

November 25, 2019

Dear Neighbor,

As part of our everyday effort to deliver reliable energy to our customers and communities, we want to let you know we will be starting construction of the Mystic to Golden Hills Reliability Improvement Project. This project is one of several that are designed to improve the reliability of the electric system serving the Greater Boston and surrounding areas where we all work and live.

We're Always Working to Serve You Better

The upcoming work involves replacing existing underground transmission cables. The two lines run parallel for about 6.1 miles between the Mystic Substation in Everett and the Golden Hills Substation in Saugus. The majority of the work will take place at the existing underground vault locations within city streets or sidewalks as well as inside the substations. Excavation will be necessary in some areas.

Within the next few weeks crews from Bond Brothers and W.A Chester will be working to make these improvements.

What You Can Expect

Since your property is on or near the project route, here is important information about how we will work in your neighborhood:

- **Reliable Service:** Be assured that this work will not interrupt electric service to your property.
- **Proper Identification:** All people working on this project carry identification. Eversource contractors will occasionally be in your neighborhood to tell you what to expect with the upcoming site activity. They may leave an informational doorhanger at your home or knock on your door to talk to you about the project work. We're letting you know about this outreach in advance, so you can be confident that the outreach is being conducted by a legitimate Eversource representative and is not a scam.
- **Where We Will Be Working:** Our crews and equipment will remain within public streets and sidewalks along the project route spanning from Everett to Saugus. The locations where activity will occur are:
 - **Everett:** Inside the Mystic Substation on Broadway, Broadway at Charlton Street, Main Street at Parlin Street and Main Street at Pierce Avenue.
 - **Malden:** Main Street at Eastern Avenue, Main Street at Cottage Street and Main Street at Pine Banks Park.
 - **Melrose:** Main Street at Potomac Street, Main Street at Upham/Essex Street, Green Street at Linden Road, Howard Street at Carlida Road.
 - **Saugus:** Howard Street at Sweetwater Street, inside the Golden Hills Substation on Howard Street.
- **Communication:** Keeping the lines of communication open is important to us. Our field outreach representatives will be in touch, either in person or with door hanger notices updating you on construction activities.
- **Construction Hours:** The general hours for construction are between 7am – 5 pm, Monday through Friday and work on Saturday as needed. There will be certain activities that must take place continuously, 24 hours a day, for approximately one week at each vault location. Nearby property owners will be notified before the 24/7 work begins.
- **Construction Activities:** (Please see typical photos on page 2.) Project construction will include the following activities:
 - Necessary excavations to access underground pipe and cables
 - Setting up a safe and secure work site
 - Opening the manholes
 - Removing and discarding the existing cable

- Pulling new cable into place
- Joining together (splicing) the new cable
- Performing testing and inspections
- **Traffic Management:** Eversource will coordinate closely with municipal officials on effective traffic management throughout the project. At times, parking restrictions will be necessary and will be clearly posted in advance. Construction crews will occupy a portion of the roadway, typically leaving the remainder of the road passable to motorists. If detours are necessary, signage will direct motorists.
- **Project Completion:** The project construction will take place in two phases between November 2019 and April of 2020 and then in October of 2020 until April of 2021.

Contact Us

Eversource is committed to being a good neighbor and doing our work with respect for you and your property. If you have any questions about this work, please call 1-800-793-2202 or email us at ProjectInfo@eversource.com. Thank you.

Sincerely,

Paul Graham

Paul Graham
Eversource Project Manager



^ Photos for illustration only. Actual equipment may vary.

Pulling cable typically involves a reel of cable placed on a truck at one manhole, and crews pulling the cable from the next manhole along the route. The cable is then spliced together within the manholes. Cable splicing is a complex procedure requiring a controlled atmosphere, and is a continuous operation performed by qualified technicians. Splicing involves a splicing van, an air-conditioning unit, a de-watering pump, and a generator at each manhole location. Splicing typically lasts one week per manhole, working 24-hour shifts.