

June 19, 2019

Dear Neighbor,

Delivering safe, reliable energy to you is Eversource's top priority. In keeping with that commitment, we're pleased to share important electric system improvement work taking place in your community.

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

Beginning the week of June 24, 2019, and continuing through the fall, Eversource crews will be making the following equipment improvements in Portland and South Glastonbury:

- Replacing over 50 electric poles with new, stronger poles that can better withstand the impact of storms;
- Adding new electric equipment that can provide a second path for electricity during a power outage to reduce the number of outages in your neighborhood; and
- Installing smart switches to reduce the number of customers affected by an outage.

### **What You Can Expect**

Most of our work will take place in Portland on the following streets: Jobs Pond Road, Ames Hollow Road, Rose Hill Road, Bartlett Street, High Street, Penny Corner Road, Cox Road, Connecticut Route 17 and the Glastonbury Turnpike. You will also see Eversource crews working on Hopewell Road and Main Street in South Glastonbury.

- Crews will be working Monday through Thursday—and occasionally on Fridays—from 7 a.m. to 4 p.m. through December 2019. It's important to note that work times may vary throughout the day and the schedule may change due to weather conditions and other unexpected circumstances.
- Impact to traffic in construction areas is expected to be minimal; however, Eversource will ensure access to homes and businesses and priority passage for emergency vehicles with the assistance of local law enforcement or flaggers.
- To help you prepare, we will contact you in advance of any planned power outages. If you are part of a large group of customers, you will receive a letter or a phone call; if you are part of a smaller group of customers, an Eversource representative may knock on your door or leave a door hanger with planned outage details.
- All people working on this project always carry proper identification and you should feel comfortable asking to see it.

### **Our Commitment to You**

Staying connected to you is an important part of our work. We are committed to minimizing inconvenience to you and your community. If you have any questions, please contact me at 860-267-3883. Thank you for your patience, and please be assured that we are working hard to improve electric service reliability in your area.

Sincerely,



Douglas Barrows  
Project Manager, Eversource