

January 28, 2021

Dear Resident,

Delivering safe, reliable energy is an Eversource top priority. In keeping with that commitment, Eversource is improving the natural gas distribution system in your neighborhood, beginning within the next few weeks and continuing for approximately 6 weeks. As we perform our work, we are continuing to follow the guidance issued by federal, state and regulatory officials concerning certain job tasks during the coronavirus health crisis. To learn more about the precautions Eversource and its contractors are taking to protect the safety of customers and employees, please see page 2.

What You Can Expect While We are In Your Neighborhood

Working together is important to the successful and timely completion of this project. A qualified contractor will be performing the work in your neighborhood on behalf of Eversource. Construction activities will generally take place Monday through Friday, and occasionally on Saturdays, between 7 a.m. to 4:30 p.m. Our work is weather dependent, and construction activities are subject to change. All Eversource employees, contractors and field representatives carry identification they will gladly share with you. Construction will take place on your street and into the intersecting street.

If you are an Eversource gas customer, our work will include moving your natural gas meter outside, replacing your existing gas service line, and installing curb valves at the street. There may also be other upgrades required to ensure the safe and most efficient operation of the natural gas distribution system.

This work will result in a temporary interruption to your natural gas service that will allow Eversource to safely and efficiently test the natural gas system. Please be assured that prior to any interruption, you will be contacted in advance so that you can plan accordingly. At the conclusion of any gas service interruption, Eversource representatives will turn your natural gas meter back on, re-light your natural gas appliances and perform a safety check. We will do our best to minimize any disruptions.

Our Commitment to You

We are committed to being good neighbors and performing our work with utmost respect for you and your property. As construction professionals, we also know that living within a work zone can be challenging.

Always Working to Serve You Better

If you have any questions or need any additional information regarding this important upgrade work, please contact us. We thank you for your patience and cooperation as we work together to complete this gas system improvement project.

Sincerely,

Roger Carson

Eversource Gas Construction Supervisor
617-629-3264

Meeting Customer Needs During this Critical Time

Safety First and Always

The safety of our employees, our customers and the public is our top priority during the ongoing coronavirus public health crisis. Our commitment to safety, first and always, is continuous.

Providing Reliable Service to Customers

Eversource is committed to delivering safe, reliable service to our customers. This commitment has taken on even more importance during these unsettled times. We continue to call on our employees and contractors to perform work in the field that maintains and improves the reliability of our distribution system and serves customers' best interests.

Safely Performing Our Work

We will continue to maintain or improve the condition of our system and support safe and reliable energy and other critical services, including the replacement or installation of gas meters and equipment, conducting gas safety inspections, installing gas mains and service line infrastructure, and other related equipment. During this time, Eversource will wear personal protective equipment, follow social distancing and abide by other federal and state health and safety guidelines.

- All employees and contractors **must self-certify** they are healthy before the start of their shift.
- Clearly identified **wash stations** are present at each construction site.
- **Hand sanitizer** and **disposable gloves** have been distributed to all employees and contractors.
- **Face coverings** are required by all employees and contractors when social distancing cannot be maintained.
- All employees and contractors are required to practice **social distancing** when around others.
- Eversource employees and contractors will seek access to private residences and businesses to perform critical work. In those instances, we will contact you in advance to **coordinate safe access**, execute **enhanced protective measures** when needed, and provide additional **personal protective equipment** (PPE) to field technicians.
- **We ask that you and others in your residence or business practice** social distancing and wear a face covering while our technician is in your residence/business.

More Information

For more information about how Eversource is adapting to serve you during the COVID-19 health crisis, visit [Eversource.com](https://www.eversource.com).
