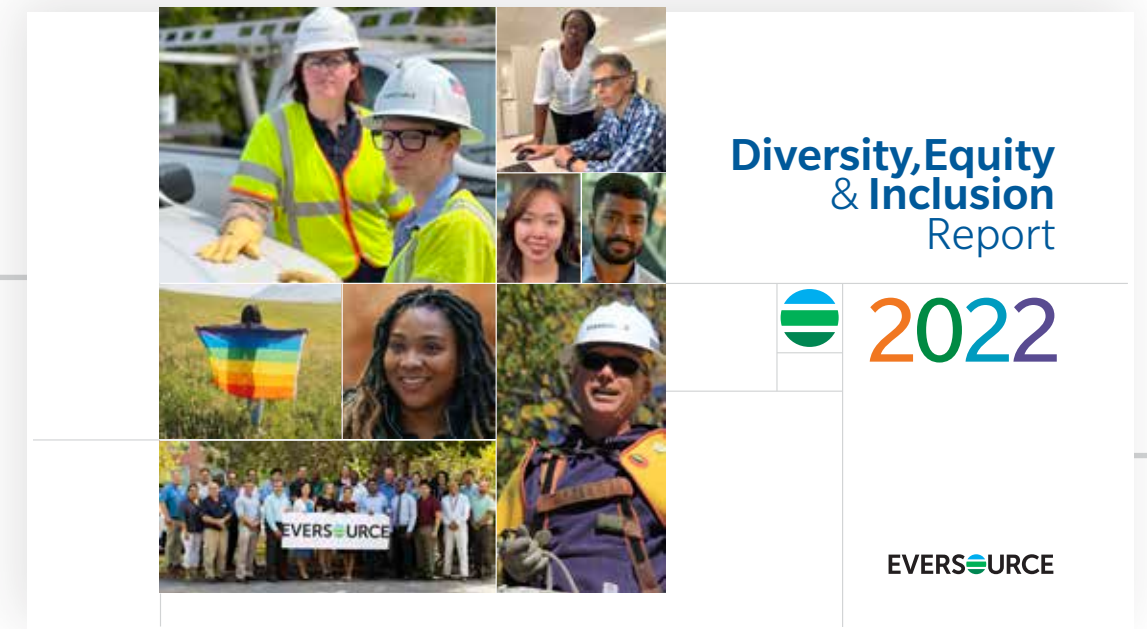
Our diversity, equity and inclusion (DE&I) strategic plan focuses on five key areas: leadership commitment, diverse workforce, inclusive workplace, diverse suppliers and community impact. This work is led by senior leadership in conjunction with our human resources (HR) and DE&I leadership, DE&I executive sponsors, and DE&I Council. Our DE&I Council is a cross-functional team representing the DE&I team, executive sponsors and business resource group (BRG) leaders from across Connecticut, Massachusetts and New Hampshire. By creating strategies to empower and engage the workforce, the council helps develop, lead and advise on the implementation of initiatives supporting our DE&I strategic goals.



5 key areas of DE&I Strategic Plan:

- **Leadership Commitment**
- **Diverse Workforce**
- **Inclusive Workplace**
- **Diverse Supplier**
- **Community Impact**

[Detailed information about our DE&I progress can be found online in our 2022 DE&I Report.](#)



Leadership Commitment

In 2022, Eversource leaders committed to DE&I metrics and annual corporate scorecard goals that drove accountability for progress across all areas of the business. These metrics included establishing talent diversity and employee engagement targets as well as increasing business with diverse suppliers and expanding philanthropic support to create more equitable and just communities.

In 2022, we also saw an increase in leader-hosted DE&I dialogues and learning events that celebrated the histories and contributions of under-represented groups and communities. Furthermore, Eversource’s DE&I Council, BRG leaders, and Racial Equity Task Force (RETF) members continued to be a sounding board and vital partner to the business as we adapt to emerging changes in the workplace and introduce new policies and practices to support our inclusion efforts.

Driven by our senior leadership vision and guidance, Eversource has become a member of CEO ACTION for Diversity & Inclusion™, the largest CEO-driven business commitment to advance diversity and inclusion in the workplace. Eversource also participates annually in CEO ACTION’s annual Day of Understanding initiative and supports Edison Electric Institute’s (EEI) DE&I commitment. Also in 2022, we grew our partnership with the Paradigm for Parity, a coalition comprised of business leaders, board members and academics dedicated to addressing the corporate leadership gender gap. In addition, Eversource has incorporated DE&I into our core leadership behaviors for building engagement, hosted DE&I conversations within our business and expanded our efforts in communities stakeholder events in support of the diverse communities we serve.

Business Resource Groups

Our six Business Resource Groups (BRGs) are voluntary, employee-led communities that organize around a particular dimension of diversity or identity. Our BRGs embrace individual and collective diversity, contribute to our employees’ personal and professional development and offer the opportunity for our employees to connect with each other. Our BRGs also offer a safe space where people of similar backgrounds can gather to discuss issues impacting their communities and create awareness on how Eversource and allies can better support them. Apart from regular meetings, each BRG hosts multiple events every year to celebrate and support our employees. In 2022, our BRGs led educational

and engaging programs and initiatives aimed at increasing attraction and retention in STEM and non-traditional roles for women and other underrepresented groups and furthering our inclusion, racial equity and social justice missions. To learn more about the impact Eversource’s BRGs have had on the workplace and community, please see the 2022 Diversity, Equity and Inclusion report.

The Racial Equity Task Force

Over the past few years, Eversource has made significant, accelerated progress on our journey to drive meaningful, positive change in our workplace by addressing racial equity and

social justice. In 2022, our Racial Equity Task Force (RETF) continued to develop solutions to create greater equity in talent management, increase support of our underserved communities, and create a more inclusive workplace. The RETF designed a video series to increase attraction and engagement of candidates from underserved communities. They also launched a DE&I in Action series to deepen the understanding and engagement of DE&I by spotlighting employees who exemplify “DE&I In Action” through their endeavors in the workplace and community. The task force also identified new advancements to support our environmental justice communities through our supplier diversity and corporate giving programs.

Awards and Recognition in DE&I

We are proud of the numerous awards and recognition Eversource continues to receive for our DE&I efforts. In 2022, we secured a place on the Bloomberg Gender-Equality Index, the Hire Vets Medallion Award list, and As You Sow, where Eversource was named the No. 1 utility for both racial justice and workplace equity and a Top 10 company overall out of the Russell 1000 Index for transparency and accountability on the path to justice.

Eversource has six BRGs:





The Eversource Lineworker Certificate Program at Capital Community College in Hartford, Connecticut, helps address the utility industry's tremendous growth and high demand for skilled resources to construct, maintain and service the electric infrastructure across the state. In 2022, we continued providing funding to this program that fosters skill development for underprivileged students and develops a new generation of diverse lineworkers. In 2023, we plan to extend this partnership to Housatonic Community College in Bridgeport, Connecticut, and lengthen the program to 13 weeks to allow for additional training. Similar workforce training partnerships exist in Massachusetts and New Hampshire.

Workforce Development

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. Ensuring our current and future workforce is equipped with the necessary skills to rise to the Just Transition effort and grow alongside our evolving business has been our focus. Our proactive recruiting strategies attract experienced workers in highly technical and emerging roles, such as cybersecurity, renewable energy and grid modernization.

We've also developed several unique programs in 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. These pipeline programs provide high school graduates and others with an opportunity to participate in several types of certification and degreed programs that span from 13 weeks to two years in order to qualify for well-paid craft positions. Special effort is made to reach out to urban youth, veterans and underemployed adults.

Employee Engagement

We aim to foster an inclusive and equitable workplace where diverse, empowered and engaged employees work together to deliver excellent service to our customers. Eversource encourages employees to provide feedback on their work experience and the business through employee engagement surveys. In April 2021, Eversource completed an extensive employee engagement survey. In 2022, two additional pulse surveys were delivered as a follow-up to measure progress in areas needing improvement identified by our employees in the 2021 survey. Targeted action plans were developed to incorporate employee feedback and address areas of opportunity. Additional dialogue

was facilitated through our employee BRGs, and we increased manager and executive interactions to ensure employees felt connected to the larger organizational goals and vision.

We proudly implemented new flexible work guidelines in 2022, recognizing the importance of offering hybrid work arrangements to employees in applicable positions. Flexible work helps us attract and retain employees in a competitive labor market and gives our employees a better work-life balance, stimulates productivity and improves morale.





Safety

An Eversource core value is “Safety First and Always” for our customers, employees and communities. Our approach is one in which all employees are trained and empowered and take pride in identifying and proactively addressing work-related hazards. All employees and contractors working on Eversource projects are also empowered to call a “safety stop” to evaluate and address any emergent work-related hazard as they perform their duties.

A top priority is the ability of Eversource employees and contractors to recognize and implement safeguards to protect themselves and others from work-related hazards. In 2022, we continued to update our field safety job observation process to focus on high-energy hazards, which can potentially result in a serious injury or fatality (SIF). Approximately 64,000 field safety observations of both internal and contractor crews were conducted to validate that potentially hazardous energies were effectively managed. We encourage all employees to report any unsafe conditions they encounter; such

reports resulted in more than 3,200 potential hazards being addressed in 2022. Safety performance related to the reduction of injury, illness, preventable motor vehicle accidents and SIF events improved in 2022. Leading indicators, including hazard ID/good catch, learning teams and energy observations, all improved year over year. We unfortunately experienced one employee fatality in 2022, which reminds us why we must always make safety our top priority and maintain our commitment to Safety First and Always.

Our Safety Team also continued high-level engagement and partnership with our business organizations on key initiatives, such as overhead grounding, arc flash, training and motor vehicle safety. Employees ranging from field-workers to supervisors, trainers and engineers partnered with our Safety Team to write over 90 safe work instructions (SWI) for use in the departments of Electric Overhead, Underground, Stations, Field Engineering, Meters, Materials Logistics and Fleet. These SWIs have been an asset for workers, who can access them remotely from the field to aid in their job planning,

briefing and execution. In addition, they serve as a critical part of our apprentice and new supervisor training programs.

Key components of our growing Safety Management System (SMS) are the integration of both human and organizational performance (HOP) and SIF principles. A component of the HOP principle is learning teams, in which groups of employees are brought together to discuss a safety issue and identify adoptable solutions. The learning teams are facilitated by our Safety Team and lessons learned are shared with employees and incorporated into either SWIs or safety policies. In 2022, 45 learning teams were facilitated that addressed topics including grounding, switching and tagging, SIF events, network protectors, inadvertent trips, job briefs and pole placement. Our Safety Cohort program was also developed, and the new cohorts rotated through training with the Electric, Gas, Transmission, Capital Projects, Operations Services and Logistics departments. The eight-month program was designed to provide a sound overview of the company and effectively launch the

cohorts into their safety roles in 2023.

Our Safety Team supported the transmission and offshore wind capital projects with an enhanced contractor safety program in 2022 that helped our contractors build relationships to enhance contractor safety culture and communicate Eversource’s expectations. The program included new contractor onboarding, monthly contractor meetings and quarterly executive contractor meetings in partnership with the Transmission Team to learn, share best practices and improve collaboratively.

We have a responsibility to keep our communities safe in addition to conducting our day-to-day work activities safely. Our public Eversource website provides a variety of resources for first responders, emergency management personnel and other organizations throughout our service territory. We also conduct in-person semiannual electrical hazard awareness training for fire and police academies, which helps ensure safe and effective practices by first responders when responding to system emergencies.

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 implement and promote green initiatives. We also share information on how we can work together to protect the environment. In 2022, the team held numerous virtual speaker and Earth Day events, open to all employees to expand knowledge and inspire more sustainable living.



We offer comprehensive and inclusive benefits to meet the needs of our diverse workforce.

Wellness and Benefits

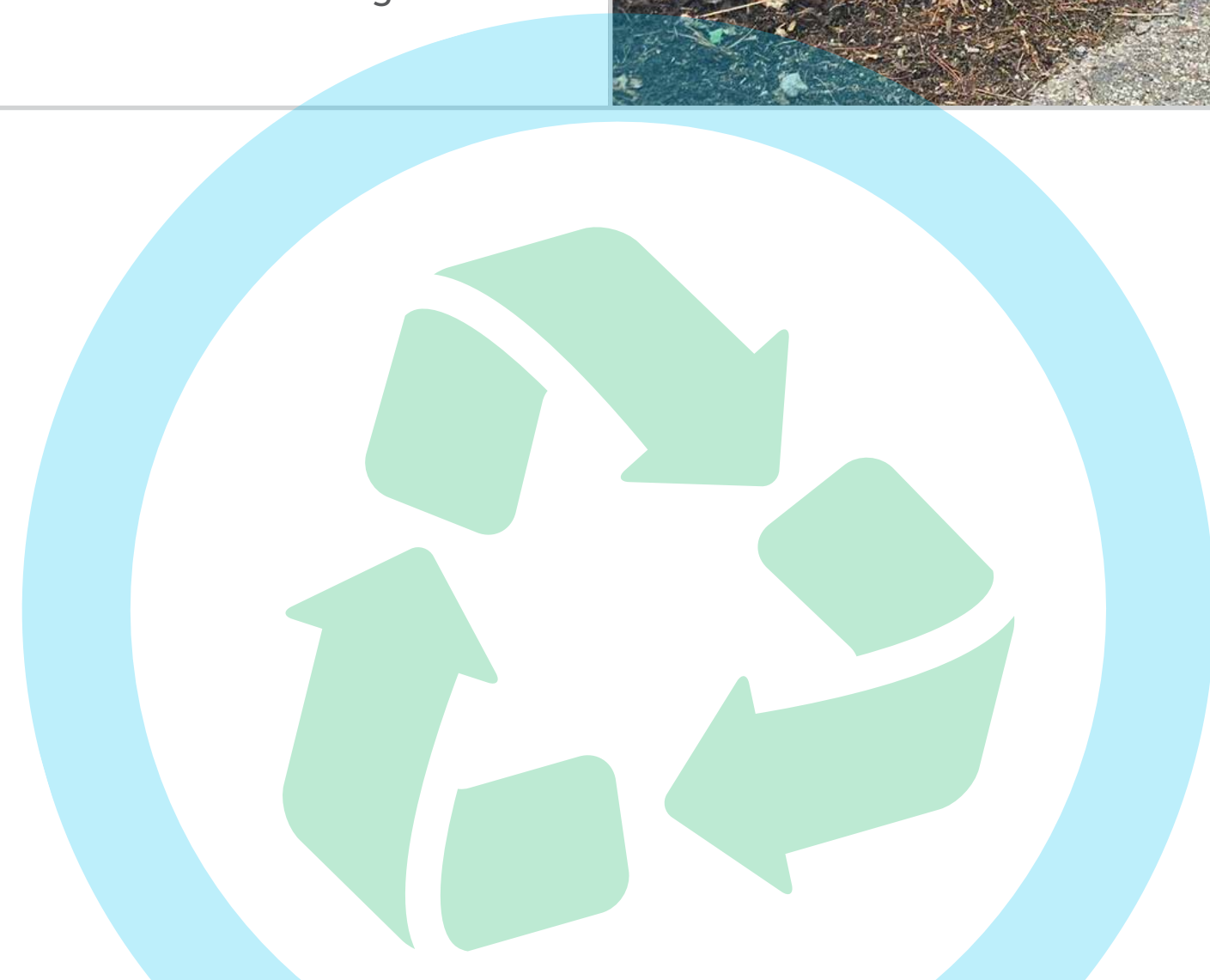
Our employees are our No. 1 asset, and we are proud to provide strong benefits as part of our employment programs. Our comprehensive benefits program is designed to promote well-being for financial, physical and emotional health and complement our diverse employees in all aspects of their lives.

We assessed and benchmarked our benefits program in 2022 with a goal of ensuring that our plans and resources span a diverse range of personal needs and life stages. As a result, we enhanced our adoption assistance, fertility coverage, gender identity coverage, hearing aid, tuition reimbursement, and bereavement leave, and introduced surrogacy reimbursement and a paid parental leave program. We already 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.

We recently launched a new digital symptom checker within our benefits program called Buoy Health. Buoy Health can

assist employees and their families in finding the appropriate medical care at any time of the day. This complements our existing wellness platforms, including Virgin Pulse, a digital application that utilizes behavior change science to encourage a healthy lifestyle, and Learn to Live, an online behavioral health program to help employees with stress, anxiety, depression, insomnia and substance abuse and help them improve resilience.

In addition to these programs, we offer workplace amenities to foster a healthy employee experience within our facilities. Building on the success of our Energy Park headquarters in Manchester, New Hampshire, the first utility site in the nation to achieve Fitwel certification, we submitted applications for Fitwel certification for two additional Eversource facilities and expect them to be approved in 2023. Fitwel certification identifies workplaces designed to promote and encourage employee health and well-being. We reopened fitness centers post-COVID at three of our facilities, which are available to employees 24/7, free of charge.





Our Customers

Every day, we strive to exceed customer expectations through excellent service and responsiveness. We are dedicated to operationalizing equity by providing options and technology to our customers, and we are confident that reliability 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 Assistance

We recognize that current energy costs are high and are subject to continued market volatility, which is why connecting our customers who are struggling to pay their bill to assistance programs is more important to us than ever. We offer customers a variety of payment plans and programs to help make energy bills more affordable and prevent service shut-off, including balance forgiveness programs, service protection plans and extended payment plans.

We also provide a low-income discount rate in New Hampshire and Massachusetts, and we will begin providing one for our electric customers in Connecticut in 2024.

We work closely with state agencies across our service area to get the word out about state and federal assistance funds for customers in need. In 2022, that included new assistance programs and additional Low Income Home Energy Assistance Program funds available from our states in response to rising energy costs in the region.

We conduct regular outreach to community leaders in areas with the highest numbers of customers who have past-due accounts. Our team has developed specialized toolkits and materials to build awareness of our assistance programs. Last year, we held over 30 webinars in English and Spanish for thousands of registered attendees and participated in more than 20 community events across our service territory to connect with customers one-on-one. We led three bilingual paid advertising campaigns for communities with the greatest number of customers in need to raise awareness about our assistance programs for

higher energy costs and bills. We also work with financial hardship customers, offering year-round assistance programs, discounted utility rates, services, payment plans and partnerships to help them manage their energy and water costs. More than 80,000 customers benefited from more than \$65 million of waived debt on their payments in 2022.

In March 2022, we expanded the New Start forgiveness program to our customers in New Hampshire so they could take advantage of the same benefits as customers in Connecticut and Massachusetts. New Start helps customers pay their past-due bill in as little as 12 months. When they make on-time payments, we subtract an additional portion of what they owe each month.

We are constantly identifying and proactively offering our customers programs and protections to optimize the customer experience. For example, in 2022, we launched a capability in Connecticut in partnership with the Department of Social Services (DSS) to make energy access easier for our most vulnerable customers. With customer consent, those experiencing financial

We led **three bilingual paid advertising campaigns.**

We held more than **30 webinars** in English and Spanish for thousands of registered attendees.

More than 80,000 customers benefited from over \$65 million of waived debt on their payments.

We launched a capability with the DSS to make **energy access easier** for hardship customers.

hardship who receive certain state assistance benefits are automatically verified by DSS without needing to give Eversource additional documentation. Customers who opt in won't need to find and submit their proof of DSS benefits to receive Winter Protection or access to special financial hardship programs, like the New Start or Matching Payment programs. With this partnership in place, Connecticut has become the second state in the nation to provide automated verification of financial hardship with its regulated utilities.

Our goal is to provide our customers with excellent service and communication.

We have increased the number of communications and proactive outreach to customers in the event of an extended power outage to at least three per day until an estimated time of restoration becomes available. These messages are delivered via the customer’s preselected channel of choice – text, email or phone call.

As an early mover in offering Spanish-language digital resources, we’ve created Spanish interactive voice response message prompts and recordings, translated important webpages, and continue to offer a myriad of forms, brochures and printed collateral in additional languages. We currently have a mobile application in Spanish and important natural gas safety messages are translated into both Spanish and Portuguese, reducing confusion and misunderstanding to deliver an improved customer experience.

We are unwavering in our commitment to protect our customers’ personal information through our cybersecurity program, which is overseen at the board level and undergoes risk assessments, vulnerability management program enhancements, and bolstered policy and governance, and includes a proactive incident response program. This comprehensive program uses in-depth defense strategies consistent with the National Institute of Standards and Technology Cybersecurity Framework.

Customer Care

We constantly work to improve our messages around service, power restorations and essential account information so that our customers are in the driver’s seat with their energy consumption and choices. Extensive customer outreach is established through our website, email, traditional and social media, customer bills, advertising, and direct outreach. These regular communications offer timely information about how to save money and energy, stay safe, and provide updates on new assistance and programs.

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

Communication:

Provide proactive and timely responses 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; listen to and incorporate customer feedback to continuously improve.



Our Communities

Our communities are an extension of our company, and we recognize the importance of viewing the circles in which we operate and those we touch in the supply chain as valuable stakeholders. Our internal programs around charitable giving and volunteerism help us be active members of the community, and our efforts extend and support a larger goal to be inclusive and mindful of all members of the community.

Charitable Giving

The Eversource Energy Foundation was created to help build a healthier, stronger, more sustainable and more equitable future for our customers and communities. In addition to grants provided 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; science, technology, engineering and math (STEM) programming; the environment; and public safety. The Charitable Giving State Review Committee meets quarterly to review grants and align on community priorities. The committee, comprised of employees from various Eversource business groups, helps ensure we have diverse perspectives in our grant review and decision-making process.

In 2022, the Eversource Energy Foundation continued to impact and uplift the vision of a just and equitable future for our communities and customers. By putting significant effort toward understanding the specific needs of underserved communities within our operating areas, we can secure grants to support the diverse communities in which we serve.

The accomplishments from 2022 include:

- Provided \$6 million in grants and sponsorships in 2022, including \$4.5 million to support diverse, community-based organizations.
- Through our signature events, helped charities across New England raise over \$2.6 million.



\$1.4 million
to United Way

\$380,000
in community
grants

\$591,000
to charities through
employee giving
program





Employee Giving and Volunteerism

Our corporate volunteer program allows employees up to two days of paid company time off to support community partners with volunteer projects. More than 5,000 employees volunteered more than 27,000 hours at company-sponsored events throughout 2022. Whether it's working for larger organizations like the United Way and Special Olympics or working at local food pantries, we recognize that partnerships with charitable organizations complement our mission to deliver reliable energy and superior customer service. Along with volunteering, employees show commitment to our communities by donating to their own favorite charities and by serving on boards. Our employee giving programs enable Eversource employees to apply their talents and time to causes that matter most to them, resulting in over \$591,000 of contributions made to charities on behalf of our employees and retirees in 2022.

Matching Grants

Encourages employee-directed giving by matching employee donations to eligible organizations.

Pledge Partners

Matches pledged funds for events where employees participate in supporting nonprofit agencies.

Dollars for Doers

Provides financial support to a community group where an employee is actively and regularly involved on their own time.



Community Relations

Our ties and partnerships with local community leaders aid in providing the best services and care for the communities in which we operate. One hundred percent of our operations integrate community engagement as part of the planning and implementation processes. We partner on community priorities and leverage the full benefit of Eversource's operational, safety, environmental protection and advocacy experience to support the needs of town leaders, constituents and communities.

Our Community Relations Team serves as the primary point of contact and the face of the company. Throughout the year, our strong relationships with business leaders and government officials 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 communication efforts connect those in need with low-income and energy efficiency programs, provide vital updates on energy-related projects, and help 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.

New strategies were developed around social justice communities and the increase in citizen engagement in the public siting and permitting process. To effectively illustrate these initiatives, the Community Relations Team supported efforts at the local level. Extensive communication with key community leaders and municipal officials helped to advance critical transmission, distribution and clean energy projects. We deployed a new customer relationship management system, a tool used to capture communication with municipal officials during blue sky and gray sky days, creating a well-documented history of the company's relationship with the customer.

Additionally, our efforts to promote equity include a focus on engaging with environmental justice communities we serve in ways that are accommodating to them and based on their needs — before we plan projects and work. Engaging means communicating in the spoken languages of the community and in various forms of outreach based on what the community needs — not based on our assumptions.

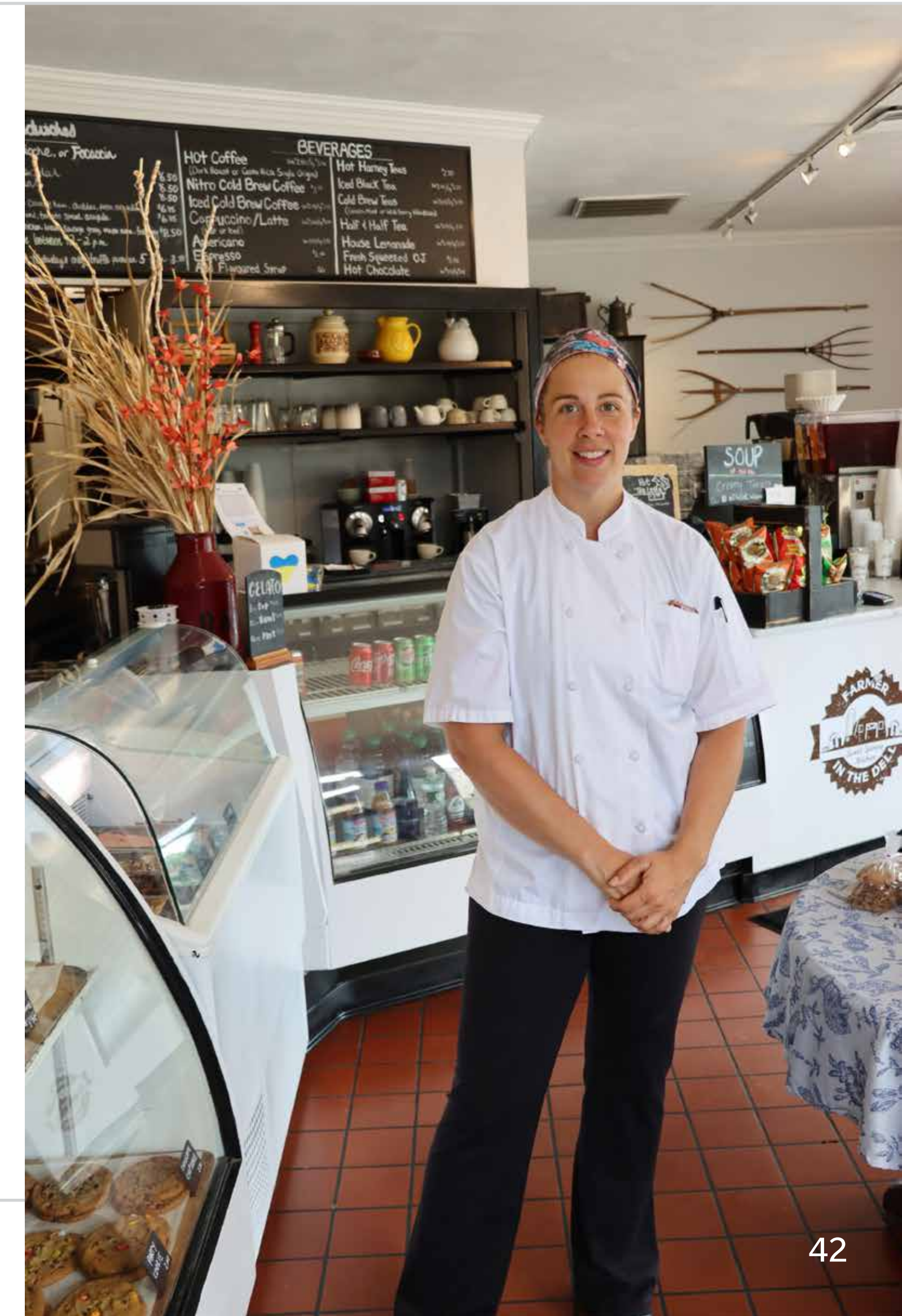
Spreading the Word

The tri-state Community Relations Team partnered with numerous internal departments in 2022 to help share messaging about Eversource, such as the proactive tree work across the three states providing vegetation management “scorecards” to all towns, highlighting the necessary balance of electric safety and reliability with the local preservation interest in trees and greenery.



Economic Benefit

With an eye toward creating economic growth that benefits our communities, we support the employment of more than 9,600 New England residents. In addition to building this strong workforce, we economically serve our region by creating grants for local development initiatives. Hundreds of millions of dollars are invested in our energy delivery infrastructure along with renewable energy projects that foster job creation. Award-winning energy efficiency programs and the development of cost-effective renewable energy projects provide opportunity for a culture of change and growth. We support Connecticut tax credit programs that enable the development of low-income and supportive housing and the preservation of historically significant properties. Supporting the energy efficiency efforts of the nonprofit community is also a key component of this effort. We accomplish this economic benefit 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.





Governance

Our corporate governance structure permeates business operations to create long-term sustainable value for all our stakeholders. This solid foundation of corporate responsibility extends to our business partners, which we hold to a high standard. This structure focuses on acting with transparency, honesty and integrity and is fundamental to our company values.

In 2022, we were proud to continue the achievement of our goal to rank in the top 15% among a peer group of comparably sized U.S. utilities for key ESG ratings.

The Eversource Board of Trustees (the board) oversees the business affairs and management of the company. The board is elected by the shareholders to ensure that the long-term interests of the shareholders are being served. Business executives report to the board on a regular basis to maintain accountability around sustainability, signifying the importance of sustainability in our vision to lead our industry in ethical and responsible business practices. The Governance, Environmental and Social Responsibility Committee of the board provides primary oversight responsibility for climate action, environmental management, human capital management and overall sustainability performance and the full board receives regular updates on our progress.

One of the key metrics the board uses to ensure continuous advancement of our ESG performance is setting an internal goal to remain among the top in our industry with regard to key external ESG ratings used by our investors and other stakeholders. In 2022, we were proud to continue the achievement of

our goal to rank in the top 15% among a peer group of comparably sized U.S. utilities.

Board Composition

In addition to providing the framework for the governance of our company, our Corporate Governance Guidelines identify diversity parameters, including gender, ethnicity and personal background, as important considerations when evaluating trustee candidates. Diverse experience at policy-making levels in areas that are relevant to our business activities are key characteristics of our board members, paralleling our overall company commitment to DE&I. Our trustees have impressive backgrounds and serve or have served in leadership roles for other companies, possessing deep knowledge of organizational success, business processes, long-term strategic planning, risk management, and corporate governance. We leverage these attributes of our trustees to move our company toward continuous growth.

Supply Chain Management

We promote sustainable practices within our supply chain by establishing strategic relationships with responsible suppliers that are committed to and aligned with our sustainability principles.

In 2022, we focused our supply chain goals on building capability, ensuring compliance with our code of conduct and facilitating ongoing training. As part of this work, we invited suppliers to attend our half-day Sustainability 101 Workshop, and our existing training materials were bolstered and made available to all suppliers. Over 160 participants representing our top suppliers participated in the training session to further their understanding of sustainability and its importance when doing business with Eversource.

All vendors must adhere to our Supplier Code of Business Conduct, which outlines 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 requirements.



Supplier Sustainability Partner Guide

At Eversource, we advance supply chain sustainability by embedding corporate social responsibility in our entire sourcing process. From supplier onboarding to contract creation and throughout the life of the relationship, our supplier sustainability program draws out and capitalizes on opportunities to strengthen sustainability practices across the supply chain.

Through our supplier sustainability program, we actively seek suppliers that share our commitment to environmental stewardship, social responsibility and ethical business practices. In 2022, we created the Eversource Supplier Sustainability Partner Guide and enhanced our supplier webpage to include detailed information on why sustainability is important to Eversource and helpful information for suppliers to improve their practices.

Small and diverse business spend was **\$929 million in 2022.**

Our procurement selection process also includes an assessment of sustainability programs vendors have within their companies as well as opportunities that may provide additional value from a sustainability perspective for specific projects. In 2022, we enhanced our contractor and supplier registration vetting process to provide more visibility on the sustainability commitments of our prospective partners.

Our supplier relationship management (SRM) 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. Once contracted, key suppliers are asked to complete a more detailed survey that helps us gain a better understanding of their sustainability programs and policies, including ESG strategies, environmental targets and reporting, employee diversity, and code of conduct expectations.

We facilitate continuous improvement within our supply chain by driving data-backed conversations that support actionable process improvements. We encourage our suppliers to join us as active participants in the Sustainable Supply Chain Alliance (SSCA), an organization of utilities and suppliers working together to advance sustainability best practices in utility supply chain activities and supplier networks. Through that focus, in 2022, we increased the top Eversource supplier affiliate members in SSCA from 19% to 25%, targeting those with scores under 30% and our SRM suppliers.

Our website now showcases a supply chain sustainability page to ensure that suppliers understand our approach and practices for responsible sourcing.

Supplier Diversity

With a goal of promoting diversity throughout our business, we are proactively working to partner with a diverse network of suppliers through our supplier diversity program. Over the past several years, we have been increasing our contracted work with small and diverse businesses throughout our supplier network, which collectively represented more than \$929 million of our supplier spending in 2022. We encourage our suppliers to use diverse sub-contractors and collect spend (Tier II) paid to those diverse businesses for work in direct support of Eversource.

Throughout 2022, we focused on further evolving our supplier diversity program by:

Investing in SupplierIO, a tool to validate the accuracy of our supplier diversity categorizations.

Expanding our Tier II diversity program.

Continuing our supplier diversity efforts by committing to a goal to increase the number of diverse suppliers by 5% to 312 suppliers by the end of 2023.

Implementing a new internal metric to track the level of spending associated with local suppliers in our operating states.

Stakeholder Engagement

At Eversource, we maintain a strong presence in sustainability associations to make sure we are aligned with the most up-to-date guidelines and recommendations around ESG communications and transparency. We maintain an open dialogue with all stakeholders, as the engagement of stakeholder groups is imperative to the success of our business. External stakeholders, such as community members, customers, investors and regulators, are regularly engaged to ensure they are educated about our services and that their opinions are considered in projects that impact their communities. Partnerships and participation in industry groups allow us to collaborate closely with nonprofit organizations and regulators to identify best practices, address challenges and collectively drive progress on sustainability issues.

Our 2022 engagement actions included:

<p>Continuation of a leadership role on the EEI ESG Committee, helping to develop and refine the ESG reporting template to standardize ESG disclosures across our industry.</p>	<p>Active participation in the SSCA, an organization of utilities and suppliers working together to advance sustainability best practices in utility supply chain activities and supplier networks.</p>	<p>State-of-the-art research conducted by the Eversource Energy Center at UConn, along with the development of technology and software 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. Our partnership with UConn 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.</p>
<p>Industry collaboration to complete a thorough review of federal climate laws and demonstrate support for national and international programs addressing climate change.</p>	<p>Development of Equity Guidelines to help us build more inclusive processes to increase awareness and communications with all customers regardless of race, ethnicity, economic background or spoken language.</p>	

Acting with transparency, honesty and integrity is fundamental to our values and underpins our ESG initiatives.

Transparency

We know that transparency strengthens business accountability, builds trust and contributes to overall success. Honest and clear business operations and proactive communication around risks and challenges are fundamental to our values and are the foundation of our ESG strategy. Providing transparent and regular communication on these topics is extremely important to meet the expectations of our stakeholders and invite open dialogue. We maintain clear and updated policies and documentation around accessible financial disclosures, regulatory filings and sustainability reporting across

various digital channels including our website, social media and customer communications.

Upholding Ethics Through Internal Programs

Ethical corporate values and business practices continue to be the basis for all our operations and business decisions. Our chairman of the board, president and CEO, leads by example and upholds these values and expectations. This leadership helps communicate expectations around the importance of conducting business ethically to the entire organization through our programs and systems.

Our Code of Business Conduct (CBC) sets the standards for all officers and employees of the company, as well as the board, in support of day-to-day decision-making in our relationships with customers, suppliers, regulators, shareholders and each other. All officers and employees receive periodic communication and annual mandatory training on the CBC, which serves as the foundation of our compliance culture, including by addressing such topics as Anti-Corruption & Anti-

Bribery, Antitrust & Fair Competition, Conflict of Interest, Fraud Prevention & Detection, Prevention of Discriminatory Harassment and Fitness for Work, as well as communication and awareness on other important corporate policies, such as our Human Rights Policy.

Our corporate compliance hotline is operated by an independent third party, NAVEX Global, 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 (CCO) or HR.

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 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.

Corporate Compliance Program

Our Corporate Compliance Program (CCP) is governed by the Audit Committee of the Eversource Board of Trustees and supports the mission to ensure that our employees embody a culture of ethical compliance. Our CCP is a comprehensive, multilayered, enterprise-wide program where compliance is everyone's job every day, and it reflects all the applicable laws and regulations for our business. The CCO provides an annual report on the status of the Eversource CCP to the Audit Committee of the board.

Our CCP is based on:

Dedicated support from senior management, including the Board of Trustees.

Standards and procedures, including a strong CBC 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 federal and state laws, regulations, policies, and standards.

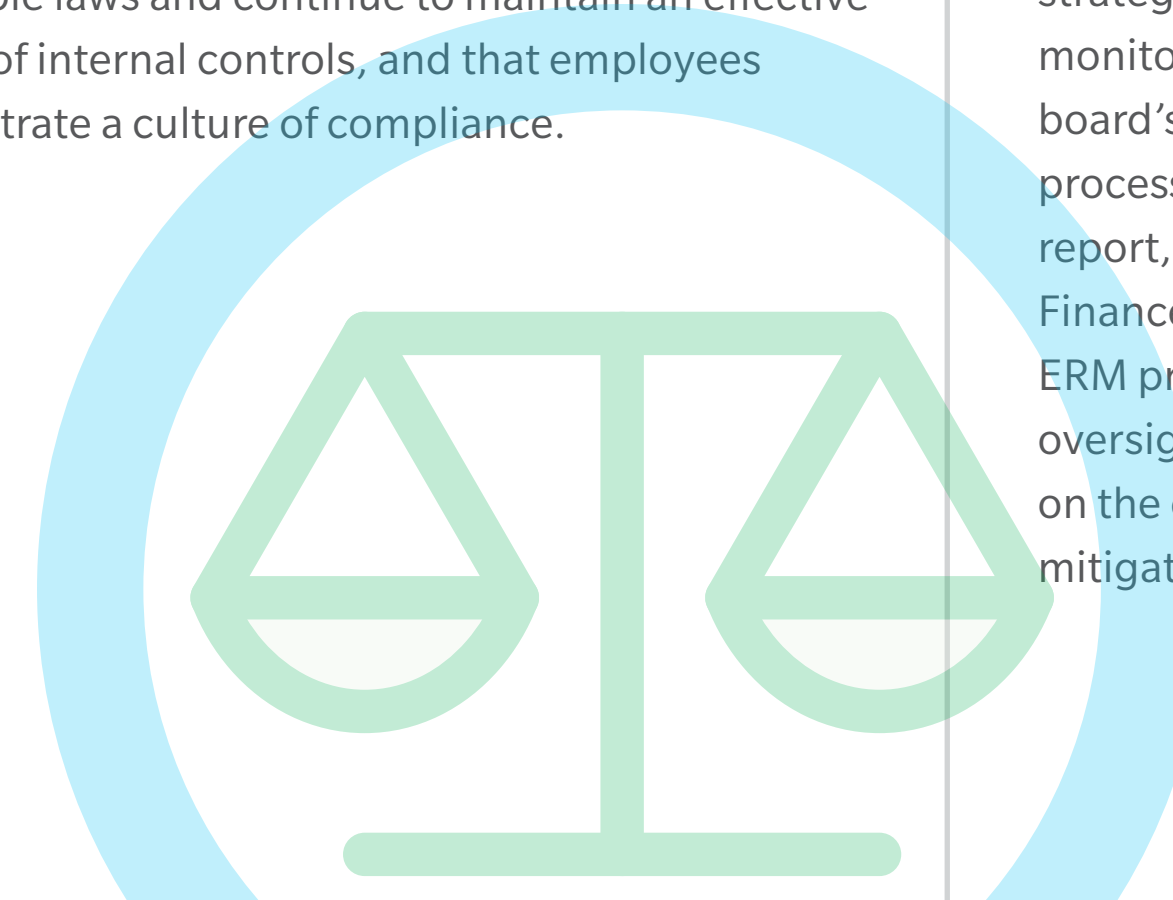
Compliance and Ethics Committee

Our Compliance and Ethics Committee (CEC) is chaired by the CCO and is executed at the senior level to provide oversight for the periodic review, update and implementation of our CCP. This committee, along with the CCO, is responsible for reviewing key compliance topics and issues on an annual basis, overseeing the development and implementation of mitigation plans and controls, and monitoring their effectiveness to ensure ongoing compliance. The CEC also serves to reinforce the culture 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 summarizes the CEC's work for the year within the annual report of the Eversource CCP to the Audit Committee of the board and confirms 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.

Enterprise Risk Management Program

We effectively identify and address potential business risks, including those related to climate, through our Enterprise Risk Management (ERM) program. The board and its committees are responsible for overseeing our ERM program. This program applies a well-defined, enterprise-wide methodology to identify, categorize, prioritize, mitigate and monitor principal enterprise-wide risks. Key areas such as environmental, social, governance, operations, customer, information technology, compliance, business continuity and emerging risks are all subject to rigorous ERM program criteria. The ERM program is integrated with other assurance functions throughout the company, including Compliance, Internal Audit and Insurance.

Risks are analyzed to determine materiality, likelihood, impact and velocity and to enable the development of formal, actionable mitigation strategies and key risk indicators that are used to monitor top risks. Major risks and details on the board's oversight of the company's risk management processes and programs are disclosed in our annual report, 10-K and annual proxy statement. Our board's Finance Committee has primary responsibility for our ERM program along with cyber- and system security oversight and regularly reviews reports focused on the changing risk landscape and how we are mitigating threats to the company.



Our Internal Audit Process

Our Internal Audit Department (IAD) supports the company’s operations management and dynamically adapts to an ever-changing business environment. The IAD reports to the vice president of Internal Audits & Security, who reports administratively to the executive vice president and general counsel and functionally to the Audit Committee of the Board of Trustees. This reporting chain allows for independence and integrity in our business operations.

An annual, flexible audit plan is developed based on an appropriate risk-based methodology to include 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.

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 Eversource QAR performed by the IIA was in May 2020, which found that the Eversource IAD generally conforms with the standards and the IIA Code of Ethics. This level of conformance earns 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 our IAD operates effectively in a highly active environment with changing and emerging risks.

IAD performs the following categories of audit work:

Financial/operational, information technology 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 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 fraud.

Sarbanes-Oxley program planning, testing and project oversight to comply with Sarbanes-Oxley Section 404 requirements.

Financial Performance

We believe the financial community plays a key 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.

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 as one of the top U.S. utilities related to executive leadership, sustainability and investor relations.

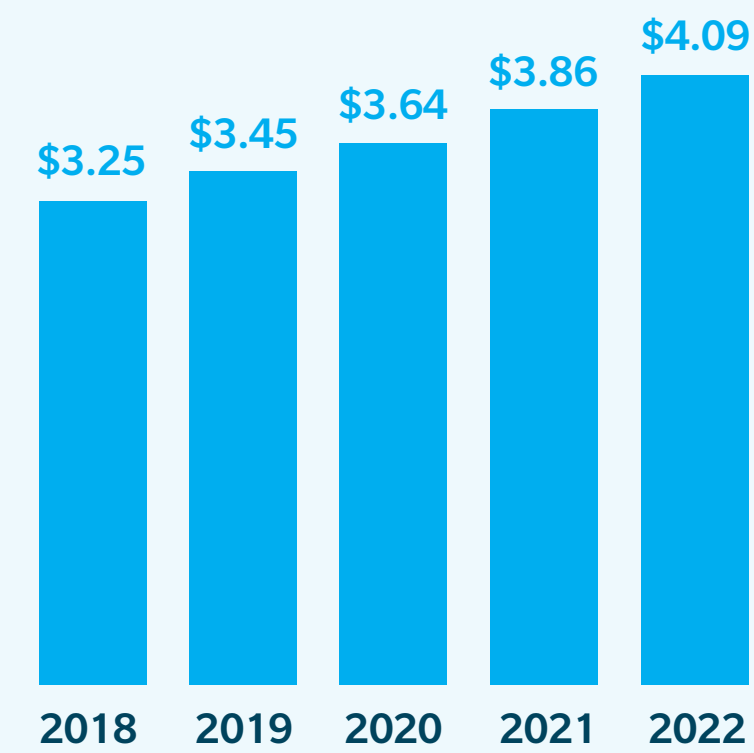
We consistently provide top-tier service quality and reliability to our customers and deliver strong financial performance for shareholders. We reported recurring earnings per share of \$4.09, representing a 6% increase over 2021.

The common dividend paid to shareholders increased 5.8% from \$2.41 in 2021 to \$2.55 in 2022.

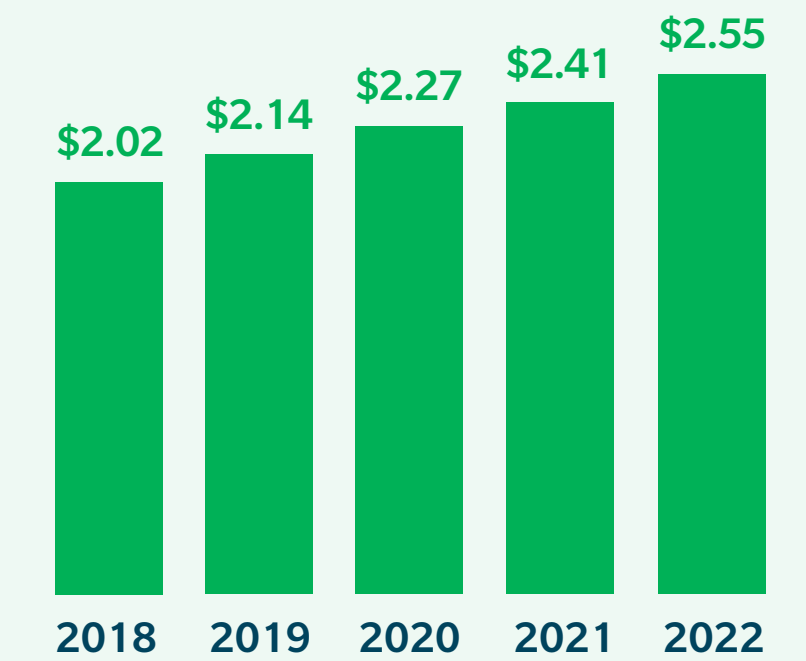
By the end of 2022, our shares were held by 256 funds based in North America, Europe, Australia and Asia that were either dedicated socially responsible funds or part of a family of funds that screens stocks for ESG attributes before certifying them for investment.

In 2022, our NSTAR Electric subsidiary completed our fourth issuance of green bonds, with proceeds used to support our industry-leading, low-carbon, clean energy initiatives. The proceeds from the 30-year, \$400 million, 4.95% debentures were used to fund our various energy efficiency initiatives, which help make our customers’ homes and businesses more efficient. The favorably low rate reflects extremely high investor demand and our strong credit rating profile.

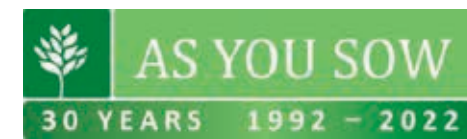
Diluted Earnings Per Share (Non-GAAP)⁽¹⁾



Dividends Paid Per Share



(1) Diluted Earnings per Share for 2022 (Non-GAAP) was adjusted to exclude an after-tax charge of \$0.04 per share related to transaction- and transition-related charges, primarily related to the October 2020 acquisition of the assets of Columbia Gas of Massachusetts. 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 aforementioned acquisition. 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.



Institutional Investor



Awards and Recognition

Recognized as the top utility in **Newsweek's list of America's Most Responsible Companies** for the third time in the last four years.

Ranked as the No. 1 energy company in **Barron's 100 Most Sustainable Companies** for 2023 based on an assessment of more than 230 ESG metrics.

For the fourth consecutive year, ranked in the top 100 among **America's Most JUST Companies by JUST Capital and CNBC** in recognition of our commitment to our workers, communities, customers, the environment and our strong corporate governance.

In 2022, recognized with the **Inclusion Infusion Award by Disability:IN Connecticut** for our commitment to diversity, equity and inclusion. Specifically, the organization commends Eversource for actively engaging with disability

hiring organizations, hosting internal events supporting disability inclusion and leadership support of inclusion in the workplace.

Ranked as the top utility for **As You Sow's 2022 Workplace Equity and Racial Justice scorecards**, as well as a "Top 10" company overall.

Included in the **Bloomberg Gender-Equality Index** for the fourth year in a row based on our work and continued progress in gender parity.

Recognized as a **2023 Institutional Investor "Most Honored Company"** for industry-leading ESG, investor relations and multiple other categories as voted by institutional investors.

Recognized as **ENERGY STAR 2022 Partner of the Year, Sustained Excellence** in all three states in which we operate.

Recipient of the **ENERGY STAR Residential New Construction Program Market Leader Award** for Sponsoring Organizations within our Connecticut and New Hampshire territories.

Received the **Association of Energy Services Professionals (AESP) Beyond Energy Efficiency Award** for our Residential New Construction Program.

Recognized by **Utility Communicators International's Marketing Category** (Silver) for our "Connected TV – Spanish" television ad/online video.

Proud recipient of the **2022 HIRE Vets Award** for the third year in a row, a prestigious, federal-level medallion program recognizing exceptional achievement in veteran employment.

Included as one of **America's Best-in-State Employers** in Forbes' 2022 ranking.



Appendix

Data Verification and Report Assurance

Independent Verification of Greenhouse Gas Emissions



Eversource Energy – North America Greenhouse Gas (GHG) Verification Summary		26 May 2023
Name: Eversource Energy – GHG Verification Summary		
Prepared By: Walt Williams Air Quality Specialist	Signature: <i>Walt Williams</i>	
<p>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.</p> <p>The GHG emissions inventory for Eversource’s operations is comprised of: Scope 1 direct emissions from fuel combustion, sulfur hexafluoride (SF₆) fugitive emissions, gas distribution leaks, and fleet transportation; and Scope 2 indirect emissions from line loss and total purchased electricity, steam, and chilled water. Scope 2 emissions include both location-based and market-based calculations. TRC has verified all Eversource GHG emissions for 2022 from Scope 1 and Scope 2 emissions.</p> <p>Boundaries include wholly-owned and operated business entities, owned/leased facilities, and energy infrastructure in Connecticut, Massachusetts, and New Hampshire for which Eversource exhibits operational control. Emissions include carbon dioxide (CO₂), methane (CH₄), and nitrous oxide (N₂O) from direct combustion, CH₄ and SF₆ from process sources, and carbon dioxide equivalents (CO₂e) emissions from indirect electricity generation. The Eversource operations have no perfluorocarbon (PFC) or nitrogen trifluoride (NF₃) emissions.</p> <p>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, SF₆ usage, gas distribution leaks, and fleet transportation sources. Scope 2 location-based emissions are calculated using 2021 US EPA eGRID emission factors. Scope 2 market-based emissions are calculated using 2020 Green-E emission factors (i.e., most recent available).</p> <p>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 2022 GHG emissions inventory for the operations listed above.</p>		

Eversource Energy – North America Greenhouse Gas (GHG) Verification Summary		26 May 2023
<p>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.</p> <p>Eversource’s 2022 assertion of GHG emissions from Scope 1 direct and Scope 2 location-based indirect sources is a total of 638,346 metric tonnes of CO₂e emissions, including 171,093 metric tonnes of Scope 1 CO₂e emissions, and 467,253 metric tonnes of Scope 2 CO₂e location-based emissions. Eversource’s 2022 assertion of GHG emissions from Scope 1 direct and Scope 2 market-based indirect sources is a total of 615,463 metric tonnes of CO₂e emissions, including 171,093 metric tonnes of Scope 1 CO₂e emissions, and 444,370 metric tonnes of Scope 2 CO₂e market-based emissions. Based on its review of Eversource’s 2022 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.</p> <p>Verifier Qualifications: TRC was retained by Eversource Energy to provide independent third-party verification for energy use and GHG reporting for Inventory Year 2022 for submittals in 2023. 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.</p> <p>Brandi Hart provided senior level oversight and management for this project. Brandi has 19 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.</p> <p>Walt Williams served as the lead verifier for this project. Walt has spent five 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 a wide variety of industries. Walt has also completed comprehensive Scope 3 quantification frameworks totaling nearly ten million metric tonnes of CO₂e.</p> <p>Additional assistance was provided by Danni Mao. Danni has experience with various environmental disciplines including air permitting and regulatory compliance, EPCRA environmental reporting, air emission inventories, and spill plans. She has assisted multiple GHG verification projects by reviewing the sources of primary data of the GHG emissions inventory.</p>		

Internal Report Assurance

The Eversource Internal Audit Department performed a review of the 2022 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 and Alignment with United Nations Sustainable Development Goals (UN SDGs)

As part of the continuous advancement of our sustainability program, we must ensure our efforts are both aligned with our business strategy and positively impact the environment and society. To this end, we conduct at least annual reviews of environmental, social and governance topics most likely to affect our business and how our activities can impact society and the environment while considering the concerns of our stakeholders. Periodically, this review comes in the form of a full materiality assessment, and in 2022, we completed our most comprehensive assessment yet. This involved soliciting both internal and external feedback, including engaging employees through an open survey, conducting focused group workshops with functional leaders across Eversource, and reaching out to a targeted group of customers, investors, nongovernmental (NGO) partners and others in order to gain the perspectives of a diverse cross section of Eversource’s stakeholders.

The result was a list of 13 topics listed below that will be used to help direct the near-term strategy of our sustainability program. In the coming year, we will be evaluating what, if any, additional steps should be taken to expand our management approaches, key performance indicators, programs, policies or initiatives to ensure we are driving performance and meeting stakeholder expectations in these areas. We will also look to the guidance from the United Nations Global Compact to align our efforts with the Sustainable Development Goals and contribute to these important ambitions.

- Clean Energy Transition
- Climate Change
- Community Engagement
- Customer Energy Use
- Customer Satisfaction
- Diversity, Equity & Inclusion
- Employee Engagement & Development
- Environmental Impact Mitigation
- Equity & Environmental Justice
- Ethical Conduct
- Health & Safety
- Regulatory Compliance & Engagement with Policymakers
- Reliability & Resiliency

As we implement plans to advance these high-priority areas, we will continue to engage a variety of stakeholder groups, including customers, community partners, shareholders, potential investors, regulators, environmental organizations, 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 work. 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.

We also have robust processes in place to regularly assess risks and opportunities, emerging issues, and stakeholder concerns. These include topics that our Disclosure Committee determines are material to investors for inclusion in our financial reports, significant issues identified through our Enterprise Risk Management process, our senior team priorities and key performance indicators.

The following is a list of the material sustainability topics that guided our 2022 actions, their scope and boundary, and mapping to the United Nations Sustainable Development Goals (UN SDGs). In the coming year, we will be using the results of our recently completed materiality assessment to refine our sustainability strategy, management approaches and disclosures for future reporting.



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)

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:

- 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

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.

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.

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.

We have also established an Equity and Environmental Justice team to progress the frameworks and mindset developed by our Pro-Equity Advisory Team (PEAT), including our [Equity Guidelines](#). These principles support the idea that all people and communities have the right to equal environmental protection and the right to live, work and play in healthy and safe communities. As we plan projects, programs and services for our customers, we are focused on promoting environmental justice to ensure equity, meaningful communication, and increased outreach and engagement.

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 Resource Conservation and Recovery Act (RCRA) and Hazardous Waste Operations and Emergency Response (HAZWOPER) trained to ensure proper and safe management.

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).

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.

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 planning uses data such as current and projected population, water use and water availability. Using factors of safety, we identify our water systems that require additional supply, and evaluate and budget solutions accordingly to ensure capacities are sufficient to meet customer requirements over a long-term planning horizon.

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. Aquarion focuses on all phases of water conservation from production, meter accuracy, leakage, education and communications. In accordance with our regulatory permits, we recycle effluents from our Aquarion business to return process wastewater through the water treatment process. The purpose of our conservation efforts is to:

- Monitor company activities and programs to assure adherence to written plans and regulatory compliance
- Improve existing conservation programs
- Provide better value for our customers by using less water to meet the same needs
- Control water rates by judicious 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

We engage in watershed and aquifer protection to minimize impacts to our sources of supply. Our drinking water undergoes extensive water testing, and test results are provided to our health agency regulators and to customers via our annual water quality reports. We participate in EPA's Unregulated Contaminant Monitoring Program and engage in long-range planning around emerging contaminants. We have submitted grant and loan applications for funding both lead service line and PFAS treatment projects in order to reduce the cost to customers to comply with these important public health initiatives. We maintain the engineering bench and capital program to respond to treatment needs across our systems.

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.

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 giving • Volunteerism • Economic benefit • Community outreach 	<ul style="list-style-type: none"> • Entire company focus • Service territory communities • Select 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 communications • Problem resolution mechanisms • Outage restoration • Billing options • Energy affordability 	<ul style="list-style-type: none"> • Entire company focus • Customers, regulators 	7, 16
Emergency Preparedness	Ensuring comprehensive emergency preparedness and response <ul style="list-style-type: none"> • Preparation for all hazards • Storm response • Outage management • Stakeholder communications and partnerships 	<ul style="list-style-type: none"> • Entire company focus • Customers, 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 communities • State partnerships • Facility improvements 	<ul style="list-style-type: none"> • Entire company focus • Customers, service territory communities, regulators, legislators 	7, 13

Management Approach (103-2) and Evaluation of Management Approach (103-3)

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. Energy affordability continues to be a driver in the way we improve and expand these programs to best fit the needs of our customers and communities.

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. These data are reviewed regularly by a council of company leadership in the form of results dashboards updated in real time, as well as regular email newsletters and communications 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. We are one of the first utilities in the country to offer Spanish-language resources to ensure streamlined communication and effective conversation.

We serve the communities where we live and work in numerous ways, including offering educational curricula for students of all ages, as well as training and workforce development opportunities for adults. We also work with community action agencies in all three states to connect low-income customers with energy efficiency solutions, which in most cases are provided free of charge to qualified customers. Our DE&I Strategy and Racial and Social Justice Plan are continually evolving to adapt to the social landscape and reflect our commitment to equity. Updated trainings, committees and policies are thoughtfully created and ingrained in our company culture.

To ensure we continually improve the care and confidence of our growing customer base, in 2022, we proactively developed Eversource's [Equity Guidelines](#) to ensure stronger equity, accountability and fairness in our daily practices and interactions with our customers and communities. We're focused on including equity considerations in our daily business decisions as an additional step forward in our commitment to serving our customers and communities. The goal is to proactively engage with customers, communities and stakeholders to identify their needs upfront — so they better understand and are able to help inform our work decisions, policies and programs.

Our Board of Trustees supports and encourages community involvement and development as well as 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 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.

Our business revolves around the principle of providing safe and reliable energy to support a just and inclusive energy transition. 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. The training we conduct is 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 are compiled and follow-up improvement action items are tracked to completion.

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.

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 multiyear approach that enables us to help customers plan for the future.

We are committed to shaping new, forward-looking energy efficiency policies, legislation and regulations in each of the states in which we operate and are proud to partner with customers, regulators and stakeholders. 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.

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)

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.

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.

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).

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.

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 cybersecurity. The partnership also includes a commitment to engage underrepresented minority undergraduate students in all areas of sustainable research, aligning with our increased focus on racial and social justice.

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.

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 compliance Project development and approval Cost recovery 	<ul style="list-style-type: none"> Entire company focus Customers, 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 business Corporate compliance Diversity, equity & inclusion 	<ul style="list-style-type: none"> Entire company focus Investors, regulators 	5, 10, 16
Finance	Meeting and exceeding performance targets while driving efficiency and managing costs <ul style="list-style-type: none"> Shareholder return Business growth Rate structure Financial reporting requirements Operational and capital expenditures 	<ul style="list-style-type: none"> Entire company focus Investors 	8, 10

Management Approach (103-2) and Evaluation of Management Approach (103-3)

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.

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, including those with Aquarion Water Company, must complete annual training and are required to accept the terms of the Code of Business Conduct, which includes a certification of understanding of the Conflict of Interest and Human Rights policies. In addition, all employees complete annual training and are required to accept the terms of the Discriminatory Harassment Prevention policy. 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.

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. This policy aligns with the general principles for business enterprises set forth in the United Nations’ Guiding Principles on Business and Human Rights, the International Bill of Human Rights, the International Labor Organization’s (“ILO”) Declaration on the Fundamental Principles and Rights at Work, and the Children’s Rights and Business Principles to comply with all applicable laws and respect human rights.

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.

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](#).

The Audit Committee is responsible for oversight of the integrity of the company’s financial statements, including oversight of the guidelines, policies and controls that govern management’s processes for assessing, monitoring and mitigating major financial risk exposures, as well as compliance with laws and regulations. Our management Disclosure Committee is made up of individuals with key financial reporting roles and is responsible for ensuring accurate and appropriate financial statements, including the inclusion of relevant risk factors, which are developed by our ERM program.

Material Topics	Topic Description and Scope (including but not limited to)	Topic Boundary (GRI 103-1)	Relevant SDGs
Safety	<p>Safety First and Always</p> <ul style="list-style-type: none"> Employee, contractor and public safety Electric and magnetic fields 	<ul style="list-style-type: none"> Entire company focus Customers, service territory communities, regulators 	3, 8

Management Approach (103-2) and Evaluation of Management Approach (103-3)

“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). Each SMS policy includes questions that are used to verify the effectiveness and implementation of each policy. Additional components of our SMS were released in 2022, including policies addressing Safety Risk Management, Safety Training Qualification and Training Matrices, Heat Stress, and Radio Frequency Safety. Each policy is designed to simplify expectations and standardize the way we work.

Our Safety Team 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](#). ISNetWorld is used to evaluate high-risk contractors for “approval” before they’re allowed to work for Eversource. And for major projects, contractors must submit Health and Safety Plans (HASP) to Eversource for evaluation. Additionally, all contractor incidents must be immediately reported, and incident analysis must be submitted for Eversource review. Contractor safety performance is reviewed annually, and those with a high number of incidents are required to complete a corrective action plan to remain an “approved” contractor.

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.

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 the 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.

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 semiannual electrical hazard awareness training given to fire and police academies to help ensure safe and effective response by first responders to system emergencies.

Material Topics	Topic Description and Scope (Including, but not limited to)	Topic Boundary (GRI 103-1)	Relevant SDGs
Workforce Development & Employee Engagement	<p>Maintaining an engaged and skilled workforce</p> <ul style="list-style-type: none"> Attract and retain high-quality employees Employee training and development programs Succession planning Labor relations 	<ul style="list-style-type: none"> Entire company focus Service territory communities Select external stakeholder groups 	3, 4, 5, 8

Management Approach (103-2) and Evaluation of Management Approach (103-3)

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.

Employee engagement 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” to deliver both internal and external customer service through our “Plus One” recognition program.

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.

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.

Employees receive a variety of field and classroom training opportunities throughout their careers to support their ongoing success on the job, including:

- A talent management process to identify high potential and emerging talent and ensure their development
- Cohort programs: Transmission and Substation Engineering, Distribution Engineering, Transmission, Safety and Gas Operations
- Trainee program: Construction Representatives, Distribution Design Engineering

- A tuition assistance program
- Paid internships and co-ops, partnering with local educational institutions to provide on-the-job learning opportunities

Eversource’s commitment to DE&I is critical to building a diverse, empowered and engaged team that safely delivers great service 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 DE&I Council and employee Business Resource Groups (BRGs). 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 EEI, supporting the EEI DE&I Commitment with initiatives and metrics. In 2020, Eversource introduced a Racial Equity and Social Justice Plan, with three areas of focus: building a more inclusive workplace, increasing leadership commitment and further enhancing support for our diverse communities and suppliers. Our Racial Equity Task Force was formed and has focused on identifying issues and developing solutions that will increase equity through talent management, inclusion and community support.

We are also committed to providing our employees with a competitive total rewards package. In addition to fair wages and salaries, we offer our employees a comprehensive benefits program designed to promote well-being for financial, physical and emotional health. 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 Careers page, focus on employees’ health and wellness, life, and the future.

In 2022, we assessed and benchmarked our benefits program with a goal of ensuring our plans and resources offer something for everyone – across a range of personal needs and life stages. As a result, we enhanced our adoption assistance, fertility coverage, gender identity coverage, hearing aid, tuition reimbursement, and bereavement leave, and introduced surrogacy reimbursement and a paid parental leave program. 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.

Material Topics	Topic Description and Scope (including but not limited to)	Topic Boundary (GRI 103-1)	Relevant SDGs
Cybersecurity & Data Protection	<p>Ensuring the security of customer and employee data, computer systems, grid infrastructure and physical assets. Includes protection against:</p> <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)

While we did not have any information security breaches in 2022, we have instituted safeguards to protect our information technology systems and assets. We deploy substantial technologies to system and application security, encryption, and other measures to protect our computer systems and infrastructure from unauthorized access or misuse. Specifically, regarding vulnerabilities, we patch systems where patches are available to deploy, and have technologies that detect exploits of vulnerabilities and proactively block the exploit when it happens. We also interface with numerous external entities to improve our cybersecurity situational awareness. The Federal Energy Regulatory Commission (FERC), through the North American Electric Reliability Corporation (NERC), requires certain safeguards to be implemented to deter cyberattacks.

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. Safeguards used to protect customer data include:

- 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

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.

Material Topics	Topic Description and Scope (Including, but not limited to)	Topic Boundary (GRI 103-1)	Relevant SDGs
Supply Chain	<p>Managing our supply chain</p> <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)

We recognize the importance of ethical behavior in both business relationships and the workplace, and actively promote sustainability in our supply chain. We aim to provide diverse suppliers the maximum practicable opportunity to compete for our business. To clearly set out our expectations for suppliers, Eversource requires all vendors to adhere to our [Supplier Code of Business Conduct](#). On a very limited basis, we will accept adherence to their own company's Code of Conduct if approved and equivalent to ours. Our internal audit program periodically includes vendor reviews that assess vendor compliance with applicable federal and state environmental regulations.

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.

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 or on which we can collaborate.

We actively support industry-wide expansion of supply chain sustainability through participation in the Sustainable Supply Chain Alliance, a collaboration of utilities working together to advance best practices in utility supply chain activities and supplier networks.

Global Reporting Initiative (GRI) Index

GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 2	General Disclosures	2-1	Organizational details	<p>Pg. 2 About Eversource</p> <p>Eversource is an investor-owned corporation operating on the New York Stock Exchange under the trading symbol ES. Eversource is headquartered in Hartford, Connecticut, and Boston, Massachusetts.</p> <p>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.</p>
GRI 2	General Disclosures	2-2	Entities included in the organization's sustainability reporting	Our electric transmission and distribution, natural gas distribution, water distribution, solar and wind operations are included in both the sustainability reporting and financial reporting on Form 10-K . The Form 10-K also includes investments in various businesses including three companies with fully decommissioned nuclear plants, 15% ownership of a natural gas pipeline, as well as investments and certain nonregulated subsidiaries that do not have significant operations.
GRI 2	General Disclosures	2-3	Reporting period, frequency and contact point	<p>Calendar year 2022, annual publication.</p> <p>Publication Date June 28, 2023</p> <p>sustainability@eversource.com</p>
GRI 2	General Disclosures	2-4	Restatements of information	As part of our effort to continuously enhance the integrity of data used in our GHG inventory, we were able to update some historical data that improves accuracy of our GHG emissions since our baseline year of 2018. Additionally, we are reflecting our GHG footprint using a market-based approach for Scope 2 emissions, consistent with the GHG Protocol guidance in order to better reflect the efforts underway to work toward our carbon neutrality goal and to account for renewable energy procured at our facilities. The impacts of these updates are not considered material, as the consolidated GHG footprint total for Scopes 1 and 2 did not deviate more than 3% compared to what was previously reported in the 2021 Sustainability Report for any given year since the 2018 baseline.
GRI 2	General Disclosures	2-5	External assurance	Pg. 52 Data Verification and Report Assurance
GRI 2	General Disclosures	2-6	Activities, value chain and other business relationships	<p>Pg. 2 About Eversource</p> <p>Pg. 74 By the Numbers</p> <p>Doing Business with Us</p> <p>Eversource serves residential, business and industrial customers in delivering electric, natural gas and water through our regulated utilities across Connecticut, Massachusetts and New Hampshire. There are no significant changes in value chain and business relationships from last year.</p>
GRI 2	General Disclosures	2-7	Employees	<p>Pg. 75 By the Numbers</p> <p>Eversource does not have temporary employees and very minimal part-time employees, so exact numbers are not tracked.</p>
GRI 2	General Disclosures	2-8	Workers who are not employees	Eversource has omitted this data due to confidentiality constraints.
GRI 2	General Disclosures	2-9	Governance structure and composition	<p>Pg. 44 Governance</p> <p>Corporate Governance Guidelines</p> <p>Proxy Statement (pgs. 3, 13-19)</p>
GRI 2	General Disclosures	2-10	Nomination and selection of the highest governance body	<p>Corporate Governance Guidelines</p> <p>Proxy Statement (pgs. 3, 13, 16)</p>

GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 2	General Disclosures	2-11	Chair of the highest governance body	Proxy Statement (pgs. 3, 11, 13-19) Corporate Governance Guidelines As of the end of 2022, 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. Following Eversource's 2023 Annual Meeting on May 3, 2023, the Board of Trustees consists of 11 trustees, only one of whom, Joseph R. Nolan, Jr., Chairman of the Board, President and Chief Executive Officer, is a member of management.
GRI 2	General Disclosures	2-12	Role of the highest governance body in overseeing the management of impacts	Proxy Statement (pgs. 21-27)
GRI 2	General Disclosures	2-13	Delegation of responsibility for managing impacts	CDP Climate Change Section 1 Proxy Statement (pgs. 20, 23, 27-28) Corporate Governance Guidelines
GRI 2	General Disclosures	2-14	Role of the highest governance body in sustainability reporting	Proxy Statement (pg. 27) Pg. 52 Data Verification and Report Assurance In addition to review and approval of our sustainability report by the members of our Sustainability Steering Committee, our extensive process includes reviews of relevant sections by directors and vice presidents. The report is also reviewed by a select group of executives from key areas of the company and our Internal Audit Department.
GRI 2	General Disclosures	2-15	Conflicts of interest	Code of Business Conduct Code of Ethics for Senior Financial Officers
GRI 2	General Disclosures	2-16	Communication of critical concerns	Annual Report (pg. 46) Proxy Statement (pg. 31) provides a process for interested parties, including shareholders, to communicate directly with our Board of Trustees. Code of Business Conduct (pgs. 35-37)
GRI 2	General Disclosures	2-17	Collective knowledge of the highest governance body	Proxy Statement (pgs. 15, 27-28)
GRI 2	General Disclosures	2-18	Evaluation of the performance of the highest governance body	Governance, Environmental and Social Responsibility Committee Charter Proxy Statement (pg. 16)
GRI 2	General Disclosures	2-19	Remuneration policies	Proxy Statement (pgs. 36-71)
GRI 2	General Disclosures	2-20	Process to determine remuneration	Proxy Statement (pgs. 36-71)
GRI 2	General Disclosures	2-21	Annual total compensation ratio	Proxy Statement (pg. 71)
GRI 2	General Disclosures	2-22	Statement on sustainable development strategy	Pg. 1 CEO Letter
GRI 2	General Disclosures	2-23	Policy commitments	Pg. 46 Upholding Ethics Through Internal Programs Corporate 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 2	General Disclosures	2-24	Embedding policy commitments	Pg. 46 Upholding Ethics Through Internal Programs
GRI 2	General Disclosures	2-25	Processes to remediate negative impacts	Eversource Code of Business Conduct (pg. 41)
GRI 2	General Disclosures	2-26	Mechanisms for seeking advice and raising concerns	Eversource Code of Business Conduct (pg. 51)
GRI 2	General Disclosures	2-27	Compliance with laws and regulations	Pg. 77 By the Numbers

GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 2	General Disclosures	2-28	Membership associations	<p>Eversource participates as a member in numerous industry, advocacy and trade associations, including:</p> <ul style="list-style-type: none"> • Alliance for Water Efficiency • American Water Works Association • Associated Industries of Massachusetts • Bridgeport Regional Business Council • 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) • Sustainable Supply Chain Alliance • Environmental Business Council of New England • Environmental League of Massachusetts (ELM) • Environmental Professionals of Connecticut (EPOC) • Equal Employment Advisory Council • Greater New England Minority Supplier Development Council • Licensed Site Professional Association (LSPA) • Massachusetts Roundtable • National Association of Water Companies • New England Clean Energy Council • New England Council • New England Women in Energy and the Environment (NEWIEE) • New Hampshire Economic Development Association • New Hampshire Manufacturing Extension Partnership • New Hampshire Small Business Development Center • Northeast Clean Energy Council • Northeast Energy and Commerce Association (NECA) • Northeast Energy Efficiency Partnership • Northeast Gas Association • Stay-Work-Play New Hampshire • Utility Solid Waste Activities Group • Utility Water Act Group • Water Research Foundation <p>Trade Association Information</p>
GRI 2	General Disclosures	2-29	Approach to stakeholder engagement	<p>Pg. 53 Material Topics and Alignment with United Nations Sustainable Development Goals Pgs. 31 Equity and Environmental Justice Pgs. 38 Our Customers Pg. 40 Our Communities Proxy Statement (pgs. 22-29) Monthly Customer Communications Contact Us Investor Relations Presentations EEI and AGA ESG Initiative</p> <p>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. When it comes to preparing for projects within a community, we seek engagement through public forums, town hall meetings, pop-up neighborhood events and door-to-door knocking. We take special care in environmental justice communities, and in many instances, we provide interpretation services in communities with large populations of non-native English speakers.</p>
GRI 2	General Disclosures	2-30	Collective bargaining agreements	<p>Pg. 37 Wellness and Benefits</p> <p>As of the end of 2022, approximately 50% 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 13 collective bargaining agreements. At Aquarion, 10% of employees are represented by trade unions. These agreements are used to determine working conditions and terms of employment for members of each union, nonunion employees may have different terms of employment.</p>
EU1	General Disclosures		Installed capacity, broken down by primary energy source and by regulatory regime	<p>70 MW solar capacity EEI and AGA ESG Initiative</p>
EU2	General Disclosures		Net energy output broken down by primary energy source and by regulatory regime	<p>In 2022, the energy output of our 70 MW of solar capacity in Massachusetts was 82,839 MWh generated.</p> <p>Energy labels are provided for our customers in Massachusetts and New Hampshire and are available in: Monthly Customer Communications EEI and AGA ESG Initiative</p> <p>Eversource is committed to helping 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: Pg. 78 By the Numbers.</p>

GRI Standard		Disclosure	Disclosure Title	Page / Response
EU3	General Disclosures		Number of residential, industrial, and institutional and commercial accounts	Pg. 78 By the Numbers
EU4	General Disclosures		Length of above and underground transmission and distribution lines by regulatory regime	Annual Report (pg. 20)
EU5	General Disclosures		Allocation of CO ₂ e emissions allowance or equivalent, broken down by carbon trading framework	Pg. 76 By the Numbers Annual Report (pgs. 12-13)
GRI 3	Material Topics	3-1	Process to determine material topics	Pg. 53 Material Topics and Alignment with United Nations Sustainable Development Goals
GRI 3	Material Topics	3-2	List of material topics	Pg. 53 Material Topics and Alignment with United Nations Sustainable Development Goals
GRI 3	Material Topics	3-3	Management of material topics	Pgs. 54-59 Material Topics and Alignment with United Nations Sustainable Development Goals
GRI 201	Economic Performance	201-1	Direct economic value generated and distributed	Pg. 32 Energizing a Just Transition Pg. 42 Economic Benefit 2023 Financial Review Annual Report (Beginning on pg. 42) Community Relations and Economic Development
GRI 201	Economic Performance	201-2	Financial implications and other risks and opportunities due to climate change	Pg. 67 Task Force for Climate-Related Financial Disclosures CDP Climate Change Section 2 Annual Report (pgs. 11-12, 15-16)
GRI 201	Economic Performance	201-3	Defined benefit plan obligations and other retirement plans	Annual Report (pgs. 74-81)
EU10	Availability and Reliability		Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	Pgs. 4-12 Enabling a Low-Carbon Future EEI and AGA ESG Reporting Template
EU11	System Efficiency		Average generation efficiency of thermal plants by energy source and by regulatory regime	EEI and AGA ESG Reporting Template
EU12	System Efficiency		Transmission and distribution losses as a percentage of total energy	2022 transmission and distribution losses equal approximately 3.2% of total energy.
GRI 203	Indirect Economic Impacts	203-1	Infrastructure investments and services supported	Pgs. 4 -12 Enabling a Low-Carbon Future
GRI 203	Indirect Economic Impacts	203-2	Significant indirect economic impacts	Pg. 8 Electric Vehicle Infrastructure Pg. 31 Equity and Environmental Justice Pg. 33 Our Employees Pg. 38 Our Customers Pg. 40 Our Communities Pg. 45 Supplier Diversity
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	Pg. 46 Upholding Ethics Through Internal Programs and Risk Management Systems Code of Business Conduct Code of Ethics for Senior Financial Officers All employees complete annual training and are required to sign off on the Code of Business Conduct and Discriminatory Harassment Prevention.
GRI 206	Anticompetitive Behavior	206-1	Legal actions for anticompetitive behavior, antitrust, 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. Affiliates Anticompetitive behavior is prohibited, as stated in our Code of Business Conduct and our Antitrust and Competition Compliance policy.

GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 207	Tax	207-1	Approach to tax	In 2022, Eversource Energy and affiliates paid \$905 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 its 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. 77 By the Numbers CDP Climate Change Section 8 The energy we purchased for our own use in 2022 was at a minimum of 33% renewable for Connecticut, 51% renewable for Massachusetts and 22% for New Hampshire. In 2023, the energy we purchase for our own use will be at a minimum of 35% renewable for Connecticut, 59% renewable for Massachusetts and 23% for New Hampshire. In 2022, we purchased over 61,638,000 kWh of renewable power for use in our operations.
GRI 302	Energy	302-2	Energy consumption outside the organization	CDP Climate Change Section 5 Pg. 78 By the Numbers
GRI 302	Energy	302-4	Reduction of energy consumption	Pg. 23 Our Drive to Carbon Neutrality Pg. 5 Energy Efficiency Pg. 77 By the Numbers
GRI 303	Water and Effluents	303-1	Interactions with water as a shared resource	Pg. 26 Water Management Pg. 54 Material Topics and Alignment with United Nations Sustainable Development Goals CDP Water Security Section 3 Proxy Statement (pg. 25)
GRI 303	Water and Effluents	303-2	Management of water discharge related impacts	Pg. 54 Material Topics and Alignment with United Nations Sustainable Development Goals
GRI 303	Water and Effluents	303-3	Water withdrawal	Pg. 77 By the Numbers Zero facilities withdrew water from water-stressed areas
GRI 303	Water and Effluents	303-4	Water discharge	CDP Water Security Section 1
GRI 303	Water and Effluents	303-5	Water consumption	Pg. 77 By the Numbers No water consumption from water-stressed areas.
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. 27 Environmental Stewardship Land Management
GRI 304	Biodiversity	304-2	Significant impacts of activities, products and services on biodiversity	Pg. 27 Environmental Stewardship Eversource Rights-of-Way Guidelines Vegetation Management
GRI 304	Biodiversity	304-3	Habitats protected or restored	Pg. 27 Environmental Stewardship Land Management Eversource regularly works with state and federal agencies regarding impacts to rare, threatened and endangered species, including IUCN Red List species and national conservation list species.
GRI 305	Emissions	305-1	Direct (Scope 1) GHG emissions	Pg. 23 Our Drive to Carbon Neutrality Pg. 76 By the Numbers CDP Climate Change Sections 5, 6, and 7
GRI 305	Emissions	305-2	Energy indirect (Scope 2) GHG emissions	Pg. 23 Our Drive to Carbon Neutrality Pg. 76 By the Numbers CDP Climate Change Sections 5 and 6

GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 305	Emissions	305-3	Other indirect (Scope 3) GHG emissions	CDP Climate Change Section 6
GRI 305	Emissions	305-4	GHG emissions intensity	CDP Climate Change Section 6
GRI 305	Emissions	305-5	Reduction of GHG emissions	Pg. 23 Our Drive to Carbon Neutrality CDP Climate Change Section 4 Our goal is to be carbon neutral in our operations by 2030, covering our Scope 1 and Scope 2 emissions. In 2022, we also committed to setting a Science Based Target through SBTi.
GRI 305	Emissions	305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x) and other significant air emissions	Pg. 76 By the Numbers Persistent Organic Pollutants (POPs) were not reported, as these are not relevant to Eversource operations.
GRI 306	Waste	306-1	Waste generation and significant waste-related impacts	Pg. 29 Waste Management Pg. 54 Material Topics and Alignment with United Nations Sustainable Development Goals
GRI 306	Waste	306-2	Management of significant waste-related impacts	Pg. 29 Waste Management Pg. 54 Material Topics and Alignment with United Nations Sustainable Development Goals
GRI 306	Waste	306-3	Waste generated	Pg. 77 By the Numbers
GRI 306	Waste	306-4	Waste diverted from disposal	Pg. 77 By the Numbers
GRI 306	Waste	306-5	Waste directed to disposal	Pg. 77 By the Numbers
GRI 308	Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria	100% of new suppliers are screened using environmental criteria
GRI 401	Employment	401-1	New employee hires and employee turnover	Pg. 75 By the Numbers Diversity, Equity & Inclusion Report 2022
GRI 401	Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Annual Report (pg. 14) All full-time Eversource employees at all locations of operations are entitled to comprehensive benefits as outlined on our Careers website , including a Paid Time Off Program which includes a minimum of 15 vacation days, 10 holidays, 2 floating holidays, and 10 sick days per year. Part-time employees who work over 20 hours per week are also eligible for these benefits with some proration based on work schedule. All full-time employees can also enroll in a free membership with Care.com which includes 10 emergency days of dependent care per year which are subsidized.
GRI 401	Employment	401-3	Parental Leave	Effective after July 1, 2023 (for non-represented employees) all parents are entitled to 6 weeks of paid parental leave at 100% of pay which may be taken to bond with a new child during the first year after a birth, adoption or foster placement (in addition to STD for birth parent).
EU15	Employment		Percentage of employees eligible to retire in the next five and 10 years broken down by job category and by region	Eversource does not publicly disclose these statistics.
EU17	Employment		Days worked by contractor and subcontractor employees involved in construction, operation & maintenance activities	Eversource does not publicly disclose these statistics.
GRI 403	Occupational Health and Safety	403-1	Occupational health and safety management system	Pg. 36 Safety Pg. 58 Material Topics and Alignment with United Nations Sustainable Development Goals
GRI 403	Occupational Health and Safety	403-2	Hazard identification, risk assessment and incident investigation	Pg. 36 Safety Pg. 55 Material Topics and Alignment with United Nations Sustainable Development Goals Safety
GRI 403	Occupational Health and Safety	403-3	Occupational health services	Pg. 36 Safety Pg. 55 Material Topics and Alignment with United Nations Sustainable Development Goals
GRI 403	Occupational Health and Safety	403-4	Worker participation, consultation and communication on occupational health and safety	Pg. 55 Material Topics and Alignment with United Nations Sustainable Development Goals 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.

GRI Standard		Disclosure	Disclosure Title	Page / Response
GRI 403	Occupational Health and Safety	403-5	Worker training on occupational health and safety	Pg. 36 Safety Pg. 55 Material Topics and Alignment with United Nations Sustainable Development Goals
GRI 403	Occupational Health and Safety	403-6	Promotion of worker health	Pg. 36 Safety Pg. 37 Wellness and Benefits Pg. 55 Material Topics and Alignment with United Nations Sustainable Development Goals
GRI 403	Occupational Health and Safety	403-9	Work-related injuries	Pg. 75 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 Contractor Safety Policy and procedures and safety laws and maintain industry-appropriate safety and occupational health standards and practices in the performance of their work. Specific information for Electrical Contractors Safety Requirements 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	404-2	Programs for upgrading employee skills and transition assistance programs	Pg. 35 Workforce Development Proxy Statement (pg. 26) Careers
GRI 404	Training and Education	404-3	Percentage of employees receiving regular performance and career development reviews	Nearly 100% of non-represented employees receive annual and midyear performance reviews. Our compensation for all non-represented employees is performance-based and comprised of base salary plus annual incentives. Some represented employees receive reviews and are eligible for performance-based incentives per the terms of union contracts.
GRI 405	Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	Pg. 31 Equity and Environmental Justice Pg. 75 By the Numbers Diversity, Equity & Inclusion Report 2022
GRI 405	Diversity and Equal Opportunity	405-2	Ratio of basic salary and remuneration of women to men	Eversource partners with an external vendor to provide a yearly pay parity analysis, including thorough salary comparisons for women and minorities. Results of this analysis are not public.
GRI 413	Local Communities	413-1	Operations with local community engagement, impact assessments and development programs	100% of Eversource operations engage with local communities. Equity Guidelines Community Relations and Economic Benefit Community Support Pg. 12 Offshore Wind Pg. 10 Solar Pg. 7 Geothermal Pg. 16 Energy Storage Pg. 8 Electric Vehicle Infrastructure Pg. 5 Energy Efficiency Pg. 19 Vegetation Management Pg. 29 Water Management Pg. 28 Biodiversity, Wildlife and Habitat Protection Pg. 31 Equity and Environmental Justice Pg. 35 Workforce Development Pg. 38 Customer Assistance Pg. 40 Our Communities
GRI 414	Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	100% of new suppliers are screened using social criteria.
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. 20 Emergency Preparedness Safety Transmission Safety There is a wide body of research that continues to be conducted to this day, evaluating the potential adverse health effects from EMF associated with electric transmission and distribution equipment, as well as appliances and wiring in buildings. While some studies have identified a possible statistical association between adverse health effects and EMF exposure, numerous scientific review panels, considering all significant EMF epidemiology and laboratory studies, have not found credible evidence to support that conclusion. Nevertheless, in accordance with recommendations of various regulatory bodies and public health organizations, we use design principles that help reduce potential EMF exposures.
GRI 416	Customer Health and Safety	416-2	Incidents of noncompliance concerning the health and safety impacts of products and services	Eversource does not publicly disclose these statistics aside from any disclosures required by regulatory agencies.
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 aside from any disclosures required by regulatory agencies.
GRI 418	Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Privacy Policy Eversource does not disclose these statistics due to confidentiality constraints.
EU28	Access	103.2	Power outage frequency	Pg. 78 By the Numbers
EU29	Access		Average power outage duration	Pg. 78 By the Numbers

Task Force for Climate-Related Financial Disclosures (TCFD)

Governance	
Disclose the organization’s governance around climate-related risks and opportunities.	
<p>a) Describe the board’s oversight of climate-related risks and opportunities</p> <p>The Eversource Board of Trustees’ Governance, Environmental and Social Responsibility Committee is responsible for developing, overseeing and regularly reviewing our Corporate Governance Guidelines and related policies. This Committee’s charter describes its authority for maintaining primary oversight of the company’s management of environmental, social and governance (ESG) matters. The Committee is responsible for oversight of the company’s climate, environmental, human capital management and social responsibility strategy, programs, policies, risks, targets, and performance, as well as related public reporting.</p> <p>Further, the Finance Committee of the Board of Trustees is responsible for oversight of the company’s Enterprise Risk Management (ERM) program and enterprise-wide risks, as well as specific risks. As of the end of 2022, 11 of our 12 trustees had experience in ESG to manage our sustainability practices, including environmental, social and governance matters, and we continue our commitment to improving our environmental performance and reducing the potential negative impacts of our operations on the environment. As of our 2023 Annual Meeting, nine of our 11 trustees have ESG experience.</p>	<p>Proxy Statement Annual Report CDP Climate Change Section 1</p>
<p>b) Describe management’s role in assessing and managing climate-related risks and opportunities</p> <p>Management broadly considers our business model, the utility industry, the global and local economy, climate change, and the current political and economic environment to identify risks. During 2022, Eversource’s Chairman of the board, President and CEO reported directly to the Board of Trustees. He oversaw the company’s leadership team, including the Chief Financial Officer; Executive Vice President, Corporate Relations and Sustainability and Environmental Affairs; and the Executive Vice President, Customer Experience and Energy Strategy. These individuals oversaw the management of climate-related risks and opportunities and collaborate closely on ERM, emergency response and decarbonization initiatives. Their progress was reported to our board on a regular basis (at least annually) and included matters related to climate change, including regulatory developments, environmental compliance, strategy development and implementation of projects that lower emissions and increase the reliability and resiliency of our system, as well as business opportunities that meet the expectations of our customers, shareholders and other stakeholders.</p>	<p>Annual Report</p>
Strategy	
Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning.	
<p>a) Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term</p> <p>We are continuously assessing the physical and transition impacts related to climate change in order to develop mitigation strategies. Our Climate Adaptation and Mitigation Plan outlines strategies to (a) address risks and opportunities related to the physical and transitional impacts of climate change (short and long term) and (b) do our part to mitigate our contributions to climate change, including advancing our GHG reduction goals to achieve carbon neutrality by 2030 and to set a Science Based Target (medium term).</p> <p>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, hardening efforts 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.</p>	<p>Pg. 23 Climate Change Leadership CDP Climate Change Sections 2 & 3 Climate Adaptation & Mitigation Plan</p>
<p>b) Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning</p> <p>Severe weather, such as ice and snowstorms, tornadoes, microbursts, hurricanes, floods, droughts, and other natural disasters, may cause outages and property damage, which may require us to incur additional costs that may not be recoverable from customers immediately. The cost of repairing damage to our operating subsidiaries’ facilities and the potential disruption of their operations due to storms, natural disasters or other catastrophic events could be substantial, particularly as regulators and customers demand efficient and timely responses to outages. If a state regulatory authority were to determine that our actions were imprudent, some restoration costs may not be recoverable from customers, and we may be subject to penalties or fines. The inability to recover a significant amount of such costs could have an adverse effect on our financial position, results of operations and cash flows. We maintain property insurance, but it may be insufficient in limits and include coverage exclusions. Regulatory risks will lead to increased direct costs; acute physical weather events will result in higher indirect (operating) costs. Opportunities may include use of lower-emission sources of energy and new technologies to reduce operating costs, and a shift in consumer preferences may lead to increased revenues through access to new and emerging markets.</p> <p>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. 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.</p>	<p>Proxy Statement Annual Report Climate Adaptation & Mitigation Plan</p>
<p>c) Describe the resiliency of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario</p> <p>Our organization is well positioned to deliver strong results in scenarios where aggressive transition activities limit climate change to 1.5 degrees Celsius compared to preindustrial levels. We have a target to achieve carbon neutrality in our operations by 2030 through reductions in emissions associated with line loss and methane leaks, optimizing facility energy use, electrifying our fleet, and mitigating our use of sulfur hexafluoride in our electric equipment. We have also committed to setting a science-based target to reduce our Scope 1, 2 and 3 emissions, modeled after what would be required to limit global warming to 1.5 degrees C. More detail on our strategy to adapt to various potential future climate scenarios is included in the “Managing Climate Change Risk” section that follows and our Climate Adaptation & Mitigation Plan.</p>	<p>CDP Climate Change Section 3 Proxy Statement Annual Report Climate Adaptation & Mitigation Plan</p>

TCFD (continued)

Managing Climate Change Risk	
Disclose how the organization identifies, assesses and manages climate-related risks.	
<p>a) Describe the organization’s processes for identifying and assessing climate-related risks Our management assesses the risks to determine materiality, likelihood and impact of all risks, and develops mitigation strategies to respond to risks. Periodically, the ERM group will perform a correlation exercise to determine the influence that the top enterprise risks may have on one another’s likelihood and impact.</p> <p>Climate-related risks are included in the range of risks evaluated for the potential to severely impact the company’s performance. The results of this process are 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 identified during the ERM process have formal, actionable, measurable mitigation plans, are monitored on a regular basis; and are reported to the Risk Committee and executive management quarterly and annually, respectively.</p>	<p>Pg. 23 Climate Change Leadership Proxy Statement Annual Report CDP Climate Change Sections 2 and 3</p>
<p>b) Describe the organization’s processes for managing climate-related risks.</p> <p>We have developed qualitative analysis that broadly outlines the range of physical and transition risks that the company faces today and in coming years. Resiliency measures are developed with the knowledge that we face an uncertain future, and climate-related impacts will increase in frequency, severity and unpredictability.</p> <p>Our Climate Adaptation and Mitigation Plan describes a multifaceted, multi-hazard resiliency response and includes initiatives to ensure that our assets are robust and prepared for an uncertain future.</p> <p>Increasing Resiliency to Climate Change Impacts</p> <p>To maintain resiliency across our system in the face of climate change, we’re pursuing the following actions:</p> <ul style="list-style-type: none"> • Working with our regulators to gain approval for new programs that will help improve our system resiliency in response to climate change, including vegetation management, pole and wire strengthening, flood proofing, and other system-hardening measures. • Implementing a 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 • Proposing energy storage projects to resolve existing and projected reliability and resiliency needs for customers and critical facilities. These projects will provide relief for local system capacity issues and will form a microgrid to provide power to local critical and essential service facilities during times of grid outages. • Pursuing increased transmission capital investments to result in strong reliability and safety performance, improved resiliency, economic growth, and the ability to integrate more renewable energy in the region. • 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. • Completing a vulnerability study in 2023 to supplement current resiliency plans. • Mitigating the risk of future events with our long-term Resiliency Improvement Program for our gas business, and a newly developed Gas and Electric Interdependency Plan coordinates gas and electric operations during electric supply deficiencies. <p>Quantifying, Disclosing and Reducing Our Company’s Carbon Footprint</p> <p>On an annual basis, we quantify our carbon footprint through a comprehensive GHG emission inventory for our operations that is independently verified for Scopes 1 and 2.</p> <p>We have created targeted strategies to accomplish our goal of carbon neutrality by 2030, which will reduce GHG emissions across the company, including addressing:</p> <ul style="list-style-type: none"> • Line loss, or the energy lost when power is transmitted and distributed across our electric system, by supporting state and regional efforts that are enabling a cleaner mix of energy in the grid and improving efficiencies in our transmission and distribution 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 GHG commonly used as an insulator in electric equipment, in addition to adopting innovative solutions to replace this gas with less carbon-intensive alternatives. 	<p>Pg. 23 Climate Change Leadership Proxy Statement Annual Report CDP Climate Change Sections 2 and 3 Climate Adaptation & Mitigation Plan</p>

TCFD *(continued)*

Engineering Energy Efficiency Solutions for Our Customers

We are 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 innovative products and services, including custom energy management tools. Using a combination of upfront incentives and product/project financing, our energy efficiency programs are reaching more customers than ever.

Developing Infrastructure and Facilitating the Integration of Renewables

We are 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 has been instrumental in integrating additional clean energy into the regional grid and enabling 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, including support of customer programs. Through the end of 2022, more than 131,000 Eversource customers have installed over 3 gigawatts of customer-sited solar.

Our geothermal pilot project in Massachusetts will benefit the heating and cooling requirements for approximately 150 customers in an environmental justice community and is planned for commissioning in 2023.

Natural Gas — Driving Toward a Cleaner Energy Future

Decarbonization of the heating sector is necessary to achieve economy-wide emission reduction targets. We are supporting our states in this transition by maintaining a safe and reliable natural gas system and exploring cleaner technologies, such as networked geothermal, renewable natural gas and clean hydrogen. We are also collaborating with diverse groups of stakeholders to gather information and evaluate all pathways to clean fuel sources, considering factors such as 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 that clean hydrogen and renewable natural gas 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. Research and development of these cleaner fuels continue to advance. We are a part of the larger Northeast Hydrogen Hub that seeks to secure more than \$1 billion in federal funding to promote the development of a clean hydrogen ecosystem.

Adapting to Severe Weather Through Resiliency

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 solutions to improve our system reliability; this includes our partnership with the Eversource Energy Center at the University of Connecticut.

Emergency Preparedness

High-resolution Outage Prediction Models help us adapt our outage planning and response activities in a changing climate. These models allow us to tailor our response to weather conditions that are becoming more severe and unpredictable. Further, we are adapting our load forecasting model to account for climate-related changes in demand, including extreme heat events, reduced heating demand in the winter, and customer adoption of electric vehicles and distributed generation. Our vegetation management program considers the stress that trees face from climate-related factors, such as root damage, insect pests and disease. Finally, we have established contracts with external vendors who can help flex and expand our workforce to recover from acute severe weather events.

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 in addition to providing 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 our networked geothermal pilot.

c) Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization’s overall risk management

Our Enterprise Risk Management group is responsible for synthesizing knowledge about climate-related risks and opportunities, and integrating the knowledge into the organization’s overall risk management structure, as well as communicating the relative importance of each risk to management and the Board of Trustees.

[Proxy Statement](#)

[Annual Report](#)

[CDP Climate Change](#) Sections 2 and 3

TCFD (continued)

Metrics and Targets	
<p>Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process</p> <p>The following key performance indicators are used to track performance related to assessing and managing climate risks and opportunities:</p> <ul style="list-style-type: none"> • System Average Interruption Duration Index (SAIDI) • Customer Average Interruption Duration Index (CAIDI) • Months Between Interruptions (MBI) • Tree-related outages • Volt/VAR optimization projects completed • Number of miles natural gas main pipes replaced/planned • Percent of residential heat pumps installed • Percent of milestones/activities completed for offshore wind projects • Percent of fleet vehicles transitioned to plug-in/ hybrid • Number of transformers replaced with higher efficiency units • Number of SF₆-filled electric assets replaced with lower leak-rate units • Number of Building Management Systems (BMS) installed • MWh of clean energy generation realized • System hardening with replacement of poles and cross arms, wires, and updated stations • Vegetation management with coordinated zone work and hazardous tree removal • Water supply and demand management with margin-of-safety maintenance and leak surveys • Strategic grid upgrades to prepare for decarbonization • Enabling and integrating renewables, including EV port electrification and heat pumps installed • Reducing demand by increasing lifetime CO₂e savings (tons) per EE measures installed 	<p>Pg. 23 Climate Change Leadership</p> <p>Pg. 23 Our Drive to Carbon Neutrality</p> <p>CDP Climate Change Section 4</p>
<p>b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 GHG emissions and the related risks</p> <p>Please refer to the CDP Climate Change Questionnaire beginning at Section 5</p>	<p>Pg. 23 Our Drive to Carbon Neutrality</p> <p>Pg. 76 By the Numbers</p> <p>Proxy Statement</p> <p>CDP Climate Change Sections 5, 6 and 7</p>
<p>c) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets</p> <p>On a broad scale, we are seeking to scale the deployment of renewable energy for our customers, including supporting the development of 1,760 megawatts (MW) of offshore wind assets off the coast of Massachusetts and Rhode Island. Further, we operate 70 MW of solar photovoltaics across our territory.</p> <p>We track a number of metrics to ensure that we are making progress toward our carbon neutrality target in our operations by 2030. Our progress related to these metrics is listed below:</p> <ul style="list-style-type: none"> • Achieve carbon neutrality in operations by 2030. (Reported progress: 25% GHG reduction since 2018) • In 2022, we increased our commitment through the EPA’s Methane Challenge to replace 6% of cast iron and unprotected steel mains annually (previously 3%). (2022 progress: 9%) • Transition facility lighting to LED or other energy efficient lighting. By the end of 2022, we achieved our target with 100% of our facilities transitioned to LED lighting. • Replace 100% of our overhead trucks with plug-in hybrid electric vehicles by 2030. (2022 progress: 22.35%) • Replace 50% of all fleet vehicles with hybrid EVs (including some plug-ins) by 2030. (2022 progress: 1%) <p>In addition, we have committed to pursuing a Science Based Target for our Scope 1, 2 and 3 emissions that will be submitted to the SBTi for review and approval. We anticipate solidifying this target by the end of 2024.</p>	<p>Pg. 23 Climate Change Leadership</p> <p>Pg. 23 Our Drive to Carbon Neutrality</p>

Sustainable Accounting Standards Board (SASB) Index

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	Pg. 76 By the Numbers
	(2) Percentage covered under emissions-limiting regulations	CDP Climate Change Section 4
	(3) Percentage covered under emissions-reporting regulations	CDP Climate Change Section 5
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	Pg. 53 Material Topics and Alignment with United Nations Sustainable Development Goals CDP Climate Change Sections 2, 3, and 4; Pg. 23 Our Drive to Carbon Neutrality Pg. 23 Our Drive to Carbon Neutrality
IF-EU-110a.4	(1) Number of customers served in markets subject to renewable portfolio standards (RPS)	100%
	(2) Percentage fulfillment of RPS target by market	Not publicly reported
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	Pg. 76 By the Numbers
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 with our facility municipal water use.
	(2) Total water consumed	
	(3) Percentage of each in regions with High or Extremely High Baseline Water Stress	0%
IF-EU-140a.2	Number of incidents of noncompliance associated with water quantity and/or quality permits, standards and regulations	7 incidents
IF-EU-140a.3	Description of water management risks, and discussion of strategies and practices to mitigate those risks	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 supply sources and work to control nonrevenue 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. Pg. 53 Material Topics and Alignment with United Nations Sustainable Development Goals CDP Water Security

SASB Code	Metric/Activity Metric	Eversource Information Source
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	
Energy Affordability		
IF-EU-240a.1	Average retail electric rate for (1) residential customers, (2) commercial customers, (3) industrial customers	Pg. 79 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	Pg. 79 By the Numbers
IF-EU-240a.3	Number of residential customer electric disconnections for nonpayment, 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	Pg. 75 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.3	Customer electricity savings from efficiency measures, by market	Pg. 80 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	Not applicable, as Eversource only owns solar generation
Grid Resiliency		
IF-EU-550a.1	Number of incidents of noncompliance with physical and/or cybersecurity standards or regulations	We do not publicly report this information for confidentiality reasons. We take responsibility for compliance very seriously. All issues are addressed with the appropriate body, and corrective actions are taken.
IF-EU-550a.2	(1) System Average Interruption Duration Index (SAIDI), (2) System Average Interruption Frequency Index (SAIFI)	Pg. 78 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	Pg. 78 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)	Pg. 78 By the Numbers
IF-EU-000.C	Length of transmission and distribution lines	Pg. 74 By the Numbers
IF-EU-000.D	Total electricity generated, percentage by major energy source, percentage in regulated markets: solar	100% of generation is in regulated markets.
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	Pg. 79 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	Pg. 79 By the Numbers
IF-GU-240a.3	Number of residential customer gas disconnections for nonpayment, 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	Pg. 80 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 and 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	Pg. 23 Our Drive to Carbon Neutrality Pg. 6 Decarbonizing the Heating Sector, Pg. 18 System Hardening, Pg. 20 Emergency Preparedness Pg. 53 Material Topics and Alignment with United Nations Sustainable Development Goals Eversource Pipeline Integrity Policy
Activity Metrics		
IF-GU-000.A	Number of (1) residential, (2) commercial and (3) industrial customers served	Pg. 74 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)	Pg. 78 By the Numbers
IF-GU-000.C	Length of gas transmission and distribution lines (km)	Eversource Annual Report (pgs. 20-21)

SASB Water Utilities Services Standard Metrics

Energy Management		
IF-WU-130a.1	Total energy consumed	Our Aquarion business consumed 183,872 GJ in 2022.
	Percentage grid electricity	98.96% of Aquarion's electricity consumed was provided by the grid.
	Percentage renewable	76.13% of Aquarion's energy consumed was renewable energy.
Distribution Network Efficiency		
IF-WU-140a.1	Water main replacement rate	0.54%
IF-WU-140a.2	Volume of nonrevenue real water losses (m ³)	20,945,259 m ³

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 noncompliance associated with water effluent quality permits, standards and regulations	2
IF-WU-140b.2	Discussions of strategies to manage effluents of emerging concern	Pg. 53 Material Topics and Alignment with United Nations Sustainable Development Goals 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)	Pg. 79 By the Numbers
IF-WU-240a.2	Typical monthly water bill for residential customers for 10 CCF of water delivered per month	Pg. 79 By the Numbers
IF-WU-240a.3	Number of residential customer water disconnections for nonpayment, 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	Aquarion's service areas are spread across New England. Economic conditions vary, with many impacted by inflation and rising household expenses. Aquarion offers a variety of payment plans and voucher programs. https://www.aquarionwater.com/customer-care/customer-assistance-programs . In its 2022 application for rate relief, Aquarion proposed a new Low Income Rate Assistance Program (LIRAP) and inclining block rate, with the lowest rates for residential customers using water for indoor/essential uses.
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	PG. 77 By the Numbers CDP Water Security Section 2 Tier 1 = 0 Tier 2 = 3 Tier 3 = 4
IF-WU-250a.2	Discussion of strategies to manage drinking water contaminants of emerging concern	Aquarion fulfills the requirements of the U.S. EPA Unregulated Containment Monitoring Rule (UCMR) program, which includes sampling in water 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. Forever Chemicals (including PFOA/PFOS) are regulated in two of the states Aquarion serves (Massachusetts and New Hampshire) with draft federal standards issued in 2023. In Connecticut, we continue to perform additional sampling and have the engineering bench and capital program in place to respond to new regulatory limits and comply with the standards designed to protect public health.

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 (m ³)	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 to pre- and post-implementation of our mandatory twice-weekly irrigation program, we have achieved an average annual reduction in demand of more than 2.6 million m ³ .
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 (m ³ , %)	0 – No water is sourced from regions with high or extremely high baseline water stress.
IF-WU-440a.2	Volume of recycled water delivered to customers (m ³)	3,871,378.57 m ³
IF-WU-440a.3	Discussion of strategies to manage risks associated with the quality and availability of water resources	<p>Pg. 26 Water Management</p> <p>Pg. 53 Material Topics and Alignment with United Nations Sustainable Development Goals</p> <p>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 nonrevenue 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.</p>
Network Resiliency & Impacts of Climate Change		
IF-WU-450a.1	Wastewater treatment capacity located in 100-year flood zones (m ³ per day)	Not applicable. Aquarion does not own any wastewater treatment operations.
IF-WU-450a.2	(1) Number and (2) volume of sanitary sewer overflows (SSO), (3) percentage of volume recovered (m ³ , %)	Not applicable. Aquarion does not own any wastewater treatment operations.

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 2022, Aquarion had 312 unplanned service disruptions, of which 64% were restored in less than 4 hours, 35% 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	<p>Pg. 23 Climate Change Leadership</p> <p>Pg. 53 Material Topics and Alignment with United Nations Sustainable Development Goals CDP Water Security</p> <p>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.</p>
IF-WU-000.A	Number of (1) residential, (2) commercial and (3) industrial customers served	Pg. 74 By the Numbers
IF-WU-000.B	Total water sourced, percentage by source type	<p>Pg. 77 By the Numbers</p> <p>Surface Water 80.8%</p> <p>Groundwater 17.5%</p> <p>Third Party (Purchase) 1.7%</p>
IF-WU-000.C	Total water delivered to (1) residential, (2) commercial, (3) industrial and (4) all other customers	Pg. 78 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. Aquarion does not own any wastewater treatment operations.
IF-WU-000.E	Length of (1) water mains and (2) sewer pipe	3,613 miles of water main, 10,000 feet of sewer main

By the Numbers

Eversource at a Glance

Key Statistics	As of 2022 Year End
Electric Customers	3,285,000
Gas Customers	890,000
Water Customers	237,000
Employees	9,625
Communities Served – Electric	500
Communities Served – Gas	191
Communities Served – Water	72
Service Territory – Electric	13,230 sq. miles
Service Territory – Gas	4,942 sq. miles
Miles of Natural Gas Pipeline	11,860 miles
Transmission Lines	4,407 circuit miles
Distribution Lines	58,587 circuit miles
Transmission and Distribution Water Mains	3,613 miles
Liquefied Natural Gas Plants	6 facilities
Propane Peak Shaving Plants	2 facilities
Liquefied Natural Gas and Propane Plants	1 facility
Generation	70 MW solar
Operating Revenue	\$12,289,300,000

Financial Performance

	2020	2021	2022
Earnings Per Share*	\$3.64	\$3.86	\$4.09
Common Dividend	\$2.27	\$2.41	\$2.55
Total Shareholder Return	4.5%	8.2%	-5.0%
Socially Responsible Funds Holding Eversource Shares	182	201	256

*Earnings Per Share excludes acquisition costs related to the purchase of the natural gas assets of Columbia Gas of Massachusetts on October 9, 2020.

2022 Charitable Giving

Eversource Total 2022 Charitable Giving	\$6 Million*	% of Total
Community Wellness and Basic Human Needs		65.4%
Education		6.5%
Clean Energy and Environmental Stewardship		4.7%
Diversity, Equity & Inclusion		8.9%
Community, Economic and Workforce Development		2.2%
Charitable Giving – Other		2.5%
Employee Matching Program		9.8%
Aquarion 2021 Charitable Giving		\$274,313

*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. Supporting the energy efficiency efforts of the nonprofit community is also a key component of this effort. In 2022, these charitable contributions totaled over \$12 million.

Economic Benefit

Benefit	2022 Total
State and local taxes paid	\$905 Million
Funding to economic development groups, chambers of commerce and other business associations	\$2.9 Million
Member of economic development groups, chambers of commerce and other business associations	90

Small and Diverse Supplier Spend*

	2020	2021	2022
Total Tier I & Tier II Diverse Business Spend	347.2	386.8	422.0
Total Tier I Diverse Business Spend	301.6	330.2	333.5
Total Tier II Diverse Business	45.6	56.6	88.4
Total Tier I Minority Business Enterprise Spend	46.8	63.2	115.5
Total Tier I Small Business Spend	559.3	532.1	728.3

*Minority supplier spend is a subset of Diverse supplier spend. Some suppliers are considered both diverse and small; total 2022 combined spend with Tier I small and diverse suppliers was \$929 million.

Supplier Sustainability

Questions Asked in RFPs 2022	
Does your organization have programs or practices related to the following sustainability areas?	
Does not have a program or practice	37%
Has program or practice	63%
Programs or practices our suppliers participate in:	
Sustainable Waste Management Practices (Minimizing Waste Generation, Prioritizing Recycling/Reuse, Responsible Waste Disposal and Treatment)	44%
Water Conservation Measures	24%
Pollution Mitigation Initiatives (Land, Air or Water)	23%
GHG Emission Reduction Initiatives/Climate Initiatives	28%
Social Responsibility Programs (Diversity, Equity & Inclusion, Social Justice, Programs to Support Local Communities)	39%
Workforce Investment (Safety and Employee Development)	51%

By the Numbers (continued)

Employee Statistics

	As of 12/31/20	As of 12/31/21	As of 12/31/22
Total employees	9,291	9,227	9,625
Female employees	26%	26%	25%
Minority employees	19%	20%	21%
Employees represented by union	51%	53%	50%
Turnover rate	6%	9%	10%
Under age 30	10%	11%	13%
Ages 30-50	43%	45%	46%
Over age 50	47%	45%	42%

Diversity Goals

2022 Goals	2022 Results
40-45% of leadership promotions and new hires will be diverse (minority and female)	45.1%
50% of external hires will be diverse (minority and female)	61.6%
55% of external candidates will be diverse (minority and female)	61.8%
25% of all employees will be female	25.2%
19.5% of all employees will be minority	21.1%

Detailed information about our DE&I progress- including demographic and EE01 data metrics and our policies, practices, programs and journey- can be found online in our [2022 Diversity, Equity & Inclusion Report](#).

Board Composition at Year End

	2020	2021	2022
Total board members	11	12	12
White	64%	67%	67%
Black/African American	27%	25%	25%
Asian American	9%	8%	8%
Male	73%	75%	75%
Female	27%	25%	25%

Safety Statistics – Employees

	2020 Actual	2021 Target	2021 Actual	2022 Target	2022 Actual	2023 Target
OSHA Total Recordable Incident Rate (TRIR)	1.50	N/A	2.02	N/A	2.24	N/A
OSHA Days Away Restricted Time (DART) Rate - Incident Rate Per 100 Workers	1.30	1.30	1.22	1.40	0.95	1.35
Preventable Motor Vehicle Accidents (PMVA) - Incident rate per 1 million miles driven	2.10	2.00	1.86	1.90	1.97	1.9
OSHA Lost Time Rate	0.40	N/A	0.73	N/A	0.75	N/A
Number of Employee Fatalities	0	0	0	0	1	0
SIF (Serious Injury and Fatality) Actual	3	3	3	3	2	3
SIF (Serious Injury and Fatality) Potential	34	N/A	16	N/A	8	N/A

Safety Statistics – Contractors Working on Eversource System

	2020	2021	2022
Number of Contractor Fatalities	0	0	0
Contractors Using ISNetwork	570	571	578
SIF (Serious Injury and Fatality) Actual	3	3	3
SIF (Serious Injury and Fatality) Potential	51	28	24

By the Numbers (continued)

GHG Emissions (MT CO2e)

By Scope	2018	2019	2020	2021	2022
Scope 1 Emissions	207,911	182,483	181,567	177,219	171,093
Scope 2 Emissions	613,251	531,305	514,561	542,795	444,370
Total Scope 1 & Scope 2	821,162	713,788	696,128	720,013	615,463

By Source	2018	2019	2020	2021	2022
Line Loss	545,636	481,051	477,724	513,796	416,537
Gas Distribution Leaks	75,651	71,317	69,415	65,739	62,257
Facilities	119,797	84,334	71,499	64,630	67,108
Fleet	47,341	47,488	52,430	50,922	48,790
SF ₆ Leakage	32,737	29,598	25,059	24,926	20,771
Total Emissions by Source	821,162	713,788	696,128	720,013	615,463

Progress on GHG Goals

	2020	2021	2022
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.	5%	7%	9%
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.	56%	86%	100%
Replace 100% of our overhead trucks with plug-in, hybrid electric vehicles by 2030.**	20%	23%	22%
Replace 50% of all fleet vehicles with hybrid EVs (including some plug-ins) by 2030.**	Less than 1%	1%	Less than 1%
EEL commitment: 5% of our annual fleet spend on plug-in electric technologies.	31%	28%	43%

*Facilities include all area work centers, offices and warehouses.

**We continue to experience challenges with recent supply chain disruptions that have prevented the adoption of EVs at the rate we had hoped, though we continue to work with our vendors to achieve our 2030 goal.

Non-GHG Air Emissions (MT)*

By Source	EGMA				Hopkinton				Waterbury			
	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
PM2.5	0.47	0.45	0.48	0.47	0.04	0.04	0.03	0.03	0.91	0.90	0.44	0.46
PM10	0.47	0.45	0.48	0.47	0.04	0.04	0.03	0.03	0.85	0.85	0.50	0.52
SOx	0.05	0.04	0.04	0.04	0.01	0.25	0.13	0.02	0.06	0.06	0.04	0.04
NOx	6.83	7.02	6.90	6.80	113.21	117.20	121.17	169.19	11.15	11.15	5.86	6.11
VOC	0.37	0.39	0.36	0.36	37.96	33.68	41.10	47.62	0.58	0.58	0.32	0.33
Other Hazardous Air Pollutants	0.69	0.71	0.72	0.71	6.85	5.33	5.54	6.31	0.27	0.27	0.11	0.11

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

State Renewable Portfolio Standards and Clean Energy Standards

	2022	2023	2025
Connecticut	33.00%	35.00%	38.00%
Massachusetts*	51.30%	59.17%	58.17%
New Hampshire	22.50%	23.40%	25.20%

*Massachusetts requirements include Renewable Energy Portfolio Standards and Clean Energy Standards. 2025 value is an estimate.

By the Numbers (continued)

Waste Summary*

Destination	2020		2021		2022	
	Non-Hazardous	Hazardous	Non-Hazardous	Hazardous	Non-Hazardous ¹	Hazardous
Directed to Disposal (MT)						
Landfill	23,540	10,241	20,122	3,829	12,392	1,460
Incineration with Energy Recovery	1,935	-	2,612	3	2,090	1
Incineration without Energy Recovery	1,314	1,771	5,055	159	1,166	68
Total waste disposed		38,801		31,780		17,177

Diverted from Disposal (MT)					
Recycled	5,331	6	5,687	15	12,168
Reclaimed as Investment Recovery	12,352		14,952	-	12,770
Total waste sent for beneficial use		17,689		20,654	24,945

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

¹Does not include municipal waste (trash/recycling) for Aquarion.

Environmental Noncompliance¹

	2020	2021	2022
Number of Written Notices of Noncompliance	3	2	1
Penalties (USD)	\$138,053	\$0	\$0

Our 2022 Notice of Noncompliance was due to a CT Notice of Violation for our Berlin Audit, which was 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 Violations¹

	2020	2021	2022
Aquarion Violations*	4	7	7
Penalties	\$0	\$13,500	\$0

*Aquarion's violations in 2022 include 3 Tier 2 violations of the SDWA related to public notification and PFAS MCL; and 4 Tier 3 violations of the SDWA related to monitoring/reporting/notification. 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

	2020	2021	2022
Total Electricity Consumption (MWh)	161,617	170,621	175,271
Renewable Energy Credits (RECs) Purchased for Use by Eversource (MWh)	0	52,415	61,638
Percent Procured with Renewable Energy Credits (RECs)	0%	31%	35%

Water Summary 2022*

Facility Water Use	Water Consumed (gal)
New Hampshire	2,336,864
Massachusetts	16,247,241
Connecticut	7,853,318
Total Facility Water Use	26,437,423

*Facility Water Use does not include substations, gate stations, LNG, LPG or EGMA facilities

Aquarion Business (excluding facilities)	2022 Water Withdrawal (gal)
Surface Water	26,952,386,700
Groundwater*	5,621,997,181
Third-Party Water (Purchased)	560,459,440
Total Water Intake	33,134,843,321

*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)	32,885,806,781
Total Water Sold (metered)	27,352,654,742
Nonrevenue Water	5,533,152,039

*Nonrevenue water does not pass through a customer meter. It consists of water used as part of our treatment process, water loss through distribution system leaks, broken fire hydrants, broken water main valves, and uses such as emergency fire hydrants for fire protection, use of water main bleeders to remove air and sediments, fire flow testing, water sampling, and tank draining for cleaning.

By the Numbers *(continued)*

Online Distributed Generation as of December 31, 2022 (kW)

	Solar	Wind	Hydro	CHP/Fuel Cell	Other Renewable Sources*	Total
Connecticut	803,882	5,085	104,674	219,390	26,028	1,159,059
Massachusetts Eastern Electric	995,638	38,135	222	219,014	85	1,253,094
Massachusetts Western Electric	351,869	17,127	40,327	51,236	76,491	537,049
New Hampshire	137,559	38,536	101,109	15,344	93,850	386,398
TOTAL	2,288,948	98,883	246,332	504,983	196,454	3,335,599

*Other renewable sources include biomass, landfill gas, digester gas and waste to energy.

Reliability Performance Measures

	2020 Actual	2020 Target	2021 Actual	2021 Target	2022 Actual	2022 Target
Electric Reliability* - Average Number of Months Between Interruptions (12 ÷ SAIFI)	19.2	17.4	19.2	18.2	19.5	18.5
Electric Restoration* - Average outage minutes experienced by all customers in a year (SAIDI)	64.0	75.0	69.8	73.4	65.2	71.0
Gas Emergency Response - Respond to Site Within Specific Time Threshold (set by state regulators)**	99.6%	99.2%	97.7%	95.0%	97.8%	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.

2022 Electric Customers and Electricity Delivered

	Residential Customers	Commercial Customers	Industrial Customers	Street Lighting Customers
Number Served	2,891,343	373,346	7,201	16,211
Total Electricity Delivered (MWh)	21,782,350	24,753,149	4,721,169	(MWh not tracked separately for this category)

2022 Gas Customers and Natural Gas Delivered

	Residential Customers	Commercial Customers	Industrial Customers	Electricity Generating Facilities
Number Served	799,260	86,742	2,941	7
Total Natural Gas Delivered (MMBtu)	63,067,886	67,061,089	33,759,504	16,156,331

2022 Water Customers and Water Delivered

	Residential Customers	Commercial Customers	Industrial Customers
Number Served	214,382	19,772	3,104
Total Water Delivered (MG)	19,660	6,447	1,246

By the Numbers *(continued)*

2022 Average Retail Electric Rate (cents/KWh)

	Residential Customers	Commercial Customers	Industrial Customers
Connecticut	25.05	20.38	22.85
New Hampshire	25.48	22.62	21.67
Massachusetts	30.46	29.43	29.37

2022 Average Retail Gas Rate (\$/MMBtu)

	Residential Customers	Commercial Customers	Industrial Customers
Connecticut Sales	19.55	13.23	11.25
Connecticut Transportation	5.93	4.54	2.75
Massachusetts Sales	19.2	12.4	12.6
Massachusetts Transportation	9.7	4.8	3.0

2022 Average Retail Water Rate (\$/CCF)

	Residential Customers	Commercial Customers	Industrial Customers
Connecticut	6.07	4.52	2.73
New Hampshire	7.75	6.55	7.59
Massachusetts	7.59	4.52	2.28

2022 Typical Monthly Bill - Electric Residential Customers

	For 500 KWh of electricity delivered per month	For 1,000 KWh of electricity delivered per month
Connecticut	\$125.25	\$250.50
New Hampshire	\$127.40	\$254.80
Massachusetts	\$152.32	\$304.63

2022 Typical Monthly Bill - Gas Residential Customers

	For 50 MMBtu of gas delivered per year	For 100 MMBtu of gas delivered per year
Connecticut	\$82.89	\$165.77
Massachusetts	\$80.00	\$160.00

2022 Typical Monthly Bill - Water Residential Customers

	For 10 CCF of water delivered per month
Connecticut	\$42.03
New Hampshire	\$38.78
Massachusetts	\$42.54

By the Numbers (continued)

Energy Efficiency Performance – Electric Customers

	2020**	2021**	2022*
Customers Participated	1,574,567	1,323,380	406,812
Spend (US\$)	\$465,796,692	\$510,479,955	\$452,538,059
Annual kWh Savings	1,009,482,948	818,896,028	430,459,423
Lifetime kWh Savings	13,396,340,438	8,245,551,053	4,044,946,426
Summer Peak Annual kW Savings	148,201	122,903	61,992
Winter Peak Annual kW Savings	187,573	169,388	62,834
Annual CO2e Reduced in Metric Tons	245,462	241,623	151,352
Lifetime CO2e Reduced in Metric Tons	3,772,891	3,112,528	1,952,934
Customer \$\$ Saved Annually	\$201,772,357	\$191,334,543	\$123,234,212
Customer \$\$ Saved Lifetime	\$2,713,331,831	\$2,125,405,796	\$1,407,365,997

By 2022, the residential lighting market transformed to LEDs. Accordingly, the significant funding (and electrical savings) for residential lighting is being transitioned to fund decarbonization offerings via energy efficiency, like heating electrification.

*2022 data represents the latest State filings.

** 2020 and 2021 data have been updated to reflect the final three-year term report filed on August 1, 2022. Historical participation figures were revised from instances of participation to the “number of customers participated” based on the average number of lighting products purchased per customer and an assumption of one project per customer.

2023 Energy Efficiency Goals – Electric

	NH Electric	MA Electric	CT Electric
Spend (US\$)	\$44,697,764	\$360,737,500	\$141,350,388
Annual kWh Savings	57,475,695	152,371,188	124,102,938
Summer Peak kW Savings	8,136	25,136	23,733
Winter Peak kW Savings	7,614	18,824	24,174
Annual MMBTU Savings from Fossil Fuels*	44,793	484,479	185,549

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

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

Energy Efficiency Performance – Gas Customers

	2020**	2021**	2022*
Customers Participated	89,173	192,253	87,948
Spend (US\$)	\$119,066,578	\$160,898,987	\$148,119,990
Annual Therms Savings	10,994,220	13,926,550	9,542,152
Lifetime Therms Savings	160,546,989	212,557,114	166,013,520
Annual CO2e reduced in Metric Tons	66,569	78,497	50,490
Lifetime CO2e reduced in Metric Tons	1,040,994	1,168,546	878,421
Customer \$\$ Saved Annually	\$11,903,076	\$15,138,485	\$10,681,026
Customer \$\$ Saved Lifetime	\$171,882,376	\$231,460,549	\$191,154,208

*2022 data represents the latest State filings.

**2020 and 2021 data have been updated to reflect the final three-year term report filed on August 1, 2022.

2023 Energy Efficiency Goals – Gas

	MA Gas - NSTAR	MA Gas - EGMA	CT Gas - Yankee
Spend (US\$)	\$80,025,000	\$87,820,000	\$23,568,353
Annual Therms Savings	4,981,390	4,811,631	2,451,041

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