

Rate Adjustment - Fact Sheet

Eversource Gas (NSTAR) Supply and Cost Recovery Rate Adjustments

Eversource (NSTAR Gas) received approval for rate adjustments that took effect November 1, 2024, that resulted in a rate increase. Cold weather has also driven higher usage this winter, leading to higher bills for customers.

Cold Weather Increases Usage

With colder temperatures in January, customers have been using more natural gas to heat their homes and businesses, and the increases customers have seen in their bills have been primarily driven by that increased usage.

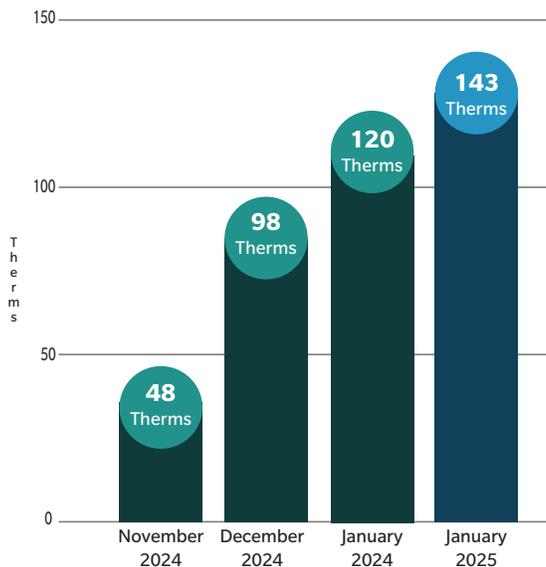
The adjustment to natural gas rates that took effect Nov. 1 reflected a variety of factors including the cost of natural gas on the supply side of the bill and – on the delivery side – growth in energy efficiency programs and services available to help customers better manage their energy use and to help advance decarbonization goals.

January 2025 was projected to finish about 15% colder than December 2024 and 10% colder than January 2024. This much colder weather driving increased usage, coupled with the recent rate adjustments, are the primary factors impacting customers' bills. How much energy a customer uses ultimately impacts both the supply and delivery portions of the bill.

Greater demand for natural gas for heating during the winter generally means tighter supply and higher costs compared to warmer months. Gas Supply rates may be adjusted if gas supply costs change up or down

by 5 percent or more. As a result, a change in supply rate (cost of gas) was approved to take effect Feb. 1 that will increase the average customer's bill by about 6.6% until May 1. This is a pass-through of increased gas supply costs and Eversource makes no profit from it. After February, customers' usage is expected to significantly decrease as weather begins to warm up.

MA Natural Gas Customers Increased Jan. Usage Driving Higher Bills



Help is Available

Even if you have never needed assistance before, please consider taking advantage of services that can help you manage your bill and your usage, such as:



Home Energy Assistance Program provides payment toward your winter heating bill.
www.mass.gov/info-details/learn-about-home-energy-assistance-heap#how-to-apply



Budget billing, which smooths out seasonal spikes by setting a predictable bill amount each month based on your average annual energy use.



For income-eligible customers, our **discount rate** can help reduce your bill.



Our **Residential Arrearage Management Program (RAMP)** can help eliminate an outstanding balance in as little as 12 months if you make on-time monthly payments.



If you have a past due amount, our **Flexible Payment Plan** can also help you catch up and is available to all customers regardless of income.



The **Good Neighbor Energy Fund** provides additional assistance for overdue utility bills.



You can also take advantage of **energy efficiency measures** like home weatherization, which can save you energy and money.

Visit eversource.com/gas-programs for information on these and other programs.

Rate Adjustment Questions and Answers

Why did the Gas Supply rate increase?

Twice per year, in May and November, the natural gas supply rate is adjusted based on market costs of buying gas for our customers. Natural gas is a commodity – more demand for natural gas heating during the winter means tighter supply and higher costs. This rate reflects the cost of purchasing natural gas for our customers with no profit to Eversource. We also adjust the gas supply rate between scheduled adjustments if supply costs increase or decrease by more than 5 percent, which is why we adjusted the rate again on Feb. 1. The cost of gas that Eversource purchases from the market significantly increased in January, driven primarily by the extreme cold temperatures in the supply regions as well as the increased usage. This is exacerbated by the natural gas supply constraints we regularly face in Northeast with our location at the end of pipelines, reliance on the fuel for both heating and electric generation, and the need to bring in liquefied natural gas to meet regional demand during the winter months – triggering the 5-percent requirement.

Why did the Local Distribution Adjustment Charge increase?

The Distribution Adjustment Charge includes costs for Mass Save® programs. These programs, offered by Eversource and the other Sponsors of Mass Save®, empower residents, businesses, and communities to make energy-efficient upgrades by offering a range of services and information. Customer participation in these programs is growing across the state, which is increasing the cost for all customers. These efforts support our shared goals with the commonwealth to reduce greenhouse gas emissions, improve air quality and advance electrification while also driving energy usage down for customers on a daily basis as the energy that a customer never uses results in real savings. This rate went into effect on November 1, 2024.

How does usage impact the overall bill?

Increased usage affects both the Supply and Delivery charges on your bill. During winter months, your energy usage tends to increase due to heating your home or business. Other factors influencing your usage include local temperatures, home insulation, and the efficiency of your heating system. Even if you keep the thermostat at the same temperature every day, if it is colder outside, it takes more energy to keep your heating system at that temperature, which increases your overall usage.

Do you offer programs to help customers pay their bills?

Yes. Even if you have never needed help before, you may now qualify for special programs to help reduce a past due balance, make an extended payment plan or take advantage of budget billing. We encourage you to visit eversource.com/billhelp or call us at 800-592-2000 so we can work with you one-on-one to find the right option.

Should I participate in energy efficiency programs?

Energy efficiency is a proven initiative that has enabled customers throughout the state to save energy, and the impact of this rate increase can be reduced through participation in energy efficiency programs. Insulation and air sealing work hand in hand to save energy, money, and make homes more comfortable. Eversource and the other Sponsors of Mass Save® offer up to 75-100% off insulation and air sealing upgrades. We encourage all customers to take advantage of these programs to help reduce their usage.

We're here to help customers understand why bills are increasing and what they can do. If you have questions about this change or any of the programs we offer to help our customers, please call Eversource at 800-592-2000.

Municipalities served by Eversource Gas (NSTAR):

Acushnet, Ashland, Assonet, Auburn, Belmont, Berlin, Bolton, Boylston, Cambridge, Carver, Dartmouth, Dedham, Douglas, Dover, Fairhaven, Framingham, Freetown, Grafton, Holden, Holliston, Hopedale, Hopkinton, Hudson, Hyde Park, Kingston, Leicester, Marion, Marlborough, Mattapan, Mattapoisett, Maynard, Mendon, Milford, Millbury, Millville, Natick, Needham, New Bedford, Northborough, Northbridge, Plymouth, Readville, Rochester, Sherborn, Shrewsbury, Somerville, Southborough, Stow, Sutton, Upton, Uxbridge, Wayland, West Boylston, Westborough, Westwood and Worcester.