

May 8, 2020

Dear Holland Street Resident,

Delivering safe, reliable energy to you is Eversource's top priority, especially during this ongoing coronavirus public health crisis. At the same time, Eversource must fulfill its foundational mission to deliver safe, reliable electric, natural gas and water service to our 4 million customers in support of the economic health of New England and the basic needs of society.

In an effort to enhance the safety of our employees and customers, Eversource has made some significant changes to the work we are scheduling and in the manner in which we execute our tasks. We continue to call on employees and contractors to perform essential work in the field while also adopting the following work practices to protect the health of employees, customers and the general public, and avoid the spread of coronavirus.

- Eversource has **ZERO TOLERANCE** for employees and contractors reporting to work when sick.
- All employees and contractors **MUST SELF-CERTIFY** before the start of their shift that they are healthy
- 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.
- All employees and contractors are required to practice **social distancing** when around others.
- Enhanced protective measure will be executed when social distancing cannot be performed.
- Contractors will only seek access to private residences and businesses for emergency work. In those instances, we will contact you in advance to coordinate access safely and additional personal protective equipment (PPE) will be provided to field technicians.

What You Can Expect While We are Working in Your Neighborhood

Eversource will be improving the natural gas distribution system in your neighborhood to safely provide reliable gas service. We've been working closely with municipal officials and will continue to do so through all phases of our work. This project will include excavation activities and traffic impacts and we want you to be informed of our efforts. Please know that we will limit exposure to customers as we install gas mains in the street only. At this time, contractors will only seek to access private residences and businesses for emergency work. In those instances, we will contact you in advance to coordinate access safely, and additional personal protective equipment (PPE) will be provided to field technicians. Although we may need access to your property, we will not be replacing or interrupting your service until further notice. We will contact you in advance at an appropriate time when it is safe for both you and our employees to return to complete our work.

Working together is important to the successful and timely completion of this project. Our contractor partner, Feeney Brothers Excavation LLC & Devereaux Corporation, will be performing the work on behalf of Eversource in your neighborhood and adhering to our new work practices to avoid the spread of the COVID-19 coronavirus. All Eversource employees, contractors and field representatives carry identification that you can ask to see at any time. Construction activities are scheduled to take place **Monday through Friday between 7:30 a.m. and 4:30 p.m. and occasionally on Saturdays**, as needed, to complete the project by specific deadlines. Our work is weather dependent and construction activities are subject to change.

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 and we will do our best to minimize any disruption you may experience.

Always Working to Serve You Better

If you have any questions or need any additional information, please call [John Burke or Matthew Sampson](tel:617-629-3264) at [617-629-3264](tel:617-629-3264), or email John.V.Burke@eversource.com or Matthew.Sampson@eversource.com. We thank you for your patience and cooperation as we work together to complete this gas system improvement project. Be safe.

Sincerely,

John V. Burke
Construction Supervisor

Matthew Sampson
Construction Supervisor