

## Today's Date

Dear (Street Name) Neighbors,

As part of our everyday effort to deliver reliable energy to our customers and communities, we are preparing to upgrade the natural gas system in your neighborhood. This project is one of several in Somerville, Massachusetts that will improve our natural gas distribution system.

### We're Always Working to Serve You Better

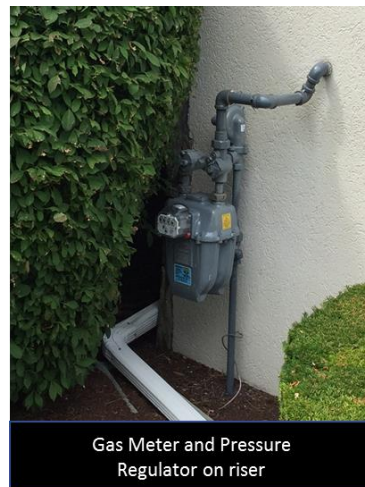
We expect to begin construction activities on (Start Date), and will continue through the week of (Week of/End Date). We've been working closely with Somerville officials and will continue to do so through all phases of work. Since this project will include excavation activities, traffic impacts and temporary interruptions to your natural gas service, we want you to be informed of our efforts.

### What You Can Expect

Feeney Brothers Utility Services will be performing the work on behalf of Eversource in your neighborhood. Here are some important things you should know about how we will work with you:

- **Proper Identification:** All Eversource employees, contractors and field representatives carry identification that you can ask to see at any time.
- **Construction Hours:** Construction activities will take place Monday through Friday from 8:30 a.m. to 3:30 p.m. Due to weather or unexpected circumstances our construction activities are subject to change.
- **Affected Roadways:** Our work will take place along the following streets in Somerville:
  - Location(s)
- **Road Access:** Access to (Street Name) will remain open to local traffic, however, specific areas along the work zone will have No Parking signs posted.
- **Access to Residences & Businesses:** Eversource will maintain access to residences and business (including driveways), as well as ensure priority passage of emergency vehicle traffic through construction areas. At certain times, there may be a delay for access, but we will move equipment or use steel plates to allow safe passage.
- **Traffic Management:** We will coordinate with your community on effective traffic management for pedestrians and vehicles.
- **Pre-Notification:** We will contact you before any construction activities begin on your property, so you'll know when to expect us.
- **Reliable Service:** We may need to make a temporary interruption in your natural gas service, but will give you advanced notice, by a letter, phone call or door hanger, so you and your family can plan accordingly.

- **What We Will Be Doing:** Construction on or near your property may include:
  - installing gas turn on/off valves in a box at the street curb;
  - replacing your existing gas service line with more durable, plastic piping;
  - installing a service “riser” on your property. This riser is a reinforced pipe that protects the gas service line as it transitions from below ground to above ground;
  - replacing the inside meter with new outside metering equipment; and
  - tying in new outside piping to your property’s inside piping and relighting all gas appliances.



Gas Meter and Pressure  
Regulator on riser

### Need to Contact Us?

We are committed to being good neighbors and performing our work with utmost respect for you and your property. If you have any questions or need any additional information regarding this important upgrade work, please contact myself or **John Burke**. We thank you for your patience and cooperation as we work together to complete this gas system improvement project.

Sincerely,

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