



August 7, 2023

## Notice of Eversource Maintenance Work in Your Area

Dear Neighbor,

Eversource is committed to delivering safe, reliable energy and superior service to our customers and keeping our communities informed of our activities and how we can work together to minimize local impacts.

Starting the week of August 14<sup>th</sup> (weather permitting), Eversource will be conducting maintenance of our facilities in the communities of Waterford, New London, and Montville. This work is expected to take approximately 5-7 days in total.

The maintenance work will include a process called “flaring” (see photo reverse side). Flaring is a safe and necessary step to keep our systems performing efficiently.

Eversource is in close communication with the city and town leadership in all three communities and we will keep them updated on the progress of our work.

Please see the reverse side of this letter for more details.

Sincerely,

Eversource  
Community Relations



## WHAT YOU MAY HEAR AND SEE

- Our maintenance work will be strictly limited to our property.
- There will be no traffic impacts due to our work. You may, however, see additional Eversource and contractor vehicles in the area.
- All Eversource employees, contractors and field representatives carry identification you can ask to see at any time.
- As part of this maintenance work, we will need to purge or clear a section of the gas main.
  - Purging the gas main is a normal industry process that is a controlled and supervised release of natural gas from the pipe.
  - We will be burning the gas to purge it from the system, and you may see a flame from the stack above the tree line (photo). This is normal and completely safe.
  - The facilities will be closely monitored 24/7 even when we are not actively working. Eversource personnel will be present throughout the process.
  - Flaring of natural gas prevents the release of methane into the atmosphere. And is being done in accordance with Eversource's environmental procedures.
- We have been working closely with municipal, emergency and fire officials.
- There is an unlikely chance of the smell of gas in the air. We will have additional gas technicians staged in the area to respond to any reports of gas odor as a precaution.
- There may be some noise associated with this work which will be conducted during daylight hours.
- If you are an Eversource natural gas customer, this work will not cause any interruption to your natural gas service.



*Sample image of a flare stack*

**As always, if any member of the public thinks they smell natural gas they should leave the premises immediately and call 9-1-1 or Eversource at 877-944-5325.**