



EVERSOURCE

Sustainability Report



2023

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). As we continuously work to deliver transparent disclosures that our stakeholders are most interested in, we will also be looking to expand our reporting in response to the new Task Force on Nature-Related Financial Disclosures (TNFD) and International Sustainability Standards Board (ISSB) S1 and S2 frameworks in future reports.

This report focuses on material sustainability priorities, including descriptions of how these topics are managed and performance updates covering the 2023 calendar year for all wholly owned operations.

Additional information about our sustainability activities can be found at eversource.com/sustainability.

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CEO Message



In 2023, Eversource's commitment to sustainability bore fruit in landmark clean energy accomplishments, in a deepened commitment to equity and environmental justice, and in numerous independent national recognitions. We are proud to share these stories and many others in our annual Sustainability Report, which once again details our role as a driver of positive change for customers, communities, employees, investors and other stakeholders.

Eversource has long been committed to leadership in environmental, social and governance (ESG) areas. We understand the increasing concerns about the impacts of climate change, and we accept the profound responsibility we have as the region's largest energy provider to deliver solutions that will lessen the burden — especially for those who have borne disproportionate environmental burdens in the past. These are complex challenges, requiring us to rethink the way we do business and serve our communities. The 10,000 employees of Eversource are stepping up and responding with actions that reduce our region's greenhouse gas (GHG) footprint in the near term while laying the long-term groundwork for a clean energy future.

In 2023, we made significant progress toward our goal to reach carbon neutrality from our operations by 2030, with over a 30% reduction in emissions from our baseline year of 2018. Separately, in December 2023, we submitted our application to the Science Based Targets initiative (SBTi) seeking validation of a new GHG target, which will address emissions from scope 1, scope 2 and indirect scope 3 sources. This new target and related initiatives support aggressive state and regional emission reduction goals while we maintain our focus on top-tier reliability,

superior customer service and effective corporate governance.

We continued to serve as a catalyst for clean energy in 2023. Eversource received positive national attention for our first-in-the-nation networked geothermal pilot project in Framingham, Massachusetts. We invested in electric vehicle charging stations across our service area and proposed additional solar energy projects coupled with battery storage. We broke ground on a first-of-its-kind transmission project to both strengthen our system and lay the groundwork for the integration of offshore wind on Cape Cod, and we are working to raise awareness of the need for system investments to support increased electrification and distributed generation. One major effort in this direction is our Massachusetts Electric Sector Modernization Plan, an extensive document that provides a roadmap of the investments Eversource will need to make over the next five to 10 years to help the state achieve its emission reduction targets.

Despite financial and supply chain challenges that affected every participant in the offshore wind industry, Eversource's joint venture with Ørsted achieved a major milestone in 2023 with the production of the first power by our South Fork Wind project. We take tremendous pride in

helping to move American offshore wind from a dream to a reality — a new industry that is producing both clean electricity and well-paying jobs. Although Eversource has announced agreements to sell its ownership shares in our offshore wind projects, we will continue to support this important new source of clean energy by procuring wind power for our customers, and by building the transmission and infrastructure upgrades needed to connect offshore wind projects to the regional grid.

We are working to incorporate equity into all of our decisions and actions. I'm pleased to report that we completed our initial round of internal Equity Fundamentals training ahead of schedule, with 100% of employees taking the training by the end of the year. Additional opportunities for our organization to learn about equity and environmental justice are planned for 2024. We also maintained our commitments to environmental and social justice and diversity, equity and inclusion, again surpassing our board-level goal for hiring women and diverse employees for leadership positions. Eversource has produced a separate Diversity, Equity & Inclusion Report, and I encourage you to review that report for a detailed summary of our recent work in this important area.

Finally, Eversource provided its usual strong support for our communities through volunteering and nearly \$6.8 million in charitable giving. We again held our successful signature events, helping charities across New England raise over \$2.5 million. Additionally, more than 6,000 Eversource employees donated over 31,000 hours of volunteer time, participating in company-organized volunteer opportunities. Our dedication to ESG resulted in numerous independent national recognitions, which are listed in more detail in this report.

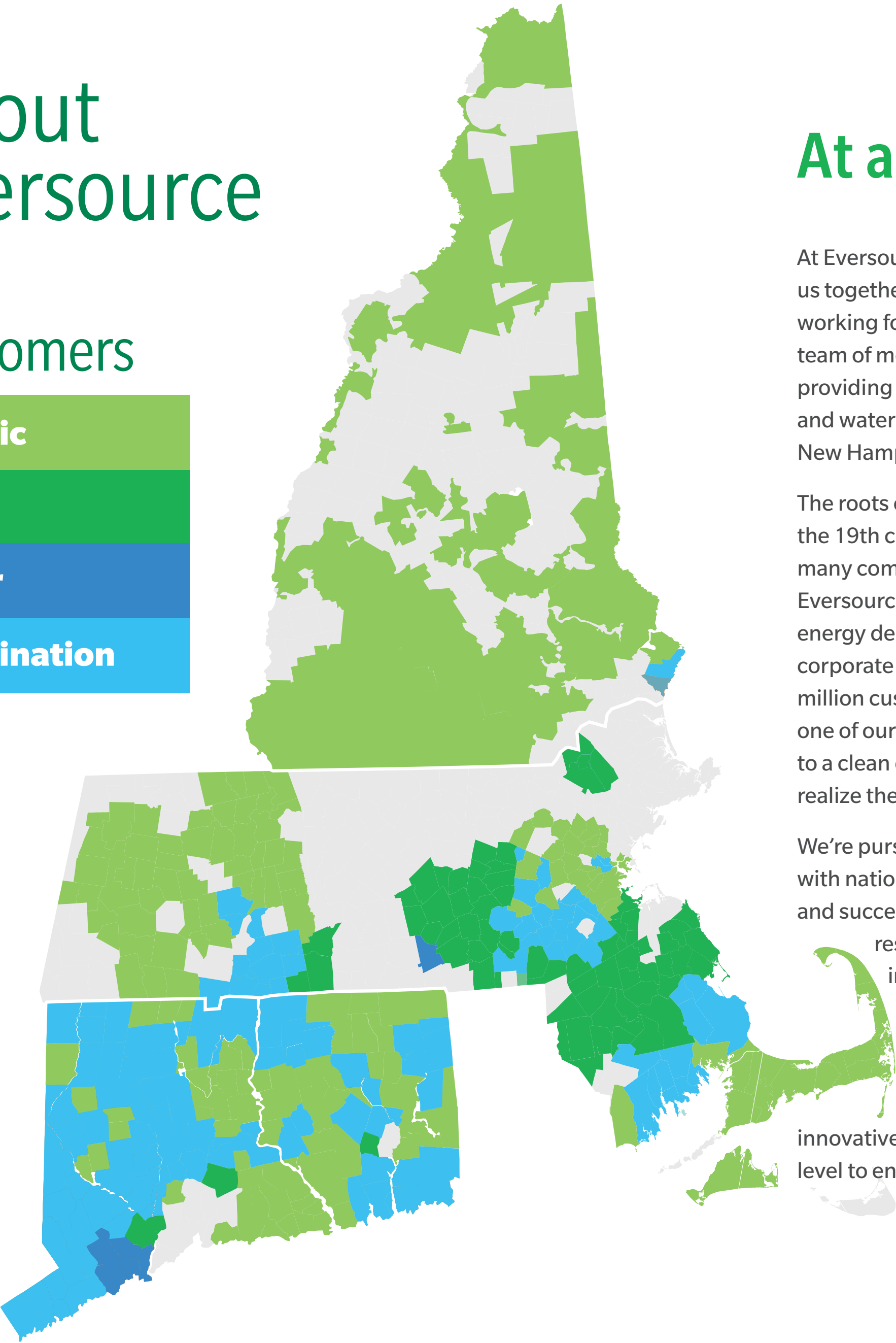
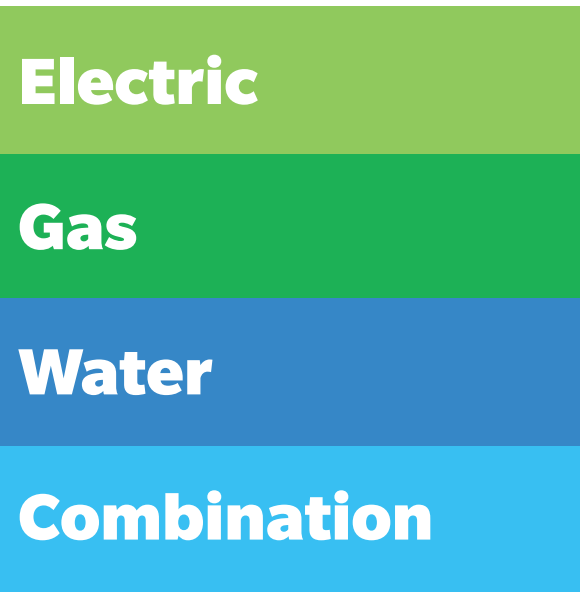
The achievements and success stories outlined in our Sustainability Report are the result of the hard work and focus of Eversource's dedicated, smart, diverse team of employees. I am tremendously proud to lead this team as we continue to incorporate our ESG focus into all areas of our operations in 2024.

A handwritten signature in black ink that reads "Joe Nolan".

Joseph R. Nolan, Jr.
Chairman, President & CEO

About Eversource

Customers



At a Glance

At Eversource Energy (Eversource), energy brings us together. We live in the neighborhoods we serve, working for a sustainable and equitable future. Our team of more than 10,000 people is committed to providing safe, reliable and sustainable electric, gas and water services in Connecticut, Massachusetts and New Hampshire.

The roots of our operations trace back to the middle of the 19th century. Through decades of trusted service, many companies have come together to form the Eversource we know today — New England’s largest energy delivery company and a national leader in corporate citizenship. We are proud to serve over 4.4 million customers and are focused on supporting every one of our 586 communities to enable a Just Transition to a clean energy future where all stakeholders can realize the associated benefits.

We’re pursuing a decarbonized grid in the Northeast, with nationally recognized energy efficiency solutions and successful programs to integrate new clean energy resources into the electric system. These include a first-in-the-nation utility-scale networked geothermal pilot project, solar, offshore wind, electric vehicles and battery energy storage. We continue to develop new infrastructure, research practical and innovative solutions, and engage at the community level to enable a sustainable and equitable future.

4.4
million
customers

586
communities
served

10,000 employees

Nearly **56%**
of external hires
were diverse.



“I’m proud of the progress we have made in embedding sustainability into our business practices as we focus on responsibly serving our communities and providing equitable solutions to deliver a clean energy future.”

— **Marc Richards**
Vice President, Sustainability and Environmental Affairs

Our Commitment to Sustainability

Sustainability is integrated into our business practices as we strive to be a responsible corporate citizen. The energy landscape continues to rapidly evolve, and our priority is to safely and reliably deliver vital utility services while supporting 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 experienced by environmental justice (EJ) communities. These and other sustainability efforts throughout our business are essential to securing a positive future for generations to come. Our sustainability priorities include Environment, Social and Governance.



Environment

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 being strong corporate citizens, conducting our business ethically and regularly providing our stakeholders with transparent disclosures.

These **sustainability priorities** resulted from our comprehensive materiality assessment and guide how we drive initiatives, set goals and report. Read more about how we arrived at these topics, our management approaches and United Nations Sustainable Development Goal alignment in the appendix.



Look for this symbol throughout the report for 2023 sustainability priority highlights.

Eversource Sustainability Priorities

Environment

Clean Energy Transition

Implementing strategies and investments to integrate cleaner energy sources for our customers’ use in support of state and federal policies

Climate Change

Addressing physical and transitional impacts related to climate change through strategic adaptation and mitigation planning, including reducing GHG emissions

Customer Energy Use

Facilitating customers’ energy use, including energy efficiency programs and affordability

Environmental Impact Mitigation

Minimizing the environmental impact from our operations, including preservation of biodiversity and protection of natural resources and drinking water sources

Social

Community Engagement

Upholding strong community relations through open dialogues, project engagement, timely service updates and educational information, as well as supporting community needs through partnerships, philanthropy and volunteerism

Customer Satisfaction

Prioritizing customer satisfaction, access to basic services, effective communication and protection of data and privacy

Diversity, Equity & Inclusion

Promoting an inclusive workplace where all employees, customers and stakeholders are respected and valued while fostering increased diversity across all levels of Eversource

Employee Engagement & Development

Developing and engaging a skilled workforce through a positive company culture and dedicated training and career development, including preparations for a Just Transition

Equity & Environmental Justice

Promoting and incorporating equity, accountability and fairness in our daily practices and interactions with our customers and communities while working toward a Just Transition

Health & Safety

Focusing on the physical and mental well-being of our employees, along with the safety of our workforce, contractors and customers

Governance

Ethical Conduct

Upholding the ethical principles that govern our business, compliance, human rights policy and code of business conduct

Regulatory Compliance & Engagement With Policymakers

Maintaining compliance and engaging with policymakers

Reliability & Resiliency

Improving infrastructure and prioritizing service reliability, business continuity, emergency preparation, and cyber- and physical security



Ongoing Stakeholder Engagement

It is our responsibility to seek diverse perspectives as we plan and implement energy solutions for future needs. By engaging with customers, shareholders, employees, regulators, community agencies and elected officials, we gain valuable stakeholder perspectives that are imperative to the success of our business.

Community partnerships, participation in industry groups, and collaboration with employees, nonprofit organizations and regulators allow us to identify best practices, address challenges and collectively implement solutions that drive progress on sustainability issues.

Proactive engagement is a vital component as we consider projects that may impact local communities. This includes our continued focus on enabling a just clean energy transition that provides decarbonization benefits equitably and addresses historical inequities.

In addition to the engagement efforts highlighted in the Our Customers and Our Communities sections of this report, other notable stakeholder engagements in 2023 included:



State-of-the-art research conducted by the **Eversource Energy Center at the University of Connecticut** (UConn) that intends to help mitigate and adapt to the impacts of climate change throughout New England along with the development of technology and software to solve real-world challenges for electric customers where weather, climate and energy intersect. 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.



SUSTAINABLE SUPPLY CHAIN ALLIANCE

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

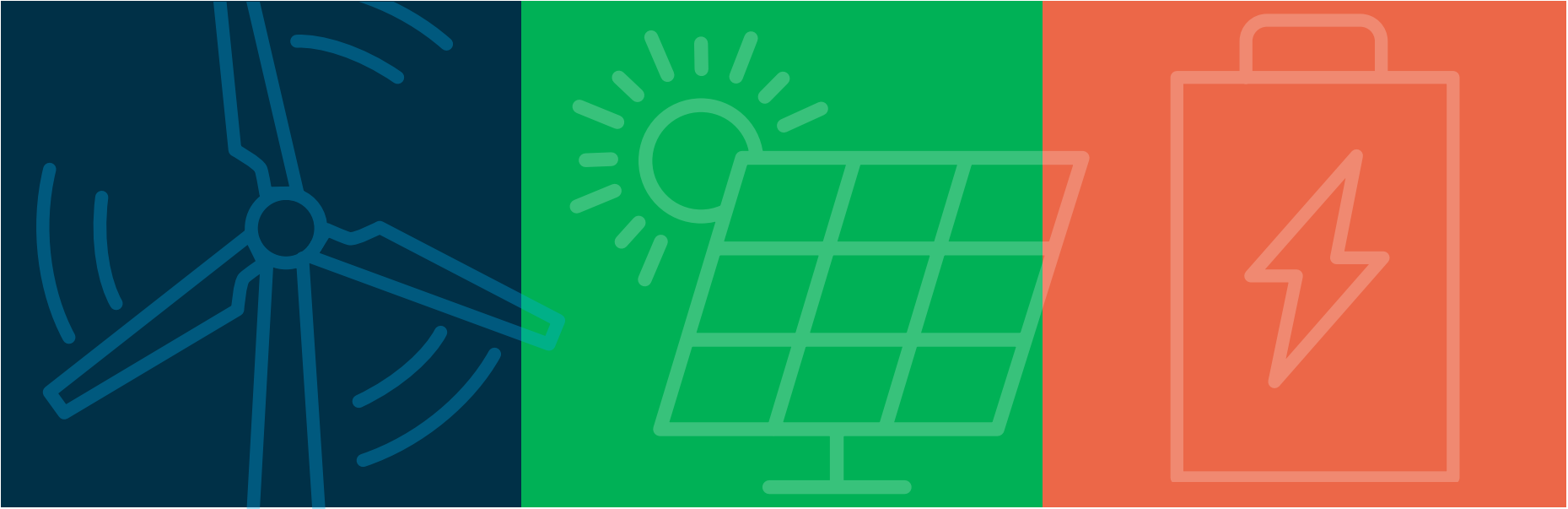
Outreach to shareholders holding a substantial majority of our total outstanding shares. Roughly a dozen institutional holders requested or responded to our invitation for a virtual meeting to discuss environmental, social and governance (ESG) topics. We provided our shareholders with written information prior to the meetings that summarized our financial performance, ESG information, climate and sustainability programs (including our commitment to set a science-based target), policies and accomplishments, and overall corporate governance including executive compensation, policies and practices. The sessions themselves varied according to the issues that were of greatest interest to our shareholders.



TRANSITIONING TO A LOW CARBON FUTURE



We continue to support the enablement of a clean energy transition while maintaining our focus on the reliable delivery of electric, gas and water services. These efforts support our region’s ambitious climate goals to reduce GHG emissions, install energy infrastructure that advances cost-effective decarbonization, and promote thoughtful and inclusive consideration of EJ communities.



Investments will integrate clean power to support expanded electric vehicle infrastructure and access to renewable energy for low-income customers while modernizing the grid to support use of distributed energy resources. In addition to our geothermal pilot, we are also exploring other potential solutions to help decarbonize the heating sector. Our gas and electric teams are developing an integrated approach to coordinate infrastructure solutions in a comprehensive and effective manner.



UConn | **EVERSOURCE**

Clean Energy & Sustainability Innovation Program

In October 2023, we expanded our partnership with UConn through the sponsorship of an inaugural Clean Energy & Sustainability Innovation Program and Sustainable Clean Energy Summit. The summit brought together academic, state and municipal leaders as well as energy industry experts to discuss electric grid decarbonization and emerging careers in clean energy, including a keynote address by Gina McCarthy, one of the nation’s most distinguished experts in environmental and public health policies. The Clean Energy & Sustainability Innovation Program invited UConn students to submit innovative research ideas to reduce carbon footprints and prepare for climate extremes at the local, state and regional levels. Six student-led finalist teams, who were paired with mentors from Eversource and UConn



to develop their ideas over the summer, presented the culmination of their research at the summit. A winning team received funding and mentorship to continue to evolve their idea, which proposed a strategy to reduce New England’s heavy reliance on natural gas, using UConn’s approach as an example. Building off the success of the first year, we look forward to our continued sponsorship of these two initiatives in 2024.

Technology Enhancements To Support Electrification

Grid Modernization

Our grid modernization programs seek to lessen the impact of outages and increase system capacity as we incorporate clean distributed energy resources (DER). Our strategy invests in and implements technology that enables system optimization and supports energy efficiency, clean transportation, energy storage deployment and clean energy resources.

We are 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 actively manage distribution voltages to increase system efficiency, reducing peak demand and energy consumption and resulting in lower GHG emissions from energy delivery. An example of this is Volt-VAR optimization (also known as Conservation Voltage Reduction) technology to improve the efficiency of power delivery on the distribution system and reduce line losses. Initial deployments in Massachusetts have shown positive results.
- Implementation of operational technology to monitor and control DER on the distribution grid to meet local needs, such as constraints on a circuit.



Massachusetts Electric Sector Modernization Plan

As part of our ongoing commitment to help Massachusetts achieve its net zero and decarbonization goals, in September 2023 we filed a draft roadmap to modernize the electric distribution system and usher in an unprecedented transition to a clean energy future. Our Electric Sector Modernization Plan (ESMP) improves the grid, enabling greater use of distributed energy resources like solar while meeting the demand created by electrification of heating and transportation.

Upgrades planned over the next decade and beyond will enhance grid reliability, resiliency and safety and provide direct, equitable benefits to all customers,

including those in EJ communities. During the development of our ESMP, we conducted outreach with diverse stakeholders and engaged in numerous meetings and held public presentations. The final version of our ESMP was filed with the Massachusetts Department of Public Utilities (DPU) in January 2024.

By 2034, these clean energy investments will allow for the adoption of 2.5 million electric vehicles and 1 million heat pumps across the Eversource service territory in Massachusetts. Additionally, these investments will enable 2.2 gigawatts (GW) of new solar, resulting in 5.8 GW of solar hosting capacity.



Increases available electrification hosting capacity by 180% over the next decade



Supports the adoption of 2.5 million electric vehicles statewide, 60% of the state's 2050 goals



Allows for the adoption of 1 million heat pumps, 70% of the state's 2050 goal in our service territory



Enables 5.8 GW of solar, exceeding the state's 2040 goals and reaching over 60% of the 2050 goals



Advanced Metering Infrastructure

As we continue to modernize our electric system to increase reliable service and benefits for customers, we are focusing on investing in advanced metering infrastructure (AMI). This technology will enable consumers to see their energy consumption in near real time, providing them with greater insights to more quickly and effectively manage their energy usage. This can lead to more opportunities for energy savings and the potential to lower investment costs for customers seeking to electrify major equipment and appliances at their homes and businesses. The technology will also provide automatic, near-real-time information when a power outage occurs, eliminating the need for customers to report the outage and enabling us to respond and restore the power interruption more quickly outside of a major storm.

Following a 2022 approval from Massachusetts’ DPU, we established an AMI program organization in 2023 and selected key program partners. Through months of workshops, we completed the blueprinting phase of the program, creating end-to-end processes, requirements and high-level designs to meet the AMI program goals. The design, build and

test phase of the program is now underway and will continue through mid-2025. AMI network construction will begin in early 2025, followed by the installation of AMI meters starting in the second half of 2025 with the goal of substantially completing the network for all customers by the end of 2027.

AMI deployment in Connecticut and New Hampshire will likely come later and at a different pace than our Massachusetts deployment. In Connecticut, we are pursuing the necessary regulatory support to move forward with this sizable investment. Thus far the regulatory decisions have not provided sufficient financial and regulatory frameworks for us to move forward at this time. A decision from PURA on cost recovery is expected by the end of 2024. In 2023, we submitted an AMI feasibility study to the New Hampshire Department of Energy and the Office of the Consumer Advocate as required by our last rate case settlement. Given that we deployed the existing AMR meters later in New Hampshire than we did in our other jurisdictions, we anticipate a full AMI rollout in New Hampshire to be further in the future as those meters reach the end of their useful lives.

Virtual Power Plant

Although the imminent need for system capacity drives substation development, we are proposing to complement these projects with technology platforms and demonstrations to support the use of DER to provide grid services.

Customer-owned DER as a grid asset will be part of the solution to enable the grid to meet the increased demands of electrification. In the future, we will take multiple complementary approaches to implement the most cost-effective solutions. To that end, we are proposing investments that will enable the use of DER management system and virtual power plant technology to support flexible interconnections, address system constraints and defer the need for system upgrades into the future where applicable.

Non-Wires Alternatives

Non-wires alternatives (NWA) are grid investments or programs that use nontraditional solutions to achieve deferral of distribution grid capacity equipment or material upgrade, increase grid reliability and resiliency, and increase operational efficiency and optimization of the distribution grid. We have developed extensive capabilities to screen for a wide variety of NWA to improve system reliability and capacity while providing the most cost-effective solutions for customers. These solutions include, but are not limited to, energy storage (grid-scale and customer-owned), solar photovoltaic, demand response, voltage optimization schemes and local generation (such as fuel cells). These options may be considered viable alternatives to a capacity upgrade once they pass a set of screening criteria, technical feasibility assessments and benefit-cost analyses.

Grid Services

Grid services solutions allow grid operators to dispatch customer-owned aggregated behind-the-meter and front-of-the-meter DER to manage local constraints in real time to cost-effectively improve system efficiency and reliability. Local capacity constraints may include smaller feeder overloads, potentially deferring investment in traditional feeder upgrade projects and reducing line loss. Additional opportunities may exist to use DER to increase system delivery efficiency to reduce line loss.

In the future, grid services solutions could also support clean energy microgrids. For example, microgrids such as the company’s Provincetown project, designed to supply customers following an outage event, could utilize solar and other DER to increase the microgrid duration.

Decarbonizing The Gas System

We are committed to finding innovative solutions that will help us meet the decarbonization goals for our customers while continuing to provide our approximately 895,000 natural gas customers with safe, affordable, reliable service every day.

We are collaborating with diverse stakeholders to evaluate pathways to cleaner fuel sources (like networked geothermal, clean hydrogen and renewable natural gas) considering factors such as environmental benefits, reliability, costs to customers, equity and EJ issues, and the need to train our workforce to support these new resources. Internally, our integrated energy planning working group is taking a holistic approach with input from our 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 decarbonized solutions to achieve our joint commitment to reduce GHG emissions. For example, we participated in Massachusetts' 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. Over the course of 18 months, Eversource, along with the other natural gas distribution utilities, worked with a diverse group of stakeholders representing environmental, business and labor interests to develop a set of proposed recommendations to help guide how natural gas utilities could move toward a decarbonized future

and support the state's ambitious clean energy goals. These recommendations were filed with the DPU in March 2022. In its December 2023 order, the DPU found that to achieve the Commonwealth's climate targets, there must be a significant increase in the use of electrified and decarbonized heating technologies. The DPU also found that consideration of non-gas pipeline alternatives (NPAs), defined broadly to include electrification, thermal networked systems, targeted energy efficiency and demand response, and behavior change and market transformation, is required for future gas-system capital projects. Eversource has created a senior level cross-functional team to ensure compliance with the NPA requirement. Eversource and the other Massachusetts natural gas distribution utilities will be embarking on a stakeholder process to seek input on how the companies are developing NPAs and administering the NPA process as a part of capital investments going forward.

In Connecticut, we actively participated in developing the state's 2023 Competitive Energy Strategy. The strategy assesses the future energy needs of Connecticut while identifying multiple approaches to reduce costs; providing 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 Connecticut Hydrogen Task Force, which included the development of a report that was submitted to the Energy and Technology Committee in January 2023 with our collective findings.



We are collaborating with diverse stakeholders to evaluate pathways to cleaner fuel sources—**considering factors such as environmental benefits, reliability, costs to customers, equity and EJ perspectives, and the need to train our workforce to support these new resources.**

We've built a **first-in-the-nation** renewable energy project using networked geothermal technology

Pilot connects
36
commercial
and residential
buildings

Circulates
the stable
underground
temperature
of the earth

55°

Greenhouse gas
emissions reduced
by up to
60%

Depth of
geothermal well
network
600-700 ft

Networked Geothermal Pilot Project

We are building a first-in-the-nation, utility-run renewable energy project using networked geothermal technology. This type of system uses heat pumps, boreholes and a series of pipes connecting multiple buildings to circulate the stable underground temperature of the earth (55 degrees Fahrenheit) to efficiently warm buildings in the winter and cool them in the summer. Geothermal heat pump systems are currently among the most efficient heating and cooling systems in the world, and they represent a more cost-effective way to provide our customers with a decarbonized energy solution. Geothermal systems also provide a stable energy supply in all weather conditions, allowing customers to reduce their impact on the electric grid, such as during summer heat waves when customer electricity demand is high.

In 2022, we began conducting fieldwork for our pilot program in an EJ community within the city of Framingham, Massachusetts. The project connects 36 buildings (five commercial and 31 residential) to benefit the heating and cooling requirements for a cross section of approximately 140 residential and commercial customers. A component of the selection criteria for our pilot community required a mix of customer heating fuel sources to determine the associated emissions reductions and other benefits to customers who currently receive delivered fuels (oil or propane) or who use electric resistance or gas for heating.

Construction completion and system initiation are expected to take place in the first half of 2024, and we will track data from the system over the first two heating and cooling seasons. This will help us evaluate the success of the pilot and inform the potential for offering a larger geothermal program as an alternative energy source in other areas of our service territory.



Eversource Networked Geothermal: Sustainable From the Ground Up

On June 12, 2023, Eversource hosted state and local leaders along with clean energy partners at MassBay Community College in Framingham, Massachusetts, for the groundbreaking of our networked geothermal pilot project. This event marked the start of construction on this innovative clean energy project. Participating customers include residents in single-family homes, businesses in the neighborhood, the Framingham Housing Authority, the MassBay Community College building and the firehouse on Concord Street. While geothermal technology



has been used around the world in some form for centuries, this project is unique in that it is utility-led and networks buildings together. The pilot will run for two heating and cooling seasons (24 months from the date of system initiation). Data from this pilot will determine if a networked system is a viable option to affordably heat and cool customers' homes and businesses.

Meeting Demand for Heat Pumps

Customers are increasingly exploring heat pumps as an energy-efficient alternative to fossil fuel heating systems, and we are expanding our incentives and streamlining our customer experience to help meet that demand. Heat pump technology for heating and cooling falls into two main categories: air source heat pumps, which draw heat from the surrounding air, and ground source (geothermal) heat pumps, which draw heat from the earth's ambient temperature.

Eversource offers some of the highest rebates in the country to support the installation of heat pumps. The Energy Efficiency team provided rebates for over 18,700 residential heat pumps in 2023, more than double the number in 2022.

To help customers make informed decisions and access a list of qualified heating and cooling contractors, we collaborated with the other Sponsors of Mass Save® and Energize ConnecticutSM to launch a Heat Pump Installer Network (HPIN) in 2022. The HPIN is an approved list of qualified heating, ventilation and air conditioning (HVAC) and electrical contractors for customers in Massachusetts and Connecticut. This resource helps provide high-quality installation of heat pumps for both residential and commercial customers. In 2023, the Mass Save HPIN achieved the milestone of enrolling over 1,000 contractors, ending the year with more than 1,600 enrolled.

Provided
rebates
for over
18,700
residential
heat pumps
in 2023



Providing Emission Reducing Solutions



SUSTAINABILITY PRIORITIES covered in this section: **Clean Energy Transition, Customer Energy Use**

Demand Management

Our demand management solutions incentivize customers to use less energy during times of peak demand, which lowers strain on the grid. In 2023, we engaged more than 330 businesses and 60,000 residential customers using a range of demand reduction strategies and technologies that resulted in cost savings, reduced strain on the electric grid and lowered GHG emissions by avoiding additional fossil fuel generation during periods of high demand.

Nearly 200 megawatts (MW) are actively dispatched in the ConnectedSolutions demand response program across all three states every year. Active demand response continues to gain popularity and participation. In 2023, the smart thermostat program grew by 27% and the battery storage program grew by 21%. Updated program design and improved customer experience have led to our expanding ways we reach new customers while incentivizing consistent performance with existing participants year over year. Our ConnectedSolutions program successfully reduced 190 MW of load on the ISO New England grid during the 2023 summer peak demand hour, which helped reduce energy costs across the system.

Distributed Generation

Distributed generation (DG) is the production of electricity from smaller-scale dispersed energy conversion sources, including customer solar panels, wind turbines, small hydro, combined heat and power (CHP)/fuel cells and other renewable resources and is an integral step in supporting the clean energy transition. As our customers and communities continue to use DG as a component of their energy supply, we are enabling the safe and reliable interconnection of these assets to our electric distribution system, supporting a more reliable and cleaner power grid. By the end of 2023, more than 164,000 Eversource customers had installed renewable DG facilities. This equates to more than 3,700 MW of customer-owned renewable energy resources now connected to our electric distribution system.

In Massachusetts, DG developers have been so successful in interconnecting to the electric grid through the years that many substations are at capacity and in need of upsizing to accommodate additional DG interconnection. To help continue adoption of DG in Massachusetts, we proposed an industry-leading cost allocation approach to equitably allocate DER-driven grid upgrade

costs between distribution customers and DG developers seeking to interconnect to upgraded stations for up to 20 years. These capital investment projects, or CIPs, will increase aggregate hosting capacity of the CIP substations by about 1 GW and provide future cost and schedule certainty for the DG development community. These CIP proposals reduce developer risk and help eliminate interconnection hurdles, such as free ridership, which lead to queue stagnation. We are putting forward additional proposals in Massachusetts and are currently working with regulators and stakeholders to do the same in New Hampshire and Connecticut. This innovative and industry-leading approach to integrated distribution planning and cost allocation will support the advancement of clean energy in New England.



By the end of 2023,
more than
164,000
Eversource customers
had installed renewable
DG facilities,

generating more than
3,700 MW
of renewable power!

Renewable Energy Programs

We are supporting the adoption of solar energy to enhance the proportion of renewables in the New England energy mix by managing incentive programs that support the development of photovoltaic systems, lower energy costs for participating customers and also support state climate goals. Through the end of 2023, more than 160,000 Eversource customers had installed more than 2,600 MW of customer-sited solar.

We also work proactively to support policies in our service territory 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. To date, more than 26,000 Eversource customers have participated in this program, and we expect 3,200 MW of new solar to be developed in state over 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. Through the end of 2023, more than 20,000 Eversource customers participated, including over 4,700 low-income and distressed municipality customers. 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 2024, we will begin enrolling Connecticut customers in the Shared Clean Energy Facilities program, through which we will purchase up to 180 MW of renewable energy from new generating facilities and provide bill credits 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 New Hampshire, Senate Bill 270 established a low-to-moderate-income community solar program that allows for up to 6 MW per year in total capacity of projects. We will partner with the New Hampshire Department of Energy to identify and enroll customers who participate in our Electric Assistance Program. Participating customers will receive a monthly solar bill credit for up to 20 years at no cost to them.

Customer Battery Storage Programs

Our battery storage programs are designed to improve access to affordable backup energy storage that enables our customers to be better prepared during storms. The Eversource battery demand response programs reward participants for allowing us to draw 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 power produced by our customers’ solar panel systems. The energy efficiency programs offer battery storage incentives for our customers in all three states:



Eversource’s **ConnectedSolutions** offers battery storage solutions in Massachusetts. Participating customers are rewarded for allowing Eversource to use the energy stored in their batteries at times of high demand. We have 22 MW of batteries enrolled through the end of 2023.



In Connecticut, we offer the **Energy Storage Solutions** program for residential, commercial and municipal customers. To date, we have approved over 100 residential and 29 commercial and industrial battery applications. The residential projects made approximately 600 kilowatts (kW) available; most commercial and industrial projects are in development.



In New Hampshire, the state’s **Clean Energy Fund** supports three programs that provide incentives for residential and commercial battery projects, as well as no-interest loans for the installation of residential batteries. Our **ConnectedSolutions** program is also available for New Hampshire customers.

Energy Efficiency

Our traditional energy efficiency programs continue to deliver savings for residential, municipal, commercial and industrial customers throughout our service territory. In 2023, we invested over \$659 million in customer energy efficiency programs, which continue to be the most economical way that we can fight climate change, avoiding lifetime GHG emissions of over 2.8 million metric tons (MT). Residents and businesses across our service territory can take advantage of numerous available programs, from home and building weatherization to a variety of community grants, new construction pathways and decarbonization solutions.

Main Streets is one of these programs, and it continues to deliver savings to the Massachusetts small business community. Building on its 2022 program redesign, our Main Streets program served a total of 60 communities in 2023, a 9% increase compared to 2022. The initiative brings authorized contractors into select cities and towns across Massachusetts to conduct energy assessments, provide recommendations about energy-efficient equipment upgrades and complete some energy improvements for customers while on-site at no cost. These assessments and solutions are designed to help small businesses lower their energy use and decrease their carbon footprint. In 2023, 61% of the communities served by Main Streets were EJ communities, composed predominantly of persons of color or with a substantial proportion of families living below the poverty line.

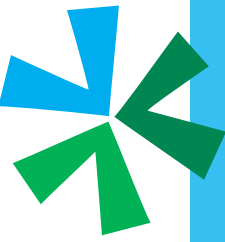
Equitable access to energy efficiency solutions remains a pillar of our energy efficiency programs. Other primary themes include energy affordability and decarbonization. As each state addresses a growing demand for electrification and decarbonization strategies, we continue to develop offers and opportunities for customers interested in lowering their carbon footprint and working together to achieve a cleaner energy future.

Similar to 2022, our 2023 electric customer participation and kilowatt-hour savings from electric energy efficiency programs are lower than in previous years. This decrease is the result of two positive outcomes: One, as energy efficiency programs continue to help transform the market, some measures become increasingly cost-effective and commonplace. As adoption of efficiency measures becomes standard practice, our ability to claim savings is reduced, and as a result, certain measures are phased out of our portfolio of solutions. While our reportable savings decrease, the savings from these measures continue to make an impact in a transforming market. The rapid adoption of LED lighting is a good example. And two, as decarbonization becomes a top priority of our programs, customers who are displacing fossil fuel heating systems with heat pumps or choosing more electric appliances are actually increasing their electrical load. The combination of a maturing energy efficiency market and a rise in electrification leads to overall lower electric savings compared to previous years.

Celebrating Partners in Energy Efficiency



To celebrate our business partners deploying energy efficiency and electric vehicle infrastructure projects, we developed the Eversource Energy Excellence Award program. These awards recognize outstanding business partners across our commercial and industrial portfolio that are leading by example with innovative projects dedicated to driving energy-efficient and clean energy solutions. Energy efficiency and electric mobility are vital to supporting our mission to help provide cost savings for our customers while also working toward a more sustainable future. We selected winners for the 2023 awards from a large pool of applicants across our three-state service territory. Judging criteria were based on multiple factors, such as the comprehensiveness of the solution and out-of-the-box thinking. Judges were particularly looking for applicants to demonstrate how they were able to maximize savings and value for each customer.



Net Zero New Construction

Eversource offers support to our customers for new construction and major renovation projects, which can help incorporate building efficiency and lower energy and operational expenses. This includes pathways for our commercial and industrial customers that are willing to set ultralow energy use and carbon emissions targets in early design. Across our service territory, we enrolled 33 net zero or net zero ready, ultralow energy use new buildings in our flagship program (3.7 million square feet) in 2023. Municipal buildings are great candidates for zero carbon and ultralow energy use targeting because they tend to be older buildings, so upgrades can result in substantial energy savings. New or completely renovated K-12 schools often represent the largest capital investment a municipality will make in a taxpayer's lifetime, so constructing these buildings to accommodate a low carbon future makes sense. Our Net Zero New Construction program enrolled 25 K-12 school projects across our three states, representing 3.4 million square feet.

The new building at the Boardwalk Campus of the Acton-Boxborough Regional School District has been operating for over a year at less than a third of the energy use per square foot of a typical Massachusetts school.

Several of our participating school partners are nearing the end of their one-year post-occupancy period and are assessing how the building's energy use compares to design-based predictions. All the school projects in this phase are tracking well against their targets, meaning they are realizing the energy savings that were predicted.



Electrifying Boston Public Schools' Buses

Electrifying school buses is an important initiative in advancing the city of Boston's Green New Deal for all residents. As a first step, Boston Public Schools launched a pilot program to deploy 20 new electric school buses in their fleet, which came online in February 2023. Eversource played a key role in the bus electrification pilot program by installing a new transformer and infrastructure for the charging stations that supply power to the 20 electric buses.

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. 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.

Our Connecticut EV program continues to build on its initial success. Installations for chargers at homes or buildings with multiple units, in particular, have tripled compared to initial estimates. Since the program started, our rebates have helped energize over 1,600 charging ports at public, workplace and large multifamily locations, more than 60% of which are in underserved communities. Our program has also helped over 3,000 Connecticut residents participate in our residential EV charging offerings.

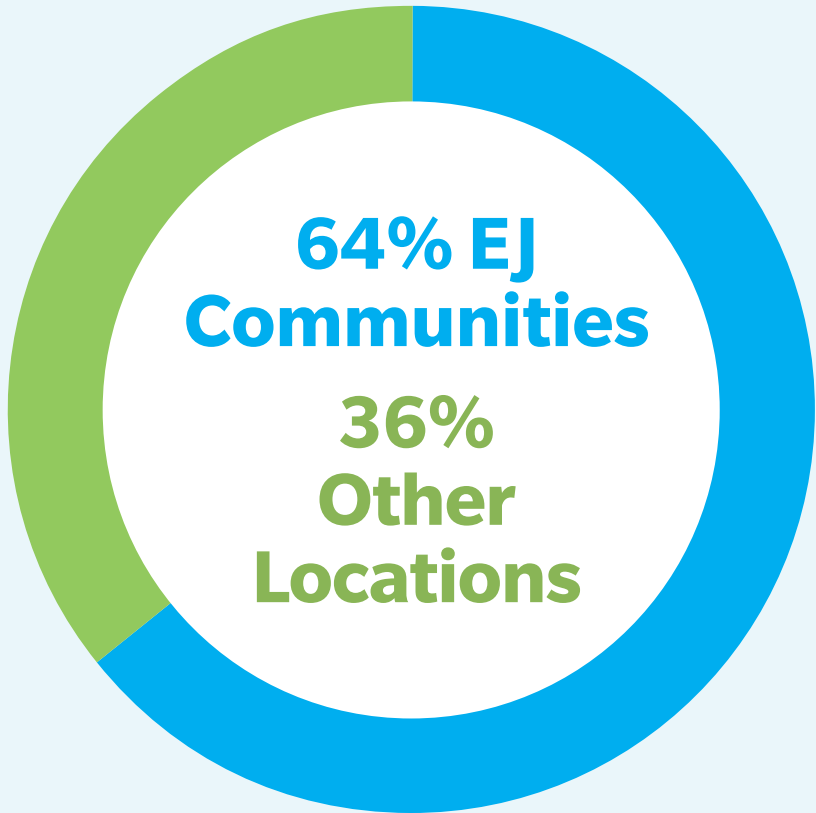
Connecticut's residential programs require participation in Managed Charging, a demand

response program that focuses on lowering a customer's EV charging habits during periods of peak electrical demand. Managed charging decreases strain on the grid while lowering our collective GHG emissions by decreasing the need for additional power generated from fossil fuel sources.

Customers receive financial incentives for participating in this program and can always choose to override their system settings if they need a quicker charge. In 2023, we began offering two pathways for customers participating in Managed Charging: an Off-Peak Rewards program managed by each participant individually, and a Scheduled Charging program that allows us to create a charging schedule. Either pathway helps customers earn regular financial incentives for participation.

In January 2023, our Electric Mobility team relaunched the Massachusetts Make Ready programs. The investment includes a renewed budget for publicly available commercial charging stations and the addition of incentives for other customer segments, including residential and large multifamily. For each segment of the renewed program, we are providing increased incentives to projects that serve EJ communities. The program will be run through 2026 and is targeted to help support the installation of 150 DC fast charging (DCFC) ports and more than 8,200 level 2 charging ports, of which over 3,350 will be public.

EV Charging Ports Installed in 2023 MA and CT




In 2023, 64% of EV charging ports installed at destination, fleet, workplace and large multifamily locations were in EJ communities.*

**Does not include residential single family and small multifamily location ports.*

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 help cover the costs of EV charging infrastructure, such as increasing power supply or installing a new meter. We continue to collaborate with site hosts, contractors and NH DES to build out the offering.

Maintaining Reliability and Resiliency

 **SUSTAINABILITY PRIORITIES** covered in this section: **Reliability & Resiliency, Climate Change**

By 2050, the typical household will use almost three and half times more electricity on average than it did in 2023. Cost-effective investments in infrastructure upgrades are needed to support this increased demand. At the same time, impacts of climate change from storms, flooding and heat waves threaten grid reliability and resiliency. Changes in the way our transmission and distribution systems deliver electricity are already underway and will continue to accelerate.

Transmission Planning

To 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 world’s first grid-forming Static Synchronous Compensator (STATCOM); and building additional infrastructure, like substations, to allow for an increasing amount of clean energy to be reliably delivered to homes and businesses. In 2023, we achieved the highest-ever level of

transmission capital investment at \$1.4 billion. Our robust grid investments over the past several years are driving strong system performance, as demonstrated by the significantly improved reliability metrics and improved resiliency to severe weather.

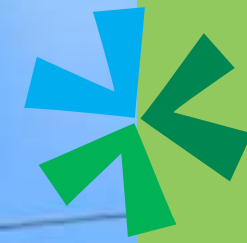
There has been unprecedented federal investment in the electric grid over the past several years and widespread recognition of transmission’s essential role in the clean energy transition. Eversource is viewed as a leader in the region, demonstrating how transmission can be built on time, within budget and in the least impactful way to the environment and communities, while focusing on maintaining meaningful two-way dialogue with our community members and customers.

We continue to work collaboratively with state policymakers in Massachusetts, Connecticut and New Hampshire to take advantage of federal funding opportunities within the Infrastructure and Investment Jobs Act, also known as the Bipartisan Infrastructure Bill, to develop proposals for innovative transmission solutions and deploy grid-enhancing technologies that support the clean energy transition and bolster the reliability of the grid.

2023 Milestones Include:

- Progress on construction of the final projects in the Greater Boston Solution, a broad suite of projects selected by ISO New England to improve reliability in the Greater Boston region. We received a Golden Spike Award from the Massachusetts Central Rail Trail Coalition for our work on the Sudbury to Hudson Reliability Project (the final project that will be completed in the Greater Boston Solution) to increase the reliability of the regional electric transmission system while also advancing the statewide multiuse trail network initiatives through the development of a new rail trail.
- Breaking ground and progress on construction on our Cape Cod Solution multiphase transmission program, which addresses the need for enhanced reliability. This project also enables the interconnection of offshore wind projects through a single, integrated transmission solution, which minimizes community and environmental impacts.
- Completion of substation upgrades to enable the 800 MW Vineyard Wind offshore wind project to connect to the electric grid and begin producing power.
- Progress on several projects to upgrade the aging transmission system in the North Country of New Hampshire to enhance storm resiliency.
- Completion of a large suite of Eastern Connecticut Reliability projects that strengthen and stabilize the transmission system.
- Infrastructure projects that are underway to support the interconnection of nearly 2,200 MW of renewables (solar, wind, battery storage) in 2024.
- Execution of five interconnection agreements for approximately 1,000 MW of storage.





Innovative Technologies Increase Reliability and Reduce Restoration Time

Eversource has developed two innovative technologies, Rapid Pole and Cut and Clear Truck, that increase reliability and reduce restoration time for customers while improving worker and public safety.

First deployed during a December 2022 storm, our Rapid Pole technology consists of a mobile pole and a large mobile transformer. Because the equipment can be pulled on a small trailer by a pickup truck, trouble spots can be reached quickly. Developed with a third-party vendor, Rapid Pole has the potential to be up and running in as few as 30 minutes. During 2023, our Rapid Pole technology expedited the restoration of power to thousands of customers in New Hampshire, including businesses, that were impacted by storm-related pole damage.

Recognizing the public safety hazard of roads blocked by wires and the need for a faster, more efficient way to clear them, we envisioned a solution. The Cut and Clear Truck technology employs a robotic arm capable of clearing deenergized wires blocking roads using remote control. In 2023, we successfully demonstrated the technology using a prototype truck built and manufactured by transportation vendor Altec. Future use of the truck will enhance worker and public safety. On average, Eversource responds to more than 4,000 blocked roads across our service territory each year.



Distribution automation enhancements are reducing the impact of any single outage event on our customers by more than 30% on average.

Distribution System Enhancements

We plan distribution system investments to meet the evolving needs of our customers and support statewide electrification and decarbonization goals. We have developed advanced forecasting methods to assess potential demand impacts to our distribution substations from DER adoption, heating and transportation electrification over a 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 screening tool 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 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 2023, we began work on two projects to improve electric reliability to Martha’s Vineyard. The Martha’s Vineyard Reliability Project consists of the installation of a new underground and submarine line from Falmouth, Massachusetts, to Oak Bluffs. Following completion of this project, five 12.5 MW diesel generators that currently help provide power to the island can be decommissioned, which will decrease air emissions and benefit nearby EJ populations relative to air quality. The 91 Replacement Cable Project will replace an existing underground and submarine cable between Falmouth and Tisbury, increasing reliability and decreasing the need for backup generation. Both projects are aimed at bolstering reliability, addressing a growing need for electricity to charge EVs and enabling the integration of distributed energy resources on the Vineyard.

Smart Switches Reduce the Number of Customers Affected by Outages

Our smart-switch technology enhances reliability by allowing the remote restoration of power when a device opens due to a fault event, such as a motor vehicle accident or a tree limb that falls on wires. In 2023 more than 40% of impacted customers (over 1.1 million) were restored within five minutes with smart switches.

Greater Cambridge Energy Program

In close collaboration with our partners, we are continuing to progress the siting and community outreach for the Greater Cambridge Energy Program, a unique solution to support both system reliability and future growth due to economic development and electrification in the Boston, Massachusetts, region. The solution 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 for the project area.

The solution involves a new substation located underneath a public park between Boston Properties’ residential and commercial buildings and will be the first of its kind in the United States. In developing the siting application, we utilized advanced transmission and distribution planning processes and NWA screening capabilities, not only demonstrating the significant advancements in how we plan new large distribution infrastructure upgrades, but also designing these transmission and distribution facilities to significantly move the needle in alignment with Massachusetts clean energy objectives and climate plans. In addition, we implemented significant outreach and stakeholder engagement to balance the input and needs of all stakeholders during project design.





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 of Massachusetts. 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 the BESS address longtime concerns from local community members but it also mitigates 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. The success stories involving the first-of-its-kind project at Eversource continue to roll in. Recent winter storms provided more opportunities to demonstrate the efficiency of the battery storage system. On Dec. 18, 2023, BESS was successfully deployed to provide backup power to approximately 5,600 customers in Provincetown until crews were able to complete restoration in the area.

Grid Connected Energy Storage

In support of our proactive approach to strengthen the grid, we have proposed energy storage projects at three locations in Connecticut to meet existing and projected reliability and resiliency needs for customers and critical facilities. These projects would provide relief with respect to local electric system capacity issues and would operate in microgrid mode to provide power to local critical and essential service facilities during times of grid outages. Additional energy storage resources to assist in meeting reliability, resiliency and power quality needs in Massachusetts are in early development.

System Hardening

Our commitment to safe and reliable service and a resilient grid is exemplified through system hardening efforts and asset-health-based proactive projects. Our capital investment plan enables our electric system to withstand severe climate change impacts through targeted investments. Our portfolio of solutions includes undergrounding, reconductoring and vegetation management. We frequently evaluate and update our standards to further promote reliability and customer and worker safety. We are also considering other solutions for all electrical assets, such as the potential need to reinforce substations so they are hardened against flooding.

In 2023, Eversource conducted a climate vulnerability study to quantify the impacts of climate change on our territory. The study included projections of various climate hazards relevant to the New England area, like temperature, precipitation and sea level rise, out to the year 2080 and downscaled to high granularity to enable targeted mitigations. We are currently assessing the results of this study to determine if our plans, operations and standards may need to be updated. This calculated approach to system planning is necessary to enhance our ability to maintain a safe, reliable and resilient grid in the face of climate change.

Benefits of Using Drones

Provides 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.

Enables

higher-quality visuals, which can help identify potential problems before they can affect safety and reliability.

Reduces

the need for helicopter inspections and foot patrols with lower emissions, lower costs and fewer environmental impacts.

Can get close-up views without the requirement of an outage and may alleviate the need for lineworkers to climb infrastructure.

Critical information may be shared in real time via livestreaming.

Targeted Investments in Our Infrastructure Through Efficient Drone Inspections

We have taken to the sky and are 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 not able to be seen by ground-based lenses.



Cybersecurity

We have instituted a comprehensive cybersecurity program with various safeguards to protect our information technology systems and assets and data. In light of the changing digital threat landscape and the diligence we must exercise to monitor related risks and to protect our systems, we established a Cyber Governance committee in 2023. This group is led by executive leadership and is focused on assessing and mitigating material cybersecurity risks.

We deploy substantial technologies as part of a Defense in Depth strategy to protect our computer systems and infrastructure from unauthorized access or misuse. Our Risk Management and Threat Intelligence programs are forward leaning into factors that could impact future operations. Our vulnerability management program identifies vulnerabilities, assesses risk and remediates through either patching or use of other security technology. We also have technologies that detect attacks and exploitations of vulnerabilities and proactively block them. No technology is perfect; accordingly, we have trained cyber professionals monitoring the environment and ready to respond to malicious cyber activity. These and other important management approaches are reported to the senior leaders of the company on a regular basis, including outcomes of simulated cyberattack exercises, attempted and actual breaches on our systems, cyber incidents within the utility industry and around the world, and mitigation strategies. In addition, third-party experts provide periodic assessments to the utility industry and the company. We also interface with numerous external entities to improve our cybersecurity situational awareness, such as the Department of Energy (DOE) and Department of Homeland Security (DHS).

Vegetation Management

Effective vegetation management is essential to maintain operational resiliency and protect our electric infrastructure from severe weather impacts. Climate change has increased the 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



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.

by fallen trees and limbs. Our 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 thousands 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 collaborate 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. 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.

UConn completed a comprehensive study that found that our tree trimming and hazardous tree removal program in Connecticut led to a decrease in tree-caused power outage events. This research signifies how important tree trimming and targeted hazardous tree removal are in reducing power outages in our tristate service territory.

Emergency Preparedness

We are already experiencing the effects of climate change with more frequent and extreme weather events, storm surges in coastal areas, inland flooding, and extreme temperatures. In addition to creating initiatives that help make our systems more resilient, 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 guidelines of the Incident Command System for each area of our business. These comprehensive ERPs provide guidance for appropriate response actions for our crews, staff, contractors and communities during extreme weather or other emergency events. Our employees are trained and prepared to respond to outage events, and they work with municipal first responders to provide a coordinated response and support for our local communities.

Our focus is on planning and preparation to respond to major events. Throughout the year, employees complete initial and refresher preparedness training and participate in emergency drills and exercises so they are ready 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 electrical outage events.

Our long-term Resiliency Improvement Program for our gas business mitigates the risk of future events. We continue to undergo annual system analysis and process refinements to coordinate gas and electric operations during supply deficiency events. 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 informed. We also maintain an active program for routine maintenance and the significant capital investment needed to keep our dams safely in service.



Exploring Battery-Powered Generators

When a business in Framingham, Massachusetts, experienced an outage after a December 2023 storm, crews assessed the damage and determined that a prolonged repair was needed, so they requested a generator to keep the business up and running.

Seeking a reliable, lower emission solution, we successfully field-tested a new 500 kW/ 1 MWh Mobile Battery Energy Storage System (MBESS) — a quiet, zero carbon backup power source — to augment the diesel generator. The MBESS operated for about 16 to 18 hours each day for multiple weeks at the site, with the diesel generator running only during the overnight charging hours. In 2024, we plan to demonstrate charging these batteries with Eversource-owned solar panels, making this a completely carbon-free solution.



Water Infrastructure

In 2023, our water utility, Aquarion Water Company (Aquarion), invested more than \$160 million in projects to improve the capacity, reliability and resiliency of our treatment and distribution waterworks. These investments are vital to providing quality water to Aquarion’s customers and include replacement of water mains in addition to improvements made to dams, distribution storage, pump stations and treatment plants. Aquarion completed a climate risk screening assessment that will inform design standards and long-range planning to address a wide variety of climate-related impacts. We continued to grow the water business, adding another 2,600 customers in Massachusetts and 750 in Connecticut, which includes the state’s first privatization of a wastewater system. This expansion to the business strengthens Aquarion’s ability to deliver reliable, high-quality water services to communities throughout the region for many decades to come.


Eversource Energy Center

We are continuing our partnership with UConn with an extended commitment to the Eversource Energy Center through 2028, funding research that will help to mitigate and adapt to the impacts of climate change throughout New England.

This partnership will:

- Support the operational UConn weather forecasting and damage prediction modeling system for our Connecticut, Massachusetts and New Hampshire service territories, including load-focused modeling.
- Promote research on resilience to assist with planning and benchmarking efforts, including metrics development and community impacts.
- Support renewable energy integration efforts, focusing on stability and resource adequacy.
- Expand our substation flood early-warning system to substations in Massachusetts and New Hampshire.
- Provide professional education to Eversource engineers through UConn’s Power Grid Modernization Graduate Certificate program.
- Initiate efforts to protect energy systems and infrastructure from cyber and physical attacks, including cyberattack prevention and mitigation.
- Engage underrepresented minority undergraduate students in all areas of sustainable energy research.

Investing in Renewable Energy

 **SUSTAINABILITY PRIORITIES** covered in this section: **Reliability & Resiliency, Climate Change**

Investment in renewable energy infrastructure furthers our mission to meet the growing demand for clean power as we continue to deliver energy safely, reliably and efficiently. The grid of tomorrow will rely on an energy mix anchored by offshore wind and hydropower, along with thousands of smaller, geographically diverse resources like solar and wind farms and battery storage.

Eversource Solar

Due to the regulatory environments under which we operate, state law precludes us from owning generation with specific exceptions, such as a limited amount of solar. As a result of this opportunity, we 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 EJ communities will improve community climate resilience and contribute clean power to the regional electric grid during periods of peak demand. Eversource is also exploring development of cost-effective, company-owned solar projects in New Hampshire that will support state energy goals.

Offshore Wind

We believe that offshore wind represents a significant opportunity to decarbonize the electric generation footprint of New England and have been working to develop offshore wind in the Northeast in partnership with Ørsted, the world’s leading developer of offshore wind. Significant 2023 achievements in addition to South Fork Wind include:

- State Pier in New London, Connecticut, played a vital role in the development of South Fork Wind. The transformed State Pier became an offshore wind hub in 2023, with all 12 turbines for South Fork Wind being staged and assembled with support from local union workers.
- Revolution Wind received final approval of the project’s Construction and Operations Plan (COP) from the U.S. Department of the Interior’s Bureau of Ocean Energy Management (BOEM), which was the final decision needed to move the project toward the start of offshore construction. The onshore construction scope of the project broke ground, delivering many well-paid local union jobs for Rhode Island skilled workers.

We are proud of the significant progress we’ve made to date in our partnership with Ørsted to deliver clean, renewable offshore wind energy to the Northeast. While we have made the strategic decision to divest of our interest in the partnership with Ørsted and we are no longer pursuing a role as a developer of offshore wind, we still view offshore wind as vital to a clean energy future. We will continue to support offshore wind by managing the onshore construction work for Revolution Wind and Sunrise Wind and will provide critical onshore interconnection and transmission systems for offshore wind in our service territories.

Going forward, we plan to remain an integral player in this historic shift to a clean energy generation mix by focusing on our strengths as a regulated transmission builder and operator and bringing the benefits of these investments to our customers.

In addition to our development projects, we have 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.

Please refer to the Energizing a Just Transition and Economic Benefit sections for highlights of how these projects are benefiting the communities we serve.

South Fork Wind
marked a
historic milestone
as the **first utility-scale**
offshore wind farm in
federal waters to begin
“powering up” in the
United States

Eversource successfully completed the onshore scope of the project on time for the local community. The offshore work has been completed, with 12 turbines marshaled out of State Pier in New London, Connecticut, to the lease area. By the end of 2023, four turbines were placed into service and currently all 12 turbines are spinning and operational.



ENVIRONMENT

Environmental stewardship is a core value at Eversource. It is our responsibility to do our part in protecting and conserving natural resources, minimizing waste, preserving biodiversity, addressing historical EJ issues, and mitigating the impacts of climate change.

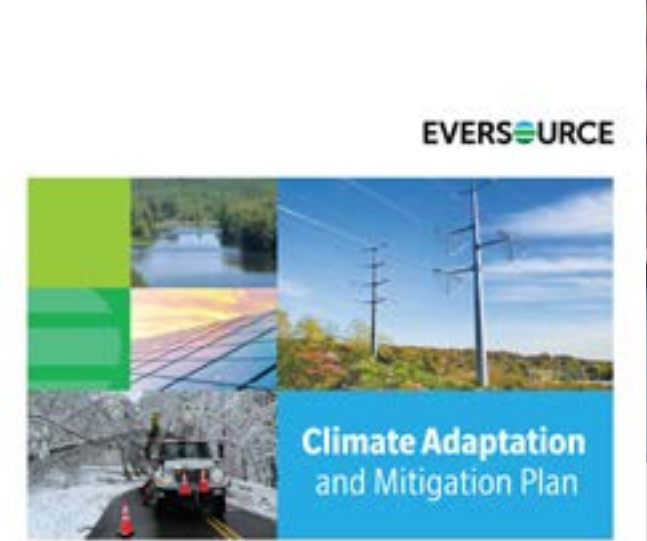
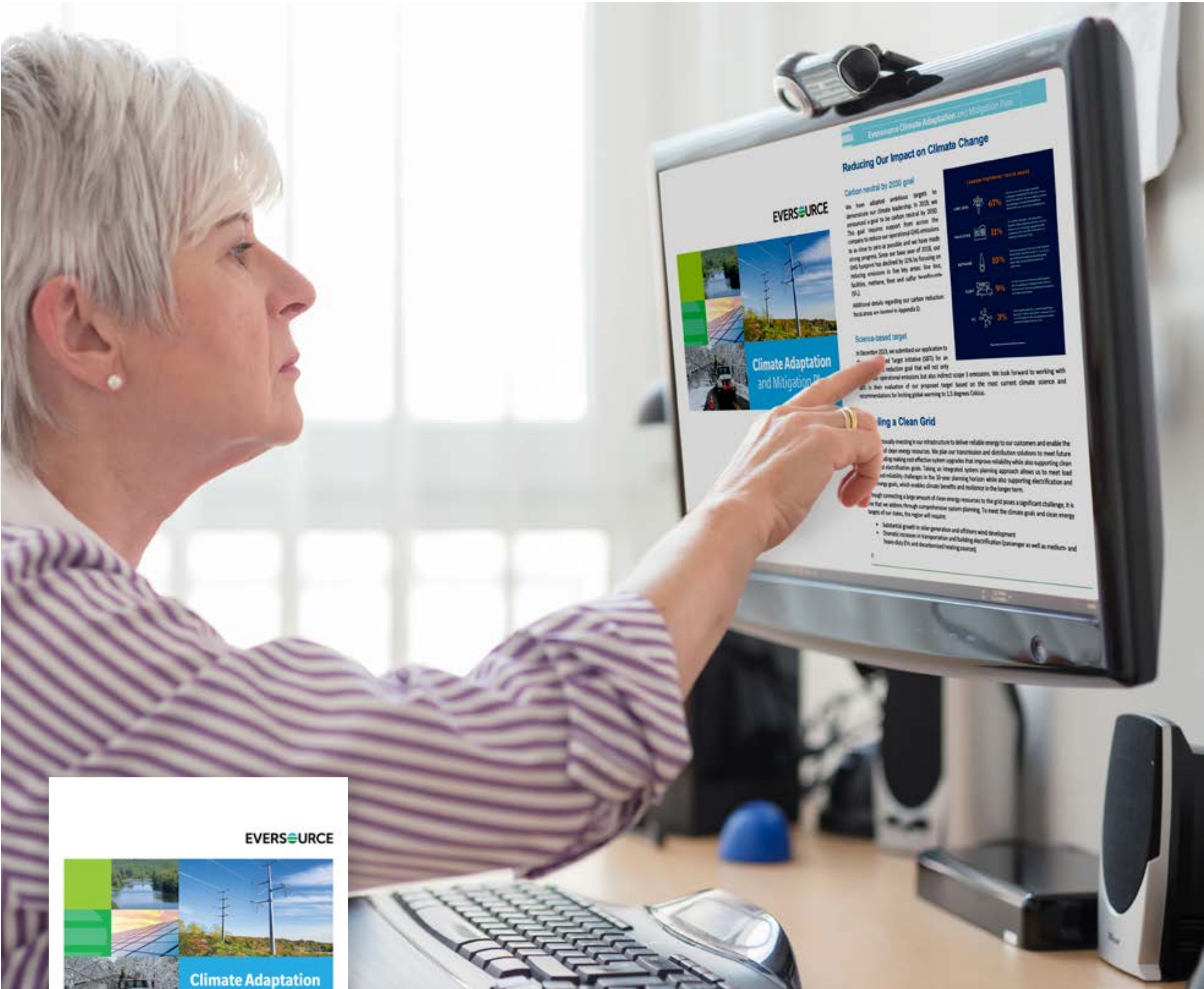
Climate Change Leadership

 **SUSTAINABILITY PRIORITIES** covered in this section: **Climate Change**

We recognize that we have an important role in supporting the timely action required to combat the impacts of climate change, one of the greatest challenges the world is facing. Reflecting on this importance, our board of trustees’ Governance, Environmental and Social Responsibility Committee oversight includes climate action and an annual review of progress against climate-related goals.

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 be 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 emissions reduction measures. In support of our region’s goal to realize a decarbonized future, we are proud to contribute to a clean energy transition 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.



Climate Adaptation and Mitigation Plan

We describe our approach to addressing climate change in our 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. Explore our plan.

We will continue to test innovative technologies and explore options to reduce our operational emissions.

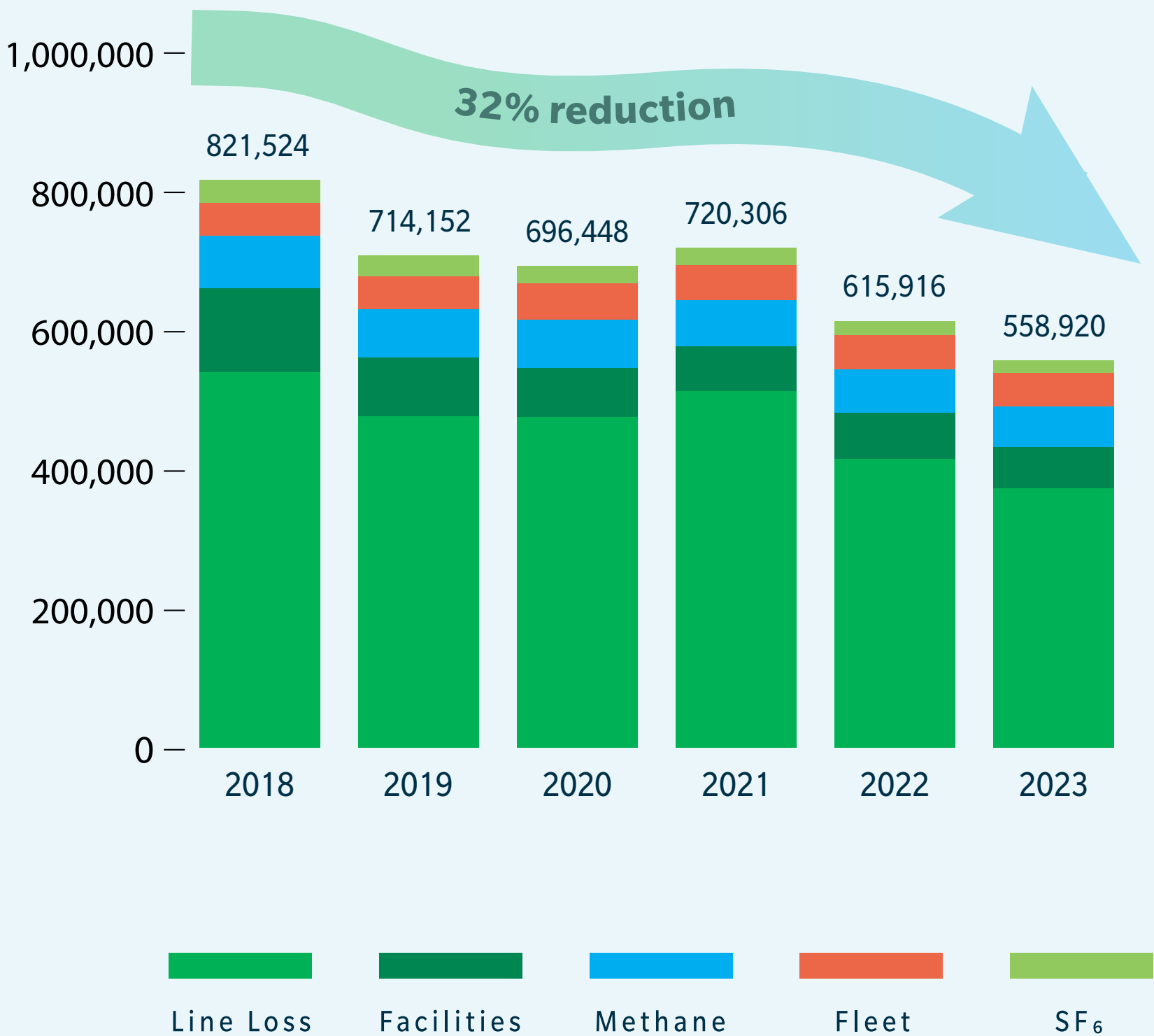
Reducing Our GHG Footprint

Since 2019, we have been working toward an ambitious goal to reduce our GHG emissions and reach carbon neutrality in our operations by 2030. Addressing our scope 1 and scope 2 emissions, this goal focuses our attention on pursuing reductions in five key areas: line loss, facilities, methane, fleet and sulfur hexafluoride (SF₆).

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 other emissions sources that we have more control over.

Looking beyond the impacts of line loss on our footprint, we have remained dedicated to lowering emissions from other emission sources and we're proud of the progress made in the last several years. Between 2022 and 2023, we saw our scope 1 and 2 emissions decrease by 9% and since our baseline year of 2018, there has been a 32% reduction. This is showing that our efforts to improve efficiencies at our facilities, utilize alternative fuels and electrify our fleet, and reduce fugitive emissions in the form of methane and SF₆ are working. We will continue to focus on these areas for further emission reductions with a vision of getting as close to zero as possible.

Operational Emissions (Scopes 1 and 2) in MT CO₂e



Expanding Our Commitments

In addition to our carbon neutrality goal, we have looked for other ways to further our climate leadership and support the deep GHG reductions needed to curb climate change, such as the adoption of an expanded emissions target. In November 2022, we proudly committed to set a near-term companywide emission reduction target in line with climate science with the Science Based Targets initiative (SBTi), and at the end of 2023, submitted our application to have our target validated. We look forward to working with SBTi through the validation process and sharing more information about this target once it is finalized.

We recognize the journey and significant work ahead of us as we progress toward our GHG goals. This will require testing innovative technologies, exploring options to reduce our emissions and contributing to the critical climate goals of our region. We will also continue to provide transparency on our performance and climate-related strategies. In addition to this annual publication and other existing voluntary and regulatory reports, we are preparing for the new U.S. Security Exchange Commission (SEC) climate disclosure rule, which was finalized in March 2024. This will require certain disclosures, such as material climate information including financial information and business impacts related to climate change, and progress on GHG targets. We support the intent of this rule to provide better comparability and decision-useful information to stakeholders. Our current reporting and internal governance gives us a strong foundation and we will be working to make additional enhancements to our processes to be compliant with the rule's reporting requirements.

Since our baseline year of 2018, we have seen a **32%** reduction in emissions across five key operational areas



Line Loss

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 supporting this important work by implementing transmission and distribution infrastructure projects that will interconnect distributed energy resources. We’re also enhancing system efficiency through the replacement of inefficient distribution transformers and transmission conductors and cables with lower-resistance materials. In addition, we are implementing Volt-VAR optimization, which will assist in reducing line loss.



Facilities

Reduction of electricity and fuel use at our facilities continues to be at the forefront of our facility optimization strategies. We are implementing many initiatives to reduce energy use at our locations, such as improving building envelopes, upgrading HVAC equipment, installing building control systems, converting all lighting fixtures to LEDs, piloting a geothermal installation and partnering with our Energy Efficiency team to target the top 10 energy intensive facilities in our portfolio to develop plans for improved efficiencies. While these measures have reduced energy consumption in recent years, we also continue to procure renewable energy for electricity demands that we can’t eliminate. In 2023, we purchased over 70,000 MWh of renewable energy credits. This adoption of more renewable energy at our facilities continues to be an important factor in helping us balance the energy needs at our facilities.



Methane

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 700 miles of aged, leak-prone natural gas distribution infrastructure. 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 to 6% each year and in 2023, we exceeded this target with 10% of pipe replaced. We also remain focused on pursuing long-term decarbonization solutions such as the use of networked 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.



Fleet

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 2023, we were able to replace 41% of our fleet diesel with a biofuel blend. We have also established partnerships with vendors that are developing innovative technologies, such as AltecJEMS® and Derive Systems, which specialize in emission-reducing tools and technology to help reduce idle time and improve fuel efficiency. Over 28% of our bucket trucks utilized hybrid technology by the end of 2023. Looking ahead to 2024, 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.



SF₆

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. From 2022 to 2023, we saw a 14% reduction in this emission source, and we continue to explore possible solutions to phase out our dependency on this potent GHG. In 2023, we worked with industry partners to pilot SF₆ free equipment. Our project with Hitachi Energy introduced the first-ever application of an EconiQ 345 kV circuit breaker at an Eversource substation in East Haddam, Connecticut. This new breaker uses an eco-efficient gas mixture as the insulating medium in place of SF₆. In anticipation of additional 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.

Water Security

 **SUSTAINABILITY PRIORITIES** covered in this section: **Environmental Impact Mitigation**

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.

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 2023, we replaced over 20 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. In 2023, we weathered a localized flash drought in Southwest Fairfield County, Connecticut, and expanded our twice-weekly irrigation schedule to more towns in the region.

Drinking Water Quality

Delivering safe, clean drinking water to our customers is our highest priority. In 2023, we collected more than 21,000 water samples and performed over 184,000 water quality tests for more than 100 different compounds to confirm 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 Lead and Copper Rule Revisions (LCRR) 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 over \$12 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. The U.S. EPA

is working to finalize the Lead and Copper Rule Improvements during 2024, which is expected to impact the requirements and compliance deadlines of the LCRR.

“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 groundwaters and surface waters like drinking water reservoirs. Aquarion has been proactive in planning for infrastructure upgrades to address PFAS. In an attempt to mitigate potential rate increases due to the cost of these projects, we are seeking funding under the Infrastructure Investment and Jobs Act in the form of grants, principal forgiveness and low interest rate loans through the State Revolving Fund program. Aquarion is in the final stages of the financing and regulatory approval process for \$18.4 million to address PFAS and emerging contaminants in our Connecticut and Massachusetts drinking water facilities. Additionally, Aquarion is in the preliminary stages to determine eligibility for an additional \$24.4 million of projects. The overall program is estimated at approximately \$130 million in projects with grants or principal loan forgiveness at varying percentages across the three states.



Biodiversity

 **SUSTAINABILITY PRIORITIES** covered in this section: **Environmental Impact Mitigation**




Natural systems and many species are under threat on a global scale. We are responding with increasing attention toward limiting biodiversity loss by promoting conservation and protecting wildlife and natural resources. We recognize that nature and climate are interdependent, and one cannot be addressed without considering the other. Our actions to advance clean energy and reduce GHG emissions are also tied to biodiversity, and we are focused on reducing potential impacts of our operations on the environment.

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 rights-of-way (ROWs). Maintained ROWs contain important ecological features that promote ecological biodiversity and provide invaluable benefit to the flora and fauna of the region. In forested areas, where the vegetation conditions of a ROW are much different from 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 environmental specialists proactively seek 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 conserve 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:

		
Massachusetts	Connecticut	New Hampshire
<ul style="list-style-type: none">• Department of Environmental Protection• Division of Fish and Wildlife Natural Heritage Endangered Species Program• Kestrel Land Trust	<ul style="list-style-type: none">• Department of Energy and Environmental Protection• Natural Diversity Database• Connecticut Audubon• The Nature Conservancy	<ul style="list-style-type: none">• Department of Environmental Services• Fish and Game Department• Division of Forests and Lands Natural Heritage Bureau• University of New Hampshire



Lineworkers Assist in Young Bald Eagle Tagging Effort



In May 2023, Eversource lineworkers gave the Massachusetts Division of Fisheries and Wildlife (MassWildlife) a lift to help support conservation of the local bald eagle population by assisting in the tagging, or banding, of a pair of eaglets. The tags, which are placed around the eaglets' ankles, are used to follow the birds' migration patterns and quality of life from infancy to adulthood.

A graduate student working with MassWildlife examined the two eaglets, then banded each with state and federal ID tags. Our transmission lineworkers from Plymouth used a bucket truck to safely retrieve the eaglets for tagging and return them to their nest on one of our nesting platforms in a transmission ROW in Wareham, Massachusetts. Employees from our Environmental Affairs Department's Licensing and Permitting Group, who work with state and federal officials for permission to perform work in ROWs, helped coordinate the tagging initiative.



Protecting Endangered Bats

In 2023, we partnered with Cape Cod National Seashore to build bat boxes for the endangered northern long-eared bat to supplement regional habitat loss. Eversource also joined seven other regional utilities to become a founding member of the Northeast Utility Working Group (NEUWG) to protect rare bats that have suffered significant declines since the arrival of white nose syndrome, a fatal fungal disease. NEUWG member utilities are working closely with the U.S. Fish and Wildlife Service (USFWS) and state wildlife agencies to develop a habitat conservation plan (HCP) to address impacts to the endangered northern long-eared bat (*Myotis septentrionalis*) and Indiana bat (*Myotis sodalis*). Once the HCP is written and approved, USFWS will grant Eversource and the other NEUWG members separate permits to allow maintenance and operation of utilities during the time of year that endangered bats may be present. In return, the NEUWG partners have committed to fund conservation efforts aimed at protecting and increasing bat habitat.

2023 initiatives included:

- Development of a detailed turtle protection plan for ROW projects involving active-season turtle monitoring, turtle tracking telemetry in Connecticut and Massachusetts, and installation of a tunnel near the construction zone of our geothermal pilot project in Framingham, Massachusetts, to allow turtles access to Gleason Pond for laying their eggs.
- Partnership with the city of New Bedford, Massachusetts, to pick up and remove litter from a salt marsh located along the New Bedford hurricane protection barrier.
- Partnership with Bristol County Agricultural High School in Dighton, Massachusetts, to hatch and raise eastern box turtles for reintroduction back into the wild as part of a state-approved “head start” program.
- Conducted the second year of a pilot project in partnership with the University of New Hampshire to assess the feasibility of rearing *Galerucella* sp. beetles for targeted deployment on Eversource properties and ROWs to manage invasive purple loosestrife.
- As part of a recent overhead distribution line decommissioning project in Connecticut, Eversource worked in collaboration with the Avalonia Land Conservancy to develop a specialized work plan to avoid wetland impacts and disturbance of a unique Atlantic white cedar swamp that provides habitat for state-listed rare species. By hand-cutting utility poles and removing them along with all other materials via helicopter in large disposal bags, we were able to eliminate the need for equipment and vehicle access and tree cutting in this valued wetland.

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. The 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 acres 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 research activities and forest management, and the identification and removal of invasive species, where practicable.

In 2023, we partnered with the Redding Land Trust to complete the acquisition of a 28-acre conservation easement within our watershed in Redding, Connecticut. This is another example of how Aquarion has partnered with local and regional groups to protect land that surrounds our drinking water supplies.



Connecticut Rail Trail Expansion

We are working with the city of Portland, Connecticut, on an extension of an existing agreement for the Portland Airline Trail, a stretch of 50 miles of interconnecting trail across 11 eastern Connecticut towns from Thompson to Portland. We are partnering with landowners along the trail to expand the multiuse trail, allowing hikers, bikers and walkers from all over the state to utilize the trail and parts of Eversource-owned land for passive recreational use. The extension is being carefully examined to best suit the needs of abutters and our need for safety and access.

Waste Management

 **SUSTAINABILITY PRIORITIES** covered in this section: **Environmental Impact Mitigation**

Reduction, recycling, reuse and recovery are key circularity pillars used to cut the amount of waste needing to be disposed of or treated. In 2023, our programs prevented more than 77,000 MT of material from going to landfills.

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). Changes to municipal reuse requirements for excavated material and the increased number of infrastructure construction projects in 2023 resulted in a significant increase in waste generation compared to 2022.

Our 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 discarded. 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.

One example of our efforts is rebuilding electrical distribution transformers that previously would have been decommissioned for scrap metal. We are now able to refurbish many old transformers to “like new” condition for reuse. This project contributes to circularity by reducing demands for raw materials that would be required to make new equipment. Our second full year of this program in 2023 led to 2,698 units being refurbished, a 48% increase over the previous year. This initiative also resulted in a 91% increase in reused oil, with 86,224 gallons of oil saved, as well as over 600 tons of metal reused or recycled, which is 53% more than the previous year.

In an additional effort to minimize waste, our employees and customers are encouraged to use paperless options whenever possible. In 2023, more than 43% of our customers chose to participate in paperless billing. Our goal is to have over 47% of our customers enrolled by the end of 2024, reducing paper use and eventual waste while improving convenience.



Restoration of Historic Gas Plant

In 2023, we completed a \$2.7 million, five-month-long remediation and restoration of a historic manufactured gas plant (MGP) in Willimantic, Connecticut. The MGP was operated from circa 1856 until the 1950s by predecessor companies to Yankee Gas. The parcel is situated immediately north of the Willimantic River and south of Genesee & Wyoming Railroad. Gas generation equipment was dismantled and removed from the site in 1953, including gas holders, tanks for storing coal tar and fuels, gas generators, retorts, tar separators, pump houses, below-grade piping and purifiers. Environmental assessment activities identified that impacted soil and groundwater from the former MGP operation remained on the site. Our goal was to conduct subsurface excavation to remove potential source material and to attain compliance of the site in accordance with the CT DEEP requirements. Impacted areas were excavated, generating approximately 9,200 tons of waste soil. Railroad gondolas were used to move the waste soil, creating about 80% less CO₂ emissions than would be generated by conventional truck transport over roads.



One of the project’s greatest challenges was the repair or replacement of a 100-foot section of a retaining wall that had collapsed after years of erosive deterioration from the adjacent Willimantic River. With the escalation of drastic weather events in the region in recent years, a new section of retaining wall was installed to protect the site from severe flooding events.



SOCIAL

Our aspiration to be a responsible business leader, employer and corporate citizen guides our interactions with customers, employees, communities and other stakeholders. We are committed to instilling respect and inclusion as the cornerstones of our culture.



Equity and Environmental Justice

 **SUSTAINABILITY PRIORITIES** covered in this section: **Equity & Environmental Justice**

Equity in Our Communities

We have a commitment to regularly and proactively fine-tune our practices to establish fair and equitable outcomes for all customers and to build stronger relationships, credibility and trust with our stakeholders through meaningful engagement.

We know that having a culture that embodies our equity vision and commitment and incorporates equity into our work practices, processes and programs will enrich interactions, products and services with the customers and communities we serve. In 2021, our Pro-Equity Advisory Team, comprised of multiracial, multigenerational and diverse employees with diverse experiences representing our three service territories and 12 largest business functions, was mobilized. This team was tasked with creating structure, policies and guidelines to anchor our business decisions impacting our communities in equity. Their work resulted in the publication of the Equity Guidelines, an equity engagement matrix, leadership tools and resources, and Equity Fundamentals training for all employees.



Eversource Equity Guidelines

As a service provider to customers, we strive to continually improve the care and confidence of our growing customer base. Eversource proactively developed guidelines for employees to promote stronger equity, accountability and fairness in our daily practices and interactions with our customers and communities. These guidelines were developed to help us build more inclusive processes to increase awareness and communications with all customers, regardless of race, ethnicity, economic background or spoken language. When customers are provided with information to increase their awareness and understanding about our programs, services or projects and their related personal benefits, it is a win for both our customers and us. The goal is to proactively engage with customers, communities and stakeholders to identify their needs up front — so they better understand and are able to help inform our work decisions, policies and programs.



Promoting Environmental Justice

Our Equity and Environmental Justice team serves as the primary contact for employees seeking advice or support on matters relating to EJ customers and communities in our service area. Employees are provided with tools and resources that allow them to incorporate EJ principles and practices into their daily work decisions. Resources include an employee intranet website with state and federal EJ information and maps that provide demographic information to help employees better understand the needs of those communities. In 2023, we completed mapping of Connecticut’s distressed municipalities and Massachusetts EJ populations to our infrastructure data to estimate the number of customers residing in EJ communities. We use this mapping along the projects’ life cycle from planning to implementation to quantify the impacts of our projects to our customers that reside in EJ communities.

EJ 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 EJ, and we are working to actively understand the relevant challenges and impacts of our business decisions as we continue to proactively engage

with the EJ customers and advocates within the 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, we do so with a desire to embrace the opportunities and address the challenges standing in the way of our commitment to advance equity, justice, transparency and inclusion so that all our customers can benefit and our communities can thrive.

At Eversource, we are committed to:

- Recognizing and understanding historical inequities and ongoing disparities, particularly for those communities that are predominantly Black, Indigenous, People of Color (BIPOC), environmentally burdened and economically challenged.
- Using the Equity Guidelines to help our stakeholders feel respected, fairly treated and assured that our work is conducted to support their dignity.
- 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.

Equity Fundamentals Training Surpassed Goal

In 2022, the Eversource Equity and Environmental Justice team aimed to have 50% of employees participate in the Equity Fundamentals training by the end of 2023. We were pleased to exceed that target, achieving 100% training participation. To continue the momentum, a new training module has been developed called Equity In Action. This module is designed to provide employees continuous learning about equity and EJ topics and issues and includes stories and scenarios that demonstrate how our employees are embedding equity and EJ principles into their day-to-day work practices and business decisions. Proactive engagement techniques are also highlighted in the module.

As we build the energy system of the future, we are proactively identifying best practices for effective and meaningful interactions and engagement that lead to successful outcomes for all of our communities and customers.



Energizing a Just Transition

A Just Transition as part of our business strategy

As New England transitions toward a decarbonized future, it is imperative to have an integrated planning process that considers future infrastructure needs in a fair and equitable manner. The strategic planning underway to prepare our business for changing energy demands focuses on cascading the benefits to our workforce and communities, especially those that have been historically marginalized and environmentally overburdened.

To deploy clean energy solutions effectively, a strategic integrated approach to gas and electric planning is critical to enable decarbonized solutions for our customers. A holistic approach to meeting our customers’ energy needs helps us identify decarbonization options as we undertake current and planned system improvements.

An excellent example of this planning is outlined in our Electric Sector Modernization Plan (ESMP), which lays out a comprehensive five- and ten-year roadmap to support the Commonwealth of Massachusetts’ goal to achieve net zero GHG emissions by 2050. Engaging stakeholders is a central theme and a key mechanism designed to help mitigate potential adverse impacts of the clean energy transition and secure shared benefits of the Commonwealth’s Clean Energy Climate Plan. The ESMP is indicative of how we address our strategic plans across our businesses with the belief that energy justice, affordability and reliability goals can be accomplished simultaneously and that this balance will improve our collective success in achieving our shared clean energy goals.

Providing high-quality jobs, fair pay and good working conditions

Shifting the energy sector and economy from one that relies on fossil fuels to one that is decarbonized will require businesses, including Eversource, to evolve to address the changing energy demands of the future. We know how critical it is to have a dedicated and well-trained workforce to join us in this evolution, which we have been securing by offering high-quality, well-paying jobs while maintaining an unwavering focus on safety.

We are also encouraged by the additional opportunities that are expected through the expansion of clean energy projects and electrification. Many of the skills of our tradespeople are directly transferable to these projects and new energy solutions deployment, and as we transform and grow our workforce to meet the needs of increased renewable energy generation and decarbonized heating solutions, there will also be an added economic benefit to local communities.

Developing our workforce for equitable opportunities

For work in support of the clean energy transition that requires new skill sets, we consider it our responsibility to provide reskilling and upskilling development opportunities to our employees. For example, our networked geothermal pilot project allowed various groups such as our gas customer team to expand their skill set, learn about the new technology and work with customers to secure their participation in the pilot and continued satisfaction through all pilot phases. At the same time, various other groups such as engineering, regulatory affairs, communications and project planning were able to gain valuable experience from this pilot to apply to future projects.

In addition to training existing employees, our recruitment efforts build a pipeline of well-qualified talent ready to meet the challenges of our evolving sector. We’ve also developed several unique programs in partnership with local community colleges in our states to expand our pipeline of diverse, fully trained and skilled electric and gas utility workers.

Investing in impacted communities

Across our territory, there are numerous communities that have been directly impacted by economic, social and environmental inequities. We believe that a shift to clean energy can generate opportunities for communities to have a seat and voice at the table for clean energy planning. As such, we are educating customers, recognizing culturally appropriate communications are critical to ensure awareness and understanding. We are taking feedback based on lived experiences of communities and carefully responding to the needs, concerns and questions that are expressed by each community. Some practical examples of how we are supporting impacted communities for a Just Transition include:

- Delivering clean energy benefits to our communities, including investing in battery storage, EV charging, geothermal and solar (including community solar).
- Focusing on historically marginalized communities for energy efficiency and renewable energy projects and advocating for regulations that would lessen the burden for low-income ownership of solar generation.
- Delivering on plans outlined in our Massachusetts ESMP to drive renewable energy production and electrification of the heating and transportation sectors through close collaboration with diverse communities and multistakeholder engagement.



- Providing informational materials on planned projects in multiple languages to provide easy-to-understand communication with stakeholders.

To stimulate new and diverse worker growth in energy efficiency, we offer training and internship placement programs in Massachusetts and Connecticut:

- The Green Sustainable Technical Education Program (Green STEP) supplements existing high school curriculum with specialized training workshops and certifications preparing students for a career in the clean energy industry, with a focus on students in priority communities.
- The Clean Energy Pathways program connects Massachusetts students and workers in historically underrepresented populations with full-time, paid, three-month internships in the HVAC or weatherization fields. The goal is to increase the diversity of the energy efficiency workforce and boost energy efficiency program participation within the communities in which the participants reside.

Upholding transparency and accountability

Through regular communications such as this report and our Climate Adaptation and Mitigation Plan, as well as information provided through other channels, we identify meaningful, equitable action to support our clean energy strategy. Communication between employees (including represented employees) and leadership includes daily e-newsletters that share timely company information and engagement that allows our colleagues to share their voice on the company's direction.

Regulatory filings provide transparency on our strategic plans, including those supporting the clean energy transition. We continuously advocate for state and federal policies that support energy affordability and provide access to low-carbon energy-efficient solutions for heating and transportation.

Eversource strongly believes that stakeholders impacted by the clean energy transition deserve to play a role in energy discussions that affect them. Proactively soliciting feedback and identifying best practices for effective and meaningful interactions and engagement are paramount in ensuring successful outcomes.

For example, as part of our ESMP, we are establishing a Community Engagement Stakeholder Advisory Group (CESAG) with members of key community-based organizations who can help us prioritize the voices and lived experiences of our customers. The CESAG will allow for a structured opportunity for Massachusetts electric utilities and community-based organizations to jointly develop a statewide comprehensive stakeholder engagement framework that can be integrated into the development of our clean energy projects.

Our Employees

 **SUSTAINABILITY PRIORITIES** covered in this section: **Diversity, Equity & Inclusion, Employee Engagement & Development, Health & Safety**

Eversource is only as great as the people who embody our mission each and every day, going above and beyond to meet customer expectations. Our motivated workforce is vital to our success. We value diversity, open communication and employee recognition in order to foster engagement.

Diversity, Equity and Inclusion

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. 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 welcomed, 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 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, Business Resource Group (BRG) leaders and related stakeholders 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.



Detailed information about our DE&I progress can be found online in our 2023 DE&I Report



Walking With Pride in Celebration of the LGBTQIA+ Community

In celebration of Pride Month in June 2023, members of Eversource’s Pride+Allies BRG represented the company at the Boston Pride for the People Parade and Festival. More than 70 employees and senior leaders from Connecticut, Massachusetts and New Hampshire walked in the parade, marching in front of thousands of spectators in their Eversource Pride “Be You” T-shirts alongside a rainbow-decorated bucket truck. We also hosted an informational booth at the family-friendly festival on Boston Common. In addition, BRG members volunteered at Pride events in Middletown, Connecticut, and Manchester, New Hampshire, and supported other local events in our service territory.

The Pride+Allies BRG is a corporate diversity and inclusion initiative focused on creating and maintaining a safe, inclusive and equitable environment for LGBTQIA+ employees. The group is committed to building workplace equity, promoting employee development and educating the organization on the unique needs of the LGBTQIA+ community and their families.

Leadership Commitment

In 2023, 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 inclusion targets, as well as increasing business with diverse suppliers and expanding philanthropic support to create more equitable and just communities. We also saw an increase in leader engagement, DE&I dialogues and learning events that celebrated the histories and contributions of underrepresented groups and communities. Eversource's senior leadership and BRG leaders continue 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's vision and guidance, Eversource continues to be a member of CEO ACTION for Diversity & Inclusion™, the largest CEO-driven business commitment to advance diversity and inclusion in the workplace. We also participate annually in CEO ACTION's Day of Understanding initiative and support EEI's DE&I commitment. In 2023, we also continued to grow 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 community stakeholder events in support of the diverse communities we serve. In 2023, we launched an Inclusive Leadership Workshop series for managers, where our leaders could converse on the importance of inclusion in our business and how to best implement inclusive practices in their teams.

Business Resource Groups

Our six BRGs are voluntary, employee-led communities that embrace individual and collective diversity and contribute to personal and professional development. They 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.

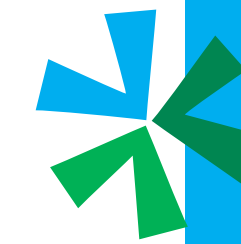
Each BRG hosts multiple events every year to celebrate and support our employees. In 2023, our BRGs led educational and engaging programs on topics including Hispanic, Black and Asian American heritage; transgender awareness; veteran appreciation; and women's history, as well as an Innovation summit.

All employees are invited to join any or all of the BRGs, including allies who want to support the mission of the BRGs. To learn more about the impact Eversource's BRGs have had on the workplace and community, please see the 2023 Diversity, Equity and Inclusion report.

Workforce Development

An engaged and empowered workforce that reflects the communities we serve is critical to our mission of delivering superior and equitable customer service to our customers. We are focused on equipping our current and future workforce with the necessary skills to rise to the Just Transition effort and grow alongside our evolving business. Our proactive talent acquisition 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 states we serve. This helps us expand our pipeline of diverse, fully qualified and skilled electric and gas utility workers who are technically minded and interested in career



Lineworker Certificate Program



To sustain our skilled workforce and maintain a safe and reliable electric system for customers, we have developed partnerships and programs that offer training and career opportunities.

Eversource's Electric Lineworker Certificate Program is an important part of our continuing efforts to reach out to local community colleges and young people in our communities and offer them excellent career opportunities. Graduates are ready to start careers in the electric utility industry right in their own backyard, maintaining and strengthening the electric system, restoring power after storms, and helping to build the clean energy grid of the future. Last year, Catherine Pendergast graduated from the 11-week program, and she is on her way to becoming a certified lineworker.

advancement. These pipeline programs provide high school graduates and others with an opportunity to participate in several types of certification and degree programs that span from 13 weeks to two years and prepare candidates for well-paid and stable craft positions. Special effort is made to reach out to urban youth, veterans and underemployed adults.

Creating Value for Our Business:

- We hire and develop a diverse team of talented employees who work together for our customers, our communities and each other to provide safe, reliable and sustainable electric, gas and water services.
- We provide comprehensive and competitive compensation and benefits programs to attract and retain talent.
- We partner with business leaders to foster a culture of engagement, inclusion and belonging.
- We work to collaborate and maintain positive employee and labor relationships.

In 2023, our Talent Acquisition Strategy helped the business reach staffing targets and related goals to build a diverse, quality team that delivers on our mission and vision. This is accompanied by a Learning & Development Strategy that provides all employees with an equitable opportunity to develop their knowledge and skills.

We proudly implemented 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, gives our employees a better work-life balance, stimulates productivity and improves morale.

Recognizing and Celebrating Unique Skills

Climbing poles, rescues from manholes and line splicing are unique skills in the utility field. Every year, Eversource overhead and underground lineworkers and electric meter service mechanics from Connecticut, Massachusetts and New Hampshire test their skills and expertise against each other during Eversource’s regional “rodeo” — a friendly competition to test their physical skills and training while demonstrating their commitment to safety and teamwork. The top two overhead teams and the top three apprentices from each of Eversource’s four regions (Connecticut, New Hampshire, Western Massachusetts and Eastern Massachusetts) will earn a spot to represent Eversource and compete in the International Lineworkers Rodeo event held in Kansas. Employees from Eversource have been competing at the international event since 2002.



Safety

“Safety First and Always” is our top priority for our customers, employees and communities. Any employee or contractor working on an Eversource project is empowered to call a “safety stop” to evaluate and address any hazard as they perform their duties.

Our Safety team partners with internal and external organizations to advance efforts to eliminate Serious Injuries and Fatality (SIF) incidents, reduce employee injuries and illnesses, expand psychological safety through Human and Organizational Performance (HOP), and maintain compliance with applicable occupational safety regulations.

Key components of our Safety Management System (SMS) are the integration of both HOP and SIF principles. For example, learning teams are a HOP tool that brings together groups of employees to discuss an issue and identify adoptable improvement solutions. Over 45 learning team events were conducted in 2023, and it continues to be an effective tool to engage those closest to the work and support continuous improvement. Also in 2023, over 9,600 employees completed a new HOP training.

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 2023, we continued to update our field safety job observation process to focus on high-energy hazards, which can potentially result in a SIF. Approximately 69,000 high-energy

safety observations of both internal and contractor jobs were conducted to validate that potentially hazardous energies were effectively managed. We encourage all employees to report any unsafe conditions they encounter; this resulted in more than 4,200 potentially hazardous conditions reported by employees and addressed in 2023. Leading indicators, including Hazard ID/Good Catch reporting, HOP learning teams and high-energy observations, all improved year over year. And safety performance related to the reduction of injury, illness and SIF events also improved.

Our Safety team also continued engagement and partnership with our internal business partners on numerous high-impact projects — such as updating overhead grounding, arc flash database enhancements and motor vehicle safety — to identify and then eliminate, mitigate, or effectively safeguard our employees from occupational hazards. In 2023, Safety also worked with our business partners to conduct Co-Safety Observations, which fostered a collaborative review of jobsites and shared learning. Through our HOP approach to continuous improvement and focused efforts on tooling, ergonomics and the Hazard ID/Good Catch Program, fewer Days Away, Restricted or Transferred (DART) incidents occurred year over year.

Our Safety team continued to support our transmission, distribution and offshore wind capital projects as well as emerging clean energy programs (e.g., geothermal, solar, hydrogen) with the intent of identifying, controlling and/or mitigating hazards to keep the safety of our employees, contractors and the public a priority.



Proactive Safety: Team Practices Making Underground Rescues

In September 2023, employees from Eversource and the Boston Fire Department’s Technical Rescue units participated in a training exercise to rescue Eversource employees from an underground tunnel below the Mystic River in Greater Boston. The tunnel serves as a gateway for transmission and primary voltage to provide power to downtown Boston.



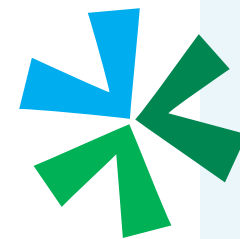
Built in the 1940s, the tunnel is 65 feet beneath the surface and is 1,100 feet long under the Mystic River. Eversource’s Safety Department, along with Training and Operations, participated in various scenarios to mimic real-life rescue situations that could arise while Eversource employees are working in the tunnel.

Key takeaways from the training exercise will serve to improve the safety of Eversource employees working in the tunnel and facilitate a swift and efficient response from the Boston Fire Department and their Technical Rescue teams in the event of an incident.

In 2023, we replaced our traditional paper safety job brief process with a custom-built electronic job brief (eBrief) app available for all company tablets, laptops and iPads. eBrief enhances the safety job briefing process by providing important real-time information to employees in the field, which will result in better pre-job planning and discussions by the crew. It also enhances communication between field-workers and supervisors, expands reporting opportunities to support continuous safety improvement, and cuts down on paper.

We continue to be an active partner in our community, along with regulators and industry peers, working to keep our communities safe, in addition to conducting our day-to-day work activities safely. We shared information on our efforts to reduce SIF and our HOP evolution with industry and regional colleagues at the Edison Electric Institute, Construction Safety Research Alliance, North American Transmission Forum, Occupational Safety and Health Administration (OSHA) Summer Summit, the National Safety Council New Hampshire Safety and Health Conference, and the Women in Safety Conference.

The 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 supports safe and effective practices by first responders when responding to system emergencies.



In 2023, we were able to provide added benefits to our employees through partnerships with leading health and employee benefits providers including:

Wellness and Benefits

Our employees are our most valuable 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 support our diverse employees in all aspects of their lives.

Our plans and resources span a diverse range of personal needs and life stages. We have enhanced our adoption assistance, fertility coverage, gender identity coverage, hearing aid coverage, tuition reimbursement and bereavement leave, and introduced surrogacy reimbursement and a paid parental leave program. We also offer comprehensive health enhancement initiatives and partner with leading digital lifestyle and disease-management providers using mobile technology to deliver personalized care and resources to our employees and their spouses.

In addition to these programs, we offer workplace amenities to foster a healthy employee experience within our facilities, including fitness centers at three of our facilities, which are available to employees 24/7, free of charge, as well as on-site stretch groups and injury screening by physical therapists.

Livongo, an organization that provides supplies and coaching services to employees and their families diagnosed with diabetes

Dana-Farber to assist employees with care and support upon receiving a cancer diagnosis

KGA, our employee assistance program, to support employees with work, personal and family issues that may be causing them stress

Care.com in providing child- and senior-care support for the caregivers in our workforce. All full-time employees can enroll in a free membership that includes 10 emergency days of dependent care per year, which is subsidized

Learn to Live, an online behavioral health program to help employees with stress, anxiety, depression, insomnia and substance abuse and help them improve resilience

Virgin Pulse, a digital application that utilizes behavior change science to encourage a healthy lifestyle

Our voluntary benefits also include the **MetLife Legal Plan** and **BenefitHub** for home and car insurance, pet insurance, and identity theft.

Building on the success of our Energy Park headquarters in Manchester, New Hampshire, as the first utility site in the nation to achieve Fitwel certification, in 2023 we received certification for our facility in Hartford, Connecticut. Becoming Fitwel certified means that the building has met the standards and criteria set by the Fitwel program, which is a building certification system focused on promoting health and wellness within the built environment. Fitwel certification is awarded to buildings that have implemented evidence-based design and operational strategies to support the health and well-being of occupants, such as access to natural light, well-designed stairwells to encourage physical activity, healthy food options and policies that promote active transportation. Fitwel certification provides a recognized benchmark for buildings that prioritize the health and well-being of occupants and can enhance the building’s marketability and appeal to potential tenants or occupants.

Eversource Green Team

Our Green Team is an employee-led volunteer group open to all employees across our service territory who join together to share information about sustainable living and implement and promote environmentally friendly initiatives. The team has more than 100 members across Connecticut, Massachusetts and New Hampshire, who share a common passion to improve the environment. Programs the group has led range from organic farm delivery to educational events on recycling and the environmental benefits of following a plant-based diet.

In 2023, we held several nature walks along ROWs, led by personnel on the Licensing & Permitting team in the Sustainability and Environmental Affairs Department and a Green Holiday Market at each state’s corporate office to bring employees eco-friendly options for their holiday shopping. With many employees working hybrid schedules, the Green Team has hosted a speaker series presenting a variety of topics, which all employees can attend remotely.

The Green Team’s busiest week of the year is Earth Week, falling in the month of April. They hosted a variety of events and presented employee stories on how “Earth Day Is Every Day” for them. In addition to involvement from the Green Team, Earth Week engages our company as a whole to promote environmental stewardship internally and in our community.

Our Customers

 **SUSTAINABILITY PRIORITIES** covered in this section: **Customer Satisfaction**

Working to exceed customer expectations through excellent service and responsiveness guides our day-to-day. We're also committed to implementing and normalizing equity by providing options and technology to our customers, and we're confident that reliability can be accomplished simultaneously. This requires engaging key 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 inequities, negative environmental impacts and justice disparities.

We continuously work to improve our messaging 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, mobile app, 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 access assistance and programs.

We have increased the number of communications and proactive outreach to customers during an extended power outage to at least three messages per day until an estimated time of restoration becomes available. These

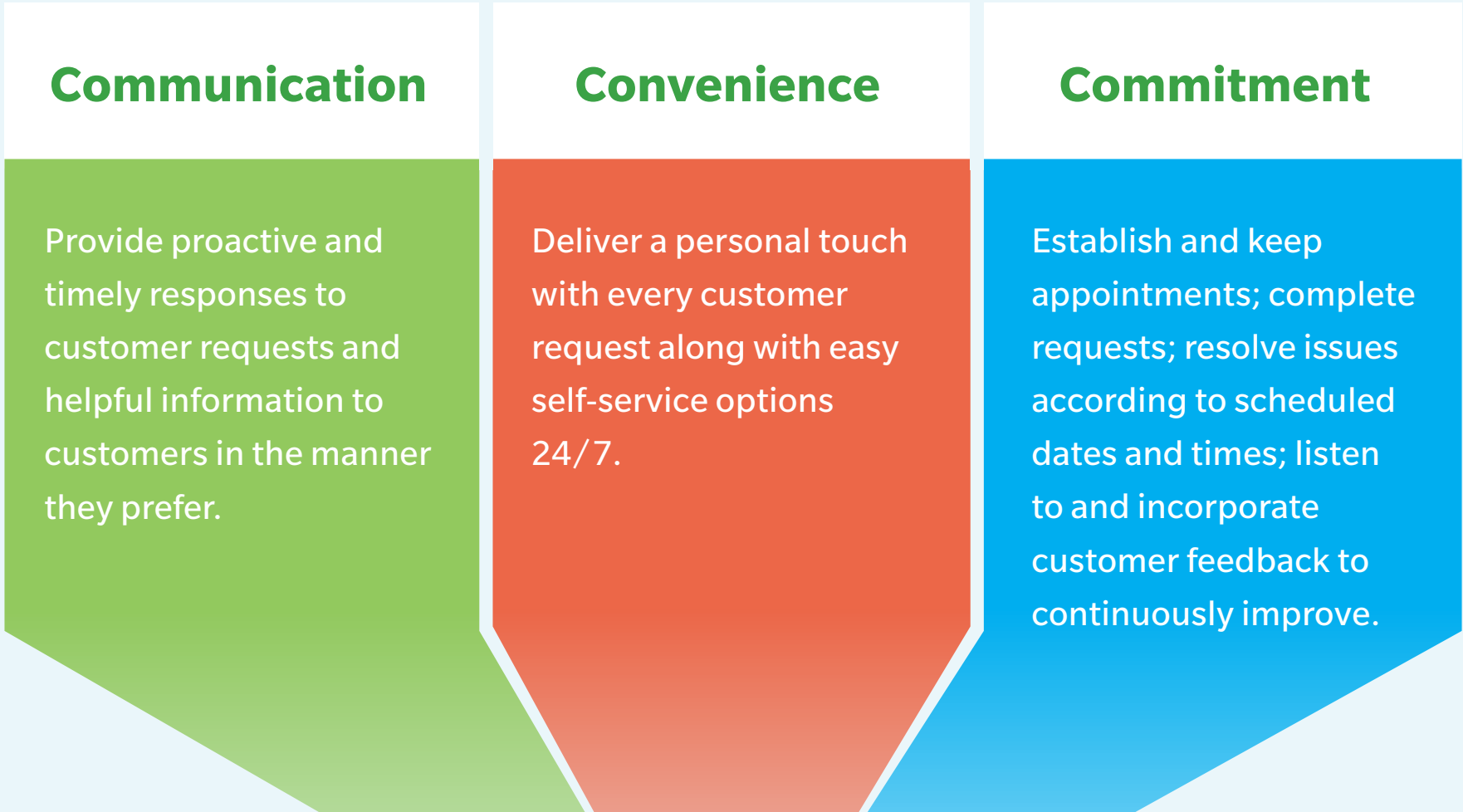
messages are delivered via the customer's preselected channel of choice — text, email or phone call.

As an early leader in offering Spanish-language digital resources, we've created Spanish interactive voice response message prompts and recordings and translated important web pages, and we continue to offer numerous 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 committed to protecting our customers' personal information through our cybersecurity program, which is overseen at the board level and undergoes risk assessments, as well as vulnerability management program enhancements, bolstered policy and governance, and a proactive incident response program. This comprehensive program uses in-depth defense strategies consistent with the National Institute of Standards and Technology Cybersecurity Framework. While Eversource did not experience any data breaches in our internal systems in 2023, a third-party custodian of our data had a minor breach that was promptly addressed with notifications to customers and regulators, along with credit monitoring.

The Three C's

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



Customer Assistance

We know that 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 so important. We offer customers across our three states a variety of payment plans and programs to help make energy bills more affordable and prevent service shutoff, including balance forgiveness programs, service protection plans, extended payment plans and low-income discount rates. In Connecticut, we introduced a two-tier low-income discount rate that provides qualified electric customers with a 10% or 50% discount on their electric bill. To raise customer awareness, we promoted our low-income discount rate through multiple channels, including digital advertising emails, letters, web, and traditional and social media. We also partnered with our regulators, community and municipal leaders, as well as public officials to raise awareness within our communities.

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. In November and December 2023, our English and Spanish low-income advertising campaign was geotargeted to those same Connecticut communities to promote programs to help with energy bills. Advertisements in paid search, streaming audio, digital and Connected TV video spots delivered over 16 million impressions to Connecticut customers, driving awareness of Eversource assistance programs.

Last year, we held five webinars for thousands of registered attendees and participated in more than 60 community events across our service territory to connect with customers one-on-one. 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 costs.

Assisting Our Customers

To help decrease the energy burden around Connecticut's regulatory winter supply rate increase, we accelerated some benefits of the low-income discount rate by providing electric customers with a financial hardship status with a \$25 monthly bill credit totaling \$8 million. We also provided \$10 million in shareholder funds to low-to-moderate-income electric customers during the winter 2023 period of high supply costs.

Nearly
90,000
customers
benefited from
more than
\$67
million
of waived
debt on their
payments in
2023



Our Communities

 **SUSTAINABILITY PRIORITIES** covered in this section: **Community Engagement**

Community outreach builds relationships and provides a platform for ongoing dialogue. We are dedicated to supporting our neighbors through charitable giving and volunteerism as active members of the community. Together we can create a vibrant future. We also value our supply chain partners and are committed to identifying opportunities to embed sustainability into engagement.

Charitable Giving

The Eversource Energy Foundation helps 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.

In 2023, 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.

Employee Giving and Volunteerism

Our corporate volunteer program gives employees up to two days of paid company time off to support community partners with volunteer projects. More than 6,000 employees volunteered over 31,000 hours at company-sponsored events throughout 2023. 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 \$647,000 of contributions made to charities on behalf of our employees and retirees in 2023.

More than
6,000
employees
volunteered over
31,000
hours
at company-
sponsored events

Helped charities across
New England raise over
\$2.5 million
through our signature events

Provided **\$6.8 million** in grants
and sponsorships in 2023,
including **\$4.8 million** to support
diverse, community-based
organizations

Employee Giving Programs Include:

Matching Grants	Pledge Partners	Dollars for Doers
Encourages employee-directed giving by matching employee donations to eligible organizations.	Matches pledged funds for events where employees participate in supporting nonprofit agencies.	Provides financial support to a community group where an employee is actively and regularly involved on their own time.

Community Relations

Partnerships with local community leaders aid in providing the best services and care for the communities in which we operate. 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.

We have developed strategies around social justice communities and increased 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 advance critical transmission, distribution and clean energy projects. We use our customer relationship management system 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 EJ communities we serve in ways that are accommodating to them before we initiate project 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.

In 2023, we supported over \$440,000 in Eversource Foundation contributions using community impact grant investments to more than 300 local nonprofits across the three states. Community Relations also partnered with 83 chambers of commerce and business associations to support economic development in the tristate region.



Introduce a Girl to Engineering & Science Event

Celebrates Student Innovation and Interest in the Field

We partnered with the Fuller Middle School in Framingham, Massachusetts, on March 2, 2023, to host a program designed to encourage girls, and students who identify as girls, to explore the areas of engineering and science and to help address the gender gap in the STEM fields.



We celebrated the creativity and innovation of the students as they applied math and science concepts to learn principles involved in geothermal technology, which we are developing at utility scale in their city through our Networked Geothermal Pilot Project. A group of female engineers and scientists from Eversource worked directly with the students as mentors to conduct an experiment that demonstrated the concept of heat transfer — a scientific process integral to our geothermal pilot.



Economic Benefit

Beyond grants that enable local development, we also provide employment to approximately 10,000 New England residents, creating economic growth that benefits our communities. In addition to building this strong workforce, we economically serve our region by investing hundreds of millions of dollars 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 stimulate innovation and growth.

The tax dollars we provide to nearly all communities across three states help fund important programs and initiatives that we all depend on, like police, fire, schools, libraries, street maintenance and more. Eversource is proud to be a top corporate citizen and support our communities and local organizations that make a difference for the residents of the states we serve.

In Connecticut, we purchased approximately \$27 million of state tax credits in 2023 to support a variety of economic and community development projects, working closely with the State Historic Preservation Office, the Connecticut Housing Finance Authority, the Department of Revenue Services, and numerous municipalities and nonprofit organizations. This initiative supports our communities through historic preservation,

increasing affordable housing and investing in the energy efficiency efforts of the nonprofit community.

As additional economic benefits associated with our wind investments, we did the following:

- Announced the selection of Long Island-based contractor Haugland Energy Group LLC, which will create more than 400 jobs for New York union workers to install the underground duct bank system for Sunrise Wind's onshore transmission line.
- Started onshore construction for Revolution Wind, with the scope of work creating approximately 100 local union construction jobs.
- Completed construction on a Global Wind Organization (GWO) training facility at the Community College of Rhode Island's campus. Supported by a \$1 million grant from Ørsted and Eversource, the facility will serve as the site of the state's first GWO training certificate program — the international standard for offshore wind safety training.
- Awarded UConn Avery Point a \$1.25 million grant for a collaborative, multiyear fisheries research program to study further the relationship between offshore wind farms and marine life.



GOVERNANCE

Strong corporate governance and ethical principles drive business operations to create long-term sustainable value for our stakeholders. This solid foundation of corporate responsibility extends to our business partners, which we hold to a high standard. These principles focus on acting with transparency, honesty and integrity and are fundamental to our company values.

Strong Corporate Governance



SUSTAINABILITY PRIORITIES covered in this section:

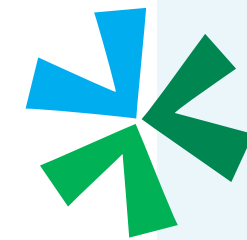
Ethical Conduct, Regulatory Compliance & Engagement With Policymakers

The Board of Trustees (the board) oversees the strategic objectives and management of the company. The board is elected by the shareholders to serve the long-term interests of the shareholders while also fulfilling our customer, commercial, community and public service obligations.

Our Leadership team reports 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 (GESR) Committee of the board is responsible for oversight of ESG matters, including those relating to the climate, environment, human capital

management and social responsibility strategy, programs, policies, risks, targets and performance, as well as the associated public reporting, in coordination with other committees or the board as necessary or appropriate. The full board receives regular updates on our progress.

As part of the company’s operational performance goals that are tied to executive compensation, we have a sustainability ranking goal that is approved by the Compensation Committee. Our goal is to remain among the top in our industry with regard to key external ESG ratings used by our investors and other key stakeholders. In 2023, we were proud to again meet our goal to rank in the top 15% among a peer group of comparably sized U.S. utilities.



Strong Sustainability & Climate Governance

With increasing concerns and interests from our stakeholders related to climate change, a cross-functional team of leaders across the company developed a climate scorecard that details specific strategic management plans and metrics for tracking our response to climate change. Heavily based on leading climate reporting frameworks, this scorecard addresses both physical and transitional climate-related impacts to the business and details the actions we are taking to address them. The scorecard has since been adopted by the board to be used as a performance reporting mechanism to the GESR Committee twice per year.

Additionally, management underwent an effort in 2023 to take a fresh look at the governance structure that was in place to monitor and drive strategic efforts related to our sustainability program and climate leadership. The result was a revised structure that kicked off in the first quarter of 2024. At the top is executive leadership reporting to the GESR Committee of the board and a cross-functional ESG & Climate Steering Council comprised of Eversource leaders. Reporting to the council are three committees dedicated to critical aspects of our ESG and climate work, including our Climate Targets Committee that is charged with driving progress toward our GHG targets, our Sustainability Communications & Engagement Committee that develops content and identifies opportunities to connect with our stakeholders, and our ESG Reporting & Compliance Committee that supports the oversight of high-quality, transparent disclosures in adherence with reporting requirements.



Board Composition

Our corporate governance guidelines outline the qualifications that our trustees should possess — the highest personal and professional ethics, integrity and values and a commitment to representing shareholder interests. The guidelines also identify diversity parameters, including gender, ethnicity and personal background, as important considerations when evaluating trustee candidates. Diverse experience at policymaking levels in areas that are relevant to our business activities is a key characteristic of our board members and aligns with 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 and experience with organizational success, business processes, long-term strategic planning, risk management, cybersecurity and corporate governance. We leverage these attributes of our trustees to continue advancing the company’s mission.

Our Code of Business Conduct sets the standards for the way we work, in support of day-to-day decision-making in our relationships with customers, suppliers, regulators, shareholders and each other.

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.

Ethics

Every aspect of our company culture is built on the principles of ethical conduct and is the basis for all our operations and business decisions. Our chairman, CEO and president leads by example, sets the tone at the top,

and upholds these values and expectations. The company's leaders model, reinforce and help communicate expectations around the importance of conducting business ethically for the entire organization and the surrounding environment and community.

Our Code of Business Conduct sets the standards for the way we work, in support of day-to-day decision-making in our relationships with customers, suppliers, regulators, shareholders and each other. It serves as the foundation of our compliance culture, along with comprehensive corporate policies that govern our daily operations and communicate our expectations of ethical conduct.

All Eversource trustees, officers and employees must abide by the principles of our Code of Business Conduct, 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, which serve

as the foundation of our compliance culture. Our corporate policies address such topics as anti-corruption and antibribery, antitrust and fair competition, conflict of interest, fraud prevention and detection, affiliate transactions, cybersecurity, prevention of discriminatory harassment, and fitness for work. There is also regular communication, training 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. Call metrics made through the hotline are reported to the Audit Committee and full board annually as part of the Corporate Compliance Report.



Compliance Champions Recognized for Living the Values of Our Code of Business Conduct

How do we live up to our shared responsibility at Eversource to our employees, customers, communities, shareholders and other stakeholders to be a force for positive change? By upholding the highest ethical, legal, social and environmental standards. As Eversource Chairman, CEO and President Joe Nolan says in his message to employees in our company's Code of Business Conduct, "Compliance and integrity are part of everyone's job description." Our Code of Business Conduct sets out the standards for the way we operate. It serves as our internal rule book, guiding the decisions we make and the actions we take to be safe, ethical, honest and responsible every day.

In November 2023, several employees, nominated by their co-workers, were recognized for living the values of our Code of Business Conduct — for regularly going above and beyond to demonstrate their commitment to compliance, integrity, honesty, accountability and respect in their roles at Eversource. Compliance Champions and Honorable Mentions were recognized in each of the three states we serve. Nominated employees represented a variety of job disciplines, levels and years of service, ranging from one year to 40 years of employment with Eversource, affirming that all employees can serve as positive role models.

Our Corporate Compliance Program

Our Corporate Compliance Program (CCP), which is overseen by the Audit Committee, supports the expectation 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 the Audit Committee of the board an annual report on the status of the Eversource CCP.

Our CCP is based on:

- Dedicated support from senior management, including the board.
- Standards and procedures, including a strong Code of Business Conduct and enterprise- and business-level policies and procedures.
- An organizational structure that embeds compliance in every area of the business.
- Internal controls designed and periodically reviewed and tested to help us 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 support 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 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 Committee of Sponsoring Organizations (COSO) based 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 risks. Key areas such as environmental, social, governance, operations, customer, information technology, compliance, business continuity, climate change 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 the highest 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 on Form 10-K and annual proxy statement. Our board’s Finance Committee has primary responsibility for our ERM program, along with cybersecurity 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) performs independent audits and assessments in support of Eversource management in an ever-changing business environment. The IAD reports to the vice president of Internal Audit & Security, who reports administratively to the executive vice president and general counsel and functionally to the Audit Committee of the board. This reporting chain allows for independence and integrity in our business operations.

A risk-based audit plan is developed each year that includes key business areas and processes throughout Eversource. The plan also includes risk or control areas or concerns identified by management and corporate compliance. The plan is reviewed and approved by executive management and the Audit Committee of the board at the start of each year.

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 accordance with the International Professional Practices Framework. 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, indicating exemplary internal auditing, and demonstrates a clear intent and commitment to achieving the IIA’s core principles. The IIA concluded that

our IAD operates effectively in a highly active environment with changing and emerging risks.

Our 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 audits the Sustainability Report and performs 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 potential environmental risks of maintaining electrical equipment in substations).
- Investigations of corporate compliance hotline calls or concerns raised by management regarding alleged or suspected wrongdoing and fraud.
- Program planning, testing and project oversight to comply with Sarbanes-Oxley Section 404 requirements.

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. All vendors are expected to 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.

The supplier web page on Eversource.com provides information on why sustainability is important to us and helpful information for suppliers to improve their practices. Additionally, our procurement selection process includes an assessment of prospective vendors' sustainability commitments. We believe a responsibly run business has an advantage over its competition to deliver superior service and serve as a reliable business partner. We also look for opportunities to work with vendors to develop and execute mutually beneficial arrangements that advance our common sustainability goals.

Our supplier relationship management program guides collaboration with our critical suppliers to drive value, reduce risk and strengthen our competitive position through formal assessments and reviews. 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, an organization of utilities and suppliers working together to advance sustainability best practices in utility supply chain activities and supplier networks.

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 \$1.26 billion of our supplier spending in 2023. We encourage our suppliers to use diverse subcontractors and collect spend (Tier 2) paid to those diverse businesses for work in direct support of Eversource.

Throughout 2023, 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 2 diversity program.
- Continuing our supplier diversity efforts by committing to a goal to increase the number of diverse suppliers by 3% to 435 suppliers by the end of 2024.

Heavy Weight, Inc.

is a woman-owned and operated scrap metal recycling company located in Cheshire, Connecticut. They are a longtime Eversource supplier of metal recycling services. This valued partnership aligns with our focus on sustainability and growing our recycling initiatives. Pictured are Krista Ostuno, President and CFO of Heavy Weight (center) with members of Eversource's Procurement team.



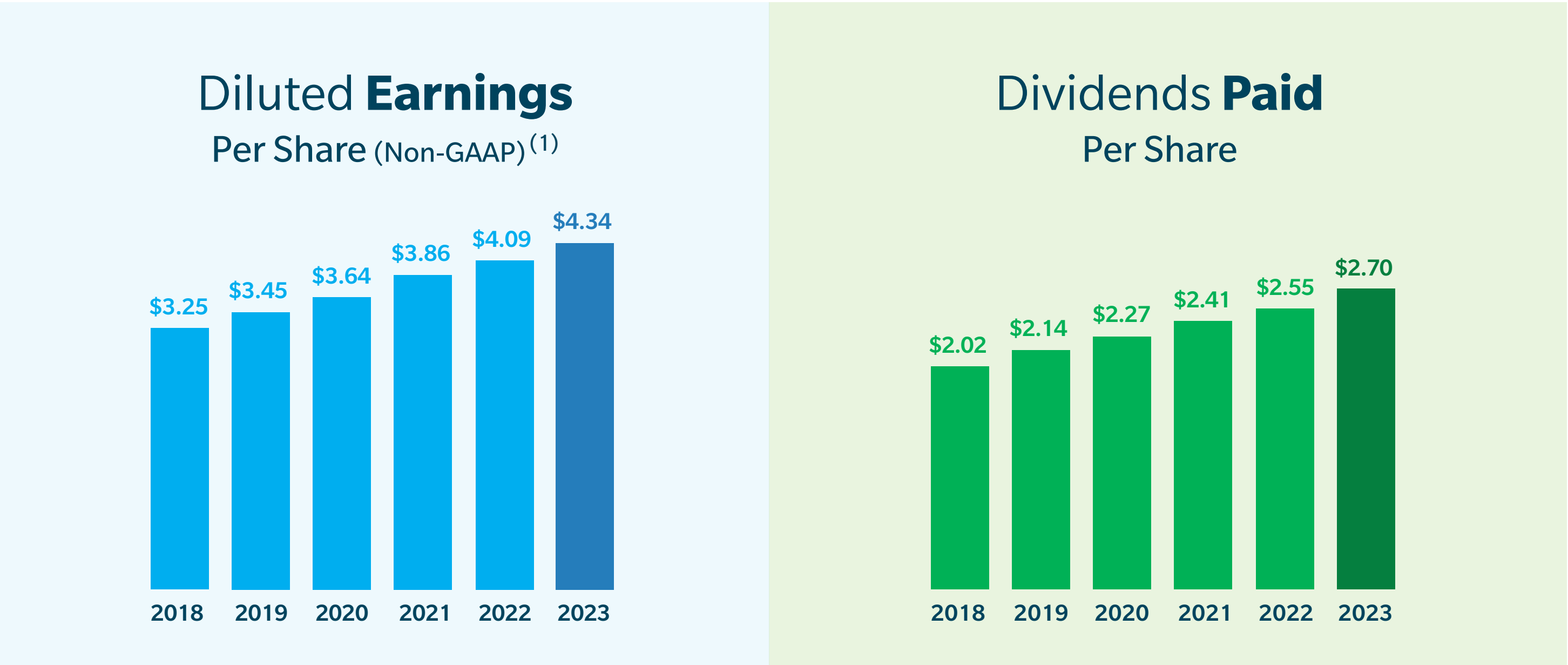
Financial Performance

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.

Due to the uncertainty of our offshore wind exit and the regulatory environment in Connecticut, our credit ratings dipped during 2023. However, this did not prohibit us from accessing the funds needed to invest in our energy and water delivery systems in an effective manner.

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 \$4.34, representing a 6% increase over 2022. The common dividend paid to shareholders increased 5.9%, from \$2.55 in 2022 to \$2.70 in 2023.

By the end of 2023, our shares were held by 265 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. And since 2019, we have issued \$1.5 billion in green bonds, with proceeds used to fund solar power generation projects and our various energy efficiency initiatives, which help make our customers’ homes and businesses more efficient.



(1) Diluted Earnings per Share for 2023 (Non-GAAP) was adjusted to exclude an after-tax charge of \$5.58 per share related to Eversource Energy’s offshore wind investment and an after-tax charge of \$0.02 per share primarily related to a land abandonment loss. 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.

Awards and Recognition

Eversource has received numerous recognitions for our sustainability leadership including the following:



Recognized as a 5 Year Champion in Newsweek’s list of America’s Most Responsible Companies based on our corporate social sustainability performance and reputation.



For the 5th consecutive year included in the top 100 in Just Capital and CNBC’s list of America’s Most JUST Companies, a ranking of the most responsible publicly traded companies.



The only utility included in 3BL’s 2023 ranking of 100 Best Corporate Citizens, which evaluates transparency and ESG performance among the 1,000 largest U.S. public companies.



As of December 2023, Eversource was ranked No. 3 among large-cap companies in the Russell 3000 Index on As You Sow’s Workplace Equity Disclosure Scorecard. We were also the No. 2 utility on their Racial Justice Scorecard.



Eversource has been recognized in the 2023 Healthiest 100 Workplaces in America, an awards program created to honor people-first organizations that prioritize the well-being of their employee population.



Received 10 marketing awards from the Utility Communicators International group in recognition of our ability to effectively communicate with customers about programs and solutions.



Recognized in Bloomberg’s 2023 Gender-Equality Index for our commitment to transparency in gender reporting and promoting women’s equality in the workplace.



Named as one of America’s Climate Leaders for 2024 by USA TODAY and Statista, a distinction that recognizes U.S. companies that have achieved the greatest reduction in operational GHG emissions intensity between 2020 and 2022, as measured by emissions relative to revenue.



For the 3rd consecutive time, in 2023 Eversource topped the American Council for an Energy-Efficient Economy’s (ACEEE) Utility Energy Efficiency Scorecard for the strength of its energy efficiency programs.



Received VETS Indexes 4 Star Employer Award 2024 in recognition of our deep commitment to recruiting, hiring, retaining, developing, and supporting veterans and the military-connected community.



For the 4th consecutive year, Eversource received the HIRE Vets (Honoring Investments in Recruiting and Employing American Military Veterans) Gold Medallion Award—a federal-level award recognizing employer commitment to veteran hiring, retention and professional development.



In recognition of consistent and outstanding leadership in delivering energy efficiency solutions.



In recognition of Eversource’s significant commitment and success in providing ENERGY STAR certified homes and apartments for families across the U.S.

APPENDIX



Data Verification and Report Assurance

Independent Verification of Scope 1 & Scope 2 Greenhouse Gas Emissions



Eversource Energy Scope 1 and 2 Greenhouse Gas (GHG) Verification Summary		17 June 2024
Name: Eversource Energy – GHG Verification Summary		
Prepared By: Walt Williams ESG Project Manager		Signature: Walt Williams
Emissions Inventory: The verification of Eversource Energy's (Eversource) enterprise-wide operations included all of Eversource's greenhouse gas (GHG) contributors in Connecticut, Massachusetts, and New Hampshire, and fleet transportation for all of the above. The operations in these states comprise the whole of Eversource's operations, and thus all of their GHG contributors. The GHG emissions inventory for Eversource's operations is comprised of: Scope 1 direct emissions from fuel combustion, sulfur hexafluoride (SF ₆) usage, gas distribution leaks, and fleet transportation; 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 2023 from Scope 1 and Scope 2 emissions. Boundaries include wholly-owned business entities, owned/leased facilities, and energy infrastructure in Connecticut, Massachusetts, and New Hampshire for which Eversource exhibits operational control. Emissions include carbon dioxide (CO ₂), methane (CH ₄), and nitrous oxide (N ₂ O) from direct combustion, CO ₂ and SF ₆ from process sources, and carbon dioxide equivalents (CO ₂ e) emissions from indirect electricity generation. The Eversource operations have no perfluorocarbon (PFC) or nitrogen trifluoride (NF ₃) emissions.		
Greenhouse Gas Management Plan: Eversource follows the GHG Protocol Corporate Accounting and Reporting Standard, Revised Edition, with a centralized approach to quantify GHG emissions. Primary fuel and energy data are compiled from direct meter reads, invoices, accounting systems, and other sources into a SharePoint server. The regional totals and other supporting documents, along with fleet data, are entered into the master GHG Inventory spreadsheet which is managed by the corporate environmental team for quality assurance, emissions calculations, reporting and verification. The system uses published fuel-based emission factors to calculate Scope 1 GHG emissions from fuel combustion, SF ₆ usage, gas distribution leaks, and fleet transportation sources. Scope 2 location-based emissions are calculated using 2022 US EPA eGRID emission factors. Scope 2 market-based emissions are calculated using 2021 Green-E emission factors (i.e., most recent available).		
Verification Level of Assurance: Limited Assurance: A "Limited Assurance", following the ISO 14064-3 <i>Greenhouse Gases - Specification with guidance for the validation and verification of greenhouse gas assertions</i> , is appropriate for basic GHG reporting and for voluntary reduction efforts where there are no imminent requirements or compliance obligations associated with GHG reductions. This is the case for Eversource's operations as direct GHG emissions from their operations are not covered by any existing (or pending) regulatory requirements for GHG emissions limitations. A Limited Assurance is intended to establish the basis for stakeholder reporting and external communications; support claims of carbon neutrality, and for credit for early action; and to enable assessments of performance of GHG reduction initiatives towards voluntary targets. Given the status of the Eversource operations' emissions inventory and management system, a Limited Assurance as defined in the ISO 14064-3 Standard is appropriate for this project. This verification covers the calendar year 2023 GHG emissions inventory for the operations listed above.		

Eversource Energy Scope 1 and 2 Greenhouse Gas (GHG) Verification Summary		17 June 2024
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 GHG Protocol, which is the recognized standard for GHG emissions tracking. Eversource’s 2023 assertion of GHG emissions from Scope 1 direct and Scope 2 market-based indirect sources is a total of 558,920 metric tonnes of CO ₂ e emissions, including 158,122 metric tonnes of Scope 1 CO ₂ e emissions, and 400,798 metric tonnes of Scope 2 CO ₂ e market-based emissions. Based on a review of Eversource’s 2023 GHG emissions inventory for all emitting sources including fleet operations, as identified above, TRC has found no clerical and transcription errors. TRC has found no evidence that the GHG assertion is not materially correct, and no evidence that Eversource’s assertion is not a fair and accurate representation of Eversource’s actual GHG emissions, with a “Limited” level of assurance according to the ISO 14064-3 Standard.		
Verifier Qualifications: TRC was retained by Eversource Energy to provide independent third-party verification for energy use and GHG reporting for Inventory Year 2023 for submittals in 2024. 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: 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. Walt Williams, P.E. served as the lead verifier for this project. Walt is a Project Manager for ESG services with seven years of experience in EHS and ESG fields. Walt has been the technical lead on dozens of GHG emission inventories and verifications for clients in a wide variety of industries including oil and gas, pulp and paper, airfield services, and manufacturing facilities of all types. Walt has formal training through the Greenhouse Gas Protocol on Scope 3 Standard and the Task Force on Climate-Related Financial Disclosures (TCFD) as well as years of project experience reporting to GRI and CDP. Danni Mao assisted with data review for the 2023 verification of Scope 1 and 2 GHG emissions. Danni has supported multiple GHG verification projects and has experience in various environmental disciplines including permitting, reporting, spill plan, wastewater compliance, and hazardous materials management.		

Internal Report Assurance

The Eversource Internal Audit Department performed a review of the 2023 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.”

Data Verification and Report Assurance

Independent Verification of Scope 3 Greenhouse Gas Emissions



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TRCcompanies.com

Eversource Energy Scope 3 Greenhouse Gas (GHG) Verification Statement			June 18, 2024
Name:	Eversource Energy – Scope 3 GHG Verification Statement for Reporting Year 2023		
Prepared By:	Nicholas Nussbaum, EIT Senior ESG Specialist	Signature:	
Emissions Inventory: The verification of Eversource Energy’s (Eversource) 2023 enterprise-wide operations included all of Eversource’s Scope 3 greenhouse gas (GHG) contributors in Connecticut, Massachusetts, and New Hampshire. The operations in these states comprise the whole of Eversource’s operations, and thus all of their Scope 3 GHG contributors. Eversource’s 2023 Scope 3 emissions were quantified for the following categories, as defined by the GHG Protocol: <ul style="list-style-type: none">Category 1 – Purchased Goods and Services,Category 2 – Capital Goods,Category 3 – Fuel and Energy-Related Activities,Category 4 – Upstream Transport and Distribution,Category 5 – Waste Generated in Operations,Category 6 – Business Travel,Category 7 – Employee Commuting,Category 11 – Use of Sold Products,Category 13 – Downstream Leased Assets, andCategory 15 - Investments			
Inventory Boundaries: Eversource has elected to establish boundaries based on the “Control Approach”. Under this approach, boundaries include all wholly-owned business entities, owned/leased facilities, and energy infrastructure in Connecticut, Massachusetts, and New Hampshire for which Eversource exhibits operational control.			
Greenhouse Gas Inventory Procedures: Eversource’s internal Scope 3 GHG Inventory procedures were not formally documented in an inventory management plan. Current inventory procedures were evaluated and found to be consistent with, and representative of, the GHG emissions inventory for Scope 3 value chain emissions from the applicable Scope 3 categories, and the calculations use published emission factors to calculate GHG emissions.			

Eversource Energy Scope 3 Greenhouse Gas (GHG) Verification Statement		June 18, 2024
Greenhouse Gas Management: Eversource follows the GHG Protocol Corporate Accounting and Reporting Standard, Revised Edition, with a centralized approach to quantify GHG emissions. Emissions were calculated via the following methodologies. <ul style="list-style-type: none">Category 1 – Purchased Goods and Services: Emissions were calculated using purchase records and spend-based emission factors sourced from the US Environmental Protection Agency (US EPA) Environmentally-Extended Input-Output (EIO) supply chain GHG emission factors.Category 2 – Capital Goods: Emissions were calculated using purchase records and spend-based emission factors sourced from the US EPA EIO supply chain GHG emission factors.Category 3 – Fuel and Energy-Related Activities: Emissions were calculated using usage data and emission factors from the US Department of Energy (DOE) Greenhouse Gases, Regulated Emissions, and Energy Use in Transportation (GREET) lifecycle analysis model and the UK Department for Environment, Food & Rural Affairs (UK DEFRA).Category 4 – Upstream Transport and Distribution: Emissions were calculated using purchase records and spend-based emission factors sourced from US EPA EIO supply chain GHG emission factors.Category 5 – Waste Generated in Operations: Emissions were calculated using records and emission factors from US EPA Emission Factors Hub.Category 6 – Business Travel: Emissions were calculated using purchase records and spend-based emission factors sourced from US EPA EIO supply chain GHG emission factors.Category 7 – Employee Commuting: Emissions were calculated using employee headcount, an estimated mileage based on typical commute distance and schedule, and emission factors from US EPA Emission Factors Hub.Category 11 – Use of Sold Products: Emissions were calculated using sales records and emission factors for fuel combustion from US EPA Emission Factors Hub.Category 13 – Downstream Leased Assets: Emissions were calculated based on leased unit size, estimated natural gas and electrical usage from the EPA Commercial Buildings Energy Consumption Survey (CBECS) and emission factors from US EPA Emission Factors Hub and EPA’s Emissions & Generation Resource Integrated Database (eGRID).Category 15 – Investments: Emissions were calculated using investment quantities and spend-based emission factors sourced from US EPA EIO supply chain GHG emission factors.		
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. 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 2023 GHG emissions inventory for the operations listed above.		

Eversource Energy Scope 3 Greenhouse Gas (GHG) Verification Statement		June 18, 2024
Summary: Based on the inventory of GHG data sources and emissions compilations for Eversource’s upstream and downstream value chain impacts, the information submitted by Eversource is consistent with GHG Protocol, which is the recognized standard for GHG emissions tracking and reporting. Eversource’s 2023 assertion of GHG emissions from Scope 3 in metric tons (MT) carbon dioxide equivalent (CO ₂ e) are detailed below. <ul style="list-style-type: none">Category 1 – Purchased Goods and Services: 1,248,933 MT CO₂eCategory 2 – Capital Goods: 129,087 MT CO₂eCategory 3 – Fuel and Energy-Related Activities: 16,140,378 MT CO₂eCategory 4 – Upstream Transport and Distribution: 39 MT CO₂eCategory 5 – Waste Generated in Operations: 39,066 MT CO₂eCategory 6 – Business Travel: 3,985 MT CO₂eCategory 7 – Employee Commuting: 20,201 MT CO₂eCategory 11 – Use of Sold Products: 9,050,700 MT CO₂eCategory 13 – Downstream Leased Assets: 155 MT CO₂eCategory 15 – Investments: 298,246 MT CO₂eScope 3 Total: 26,930,789 MT CO₂e		
TRC has found no evidence that the GHG assertion is not materially correct, and no evidence that Eversource’s assertion is not a fair and accurate representation of Eversource’s actual GHG emissions, with a “Limited” level of assurance according to the ISO 14064-3 Standard.		
Verifier Qualifications: TRC was retained by Eversource Energy to provide independent third-party verification for Scope 3 GHG reporting for Inventory Year 2023 for reporting in 2024. 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: 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. Nicholas Nussbaum served as the lead verifier for this project. Mr. Nussbaum is a senior environmental specialist for ESG services with twelve years of experience in the EHS and ESG fields. Nicholas has been the technical lead on dozens of GHG emission inventories and verifications for clients in a wide variety of industries including energy, oil and gas, chemical and chemical support services, and manufacturing facilities of all types.		



Sustainability Priorities

The body of this sustainability report includes valuable information on how we are managing risks and opportunities related to our material topics. The following pages provide additional detail, including:

- A detailed overview of Eversource’s materiality assessment process
- Potential impacts on Eversource and the impact our operations may have on the communities we serve
- How we engage with stakeholders
- Our sustainability governance structure
- Key management strategies
- Links to other sources of information

In 2023, we continued to engage stakeholders and refined our management approach for 13 sustainability priorities, as highlighted in this report. We will continue to focus our efforts on these priority areas to build a clean, reliable and affordable energy future and care for the communities we serve.

Our process to refine our sustainability priorities began with a companywide employee survey. Leaders from a cross section of the company then participated in workshops where they were asked to prioritize topics considering the potential impacts on Eversource’s business, stakeholder priorities, and our ability to address significant environmental and societal issues. We then shared our internal evaluation with a cross section of external stakeholders to review our priorities and verify that their interests were also being addressed. These stakeholders included suppliers, investors, customers, nongovernmental organizations and business associations.

Examples of Feedback We Heard From Stakeholders	
Investors	Address climate change and promote a Just Transition
Nongovernmental Organizations	Focus on equity and environmental justice, climate change, ensuring reliability
Community Leaders	Prioritize energy affordability, continue community engagement activities
Supply Chain	Promote equity and diverse suppliers, focus on safety
Customers	Prioritize energy affordability
Employees	Maintain focus on safety and reliability

The final sustainability priorities that resulted from our materiality assessment will guide how we drive initiatives, set goals and report. We have also mapped our priorities to the United Nations Sustainable Development Goals (UN SDGs) to illustrate our alignment with global objectives.



The use of the term “materiality” and/or the priorities described in this report may not directly align with items that are considered "material" for financial reporting purposes or for decision-making by a reasonable investor as sustainability topics can have social, environmental and other impacts that are not always reflected in the financial statements.

Sustainability Priorities	What It Means to Us	Relevant UN SDGs
Clean Energy Transition	Implementing strategies and investments to integrate cleaner energy sources for our customers' use in support of state and federal policies.	7, 9, 13
Climate Change	Addressing physical and transitional impacts related to climate change through strategic adaptation and mitigation planning, including reducing GHG emissions.	7, 13
Customer Energy Use	Facilitating customers' energy use, including energy efficiency programs and affordability.	7, 11, 13
Environmental Impact Mitigation	Minimizing the environmental impact from our operations, including preservation of biodiversity and protection of natural resources and drinking water sources.	6, 12, 15
Community Engagement	Upholding strong community relations through open dialogue, project engagement, timely service updates and educational information, as well as supporting community needs through partnerships, philanthropy and volunteerism.	3, 4, 9, 11
Customer Satisfaction	Prioritizing customer satisfaction, access to basic services, effective communication and protection of data and privacy.	7, 16
Diversity, Equity & Inclusion	Promoting an inclusive workplace where all employees, customers and stakeholders are respected and valued while fostering increased diversity across all levels of Eversource.	5, 8, 10, 16
Employee Engagement & Development	Developing and engaging a skilled workforce through a positive company culture and dedicated training and career development, including preparations for a Just Transition.	3, 4, 5, 8
Health & Safety	Focusing on the physical and mental well-being of our employees, along with the safety of our workforce, contractors and customers.	3, 8
Equity & Environmental Justice	Promoting and incorporating equity, accountability and fairness in our daily practices and interactions with our customers and communities while working toward a Just Transition.	5, 6, 7, 8, 10, 13, 16
Ethical Conduct	Upholding the ethical principles that govern our business, compliance, Human Rights Policy and Code of Business Conduct.	5, 10, 16
Regulatory Compliance & Engagement With Policymakers	Maintaining compliance and engaging with policymakers.	5, 6, 10, 13, 15, 16
Reliability & Resiliency	Improving infrastructure and prioritizing service reliability, business continuity, emergency preparation, and cyber- and physical security.	7, 9, 13, 15

Impact Assessment

Our comprehensive ERM process identifies material risks to our company as outlined in our 10-K. Additionally, through our materiality assessment, we identify priority sustainability topics considering potential impacts and benefits, stakeholder interests, and opportunities to advance our business strategy. Our management of these priorities may result in positive or negative impacts related to the success of oversight and strategy. In assessing what was material to the business, we considered short-term impacts such as customer satisfaction, business continuity, reliability, environmental risks, investor interest and compliance obligations, as well as medium- and long-term implications, including, but not limited to, reputational, regulatory and financial risks.

Sustainability Governance

The Governance, Environmental and Social Responsibility Committee of the board is responsible for oversight of the company's management of ESG matters, including primary oversight responsibility for climate action, environmental, human capital management and social responsibility programs and performance. The committee meets at least three times per year, and beginning in 2023, they included an annual review of progress against climate-related metrics and strategic management. Board-level oversight of sustainability includes:

- The Governance, Environmental and Social Responsibility Committee, which has primary oversight of ESG and reports each meeting to the board, which receives all committee presentation materials.
- The Finance Committee, which is responsible for oversight of the company's ERM program, which utilizes a well-defined enterprisewide methodology designed to allow executives to identify, categorize, prioritize and mitigate principal risks to the company. In addition to known risks, the ERM program identifies emerging risks and considerations, including sustainability and climate change.
- The Compensation Committee, which includes safety, diversity and sustainability/ESG performance goals to measure our executive compensation performance. Board-level oversight is reflected in many of the financial, operational and sustainability/ESG accomplishments outlined in the Compensation, Discussion and Analysis section of our Proxy Statement.

Key performance metrics that focus directly on ESG, including sustainability, safety, diversity and inclusion, customer experience, and clean energy strategic projects, are also periodically reported on at management presentations. Similar reports and presentations are made to the board on an ongoing basis, which, along with the committee, actively participates and includes ESG implications and considerations as part of its oversight activities and responsibilities.

Our executive vice president of Corporate Relations and Sustainability works with executive-level management from key ESG areas and oversees our ESG & Climate Steering Council, which engages with operational and business partners to develop and manage strategic priorities, oversee GHG emission reduction initiatives, set sustainability goals and coordinate sustainability reporting. Our ESG & Climate Steering Council meets regularly throughout the year to assess current practices and identify improvement opportunities.

Management underwent an effort in 2023 to take a fresh look at the governance structure that was in place to monitor and drive strategic efforts related to our sustainability program and climate leadership. The result was a revised structure that kicked off in the first quarter of 2024. At the top is executive leadership reporting to the GESR Committee of the board and a cross-functional ESG & Climate Steering Council comprised of Eversource leaders. Reporting to the council are three committees dedicated to critical aspects of our ESG and climate work, including our Climate Targets Committee, which is charged with driving progress toward our GHG target; our Sustainability Communications & Engagement Committee that develops content and identifies opportunities to connect with our stakeholders; and our ESG Reporting & Compliance Committee that supports the oversight of high-quality, transparent disclosures in adherence with reporting requirements.

Stakeholder Engagement

Proactive engagement with our stakeholders helps to build trust, share information and gain their perspective on the issues most important to them. Our method of communication varies based on the topic, the most appropriate mechanism to share information and the stakeholder channel of choice. On an ongoing basis we engage on our strategic priorities, efforts to improve system reliability and resiliency, and programs that benefit our customers.

We also engage with our communities on emergency preparedness and during project planning. This extensive outreach gives our stakeholders a seat at the table and provides us with valuable insight. As part of the transition to a clean energy future, engagement with local stakeholders, particularly those who are the most vulnerable or have been disproportionately affected by climate change, helps us better understand their needs and work to find equitable solutions imperative to our combined sustainable future.

Examples of our stakeholder engagement follow on the next page.

Stakeholder Engagement

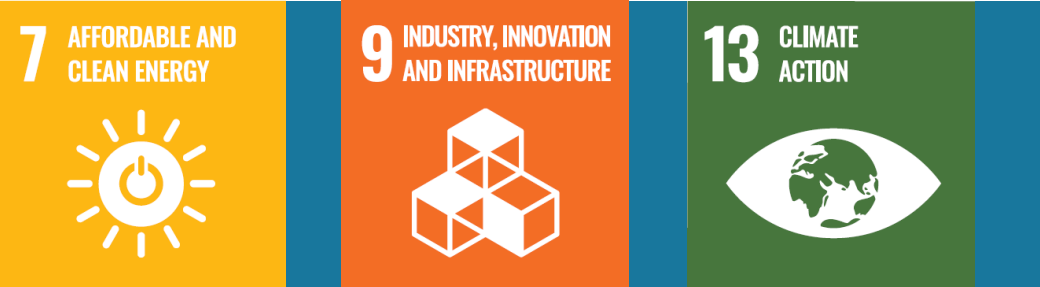
Stakeholders We Engage With	Topics of Greatest Interest	How We Engage
Communities	<ul style="list-style-type: none">Clean Energy TransitionCustomer Energy UseHealth & SafetyEnvironmental Impact MitigationEquity & Environmental JusticeCommunity EngagementReliability & ResiliencyEmployee Engagement & Development	<ul style="list-style-type: none">Storm preparedness (dedicated community liaisons)Workshops, educational curricula and workforce development programsElectrical hazard training for first respondersProject-related outreachEnergy efficiency partnership programsWater conservation programsEnvironmental justice and Just Transition considerationsLow-income and efficiency programsPartnership on community prioritiesOrganization membershipPhilanthropy and volunteerismSignature partnershipsDam emergency response drills
Customers	<ul style="list-style-type: none">Clean Energy TransitionClimate ChangeCustomer Energy UseEnvironmental Impact MitigationCustomer SatisfactionDE&IHealth & SafetyEquity & Environmental JusticeReliability & Resiliency	<ul style="list-style-type: none">Newsletters and bill inserts, social mediaState energy efficiency partnershipsEducational communications, incentives and servicesMultilingual translation programFinancial assistance programsDistributed energy interconnectionsConnectedSolutions programProactive storm preparedness outreachEV infrastructure programsGeothermal pilot program
Employees	<ul style="list-style-type: none">Health & SafetyDE&IEmployee Engagement & DevelopmentEquity & Environmental JusticeEthical ConductEnvironmental Impact MitigationRegulatory ComplianceReliability & Resiliency	<ul style="list-style-type: none">Employee daily newsletter and intranet resourcesSafety briefingsTown hall meetings and quarterly forumsTraining and videosDE&I CouncilEquity GuidelinesJust Transition considerationsBusiness Resource GroupsEngagement surveysCode of Business ConductEmergency response proceduresCollective bargaining agreementsGreen Team

Stakeholders We Engage With	Topics of Greatest Interest	How We Engage
Investors	<ul style="list-style-type: none">Clean Energy TransitionClimate ChangeReliability & Resiliency	<ul style="list-style-type: none">Risk disclosureClean energy infrastructure investmentsJust Transition considerationsOngoing investor meetings
Nongovernmental Organizations	<ul style="list-style-type: none">Clean Energy TransitionEnvironmental Impact MitigationEquity & Environmental Justice	<ul style="list-style-type: none">Electrification programsWildlife protection partnershipsEnvironmental justice considerations
Polymakers	<ul style="list-style-type: none">Clean Energy TransitionEnvironmental Impact MitigationRegulatory ComplianceReliability & ResiliencyClimate Change	<ul style="list-style-type: none">Enabling clean energyProject developmentRegulatory development committeesElectrification planningStorm preparednessCustomer program development
Contractors	<ul style="list-style-type: none">Health & SafetyEnvironmental Impact MitigationWork Systems, Standards, Policies	<ul style="list-style-type: none">Ongoing safety communicationsAnnual performance reviewsSupplier Code of ConductOutreach on system enhancementsUpdates to standards/policies
Trade Allies	<ul style="list-style-type: none">Energy Code Updates, RevisionsActionable Energy Policy DevelopmentDecarbonizationShort/Long Term Climate GoalsWork Practice Updates, Enhancements	<ul style="list-style-type: none">In-person regularly scheduled meetingsUpdates to our websiteWebinarsAutomated outbound mailings
Suppliers	<ul style="list-style-type: none">DE&IEnvironmental Impact MitigationEthical Conduct	<ul style="list-style-type: none">Supplier Diversity ProgramSupplier Relationship Management ProgramSustainability questions in RFPsSupplier Code of ConductSustainable Supply Chain Alliance
Industry Partners	<ul style="list-style-type: none">Clean Energy TransitionHealth & SafetyReliability & ResiliencyEmployee Engagement & Development	<ul style="list-style-type: none">Mutual assistance agreementsEducational partnershipsEEI Advisory CommitteeNorth American Transmission Forum

Additional detail on topic-specific management approaches follows on pages 65 - 80.

Clean Energy Transition

Implementing strategies and investments to integrate cleaner energy sources for our customers’ use in support of state and federal policies.



Management Strategy

- Pg. 8 Transitioning to a Low Carbon Future
- Pg. 37 Equity and Environmental Justice
- Pg. 39 Energizing a Just Transition

Strategic investments in clean power sources, such as wind, solar and other forms of DG, serve as a catalyst for New England’s energy future. Eversource plays an essential role in enabling the clean energy transition throughout New England, and investments in our electric transmission and distribution systems help integrate clean, renewable sources of power and increased EV use.

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. Long-term system resiliency plans have been established for each state in our service territory.

We are supporting solar energy to enhance the proportion of renewables in the New England energy mix. 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. We also continue to work with regulators to establish new programs and support policies that will enable sustained solar market growth through long-term proactive system planning and cost-effective investments.

We currently own and operate 22 solar facilities across Massachusetts. Collectively, these facilities generate 70 MW, enough to power more than 11,000 homes. Additionally, more than 160,000 Eversource customers have installed more than 2,600 MW of their own solar capacity.

As we look to promote additional interconnection of DG to our electric distribution system, we are putting forward proposals for capital investment projects aimed at reducing developer risk and eliminating interconnection hurdles. We also both support and investigate federal grant opportunities to advance other clean technologies, such as networked geothermal and clean hydrogen. Networked geothermal technology is significantly more efficient than traditional heating and cooling systems and provides a stable energy supply in all weather conditions.

One of the most scalable sources of renewable energy for our region is offshore wind. 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. We have also been working to develop offshore wind in the Northeast in partnership with Ørsted, the world’s leading developer of offshore wind.

The transportation sector is one of the largest contributors to our region’s GHG footprint. Through our partnership with the National Electric Highway Coalition, we are collaborating with other electric companies to install EV charging stations along all major U.S. travel corridors. 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.

We continue to prioritize projects that will increase the capability and dependability of our system. To guide us in proactively responding 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. These collaborative initiatives across industries, regulators, legislation and our customers advance the transition to clean energy and diversify our portfolio while also addressing urgent issues posed by climate change.

Policies, Procedures and Processes

- [Carbon Neutral Goal](#)
- [Climate Adaptation and Mitigation Plan](#)
- [Electric Sector Modernization Plan](#)

Tracking Our Performance

The following metrics to track progress and performance trends are reported in By the Numbers:

- MWh distributed energy projects enabled
- Customer participation in energy efficiency programs
- Annual and lifetime CO₂e savings per customer energy efficiency measures installed



Management Strategy

- Pg. 19 Maintaining Reliability and Resiliency
- Pg. 29 Climate Change Leadership
- [Annual Report Risk Factors](#) (pg. 15)
- [ESMP](#)

The impacts of climate change, such as heat waves and severe weather, are already affecting our business, our customers and the communities we serve. 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. We are supporting efforts to lower emissions from the electric, heating and transportation sectors and achieve state climate objectives for our own operations as well as our customers.

In 2019, we set a goal to be carbon neutral in our operations (scope 1 and scope 2 emissions) by 2030 and have been making significant progress. Separately, in December 2023, we submitted a target to SBTi and are currently working with them to validate our 2032 target. This commitment will require adopting aggressive measures that support deep, cross-sector carbon reductions based on the most current climate science and recommendations for limiting global warming to 1.5 degrees Celsius. We have begun engaging with SBTi on the review of our proposed target.

Looking beyond our own GHG footprint, we have made investments in technologies to enable system optimization, support energy efficiency and deploy energy storage. One of our strategies is DG, to produce electricity from small-scale energy conversion sources, including customer solar panels, wind turbines, fuel cells and microturbines. We are enabling the safe interconnection of these assets to our electric distribution system, supporting a more reliable and cleaner power grid.

In Massachusetts, our Electric Sector Modernization Plan outlines the critical steps we’ll take in the next five and 10 years, as well as a vision for the steps that will be needed to meet decarbonization targets by 2050. Our Climate Adaptation and Mitigation Plan details information about our actions to enhance system resiliency, engage our stakeholders and promote equity as we adapt to a changing climate.

Our partnership with the Eversource Energy Center at UConn facilitates research on 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.

Policies, Procedures and Processes

- [Carbon Neutrality Goal](#)
- [Climate Adaptation and Mitigation Plan](#)
- [Electric Sector Modernization Plan](#)
- [CDP Questionnaires](#)

Tracking Our Performance

One way we will be holding ourselves accountable is through a newly formed and detailed climate scorecard that is presented twice per year to the Governance, Environment and Social Responsibility Committee of the Board of Trustees. This scorecard not only provides updates on GHG-reducing activities and progress toward goals, but it also documents strategic planning and risk management as it relates to climate impacts on the business.

The following metrics to track progress and performance trends are reported in By the Numbers:

- GHG inventory
- Lifetime CO₂e savings per energy efficiency measures installed

Customer Energy Use

Facilitating customers’ energy use, including energy efficiency programs and affordability.



Management Strategy

- Pg. 15 Providing Emission Reducing Solutions

In partnership with our regulators, we look to help shape new, forward-looking energy efficiency policies, legislation and regulations in each of the states in which we operate. We provide innovative, industry-leading solutions with an eye toward helping all of our customers save money and energy through discounts, rebates and incentives for energy-saving products and services, professional energy assessments, and tools to better understand energy consumption patterns and costs. 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 solutions such as the following.

State Partnerships

The states in which we operate have established programs to support utility and energy efficiency ecosystem growth and promote the adoption of innovative technologies and strategies. Eversource provides the benefits of these programs to customers through cost-effective energy efficiency services and incentives. The programs include rebates on heat pumps, energy-efficient water heaters and appliances, and EV home charging, along with federal tax incentives (e.g., for heat pumps). Financial incentives include technical support for more complex projects. In Massachusetts, the Grid Resilience and Innovation Partnership (GRIP) program, funded by the U.S. Department of Energy, will help low-to-moderate-income customers reduce energy use and grid load while supporting a path to decarbonization.

Residential Weatherization Program

Energy efficiency experts evaluate home energy use, provide customized recommendations for energy-saving upgrades and connect homeowners to incentives and rebates.

Commercial and Industrial Solutions

Eversource provides energy efficiency expertise, financial incentives and access to technical assistance to customers for the implementation of energy-saving measures and strategies at their businesses. These measures include lighting systems and various mechanical systems such as HVAC, building management controls and refrigeration, and may also include development of decarbonization and sustainability strategies.

Demand Response Program

Enrolled customers reduce stress on the power grid and lower New England’s carbon footprint by utilizing eligible devices such as smart thermostats, solar home battery storage and EV chargers. We also work with commercial and industrial customers to identify curtailment opportunities for lighting and HVAC, enabling rebates on the cost of battery systems, and to provide additional rewards for alleviating strain on the grid.

Clean Energy Options

Eversource provides guidance and incentives for customers pursuing solar installation, EV and charging stations, and heat pumps. We recently launched an HPIN, which provides an approved list of qualified HVAC and electrical contractors for customers in Massachusetts and Connecticut. We also launched a Customer Consultation Service program that has helped over 2,000 customers learn about the HPIN. In support of this ongoing effort, our training programs through the Energy Efficiency Learning Center include new cold climate heat pump courses for contractors participating in the HPIN.

Our Shared Clean Energy Facilities program provides under-resourced electric customers with an opportunity to receive power from clean energy sources in Connecticut.

New Construction

Eversource provides incentives and expert guidance to achieve advanced building code requirements that support decarbonization objectives for new construction.

Policies, Procedures and Processes

- [Residential Energy Efficiency Programs](#)
- [Commercial Energy Efficiency Programs](#)
- [GRIP Program](#)

Tracking Our Performance

The following metrics to track progress and performance trends are reported in By the Numbers:

- Energy efficiency program spend
- Annual and seasonal kWh savings
- Annual MMBTU savings from fossil fuels
- Annual therms savings
- Lifetime CO₂e savings per energy efficiency measures installed
- Customer savings

Environmental Impact Mitigation

Minimizing the environmental impact from our operations, including preservation of biodiversity and protection of natural resources and drinking water sources.



Management Strategy

- Pg. 32 Water Security
- Pg. 33 Biodiversity
- Pg. 35 Waste Management
- [CDP Questionnaires](#)

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 by emphasizing 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.
- Responsibly managing natural lands and protecting biodiversity.

Complying With Regulations

Along with our Environmental Policy, formal procedures and a task-scheduling system are utilized to verify environmental compliance. Environmental training is provided to employees based on their job functions. 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 identify and address potential environmental risks through our ERM program and rigorous audits of our facilities, vendors and processes. Our environmental auditor has been certified by the Board for Global EHS Credentialing, and corrective actions are tracked to validate 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. In addition to the environmental training provided to employees with specific job functions, contractors working on our behalf also receive project-specific training regarding wetlands, endangered species and cultural resources as needed.

Our Equity and Environmental Justice team progresses the frameworks and mindset developed by our Pro-Equity Advisory Team, 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 focus on promoting EJ through equity, meaningful communication, and increased outreach and engagement.

Minimizing Impacts and Promoting Circularity

We are committed to the careful management of hazardous waste, utilizing licensed environmental vendors for safe and timely transport, treatment, recycling and disposal. These vendors are selected based on geographic proximity to reduce travel time and emissions, and facilitate rapid response, including for emergencies. Employees and vendors responsible for hazardous waste management are Resource Conservation and Recovery Act and Hazardous Waste Operations and Emergency Response trained. When appropriate, our Investment Recovery team partners with vendors to refurbish equipment, resell usable assets, and recycle scrap metals and oils.

In planning environmental investigations and remediation of impacted properties, we work closely with municipalities and environmental regulators to verify 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, Connecticut Licensed Environmental Professionals, New Hampshire Professional Geologists, Professional Engineers and Certified Hazardous Material Managers.

Projects that may be located in the vicinity of regulated resource areas (such as wetlands or waterways) are permitted to address local, state and federal requirements. In many cases, projects are designed to address opportunities for beneficial reuse of the property. Remediation strategies include technologies that promote the treatment and recycling of waste, and in cases where waste must be transported off-site, we utilize licensed facilities to properly manage the waste.

Our project specialists proactively seek opportunities to mitigate unavoidable environmental impacts through high-value ecological restoration, enhancement or conservation projects. Construction and maintenance projects are required to use environmentally sound best management practices (BMPs) to minimize or avoid environmental impacts that may result from construction activities. Our environmental specialists take pride in the work they do to minimize impacts from our operations and preserve the biodiversity of the region.

Conserving Water

Through our subsidiary, 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. We engage in watershed and aquifer protection to minimize impacts on our sources of supply. 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 meet customer requirements long term.

We strive to reduce water use in our own operations and work with customers to implement conservation programs to secure resources for critical needs, such as human consumption and fire protection. Aquarion focuses on all aspects of water conservation, including production, meter accuracy, leakage, education and communications. In accordance with our regulatory permits, we recycle effluents from our Aquarion business to return processed wastewater through the water treatment process. Our conservation efforts focus on:

- Monitoring company activities and programs to support adherence to written plans and regulatory compliance.
- Improving existing conservation programs.
- Providing better value for our customers by using less water to meet the same needs.
- Controlling water rates by judicial allocation of capital resources between capacity development and infrastructure improvements.
- Reducing the amount of power and chemicals used in the water treatment and distribution process.
- Minimizing environmental impacts by reducing withdrawals from the environment.

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. This includes tabletop emergency response exercises with the communities downstream of our dams, and we have an active program for funding both routine maintenance and the significant capital investment needed to keep these vital assets safely in service.

Policies, Procedures and Processes

- [Environmental Policy](#)
- [Aquarion Environmental Policy](#)
- [Sustainability Commitment](#)
- [CT/MA Best Management Practices Manual](#)
- [NH Best Management Practices Manual](#)
- [Cape Cod Osprey Management Plan](#)
- [EEI and AGA ESG Reporting Template](#)
- [Climate Adaptation and Mitigation Plan](#)

Tracking Our Performance

The following metrics to track progress and performance trends are reported in By the Numbers:

- Waste summary
- Water summary
- Environmental compliance
- Non-GHG air emissions
- GHG emissions
- Progress on GHG goals (fleet, methane challenge)

Management Strategy

- Pg. 37 Equity and Environmental Justice
- Pg. 38 Promoting Environmental Justice
- Pg. 39 Energizing a Just Transition
- Pg. 48 Our Communities

Our connections, relationships and partnerships with local community leaders aid in providing the best services and care for the communities in which we live and operate. Community engagement is embedded within our business strategy, and we proudly support educational programs, workforce development initiatives and training programs for local emergency departments. We also work with community action agencies in all three states to connect low-income customers with energy efficiency solutions, which in many cases are provided free of charge to qualified customers.

Building strong relationships with key community leaders and municipal officials helps advance critical transmission, distribution and clean energy projects and promotes trust within the community. Our Community Relations team maintains responsibility for community engagement and serves as the primary point of contact. 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. During emergency events, such as storm response, each community is assigned a dedicated community liaison to address specific needs and provide timely updates on restoration times and crew locations.

The board 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.

All employees are encouraged to participate in our corporate volunteer program, which provides up to two days of paid company time off for volunteering. We are also incredibly proud to support several signature events throughout the year, 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. 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.

We serve the communities where we live and work by offering educational curricula for students, and training and workforce development opportunities for adults. We also work with community action agencies 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 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.

Policies, Procedures and Processes

- Equity Guidelines

Tracking Our Performance

The following metrics to track progress and performance trends are reported in By the Numbers:

- Employee volunteerism
- Charitable giving
- Support of economic development groups, chambers of commerce and other business associations
- State and local taxes paid

Customer Satisfaction

Prioritizing customer satisfaction, access to basic services, effective communication, and protection of data and privacy.



Management Strategy

- Pg. 17 Energy Efficiency
- Pg. 25 Emergency Preparedness
- Pg. 37 Equity and Environmental Justice
- Pg. 46 Our Customers

We continuously work to improve the Eversource customer experience by delivering new service solutions and enhancing how our customers interact with us.

Our Energy Efficiency team offers professional energy assessments and tools to help customers better understand their energy use, with a focus on making energy more affordable while reducing the negative impacts on the environment. To help residential, municipal, commercial and industrial customers manage their energy costs, we offer a range of top-tier energy efficiency programs and incentives, year-round financial assistance programs, flexible payment plans, and strategic partnerships. Our Main Streets energy efficiency program continues to help small businesses reduce their energy usage and GHG footprint.

We routinely conduct customer research across all segments of the business to validate that customers’ views and sentiments are front and center throughout the company. By conducting several daily surveys and hundreds of topic-specific research projects, we have a finger on the pulse of how we’re performing for customers. This data is reviewed regularly by a council of company leaders with real-time results dashboards and email updates that highlight the most impactful satisfaction metrics and sentiments among customers. Results reveal what is most important to our customers, and we respond by implementing initiatives to make it easier for customers to do business with us. We also maintain an online consumer panel that provides us with valued feedback on how to communicate, market, and offer products and solutions. Our customer relationship management system records communication with municipal officials, creating a well-documented history of the company’s relationship with the customer.

Working with our communities as well as state and federal agencies, we have established a robust emergency response program. This includes an extensive communications and liaison team responsible for two-way communication with key stakeholders prior to and throughout an event. 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 by text, email or phone.

To improve the confidence of our customer base, we practice and implement Eversource’s Equity Guidelines, developed in 2022, to strengthen 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, increase understanding

and receive input to inform our decisions, policies and programs.

Our water utility, Aquarion, works to implement the highest standards of water quality to meet customer expectations. In 2019, Aquarion began voluntarily testing for PFAS, and the results are available on our website and in our annual water quality report. Anticipating likely infrastructure upgrades to address PFAS at other wells, Aquarion is seeking funding under the Infrastructure Investment and Jobs Act to help mitigate the impact of these projects on water rates. We actively monitor recorded complaints, customer access to water and customer access to water sampling data.

Eversource prioritizes protecting our customers’ personal information. A comprehensive program, overseen by the board, helps with 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 all personal information.
- Incident response plan exercise.
- Threat information sharing with the U.S. government and industry organizations.

Policies, Procedures and Processes

- [Eversource Privacy Policy](#)
- Marketing Opt-Out/Unsubscribe
- CT Data Privacy Request
- Payment Plan Programs
- Alternative Supplier Opt-Outs

Tracking Our Performance

The following metrics to track progress and performance trends are reported in By the Numbers:

- Customer rates

Diversity, Equity and Inclusion

Promoting an inclusive workplace where all employees, customers and stakeholders are respected and valued while fostering increased diversity across all levels of Eversource.



Management Strategy

- Pg. 37 Equity and Environmental Justice
- Pg. 41 Our Employees

Eversource’s executive leadership team promotes and supports DE&I by building and leading diverse, inclusive work teams with high engagement. We focus on growing a pipeline of diverse talent, leveraging multiple perspectives to improve customer service, using diverse suppliers, engaging with multicultural organizations in our communities, and supporting the work of our DE&I Council, BRGs and Pro-Equity Advisory team.

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 continue advancing in this regard, 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 welcomed, respected and valued.

Eversource continuously looks for innovative ways to replenish the workforce by expanding and refining our programs as business needs evolve. Partnerships with local community colleges have proved to be a successful strategy to expand our pipeline of diverse, fully qualified and skilled electric and gas utility workers.

Eversource is a member of CEO ACTION for Diversity & Inclusion™, the largest CEO-driven business commitment to advance diversity and inclusion in the workplace. We participate annually in CEO ACTION’s Day of Understanding initiative. We also partner with Paradigm for Parity, a coalition comprised of business leaders, board members and academics dedicated to addressing the corporate leadership gender gap.

In addition to furthering diversity in our own operations, we expect our supply chain and business partners to support DE&I initiatives. For additional information about our DE&I goals and strategy, please view our latest [DE&I report](#).

Policies, Procedures and Processes

- [Code of Business Conduct](#)
- [Supplier Code of Business Conduct](#)
- [Human Rights Policy](#)

Tracking Our Performance

The following metrics to track progress and performance trends are reported in By the Numbers:

- Diverse leadership promotion and hires
- Diverse external hires
- Diverse candidate slate
- Female employees
- Minority employees
- Veteran hires
- Leadership involvement in DE&I initiatives
- Diversity of high-potential talent

Employee Engagement and Development

Developing and engaging a skilled workforce through a positive company culture and dedicated training and career development, including preparations for a Just Transition.



Management Strategy

- Pg. 39 Energizing a Just Transition
- Pg. 41 Our Employees

An engaged workforce is critical to our mission of delivering reliable energy, providing a superior customer experience and fostering a healthy workplace environment. We build employee involvement and participation through talent development opportunities, fostering teamwork through collaboration and creating a diverse, equitable and inclusive workplace where individuals can thrive.

Strategic workforce plans are developed each year to address long-range needs and efforts to acquire, develop and retain diverse, capable talent. We leverage educational partnerships in critical craft and technical trades and have developed proactive strategies to attract experienced professionals in highly technical roles in engineering, electric and gas operations, and energy efficiency. This has helped us identify critical roles and develop succession plans to provide Eversource a supply of qualified talent for the future.

Employees are invited to participate in the Our Business, Our Future training program, which provides company-specific knowledge and information about our entire organization. We also provide current and future employees with training in the Just Transition so they have the skills they need to be successful in a clean energy future — for example, by leveraging their experiences in our geothermal pilot project. In this way, we are developing the necessary construction and operations skills needed to support future projects.

Employees across all levels of the organization are offered a variety of field and classroom training opportunities designed to support succession planning and their ongoing professional development throughout their careers at Eversource, including:

- A talent management process to identify high-potential and emerging talent and support their professional development.
- Cohort programs focused on transmission and substation engineering, distribution engineering, transmission, safety, gas operations, and operations supervisor development.
- Trainee programs for construction representatives and distribution design engineering.
- Tuition assistance programs.

We have developed several unique programs in partnership with local community colleges in our region. We also offer paid internships and co-ops, which allows us to provide on-the-job learning opportunities while expanding our pipeline of diverse, fully qualified and skilled electric and gas utility workers. These local opportunities provide participants with access to certification and degree-granting programs that take from 13 weeks to two years to complete. Special effort is made to reach out to urban youth, veterans and underemployed adults.

We recognize that the physical and mental well-being of our employees and their families plays a critical role in a positively engaged workforce. 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. We routinely assess and benchmark our benefits program with a goal of offering plans and resources that are attractive for a range of personal needs and life stages. We recently enhanced our adoption assistance, fertility coverage, gender identity coverage, hearing aid coverage, tuition reimbursement and bereavement leave, and introduced surrogacy reimbursement and a paid parental leave program. We partner with leading digital lifestyle and disease-management providers using mobile technology to deliver personalized care and resources to our employees and their spouses. Active-duty and reserve-duty military members are offered a pay differential and full benefits for the duration of the service member’s deployment. Additional information about our benefit plans can be found on our Careers webpage.

Policies, Procedures and Processes

- Dividend Reinvestment and Share Purchase Plan
- Disability and Leave Policies (benefits disclosed on Careers webpage)

Tracking Our Performance

The following metrics to track progress and performance trends are reported in By the Numbers:

- Employee retention
- Turnover rate
- Union representation



Management Strategy

- Pg. 25 Emergency Preparedness
- Pg. 44 Safety
- [Safety \(Eversource.com\)](#)

Employee Safety

“Safety First and Always” applies to all that we do. We rely on our employees and contractors to successfully deliver safe, reliable and sustainable electric, gas and water services to our customers. All employees are trained and empowered to identify and proactively address work-related hazards. Employees and contractors working on Eversource projects are always authorized to call a “safety stop” to evaluate and address any emergent work-related hazard as they perform their duties.

Contractor Safety

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. For major projects, contractors must submit a health and safety plan 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.

Safety Management System

Our Safety Management System (SMS) continues to evolve and mature, allowing us to stay abreast of current and potential risks. The SMS includes safety policies aimed at enhancing safety compliance and performance. Each SMS policy includes questions that are used to verify its effectiveness and implementation. Additional components of our SMS were released in 2023, including policies addressing motor vehicle safety and personal protective equipment. Each policy is designed to simplify regulatory expectations and standardize the way we work at Eversource.

We also continue to play a leadership role within industry groups. As a member of the Occupational Safety and Health Executive Advisory Committee for Edison Electric Institute, we are participating in the maturation of an industrywide SIF precursor standard and high-energy control assessment, which is a tool that helps evaluate the presence of direct controls for high-energy risks identified at a jobsite. Additionally, we engage with OSHA on industry concerns and are involved with the Construction Safety Research Alliance, a joint utility, construction and general industry task force that 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 to engage in best-practice-sharing meetings and peer reviews.

Human and Organizational Performance

The SMS also integrates Eversource’s management philosophy of improved HOP, which is grounded in five principles: (1) humans make mistakes, (2) blame fixes nothing, (3) context drives behaviors, (4) learning and improving are vital, and (5) a leader’s response matters. A component of the HOP philosophy 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 work instructions or safety policies.

Wellness

In addition to policies and programs that advance the safety of our employees, we prioritize the health and wellness of our employees by offering workplace amenities that foster a healthy employee experience. Our comprehensive benefits package promotes financial, physical and mental well-being in all aspects of our employees’ lives. Additional information can be found in the Employee Engagement and Development section.

Policies, Procedures and Processes

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 jobs. Safety briefs are released weekly, at a minimum, offering timely information on how to stay safe at work and at home.

Employee Safety

- [Safety Policies](#)
- Employee Safety Manual
- Safety Briefs, Safety Alerts and Focus on Safety Communications

Public Safety

- [CBYD Program](#)
- [Electric Safety Tips for Customers](#)
- [Gas Safety Tips for Customers](#)
- Storm Safety Customer Communication Program
- Elementary School Safety Education

Customer Safety

- [Contractor Safety Policy](#)
- [Supplier Code of Conduct](#)
- [Staying Safe Around Downed Power Lines](#)
- [Transmission Work Rules](#)
- [Mutual Aid Briefing User Guide](#)

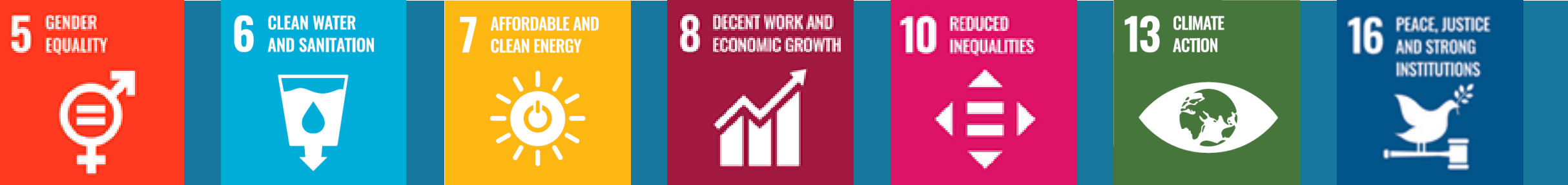
Tracking Our Performance

The following metrics to track progress and performance trends are reported in By the Numbers:

- OSHA Days Away Restricted or Transferred (DART) rate per 100 workers
- Preventable Motor Vehicle Accident (PMVA) rate per 1 million miles driven
- Number of employee fatalities
- Serious Injury & Fatality incidents actual
- Serious Injury & Fatality incidents potential
- Number of Hazard ID/Good Catch submittals
- Contractor fatalities
- Contractors using ISNetwork
- Contractor Serious Injury & Fatality incidents actual
- Contractor Serious Injury & Fatality incidents potential
- Fitwel facility certification

Equity and Environmental Justice

Promoting and incorporating equity, accountability and fairness in our daily practices and interactions with our customers and communities while working toward a Just Transition.



Management Strategy

- Pg. 37 Equity and Environmental Justice
- Pg. 41 Our Employees

Viewing our commitment to equity through the lens of inclusion, respect and fairness, we seek to engage with communities that have been disproportionately affected by past and present environmental injustices.

We work to create fair alternatives and outcomes proactively and effectively for all customers and build credibility and trust with our stakeholders by meaningfully engaging our customers. We recognize that having a culture that reflects our equity vision and commitment and incorporates equity into our work practices, processes, decisions and programs will strengthen our service delivery and stakeholder engagement and, most importantly, result in fair and equitable outcomes for our customers and communities.

At Eversource, we are committed to:

- Recognizing and understanding historical inequities and ongoing disparities, particularly for those communities that are predominantly BIPOC, environmentally burdened or economically challenged.
- Using our Equity Guidelines to address and remove barriers with respect, dignity and fairness.
- Improving our operational and corporate systems and practices to better understand and serve the needs and unique circumstances of our customers.

Our Equity and Environmental Justice team serves as the primary contact for employees seeking advice or support on matters relating to EJ customers and communities in our service area. Employees are provided with tools and resources that allow them to incorporate EJ principles and practices into their daily work decisions. Resources include an employee intranet website that contains state and federal EJ information and maps that provide demographic information to help employees better understand the needs of those communities. The team also makes itself available to help employees incorporate EJ principles into their daily work practices and processes to advance the framework developed by the Pro-Equity Advisory team. Our Equity Guidelines aim to heighten employees’ sensitivity around respect and fairness as they consider the processes and procedures in their daily work and their interactions with customers and communities. These guidelines are built on four key pillars:

1. Improve communication effectiveness — especially with underserved communities.
2. Increase engagement with EJ communities through greater collaboration.
3. Augment investment and operating activities by proactively listening to communities to balance equity, resiliency and affordability.
4. Increase inclusion and education programs and services to underserved communities to foster equitable benefits and outcomes within all communities we serve.

Clean energy investments must provide benefits to all the communities we serve. To enable a Just Transition, we continue to engage grassroots stakeholders and citizens throughout our communities. During project planning we focus on EJ to promote equity, meaningful communication, and increased outreach and engagement. We host public forums, town hall meetings and pop-up neighborhood events, and go door-to-door in neighborhoods to prepare for projects in communities. At many of these events, especially those with large populations of non-native English speakers, we also provide interpretation services.

Policies, Procedures and Processes

- [Equity Guidelines](#)
- [Code of Business Conduct](#)
- [Supplier Code of Business Conduct](#)
- [Human Rights Policy](#)

Tracking Our Performance

The following metrics to track progress and performance trends are reported in By the Numbers:

- Percentage of employees completing equity training
- Diverse leadership promotion and hires
- Diverse external hires
- Diverse candidate slate
- Female employees
- Minority employees
- Veteran hires

Ethical Conduct

Upholding the ethical principles that govern our business, compliance, Human Rights Policy and Code of Business Conduct.



Management Strategy

- Pg. 51 Governance
- Pg. 55 Supply Chain Management
- [Corporate Governance](#) (Eversource.com)
- [Proxy Statement](#) (pg. 13)

Eversource is built on a foundation of strong ethical values that continue to be the basis for all our operations and business decisions. Annual training is provided to all employees with regard to our Code of Business Conduct, Human Rights Policy and Discriminatory Harassment Prevention Policy.

Corporate policies that support ethical conduct, inform our day-to-day decision-making, and govern our work with customers, suppliers, regulators, shareholders and each other are reviewed annually. Our Human Rights Policy defines our commitment to comply with applicable laws as well as 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 follows the general principles for business enterprises as outlined in the United Nations’ Guiding Principles on Business and Human Rights, the International Bill of Human Rights, the International Labor Organization’s Declaration on Fundamental Principles and Rights at Work, and the Children’s Rights and Business Principles.

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 with 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 assesses vendor compliance with applicable federal and state environmental regulations.

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 verify supplier compliance with laws and regulations. Suppliers engaged in environmental work are monitored by experienced environmental specialists to confirm projects meet contractual and regulatory obligations. Additionally, we survey our top suppliers to monitor their sustainability performance and identify opportunities for improvement on which we can assist or collaborate.

Policies, Procedures and Processes

- [Proxy Statement](#) Governance of Eversource Energy section
- [Corporate Governance Guidelines](#)
- [Board Committee Charters](#)

Additional Eversource policies and procedures that guide ethical conduct include:

- [Code of Business Conduct](#)
- [Supplier Code of Conduct](#)
- [Human Rights Policy](#)
- [Code of Ethics for Senior Financial Officers](#)
- [Related Party Transactions Policy](#)
- [Political Activity Policy](#)
- [Financial Disclosure Policy](#)
- [Board Independence Guidelines](#)
- [Equity Guidelines](#)
- Anti-Corruption and Antibribery Policy
- Antitrust and Competition Compliance Policy
- Conflict of Interest Policy
- Discriminatory Harassment Prevention Policy
- Fraud Prevention and Detection Policy
- Insider Trading Policy
- Internal Controls and Safeguard of Company Assets Policy
- Intellectual Property Policy
- Executive Clawback Policy
- Sarbanes-Oxley Program

Tracking Our Performance

Financial metrics that reflect the results of our ethical conduct are reported in our sustainability report and annual report, including metrics tied to compensation and performance with sustainability raters. Additionally, we have an annual goal to have 100% of our employees complete annual training and accept the terms of the Code of Business Conduct, which includes a certification of understanding of the Conflict of Interest and Human Rights Policies.

- [Proxy Statement](#) Governance of Eversource Energy section
- [Corporate Governance Guidelines](#)
- [Board Committee Charters](#)

Regulatory Compliance and Engagement With Policymakers

Maintaining compliance and engaging with policymakers.



Management Strategy

- Pg. 28 Environment
- Pg. 51 Governance

Our Regulated Business Policies & Procedures database documents all Eversource procedures, including CIP procedures. Our Reliability Compliance program provides leadership, expertise and influence to facilitate compliance with reliability standards by meeting the increasing, evolving expectations of national, regional and state regulators.

We maintain standards for corporate accountability and required reporting on internal controls for financial reporting in compliance with the Sarbanes-Oxley Act of 2002. Federal and state regulatory codes of conduct regulate interactions and transactions between regulated and unregulated (or competitive) Eversource affiliates. Our RFP process is designed to facilitate a fair, transparent and competitive process that is in compliance with applicable laws, regulations, rules, standards and codes of conduct. All potential bidders are treated equally so no potential bidder receives preferential treatment or confidential, nonpublic information not available to other potential bidders, which would create an unfair competitive advantage or conflict of interest.

Our distribution revenue requirements process supports applications to the company’s economic regulators for the revenue and cost recovery mechanisms necessary to provide safe and reliable electric, gas and water distribution services while providing an adequate return for investors. In addition, the group files for and supports the costs incurred for all other components of rates that are not related to the provision of distribution service. These costs include those for generation, reliability and transmission services, renewable energy, those associated with the transition to a competitive market, and energy efficiency and low-income customer programs.

Transmission and distribution rate processes calculate and support the collection of revenue requirements and associated rate and bill impacts with filings adjudicated by regulatory agencies. We comprehensively manage active regulatory proceedings for timely and effective participation with positive regulatory outcomes. Regulatory financial aspects of the company’s transmission service include negotiation of financial terms of contracts and agreements to enable full recovery and support long-range planning.

Our Internal Audit Department (IAD) assesses the financial and operational performance of the company, including environmental audits and vendor reviews. The IAD is led by the vice president of Internal Audit & Security and reports to the executive vice president, general counsel and Audit Committee of the board. The Audit Committee is responsible for monitoring and mitigating financial risk exposures as well as oversight and compliance with laws and regulations. The Audit Committee also governs our CCP, a comprehensive, multilayered and enterprisewide program focusing on embedding compliance in every function, role and aspect of our business.

Our Supplier Code of Business Conduct requires that our suppliers and vendors comply with all applicable laws and regulations. Failure to comply could result in a termination of the supplier relationship. As with the rest of our business operations, any real or perceived violation of the Eversource policies can and should be reported to our compliance hotline. Those who report in good faith are provided protection from retaliation. Investigations are handled through our chief compliance officer.

In compliance with our Political Activity Policy, we file publicly accessible reports regarding lobbying activities. Eversource is also subject to laws and regulations that ensure the non-utility subsidiaries receive no unfair competitive advantage because of their affiliation with our electric and gas utilities.

A corporate compliance hotline is available for reporting known or suspected compliance and/or ethics violations on an anonymous or identified basis regarding accounting, auditing and internal financial controls, securities improprieties, theft, deception and fraud, confidentiality and data protection violations, conflicts of interest, unethical sales practices, and other violations of compliance or corporate policies.

Policies, Procedures and Processes

- [Corporate Governance Guidelines](#)
- [Privacy Policy](#)
- [Human Rights Policy](#)
- [Environmental Policy](#)
- [Aquarion Environmental Policy](#)

Tracking Our Performance

The following metrics to track progress and performance trends are reported in By the Numbers:

- Environmental compliance

Reliability and Resiliency

Improving infrastructure and prioritizing service reliability, business continuity, emergency preparation, and cyber- and physical security.



Management Strategy

- Pg. 8 Transitioning to a Low Carbon Future

A reliable and resilient system is key to delivering both energy and water safely to our customers. We take an integrated and proactive planning approach to prepare our system for the increasing risks associated with climate change as well as to address emergency situations, including physical and cybersecurity threats. Our preparation and continuity programs incorporate transition plans to support the region’s decarbonization goals.

We continually assess the transmission system to verify that its operation meets regional and national reliability standards. Working in conjunction with ISO New England, Eversource conducts periodic 10-year look-ahead transmission system studies so that system concerns are anticipated and resolved before they happen in real time.

Grid modernization supports investments in technologies that increase the capacity of our distribution system. This program incorporates solar generation and other clean distributed energy resources to expand grid capacity. Long-term system plans have been established for each state within our service territory and have integrated demand-reduction strategies and technologies that result in customer cost savings, reduced strain on the electric grid and lower GHG emissions by reducing the need to consume fossil fuels when demand exceeds current capacity thresholds. We have received federal funding through the Infrastructure and Investment Jobs Act to continue to innovate transmission solutions.

Our resiliency plan prepares our electric system to withstand acute and chronic impacts through distribution circuit improvements that enhance overall system reliability. We are reinforcing essential facilities and future substations to harden them against severe weather, particularly in areas prone to flooding. Our ERPs are based on the National Incident Management System and follow a standardized approach aligned with our internal incident command systems. Our Gas and Electric Interdependency Plan coordinates gas and electric operations during supply deficiencies.

The emergency preparedness plan mitigates risks by:

- Using high-resolution outage prediction models to adapt our outage planning and response activities in a changing climate.
- Adapting our forecasting model to account for climate-related changes in demand, including as the result of extreme heat events and reduced heat demand in the winter.
- Establishing contracts with external vendors that can help flex and expand our workforce to recover from acute severe weather events.

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 and other vegetation near power lines. Tree work and removal activities reduce the number and duration of outages and are the most proactive means of improving service reliability. Tree trimming is done in accordance with the standards of the International Society of Arboriculture and the American National Standards Institute.

Our water utility, Aquarion, is conducting climate risk assessments to inform design standards and planning to address a variety of climate-related impacts. The assessment results will inform our investments in future water infrastructure.

Our comprehensive cybersecurity program uses in-depth defense strategies consistent with the National Institute of Standards and Technology Cybersecurity Framework. We also interface with numerous external entities to improve our cybersecurity situational awareness. The Federal Energy Regulatory Commission, through the North American Electric Reliability Corp., requires certain safeguards to be implemented to deter cyberattacks. Specific safeguards we have in place 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.

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.

We continue to prioritize projects that will increase the capability and dependability of our system. To guide us in 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 the requirements of the National Electrical Safety Code. Investments target upgrades that will improve the ability of the system to withstand the impacts of severe weather and wildlife interference.

The Eversource Energy Center at UConn 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.

Policies, Procedures and Processes

- [Climate Adaptation and Mitigation Plan](#)
- [Electric Sector Modernization Plan](#)
- [Privacy Policy](#)

Tracking Our Performance

The following metrics to track progress and performance trends are reported in By the Numbers:

- Electric reliability
- Electric restoration
- Gas emergency response

Global Reporting Initiative (GRI) Index

GRI Standard		Disclosure	Disclosure Title	Page/Response																														
Statement of use: Eversource has reported the information cited in this GRI index for the period Jan. 1, 2023–Dec. 31, 2023, with reference to the GRI Standards, GRI 1: Foundation 2021.																																		
GRI 2	General Disclosures	2-1	Organizational details	<p>Pg. 4 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> <p>Eversource Annual Report (pg. 2)</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 the sustainability reporting. Financial reporting in our Form 10-K is focused on our electric transmission, electric distribution, natural gas distribution, water distribution and other segments. The Form 10-K also includes discussions of investments in various businesses, including three companies with fully decommissioned nuclear plants, a 15% ownership in a natural gas pipeline and investments in certain unregulated subsidiaries that do not have significant operations.																														
GRI 2	General Disclosures	2-3	Reporting period, frequency and contact point	Calendar year 2023, annual publication. Publication Date June 27, 2024 sustainability@eversource.com																														
GRI 2	General Disclosures	2-4	Restatements of information	<p>As part of our effort to continuously enhance the integrity of data used in our inventory, GHG data has been adjusted and recalculated back to our 2018 baseline for any acquisitions or divestitures and has been assessed to improve completeness and accuracy. In 2024, we refined our data collection and calculation methods for the scope 3 emissions inventory. This impacted previously reported 2022 data, and the revised values are shown in the table below for each GHG Protocol-defined category stated in MTCO₂e.</p> <table><tr><td>Cat. 1: Purchased goods and services</td><td>1,248,933</td><td>Cat. 4: Upstream transportation and distribution</td><td>39</td><td>Cat. 7: Employee commuting</td><td>20,201</td><td>Cat. 10: Processing of sold products</td><td>-</td><td>Cat. 13: Downstream leased assets</td><td>155</td></tr><tr><td>Cat. 2: Capital goods</td><td>129,087</td><td>Cat. 5: Waste generated in operations</td><td>39,066</td><td>Cat. 8: Upstream leased assets</td><td>-</td><td>Cat. 11: Use of sold products</td><td>9,050,700</td><td>Cat. 14: Franchises</td><td>-</td></tr><tr><td>Cat. 3: Fuel- and energy-related activities</td><td>16,140,378</td><td>Cat. 6: Business travel</td><td>3,985</td><td>Cat. 9: Downstream transportation and distribution</td><td>-</td><td>Cat. 12: End-of-life treatment of sold products</td><td>-</td><td>Cat. 15: Investments</td><td>298,246</td></tr></table>	Cat. 1: Purchased goods and services	1,248,933	Cat. 4: Upstream transportation and distribution	39	Cat. 7: Employee commuting	20,201	Cat. 10: Processing of sold products	-	Cat. 13: Downstream leased assets	155	Cat. 2: Capital goods	129,087	Cat. 5: Waste generated in operations	39,066	Cat. 8: Upstream leased assets	-	Cat. 11: Use of sold products	9,050,700	Cat. 14: Franchises	-	Cat. 3: Fuel- and energy-related activities	16,140,378	Cat. 6: Business travel	3,985	Cat. 9: Downstream transportation and distribution	-	Cat. 12: End-of-life treatment of sold products	-	Cat. 15: Investments	298,246
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GRI 2	General Disclosures	2-5	External assurance	Pg. 59 Data Verification and Report Assurance																														
GRI 2	General Disclosures	2-6	Activities, value chain and other business relationships	<p>Pg. 4 About Eversource</p> <p>Pg. 97 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. 98 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. 51 Governance</p> <p>Corporate Governance Guidelines</p> <p>Proxy Statement (pgs. 7-15)</p>																														
GRI 2	General Disclosures	2-10	Nomination and selection of the highest governance body	<p>Corporate Governance Guidelines</p> <p>Proxy Statement (pgs. 13-16)</p>																														

GRI Standard		Disclosure	Disclosure Title	Page/Response
GRI 2	General Disclosures	2-11	Chair of the highest governance body	Corporate Governance Guidelines As of the end of 2023, Eversource’s Board of Trustees consists of 12 trustees, only one of whom, Joseph R. Nolan, Jr., our Chairman, President and Chief Executive Officer, is a member of management. Following Eversource’s 2024 Annual Meeting on May 1, 2024, the Board of Trustees consists of nine 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. 17-22)
GRI 2	General Disclosures	2-13	Delegation of responsibility for managing impacts	CDP Questionnaires Corporate Governance Guidelines
GRI 2	General Disclosures	2-14	Role of the highest governance body in sustainability reporting	Pg. 52 Strong Corporate Governance Pg. 59 Data Verification and Report Assurance 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	Eversource Annual Report (pg. 51) Proxy Statement (pg. 32) 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, 28-29)
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. 44-45)
GRI 2	General Disclosures	2-20	Process to determine remuneration	Proxy Statement (pgs. 44-49)
GRI 2	General Disclosures	2-21	Annual total compensation ratio	Proxy Statement (pg. 75)
GRI 2	General Disclosures	2-22	Statement on sustainable development strategy	Pg. 3 CEO Message
GRI 2	General Disclosures	2-23	Policy commitments	Pg. 53 Ethics 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. 53 Ethics
GRI 2	General Disclosures	2-25	Processes to remediate negative impacts	Code of Business Conduct Human Rights Policy Eversource Equity Guidelines
GRI 2	General Disclosures	2-26	Mechanisms for seeking advice and raising concerns	Code of Business Conduct (pg. 36)

GRI Standard		Disclosure	Disclosure Title	Page/Response		
GRI 2	General Disclosures	2-27	Compliance with laws and regulations	Pg. 101 By the Numbers		
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 • Association of Edison Illuminating Co. • Boston Private Industry Council • Business and Industry Association of New Hampshire • Call Before You Dig Inc. • Center for Women and Enterprise • Clean Energy New Hampshire • Connecticut Business and Industry Association • Connecticut Council of Philanthropy • Connecticut Power and Energy Society 	<ul style="list-style-type: none"> • Connecticut Water Works Association • Dig Safe System Inc. • Edison Electric Institute (EEI) • Economic Development Council of Western MA • Environmental Business Council of New England • Environmental Professionals of Connecticut (EPOC) • Environmental Resources Management • Greater New England Minority Supplier Development Council • Licensed Site Professional Association (LSPA) • Massachusetts Roundtable • MassEcon • Metro Hartford Alliance • National Association of Water Companies • New England Clean Energy Council 	<ul style="list-style-type: none"> • New England Council • New England Women in Energy and the Environment (NEWIEE) • New Hampshire Lodging and Restaurant • New Hampshire Manufacturing Extension Partnership • Northeast Clean Energy Council • Northeast Energy and Commerce Association (NECA) • Northeast Energy Efficiency Partnership • Northeast Gas Association • Stay-Work-Play New Hampshire • Sustainable Supply Chain Alliance • Water Research Foundation <p>Trade Association Information</p>
GRI 2	General Disclosures	2-29	Approach to stakeholder engagement	<p>Pg. 7 Ongoing Stakeholder Engagement Pg. 37 Equity and Environmental Justice Pg. 46 Our Customers Pg. 48 Our Communities Pg. 63 Stakeholder Engagement 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 engaging 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 EJ 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. 45 Wellness and Benefits</p> <p>As of the end of 2023, approximately 48% 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. 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 2023, the energy output of our 70 MW of solar capacity in Massachusetts was 69,783 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. 99 By the Numbers.</p>		

GRI Standard		Disclosure	Disclosure Title	Page/Response
EU3	General Disclosures		Number of residential, industrial, and institutional and commercial accounts	Pg. 97 By the Numbers
EU4	General Disclosures		Length of above and underground transmission and distribution lines by regulatory regime	Eversource Annual Report (pg. 22)
EU5	General Disclosures		Allocation of CO ₂ e emissions allowance or equivalent, broken down by carbon trading framework	Pg. 99 By the Numbers Eversource Annual Report (pgs. 12-13)
GRI 3	Material Topics	3-1	Process to determine material topics	Pg. 61 Sustainability Priorities
GRI 3	Material Topics	3-2	List of material topics	Pg. 62 Sustainability Priorities
GRI 201: Economic Performance				
GRI 3	Material Topics	3-3	Management of material topics: Economic Performance	Sustainability Priorities Management Approaches - Pg. 67 Customer Energy Use - Pg. 71 Customer Satisfaction - Pg. 78 Regulatory Compliance and Engagement With Policymakers
GRI 201	Economic Performance	201-1	Direct economic value generated and distributed	Pg. 39 Energizing a Just Transition Pg. 50 Economic Benefit 2023 Financial Review Eversource Annual Report (beginning on pg. 47) Community Relations and Economic Development
GRI 201	Economic Performance	201-2	Financial implications and other risks and opportunities due to climate change	Pg. 91 Task Force for Climate-Related Financial Disclosures CDP Questionnaires Eversource Annual Report (pgs. 12-13)
GRI 201	Economic Performance	201-3	Defined benefit plan obligations and other retirement plans	Eversource Annual Report (pgs. 84-90)
EU Sector Disclosures: Availability & Reliability				
EU10	Availability and Reliability		Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	Pg. 8 Transitioning to a Low Carbon Future EEI and AGA ESG Reporting Template
EU Sector Disclosures: System Efficiency				
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	2023 transmission and distribution losses equal approximately 2.89% of total energy.
GRI 203: Indirect Economic Impacts				
GRI 3	Material Topics	3-3	Management of material topics: Economic Performance	Sustainability Priorities Management Approaches - Pg. 68 Environmental Impact Mitigation - Pg. 70 Community Engagement - Pg. 76 Equity and Environmental Justice - Pg. 79 Reliability & Resiliency
GRI 203	Indirect Economic Impacts	203-1	Infrastructure investments and services supported	Pg. 8 Transitioning to a Low Carbon Future

GRI Standard		Disclosure	Disclosure Title	Page/Response
GRI 203	Indirect Economic Impacts	203-2	Significant indirect economic impacts	Pg. 18 Electric Vehicle Infrastructure Pg. 37 Equity and Environmental Justice Pg. 41 Our Employees Pg. 46 Our Customers Pg. 48 Our Communities Pg. 55 Supplier Diversity
GRI 205: Anti-corruption				
GRI 3	Material Topics	3-3	Management of material topics: Economic Performance	Sustainability Priorities Management Approaches - Pg. 77 Ethical Conduct - Pg. 78 Regulatory Compliance and Engagement With Policymakers
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. 53 Ethics 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				
GRI 3	Material Topics	3-3	Management of material topics: Anticompetitive behavior	Sustainability Priorities Management Approaches - Pg. 77 Ethical Conduct - Pg. 78 Regulatory Compliance and Engagement With Policymakers
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 207: Tax				
GRI 3	Material Topics	3-3	Management of material topics: Tax	Sustainability Priorities Management Approaches - Pg. 78 Regulatory Compliance & Engagement With Policymakers
GRI 207	Tax	207-1	Approach to tax	In 2023, Eversource Energy and affiliates paid approximately \$1 billion 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 for our tax obligations as a very important part of the company’s operations, and therefore is a diligent taxpayer. We view our tax obligations as having a positive impact on the various state and local communities that Eversource does business in.
GRI 302: Energy				
GRI 3	Material Topics	3-3	Management of material topics: Energy	Sustainability Priorities Management Approaches - Pg. 65 Clean Energy Transition - Pg. 67 Customer Energy Use - Pg. 79 Reliability & Resiliency
GRI 302	Energy	302-1	Energy consumption within the organization	Pg. 100 By the Numbers CDP Questionnaires The energy we purchased for our own use in 2023 was at a minimum of 35% renewable for Connecticut, 59.17% renewable for Massachusetts and 15.9% renewable for New Hampshire. In 2024, the energy we purchase for our own use will be at a minimum of 37% renewable for Connecticut, 62.3% renewable for Massachusetts and 24.3% renewable for New Hampshire. In 2023, we purchased over 34,310,000 kWh of renewable power for use in our operations.
GRI 302	Energy	302-2	Energy consumption outside the organization	CDP Questionnaires Pg. 103 By the Numbers

GRI Standard		Disclosure	Disclosure Title	Page/Response
GRI 302	Energy	302-4	Reduction of energy consumption	Pg. 17 Energy Efficiency Pg. 30 Reducing Our GHG Footprint Pg. 100 By the Numbers
GRI 303: Water and Effluents				
GRI 3	Material Topics	3-3	Management of material topics: Water and Effluents	Sustainability Priorities Management Approaches - Pg. 68 Environmental Impact Mitigation
GRI 303	Water and Effluents	303-1	Interactions with water as a shared resource	Pg. 32 Water Management Pg. 68 Sustainability Priorities Management Approaches Environmental Impact Mitigation CDP Questionnaires Proxy Statement (pg. 25)
GRI 303	Water and Effluents	303-2	Management of water discharge-related impacts	Pg. 68 Sustainability Priorities Management Approaches Environmental Impact Mitigation
GRI 303	Water and Effluents	303-3	Water withdrawal	Pg. 101 By the Numbers Zero facilities withdrew water from water-stressed areas.
GRI 303	Water and Effluents	303-4	Water discharge	CDP Questionnaires
GRI 303	Water and Effluents	303-5	Water consumption	Pg. 101 By the Numbers No water consumption from water-stressed areas.
GRI 304: Biodiversity				
GRI 3	Material Topics	3-3	Management of material topics: Biodiversity	Sustainability Priorities Management Approaches - Pg. 68 Environmental Impact Mitigation - Pg. 79 Reliability & Resiliency
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. 33 Biodiversity Land Management Eversource does not operate in any United Nations Educational, Scientific and Cultural Organization (UNESCO) World Heritage Sites.
GRI 304	Biodiversity	304-2	Significant impacts of activities, products and services on biodiversity	Pg. 33 Biodiversity Eversource Rights-of-Way Guidelines Vegetation Management
GRI 304	Biodiversity	304-3	Habitats protected or restored	Pg. 33 Biodiversity Land Management Eversource regularly works with state and federal agencies regarding impacts on rare, threatened and endangered species, including International Union for Conservation of Nature (IUCN) Red List species and national conservation list species.
GRI 305: Emissions				
GRI 3	Material Topics	3-3	Management of material topics: Emissions	Sustainability Priorities Management Approaches - Pg. 66 Climate Change - Pg. 68 Environmental Impact Mitigation
GRI 305	Emissions	305-1	Direct (scope 1) GHG emissions	Pg. 30 Reducing Our GHG Footprint Pg. 100 By the Numbers CDP Questionnaires

GRI Standard		Disclosure	Disclosure Title	Page/Response
GRI 305	Emissions	305-2	Energy indirect (scope 2) GHG emissions	Pg. 30 Reducing Our GHG Footprint Pg. 100 By the Numbers CDP Questionnaires
GRI 305	Emissions	305-3	Other indirect (scope 3) GHG emissions	CDP Questionnaires
GRI 305	Emissions	305-4	GHG emissions intensity	CDP Questionnaires
GRI 305	Emissions	305-5	Reduction of GHG emissions	Pg. 30 Reducing Our GHG Footprint Pg. 30 Expanding Our Commitments CDP Questionnaires
GRI 305	Emissions	305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x) and other significant air emissions	Pg. 100 By the Numbers Persistent organic pollutants (POPs) were not reported, as these are not relevant to Eversource operations.
GRI 306: Waste				
GRI 3	Material Topics	3-3	Management of material topics: Waste	Sustainability Priorities Management Approaches - Pg. 68 Environmental Impact Mitigation
GRI 306	Waste	306-1	Waste generation and significant waste-related impacts	Pg. 35 Waste Management Pg. 68 Sustainability Priorities Management Approaches Environmental Impact Mitigation
GRI 306	Waste	306-2	Management of significant waste-related impacts	Pg. 35 Waste Management Pg. 68 Sustainability Priorities Management Approaches Environmental Impact Mitigation
GRI 306	Waste	306-3	Waste generated	Pg. 101 By the Numbers
GRI 306	Waste	306-4	Waste diverted from disposal	Pg. 101 By the Numbers
GRI 306	Waste	306-5	Waste directed to disposal	Pg. 101 By the Numbers
GRI 308: Supplier Environmental Assessment				
GRI 3	Material Topics	3-3	Management of material topics: Emissions	Sustainability Priorities Management Approaches - Pg. 68 Environmental Impact Mitigation - Ethical Conduct
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				
GRI 3	Material Topics	3-3	Management of material topics: Employment	Sustainability Priorities Management Approaches - Pg. 73 Employee Engagement and Development
GRI 401	Employment	401-1	New employee hires and employee turnover	Pg. 101 By the Numbers Diversity, Equity & Inclusion Report 2023
GRI 401	Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Eversource Annual Report (pg. 13) 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 that includes a minimum of 15 vacation days, 10 holidays, two 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 that are subsidized.

GRI Standard		Disclosure	Disclosure Title	Page/Response
GRI 401	Employment	401-3	Parental Leave	Effective after July 1, 2023 (for non-represented Eversource employees), all parents are entitled to six 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 short-term disability for birth parent).
EU Sector Disclosures: Employment				
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 and maintenance activities	Eversource does not publicly disclose these statistics.
GRI 403: Occupational Health and Safety				
GRI 3	Material Topics	3-3	Management of material topics: Occupational Health and Safety	Sustainability Priorities Management Approaches - Pg. 73 Employee Engagement and Development - Pg. 74 Health & Safety
GRI 403	Occupational Health and Safety	403-1	Occupational health and safety management system	Pg. 44 Safety Pg. 74 Sustainability Priorities Management Approaches Health & Safety
GRI 403	Occupational Health and Safety	403-2	Hazard identification, risk assessment and incident investigation	Pg. 44 Safety Pg. 74 Sustainability Priorities Management Approaches Health & Safety Safety
GRI 403	Occupational Health and Safety	403-3	Occupational health services	Pg. 44 Safety Pg. 74 Sustainability Priorities Management Approaches Health & Safety
GRI 403	Occupational Health and Safety	403-4	Worker participation, consultation and communication on occupational health and safety	Pg. 74 Sustainability Priorities Management Approaches Health & Safety The Safety team meets with workers on a monthly basis through scheduled meetings with local unions, in Safety Committee meetings, and by using HOP practices of listening sessions and learning teams as appropriate.
GRI 403	Occupational Health and Safety	403-5	Worker training on occupational health and safety	Pg. 44 Safety Pg. 74 Sustainability Priorities Management Approaches Health & Safety
GRI 403	Occupational Health and Safety	403-6	Promotion of worker health	Pg. 44 Safety Pg. 45 Wellness and Benefits Pg. 74 Sustainability Priorities Management Approaches Health & Safety
GRI 403	Occupational Health and Safety	403-9	Work-related injuries	Pg. 102 By the Numbers
EU Sector Disclosures: Occupational Health and Safety				
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.

GRI Standard		Disclosure	Disclosure Title	Page/Response	
GRI 404: Training and Education					
GRI 3	Material Topics	3-3	Management of material topics: Training and Education	Sustainability Priorities Management Approaches - Pg 73 Employee Engagement & Development	
GRI 404	Training and Education	404-2	Programs for upgrading employee skills and transition assistance programs	Pg. 42 Workforce Development 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 comprises 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					
GRI 3	Material Topics	3-3	Management of material topics: Diversity and Equal Opportunity	Sustainability Priorities Management Approaches - Pg. 70 Community Engagement - Pg. 72 Diversity, Equity and Inclusion	
GRI 405	Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	Pg. 37 Equity and Environmental Justice Pg. 99 By the Numbers Diversity, Equity & Inclusion Report 2023	
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					
GRI 3	Material Topics	3-3	Management of material topics: Local communities	Sustainability Priorities Management Approaches - Pg. 76 Equity & Environmental Justice	
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. 13 Networked Geothermal Pilot Project Pg. 15 Providing Emission Reducing Solutions Pg. 24 Vegetation Management	Pg. 27 Investing in Renewable Energy Pg. 32 Water Management Pg. 33 Biodiversity Pg. 37 Equity and Environmental Justice Pg. 42 Workforce Development Pg. 47 Customer Assistance Pg. 48 Our Communities
GRI 414: Supplier Social Assessment					
GRI 3	Material Topics	3-3	Management of material topics: Emissions	Sustainability Priorities Management Approaches - Pg. 77 Ethical Conduct	
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					
GRI 3	Material Topics	3-3	Management of material topics: Customer Health and Safety	Sustainability Priorities Management Approaches - Pg. 71 Customer Satisfaction - Pg. 74 Health & Safety	
GRI 416	Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	Pg. 25 Emergency Preparedness Safety Transmission Safety Eversource Annual Report (pg. 13) Electric and Magnetic Fields	
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.	

GRI Standard		Disclosure	Disclosure Title	Page/Response
EU Sector Disclosures: Customer Health and Safety				
EU25	Customer Health and Safety		Number of injuries and fatalities to the public involving company assets, including legal judgments, 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				
GRI 3	Material Topics	3-3	Management of material topics: Customer Health and Safety	Sustainability Priorities Management Approaches - Pg. 71 Customer Satisfaction - Pg. 79 Reliability and Resiliency
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.
EU Sector Disclosures: Access				
EU28	Access		Power outage frequency	Pg. 102 By the Numbers
EU29	Access		Average power outage duration	Pg. 102 By the Numbers

Task Force for Climate-Related Financial Disclosures (TCFD)

Governance	
Disclose the organization’s governance around climate-related risks and opportunities.	
a) Describe the board’s oversight of climate-related risks and opportunities 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 to maintain primary oversight of the company’s management of 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. The Governance, Environmental and Social Responsibility Committee met four times in 2023. Further, the Finance Committee of the Board of Trustees is responsible for oversight of the company’s ERM program and enterprisewide risks, as well as specific risks. As of the end of 2023, nine of our 12 trustees have ESG experience. Our Trustees have experience in all facets of ESG and sustainability, understand this critical part of our business, and are able to help us maintain our position as an ESG and sustainability leader. The Finance Committee met four times during 2023, including the annual joint meeting with the Audit Committee.	Proxy Statement Eversource Annual Report CDP Questionnaires
b) Describe management’s role in assessing and managing climate-related risks and opportunities 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 2023, Eversource’s Chairman of the Board, President and CEO, and Trustee of Eversource 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 collaborated 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.	Proxy Statement Eversource Annual Report
Strategy	
Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning.	
a) Describe the climate-related risks and opportunities the organization has identified over the short, medium and long term We regularly assess the physical and transitional impacts related to climate change to prepare the business accordingly. 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 a separate endeavor to validate a near-term science-based target with SBTi. 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 be acute due to increased severity of extreme weather events or chronic due to changes in precipitation patterns and extreme variability in weather patterns, rising mean temperatures and/or rising sea levels, and shifting weather conditions, such as changes in precipitation, extreme heat, more frequent and severe storms, droughts, wildfires and floods. These risks may result in customers’ energy and water usage increasing or decreasing depending on the duration and magnitude of the changes, degradation of water quality and our ability to reliably deliver our services to customers. Severe weather may cause outages, potential disruption of operations and property damage to our assets.	Pg. 29 Climate Change Leadership CDP Questionnaires Climate Adaptation and Mitigation Plan
b) Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning Severe weather, such as ice and snowstorms, tornadoes, microbursts, hurricanes, floods, droughts, wildfires 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. 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. 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.	Proxy Statement Eversource Annual Report Climate Adaptation and Mitigation Plan
c) Describe the resiliency of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario 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 the release of sulfur hexafluoride from our electric equipment. We have also committed to a separate endeavor of 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 Celsius and submitted our target for validation to the SBTi in 2023. 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 and Mitigation Plan.	CDP Questionnaires Proxy Statement Eversource Annual Report Climate Adaptation and Mitigation Plan

TCFD (*cont.*)

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</p> <p>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>Climate is one of the central topics considered throughout our materiality assessment, factoring in various of the organization's sustainability priorities and providing a holistic management approach that is embedded into our business strategy. Enabling a clean energy transition, reducing our carbon footprint and making investments for reliability and resilience of our infrastructure are direct contributions toward climate action.</p>	<p>Pg. 29 Climate Change Leadership Proxy Statement</p> <p>Eversource Annual Report CDP Questionnaires</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 transitional risks that the company faces today and in the 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><i>Increasing Resiliency to Climate Change Impacts</i></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 modeling 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 that coordinates gas and electric operations during electric supply deficiencies. <p><i>Quantifying, Disclosing and Reducing Our Company’s Carbon Footprint</i></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. 29 Climate Change Leadership Pg. 66 Climate Change Management Strategy</p> <p>Proxy Statement</p> <p>Eversource Annual Report</p> <p>CDP Questionnaires</p> <p>Climate Adaptation and Mitigation Plan</p>

TCFD (*cont.*)

Disclose how the organization identifies, assesses and manages climate-related risks. (<i>continued</i>)	
<p><i>Engineering Energy Efficiency Solutions for Our Customers</i></p> <p>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.</p> <p>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.</p> <p><i>Developing Infrastructure and Facilitating the Integration of Renewables</i></p> <p>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 launching the integration of additional clean energy into the regional grid and enabling offshore wind.</p> <p>Our networked geothermal pilot project in Massachusetts will benefit the heating and cooling requirements for approximately 140 customers in an EJ community and is planned for commissioning in 2024.</p> <p>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 for a total of 5 MW of additional solar capacity. If approved, these projects located in EJ communities will improve community climate resilience and contribute clean power to the regional electric grid during periods of peak demand.</p> <p>We are also supporting solar energy to enhance 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. Through the end of 2023, more than 160,000 Eversource customers have installed more than 2,600 MW of customer-sited solar.</p> <p><i>Natural Gas — Driving Toward a Cleaner Energy Future</i></p> <p>Decarbonization of the heating sector is necessary to achieve economywide 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 pathways to clean fuel sources, considering factors such as environmental benefits, reliability, costs to customers, social and EJ, and the need to train our workforce to support these new resources.</p> <p>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.</p> <p><i>Adapting to Severe Weather Through Resiliency</i></p> <p>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.</p> <p>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.</p> <p>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.</p> <p><i>Emergency Preparedness</i></p> <p>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.</p> <p><i>Supporting Electric Vehicles and Other Emerging Technologies</i></p> <p>We are engaged with policy leaders, automakers, neighboring utilities and technical experts to prepare our infrastructure to support EVs in addition to providing information and incentives 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.</p>	
<p>c) Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organization’s overall risk management</p> <p>Our ERM 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.</p>	<p>Proxy Statement</p> <p>Eversource Annual Report</p> <p>CDP Questionnaires</p>

TCFD (*cont.*)

Metrics and Targets	
<p>a) 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• Percentage of residential heat pumps installed• Percentage of milestones/activities completed for offshore wind projects• Percentage 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 energy efficiency measures installed	<p>Pg. 29 Climate Change Leadership</p> <p>Pg. 30 Reducing Our GHG Footprint</p> <p>Pg. 102 By the Numbers</p> <p>CDP Questionnaires</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.</p>	<p>Pg. 30 Reducing Our GHG Footprint</p> <p>Pg. 101 By the Numbers</p> <p>Proxy Statement</p> <p>CDP Questionnaires</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 continue to support the deployment of renewable energy for our customers, including the development of 1,760 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: 32% GHG reduction since 2018)• Commitment through the EPA’s Methane Challenge to replace 6% of cast-iron and unprotected steel mains annually. (2023 progress: 10%)• Have 100% of our overhead distribution bucket trucks utilizing plug-in hybrid technology by 2030. (2023 progress: 31%)• Replace 50% of all fleet vehicles with hybrid EVs (including some plug-ins) by 2030. (2023 progress: 1.2%) <p>Separately, we have committed to pursuing a science-based target for our scope 1, 2 and 3 emissions. Our target was submitted in December 2023 to the SBTi for review and approval. We anticipate solidifying this target by the end of 2024.</p>	<p>Pg. 29 Climate Change Leadership</p> <p>Pg. 30 Reducing Our GHG Footprint</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. 101 By the Numbers
	(2) Percentage covered under emissions-limiting regulations	CDP Questionnaires
	(3) Percentage covered under emissions-reporting regulations	CDP Questionnaires
IF-EU-110a.2	Greenhouse gas (GHG) emissions associated with power deliveries	Scope 2, line loss Pg. 101 By the Numbers
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. 65 Sustainability Priorities
		CDP Questionnaires Pg. 30 Reducing Our GHG Footprint
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. 101 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 on page 101, 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	
IF-EU-140a.2	Number of incidents of noncompliance associated with water quantity and/or quality permits, standards and regulations	Not applicable, as this is an electric utility metric, and Eversource only owns 70 MW of solar generation. Our incidents of noncompliance associated with our water utility are disclosed in the By the Numbers section on page 100.
IF-EU-140a.3	Description of water management risks, and discussion of strategies and practices to mitigate those risks	Not applicable, as this is an electric utility metric, and Eversource only owns 70 MW of solar generation. Our description of water management risks and strategies to mitigate those risks associated with our operations and our water utility are disclosed in the Management Approaches for Climate Change and Environmental Impact Mitigations.

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. 103 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. 102 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. 104 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. 102 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. 98 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. 103 By the Numbers
IF-EU-000.C	Length of transmission and distribution lines	Pg. 98 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. 103 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. 104 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. 12 Decarbonizing The Gas System Pg. 22 System Hardening Pg. 25 Emergency Preparedness Pg. 30 Reducing Our GHG Footprint Pg. 61 Sustainability Priorities Eversource Pipeline Integrity Policy
Activity Metrics		
IF-GU-000.A	Number of (1) residential, (2) commercial and (3) industrial customers served	Pg. 98 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. 103 By the Numbers
IF-GU-000.C	Length of gas transmission and distribution lines (km)	Eversource Annual Report (pg. 22)

SASB Water Utilities Services Standard Metrics

Energy Management		
IF-WU-130a.1	Total energy consumed	Our Aquarion business consumed 173,172 GJ in 2023.
	Percentage grid electricity	98.36% of Aquarion’s electricity consumed was provided by the grid.
	Percentage renewable	74.98% of Aquarion’s energy consumed was renewable energy.
Distribution Network Efficiency		
IF-WU-140a.1	Water main replacement rate	0.53%
IF-WU-140a.2	Volume of nonrevenue real water losses (m³)	19,650,943 m³

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	There were four Tier 3 violations of the Safe Drinking Water Act associated with schedules, paperwork, etc., and zero incidents associated with the wastewater treatment plant or other water discharges to the environment associated with Aquarion.
IF-WU-140b.2	Discussions of strategies to manage effluents of emerging concern	Aquarion fulfills the requirements of the USEPA Unregulated Contaminant Monitoring Rule (UCMR) program, which includes sampling in water systems that serve more than 95% of our customers. For PFAS we have sampled our production facilities in all water systems, regardless of size, and made this information available in our annual Consumer Confidence Reports (CCR) and on our website. Draft federal standards were issued in 2023 for PFAS and the final rule for PFAS in drinking water was finalized in April of 2024. We 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.
Water Affordability & Access		
IF-WU-240a.1	Average retail water rate for (1) residential customers, (2) commercial customers, (3) industrial customers (per CCF)	Pg. 103 By the Numbers
IF-WU-240a.3	Number of residential customer water disconnections for nonpayment, percentage reconnected within 30 days	3,442 disconnections for nonpayment 86.7% reconnected within 30 days
IF-WU-240a.4	Discussion of impact of external factors on customer affordability of water, including the economic conditions of the service territory	Compliance with the Lead & Copper Revised Rule and PFAS maximum contaminant levels will require significant capital investment as well as the need for customers to replace the portion of the lead service line (LSL) owned by the customer to eliminate lead in the water distribution system. Aquarion has sought millions of dollars in state and federal funding, as well as the ability to cover costs for some customer-side LSL replacements in rates. In addition, in 2023 we added a new Low-Income Rate Assistance Program to our existing customer assistance programs. https://www.aquarionwater.com/customer-care/customer-assistance-programs
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. 101 By the Numbers CDP Questionnaires (1) Zero acute (2) Zero non-acute (3) Four non-health-based drinking water violations

SASB (continued)

SASB Water Utilities Services Standard Metrics

SASB Code	Metric/Activity Metric	Eversource Information Source
IF-WU-250a.2	Discussion of strategies to manage drinking water contaminants of emerging concern	Aquarion fulfills the requirements of the USEPA UCMR program, which includes sampling in water systems that serve more than 95% of our customers. For PFAS we have sampled our production facilities in all water systems, regardless of size, and made this information available in our annual CCR and on our website. Draft federal standards were issued in 2023 for PFAS and the final rule for PFAS in drinking water was finalized in April of 2024. We 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.
End-Use Efficiency		
IF-WU-420a.1	Percentage of water utility revenues from rate structures that are designed to promote conservation and revenue resilience	92%
IF-WU-420a.2	Customer water savings from efficiency measures, by market (m³)	We do not measure water savings using the SASB definitions. Measuring the reduction in production since the implementation of our twice-weekly irrigation schedule, we have reduced demand by more than 700 million gallons annually, on average.
Water Supply Resilience		
IF-WU-440a.1	Total water sourced from regions with High or Extremely High Baseline Water Stress, percentage purchased from a third party (m³, %)	0 m3, 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 (m³)	3,187,171.91 m³ or 841,961,746 gallons
IF-WU-440a.3	Discussion of strategies to manage risks associated with the quality and availability of water resources	Pg. 32 Water Management
		Pg. 61 Sustainability Priorities
		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 demand.
Network Resiliency & Impacts of Climate Change		
IF-WU-450a.1	Wastewater treatment capacity located in 100-year flood zones (m³ per day)	100%. Our New Hartford wastewater treatment facility is located within the 100-year flood zone based on the Feb. 3, 1982, Flood Insurance Map. A berm mitigates the risk of flood at the facility.
IF-WU-450a.2	(1) Number and (2) volume of sanitary sewer overflows (SSO), (3) percentage of volume recovered (m³, %)	None

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 2023, Aquarion had 278 unplanned service interruptions, of which 64% were restored in less than four hours and 36% between four and 12 hours. No outages were documented as lasting longer than 12 hours. The average number of customers impacted per outage was 21. As part of our engineering preparedness, Aquarion provides standby power at its facilities in order to ensure 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	Pg. 29 Climate Change Leadership Pg. 61 Sustainability Priorities CDP Questionnaires 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 ability to connect portable generators. We assess and remove hazard trees where a potential to damage water infrastructure is identified. Our conservation (demand management) programs are intended to achieve long-term reductions in outdoor water use and change customer habits as seasonal droughts become more likely. We have mapped aquatic invasives and are evaluating alternative management approaches to mitigate water quality impacts.
IF-WU-000.A	Number of (1) residential, (2) commercial and (3) industrial customers served	Pg. 98 By the Numbers
IF-WU-000.B	Total water sourced, percentage by source type	Pg. 101 By the Numbers Surface Water 82% Groundwater 17% Third Party (Purchase) 1%
IF-WU-000.C	Total water delivered to (1) residential, (2) commercial, (3) industrial and (4) all other customers	Pg. 101 By the Numbers
IF-WU-000.D	Average volume of wastewater treated per day, by (1) sanitary sewer, (2) stormwater and (3) combined sewer	(1) 0.040 million gallons per day, (2) stormwater is zero and (3) combined sewer is zero
IF-WU-000.E	Length of (1) water mains and (2) sewer pipe	(1) 3,881 miles of water main and (2) 29,989 feet of sewer pipe

By the Numbers

Eversource at a Glance

Key Statistics	As of 2023 Year End
Electric Customers	3,309,000
Gas Customers	895,000
Water Customers	241,000
Employees	10,171
Communities Served – Electric	533
Communities Served – Gas	210
Communities Served – Water	72
Service Territory – Electric	13,220 sq. miles
Service Territory – Gas	4,942 sq. miles
Miles of Natural Gas Pipeline	11,879 miles
Transmission Lines	4,415 circuit miles
Distribution Lines	58,792 circuit miles
Transmission and Distribution Water Mains	3,802 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	\$11,910,700,000

Financial Performance

	2021	2022	2023
Earnings Per Share*	\$3.86	\$4.09	\$4.34
Common Dividend	\$2.41	\$2.55	\$2.70
Total Shareholder Return	8.2%	-5.0%	-23.3%
Socially Responsible Funds Holding Eversource Shares	201	256	265

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

Economic Benefit

Benefit	2023 Total
State and local taxes paid	Approximately \$1 billion
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	83

2023 Charitable Giving

Eversource Total 2023 Charitable Giving	\$6.8 Million	% of Total
Community Wellness and Basic Human Needs		64.61%
Education		9.34%
Clean Energy and Environmental Stewardship		2.51%
Diversity, Equity and Inclusion		7.54%
Community, Economic and Workforce Development		3.25%
Charitable Giving – Other		3.18%
Eversource Giving in Support of Employee Philanthropy		9.57%
Aquarion Charitable Giving		\$238,683

In addition to the charitable giving described above, we are proud to support Connecticut tax credit programs that support the development of affordable 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 2023, these tax credit purchases totaled over \$27 million.

Employee Volunteerism 2023	
Employee volunteer hours	31,226
Number of employees participating in corporate volunteer programs	6,006

By the Numbers *(continued)*

Employee Statistics

	As of 12/31/21*	As of 12/31/22	As of 12/31/23
Total employees	8,888	9,625	10,177
Female employees	26%	25%	25%
Minority employees	20%	21%	22%
Employees represented by union	53%	50%	48%
Turnover rate	9%	10%	7%
Under age 30	11%	13%	14%
Age 30-49	45%	46%	47%
Age 50 and over	45%	42%	39%

*2021 statistics do not include Aquarion.

Board Composition

	Year-End 2021	Year-End 2022	Year-End 2023	As of May 1, 2024
Total board members	12	12	12	9
White	67%	67%	67%	56%
Black/African American	25%	25%	25%	33%
Asian American	8%	8%	8%	11%
Male	75%	75%	67%	56%
Female	25%	25%	33%	44%

Diversity Goals

2023 Goals	2023 Results
40.5-45.5% of leadership promotions and new hires will be diverse (minority and female)	48.1%
53% of external hires will be diverse (minority and female)	55.9%
56% of external candidates will be diverse (minority and female)	61.9%
25.5% of all employees will be female	24.6%
20% of all employees will be minority	22.0%

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 [2023 Diversity, Equity & Inclusion Report](#).

Small and Diverse Supplier Spend

	2021	2022	2023
Total Tier I & Tier II Diverse Business Spend	\$386.8 Million	\$422.0 Million	\$503.7 Million
Total Tier I Diverse Business Spend	\$330.2 Million	\$333.5 Million	\$413.2 Million
Total Tier II Diverse Business Spend	\$56.6 Million	\$88.4 Million	\$90.5 Million
Total Tier I Minority Business Enterprise Spend	\$63.2 Million	\$115.5 Million	\$192.6 Million
Total Tier I Small Business Spend	\$532.1 Million	\$728.3 Million	\$1,029.9 Million

Supplier Sustainability Questions Asked in RFPs 2023

Does your organization have programs or practices related to the following sustainability areas?	
Does not have a program or practice	1%
Has program or practice	99%
Programs or practices our suppliers participate in:	
Sustainable Waste Management Practices (Minimizing Waste Generation, Prioritizing Recycling/Reuse, Responsible Waste Disposal and Treatment)	70%
Water Conservation Measures	37%
Pollution Mitigation Initiatives (Land, Air or Water)	35%
GHG Emission Reduction Initiatives/Climate Initiatives	40%
Social Responsibility Programs (DE&I, Social Justice, Programs to Support Local Communities)	59%
Workforce Investment (Safety and Employee Development)	75%

State Renewable Portfolio Standards & Clean Energy Standards

	2023	2024	2025
Connecticut	35.00%	37.00%	38.00%
Massachusetts*	59.17%	62.30%	63.11%
New Hampshire	15.90%	24.30%	25.20%

*Massachusetts requirements include Renewable Energy Portfolio Standards and Clean Energy Standards.

By the Numbers *(continued)*

Scope 1 and Scope 2 GHG Emissions (MT CO₂e)

By Scope	2018	2019	2020	2021	2022	2023
Scope 1 Emissions	208,062	182,638	181,703	177,319	171,199	158,122
Scope 2 Emissions	613,462	531,514	514,745	542,987	444,717	400,798
<i>Total Scope 1 & Scope 2</i>	821,524	714,152	696,448	720,306	615,916	558,920

By Source	2018	2019	2020	2021	2022	2023
Line Loss	545,636	481,051	477,724	513,796	416,538	375,368
Gas Distribution Leaks	75,651	71,317	69,415	65,739	62,257	58,114
Facilities	120,159	84,698	71,820	64,923	67,561	59,025
Fleet	47,341	47,488	52,430	50,922	48,790	48,641
SF ₆ Leakage	32,737	29,598	25,059	24,926	20,771	17,773
<i>Total Emissions By Source*</i>	821,524	714,152	696,448	720,306	615,916	558,920

*Totals may show slight differences from the sum of data above due to rounding.

Emissions Intensity	2018	2019	2020	2021	2022	2023
Intensity	96.49	77.30	76.97	71.97	50.08	46.93

*Scope 1 & Scope 2 MT CO2e/Million \$US Revenue based on data reported within the respective year.

Non-GHG Air Emissions (MT)*

By Source	EGMA			Hopkinton			Waterbury		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
PM2.5	0.48	0.47	0.44	0.03	0.03	5.28	0.44	0.46	0.21
PM10	0.48	0.47	0.44	0.03	0.03	5.28	0.50	0.52	0.27
SOx	0.04	0.04	0.035	0.13	0.02	0.08	0.04	0.04	0.02
NOx	6.90	6.8	6.5	121.17	169.19	96.75	5.86	6.11	2.83
VOC	0.36	0.36	0.34	41.10	47.62	38.49	0.32	0.33	0.15
Other Hazardous Air Pollutants	0.72	0.71	0.68	5.54	6.31	8.28	0.11	0.11	0.12

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

Scope 3 GHG Emissions 2023 (MT CO₂e)

By Category									
Cat 1: Purchased goods and services	1,248,933	Cat 4: Upstream transportation & distribution	39	Cat 7: Employee commuting	20,201	Cat 10: Processing of sold products	-	Cat 13: Downstream leased assets	155
Cat 2: Capital goods	129,087	Cat 5: Waste generated in operations	39,066	Cat 8: Upstream leased assets	-	Cat 11: Use of sold products	9,050,700	Cat 14: Franchises	-
Cat 3: Fuel- and energy-related activities	16,140,378	Cat 6: Business travel	3,985	Cat 9: Downstream transportation & distribution	-	Cat 12: End-of-life treatment of sold products	-	Cat 15: Investments	298,246

Progress on GHG Goals

	2021	2022	2023
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	7%	9%	10%
Have 100% of our overhead distribution bucket trucks utilizing hybrid technology by 2030	23%	27%	31%
Replace 50% of all fleet vehicles with hybrid EVs (including some plug-ins) by 2030*	1%	Less than 1%	1.2%
EEl commitment: 5% of our annual fleet spend on plug-in electric technologies	28%	43.5%	17.2%

*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.

Electricity Consumption

	2021	2022	2023
Total Electricity Consumption (MWh)	171,414	176,703	173,118
Renewable Energy Credits (RECs) Purchased for Use by Eversource (MWh)	52,415	61,638	70,490
Percent Procured With Renewable Energy Credits (RECs)	31%	35%	41%

By the Numbers *(continued)*

Waste Summary*

Destination	2021		2022		2023	
	Non-Hazardous	Hazardous	Non-Hazardous	Hazardous	Non-Hazardous ¹	Hazardous
Directed to Disposal (MT)						
Landfill	20,122	3,829	12,392	1,460	47,289	1,499
Incineration With Energy Recovery	2,612	3	2,090	1	4,660	31
Incineration Without Energy Recovery	5,055	159	1,166	68	1,748	17
Total Waste Disposed	31,780		17,177		53,697	
Diverted From Disposal (MT)						
Recycled	5,687	15	12,168	8	63,919	13
Reclaimed as Investment Recovery	14,952	-	12,770	-	13,461	-
Total Waste Sent For Beneficial Use	20,654		24,945		77,380	

¹2023 includes available Aquarion Water Company municipal trash and recycling data.

Environmental Noncompliance¹

	2021	2022	2023
Number of Written Notices of Noncompliance	2	2	4
Penalties (USD)	\$0	\$0	\$0

All 2023 violations were promptly addressed and corrected. ¹Violations reported are as of May 1, 2024, and are listed in the year that they occurred. Final enforcement and any penalties may have been incurred in subsequent years. Some enforcement may involve additional entities.

Aquarion Water Company Violations¹

	2021	2022	2023
Aquarion Violations*	7	7	4
Penalties	\$13,500	\$0	\$0

*Aquarion’s violations in 2023 include four Tier 3 violations of the Safe Drinking Water Act related to monitoring/reporting/notification. ¹Violations are listed in the year that they occurred. Final enforcement and any penalties may have been incurred in subsequent years.

Water Summary*

Facility Water Use	2021 Water Consumed (Gal)	2022 Water Consumed (Gal)	2023 Water Consumed (Gal)
New Hampshire	2,174,959	2,336,864	2,604,788
Massachusetts	16,705,347	16,231,390	14,979,074
Connecticut	10,201,810	14,014,079	11,763,781
Total Facility Water Use	29,082,116	32,582,333	29,347,643

*Facility Water Use does not include substations, gate stations, or LNG and LPG facilities aside from Waterbury, CT.

Aquarion Business (Excluding Facilities)	2021 Water Withdrawal (Gal)	2022 Water Withdrawal (Gal)	2023 Water Withdrawal (Gal)
Surface Water	24,720,274,900	25,926,328,400	25,773,414,601
Ground Water*	5,532,949,496	5,621,997,181	5,476,846,427
Third-Party Water (Purchased)	437,458,800	560,459,440	424,145,353
Total Water Intake	30,690,683,196	32,108,785,021	31,674,406,381

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

Water Distribution (Production Net)	30,529,084,093	32,885,806,781	31,606,150,466
Total Water Sold (Metered)	25,801,162,439	27,352,654,742	26,414,920,555
Nonrevenue Water	4,727,921,654	5,533,152,039	5,191,229,911

By the Numbers *(continued)*

Online Renewable Distributed Generation as of Dec. 31, 2023 (kW)

	Solar	Wind	Hydro	CHP/Fuel Cell	Other Renewable Sources*	Total
Connecticut	958,713.00	5,085.00	104,674.00	227,760.00	26,028.00	1,322,260.00
Massachusetts Eastern Electric	1,145,388.56	34,919.78	222.00	141,607.65	10.30	1,322,148.29
Massachusetts Western Electric	411,212.14	17,127.10	40,327.50	53,726.20	62,000.00	584,392.94
New Hampshire	178,960.05	38,500.70	101,108.79	79,314.20	73,791.00	471,674.74
Total Renewable DG	2,694,273.75	95,632.58	246,332.29	502,408.05	161,829.30	3,700,475.97

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

Reliability Performance Measures

	2021 Actual	2021 Target	2022 Actual	2022 Target	2023 Actual	2023 Target
Electric Reliability* - average number of months between interruptions (12 ÷ SAIFI)	19.2	18.2	19.5	18.5	22.3	18.8
Electric Restoration* - average total duration of outages in minutes experienced by a customer in a year (SAIDI)	69.8	73.4	65.2	71.0	58.6	69.9
Gas Emergency Response - respond to site within specific time threshold (set by state regulators)	97.7%	95.0%	97.9%	95.0%	98.0%	96.0%

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

Safety Statistics - Employees

	2021 Target	2021 Actual	2022 Target	2022 Actual	2023 Target	2023 Actual	2024 Target
OSHA Total Recordable Incident Rate (TRIR)	N/A	2.02	N/A	2.24	N/A	1.94	N/A
OSHA Days Away Restricted or Transferred (DART) Rate – Incident Rate Per 100 Workers	1.30	1.22	1.40	0.95	1.35	0.81	1.35
Preventable Motor Vehicle Accidents (PMVA) – Incident Rate Per 1 Million Miles Driven	2.00	1.86	1.90	1.97	1.90	2.41	1.90
OSHA Lost Time Rate	N/A	0.73	N/A	0.75	N/A	0.59	N/A
Number of Employee Fatalities	0	0	0	1	0	0	0
SIF (Serious Injury & Fatality) Actual	3	3	3	2	3	2	3
SIF (Serious Injury & Fatality) Potential	N/A	16	N/A	8	N/A	10	N/A

Safety Statistics – Contractors Working on Eversource System

	2021	2022	2023
Number of Contractor Fatalities	0	0	0
Contractors Using ISNetworld	571	578	663
SIF (Serious Injury & Fatality) Actual	3	3	4
SIF (Serious Injury & Fatality) Potential	28	24	24

By the Numbers *(continued)*

2023 Average Retail Electric Rate (cents/kWh)

	Residential Customers	Commercial Customers	Industrial Customers
Connecticut	31.64	29.02	31.30
New Hampshire	29.41	27.83	26.85
Massachusetts	35.16	37.15	30.26

2023 Average Retail Gas Rate (\$/MMBtu)

	Residential Customers	Commercial Customers	Industrial Customers
Connecticut Sales	21.72	14.14	10.24
Connecticut Transportation	6.19	3.82	2.86
Massachusetts Sales	20.30	12.30	11.90
Massachusetts Transportation	11.70	6.70	4.20

2023 Average Retail Water Rate (per CCF)

	Residential Customers	Commercial Customers	Industrial Customers
Connecticut	6.04	4.49	2.90
New Hampshire	9.53	7.37	8.09
Massachusetts	7.56	4.68	2.77

2023 Electric Customers & Electricity Delivered

	Residential Customers	Commercial Customers	Industrial Customers	Street Lighting Customers
Number Served	2,909,738	375,658	7,076	15,615
Total Electricity Delivered (MWh)	20,770,983.00	24,279,076.95	4,517,579.99	(MWh not tracked separately for this category)

2023 Gas Customers & Natural Gas Delivered

	Residential Customers	Commercial Customers	Industrial Customers	Electricity Generating Facilities
Number Served	805,335	86,746	2,910	4
Total Natural Gas Delivered (MMBtu)	57,130,887.24	62,546,376.05	29,779,059.24	20,943,555.84

2023 Water Customers & Water Delivered

	Residential Customers	Commercial Customers	Industrial Customers
Number Served	218,354	17,215	3,137
Total Water Delivered (MG)	18,937.55	6,286.07	1,157.42

*We also serve 2,706 public authority/government customers.

By the Numbers *(continued)*

Energy Efficiency Performance – Electric Customers

	2021**	2022**	2023*
Customers Participated	1,323,380	406,812	293,655
Spend (US\$)	\$510,479,955	\$452,538,059	\$478,096,315
Annual kWh Savings	818,896,028	430,459,423	327,635,709
Lifetime kWh Savings	8,245,551,053	4,044,946,426	3,178,060,828
Summer Peak Annual kW Savings	122,903	61,992	49,157
Winter Peak Annual kW Savings	169,388	62,834	42,673
Annual CO ₂ e Reduced in Metric Tons	241,623	151,352	136,855
Lifetime CO ₂ e Reduced in Metric Tons	3,112,528	1,952,934	1,903,242
Customer \$\$ Saved Annually	\$191,334,543	\$123,234,212	\$124,030,676
Customer \$\$ Saved Lifetime	\$2,125,405,796	\$1,407,365,997	\$1,465,033,460

*2023 data is preliminary.
**The LED market was transformed. A market transformation to LEDs means that fewer customers need LED lighting incentives, decreasing both kWh savings and customer participation. As a result, beginning in 2022, funding previously allocated for residential LED incentives is now being used to support decarbonization offerings, like heat pumps. Customers who currently use electricity for heating may see reductions, whereas customers displacing fossil fuels (natural gas, fuel oil, propane, etc.) through the use of efficient electric equipment may actually increase their electrical consumption while other fuel use decreases.

2024 Energy Efficiency Goals – Electric

	NH Electric	MA Electric	CT Electric
Spend (US\$)	\$50,788,265	\$525,740,000	\$141,209,224
Annual kWh Savings	74,998,220	103,897,446	90,063,760
Summer Peak kW Savings	11,497	26,652	17,285
Winter Peak kW Savings	11,690	7,426	15,564
Annual MMBTU Savings From Fossil Fuels*	40,956	1,032,958	205,517

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

	2021**	2022	2023*
Customers Participated	192,253	87,948	67,745
Spend (US\$)	\$160,898,987	\$148,119,990	\$180,965,940
Annual Therms Savings	13,926,550	9,542,152	10,164,940
Lifetime Therms Savings	212,557,114	166,013,520	175,900,206
Annual CO ₂ e Reduced in Metric Tons	78,497	50,490	54,153
Lifetime CO ₂ e Reduced in Metric Tons	1,168,546	878,421	937,103
Customer \$\$ Saved Annually	\$15,138,485	\$10,681,026	\$11,288,505
Customer \$\$ Saved Lifetime	\$231,460,549	\$191,154,208	\$195,625,865

*2023 data is preliminary.
**Residential energy use behavior programs, which provided energy and savings reports to customers, were discontinued in this time frame, ultimately resulting in lower customer participation.

2024 Energy Efficiency Goals – Gas

	MA Gas – NStar	MA Gas – EGMA	CT Gas – Yankee
Spend (US\$)	\$87,785,000	\$96,995,000	\$23,119,630
Annual Therms Savings	5,300,610	5,150,733	2,166,531

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



Sustainability Report

Eversource remains committed to advancing our sustainability initiatives and making meaningful progress through collaboration with our employees, customers, partners, shareholders and communities. We are proud of the advancements we have made throughout 2023 and look forward to continuing this momentum as our programs evolve.

Stay connected on:



For any questions related to the content of this report, please contact us at: sustainability@eversource.com