

July 22, 2020

Dear Neighbor,

As part of our everyday effort to deliver reliable energy to our customers and communities, we are preparing to construct a transmission project known as the Western Massachusetts Optical Ground Wire (WMA OPGW) Installation on Lines 1657, 1447, 1428, and 1327. Maintaining the infrastructure that supports electric lines is one of the many ways Eversource ensures the safe and secure transmission of electricity throughout the region.

We're Always Working to Serve You Better

Starting in early August, Eversource will be replacing existing shield wire on existing transmission structures with OPGW. The OPGW will be installed on structures within the right of way (power line corridor) in the following areas:

- From Buck Pond substation in Westfield, MA through Southampton, MA to the Gunn substation in Easthampton, MA (Line 1657);
- From the Mt. Tom substation in Holyoke, MA to the Pineshed substation in South Hadley, MA (Line 1447);
- From the Pineshed substation in South Hadley, MA to the Fairmont substation in Chicopee, MA (Line 1327);
- and a 2,500-foot span over Connecticut River (Line 1428).

There will also be some additional work within the Buck Pond, Gunn, Mt. Tom, and Fairmont substations. The OPGW will help provide reliable high speed and high capacity communications to all substations and Eversource facilities.

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.
- **Where We'll Be Working:** Construction activity will take place on Eversource-owned property, within the limits of our utility easement on your property, or a nearby property. Sometimes we access the utility easement from private property on which we have an access agreement.
- **Traffic Management:** We coordinate closely with your community on effective traffic management throughout project construction and restoration.
- **Communication:** Keeping the lines of communications open is important to us. We will continue to provide updates like this letter to keep you informed as project work progresses. **We would like to know how you prefer to receive information about the project.** In addition to letters, we can send you e-mail or text message updates with information specific to your area.
- **Construction Hours:** The hours for construction will typically be 7 a.m. to 7 p.m., Monday through Saturday. Specific work hours and days may vary by area. Due to weather or other unexpected circumstances, from time to time the crews may need to work longer hours or work on a Sunday.
- **Pre-construction Photos:** We routinely take pictures to document the pre-construction condition of our project route and anticipated work areas.

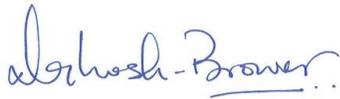
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- **Construction Activities:** Project construction will take place in phases and will not be continuous. It will include the following:
 - Construction vehicles on the right of way, including heavy equipment, though we will make every effort to minimize any impact to your property.
 - Site grading, mowing/vegetation removal, adding gravel to access roads, and setting timber mats.
 - Using cranes to install new equipment.
 - Receiving deliveries and assembling new equipment.
 - Restoring areas disturbed by the work.
- **Project Completion:** We expect construction activities to be completed by mid-November 2020. Restoration of disturbed areas may continue into 2021.

Contact Us

We are committed to being a good neighbor and doing our work with respect for you and your property. If you have questions about this project or would like to provide your preferred method of contact for project updates, please call [1-800-793-2202](tel:1-800-793-2202) or email us at ProjectInfo@eversource.com. Thank you.

Sincerely,

A handwritten signature in blue ink that reads "Devleena Ghosh-Brower". The signature is written in a cursive style with a horizontal line under the last name.

Devleena Ghosh-Brower
Eversource Project Manager
WMA OPGW Installation on Lines 1657, 1447, 1428, and 1327