

We will be working in your neighborhood.

re: work order # 1344105

July 8, 2021

CURRENT OCCUPANT
1 BROAD ST S2
SALEM MA 01970-3172

Dear Resident/Business Owner,

Energy plays a critical role in our day-to-day lives and ensures the well-being of our community. That's why we are investing in infrastructure upgrades that will help us to provide safe and reliable natural gas to our customers for years to come.

We will be working in your neighborhood.

National Grid and **NEUCO** will be performing infrastructure upgrades in the area of

1 to 53 Broad ST.; 24 to 28 Chestnut ST.; 1 to 18 Dalton PKWY.; 421 Essex ST.; 2 to 21 Flint ST.; 4 Pickering ST.; 1 to 57 Warren ST., Salem, MA.

Date: On or about **July 12, 2021**

Completion time: Approximately **December 3, 2021**

Construction days and hours: 7:00 a.m. – 3:00 p.m. Monday thru Friday.

What you can expect during construction.

Typical natural gas main replacement and service construction includes:

- Marking out underground utilities within the project scope area (e.g., water, sewer, gas, electric, etc)
- Excavation of the street and laying of new gas main.
- Relaying National Grid customer's individual gas services and connecting that service to the new main
- Meters may need to be relocated to the outside of the home or business.
- Temporary or permanent restoration of disturbed areas in accordance with the town ordinance.
- Visit ngrid.com/mainline to view a video about the gas main replacement process on YouTube.
- **Social Distancing remains in effect. Mains and services can be worked.**

We'll contact you when we are ready to connect your gas service to the new natural gas main.

A representative from National Grid or the contractor crew will reach out to the affected homes and businesses at least 24-48 hours in advance to scheduling the work. Every National Grid employee and contractor doing work for us are required to carry ID. For the crew to connect your gas service to the new main, they will need access to your home and appliances. Typical service line work will take one business day and during this time you will experience a temporary interruption of natural gas service. When the work is complete, a gas technician will be dispatched to turn on your gas meter relight your gas appliances. Visit ngrid.com/serviceline to view an example of this process.

We're here for you if you have any questions about the project. Please call us at **1-781-907-5158**.

Thank you in advance for your cooperation.

Sincerely,

Robert Obi-Tabot
Director of Construction NE, National Grid

Smell Gas. Act Fast.

Leave immediately taking everyone with you, including pets. From a safe location call **1-800-233-5325** or **911**.



Count on National Grid—we're all in this together

National Grid is proud to support our neighbors during the COVID-19 pandemic

- Committing \$500,000 to support organizations providing immediate relief to families and individuals in Massachusetts, New York and Rhode Island.
- Backing efforts to provide basic needs for communities impacted by the virus.
- Providing Massachusetts businesses with resources at: ngrid.com/ma-covidresources
- Supporting organizations across our service territories like:
 - Boston Resiliency Fund
 - United Way of Central Massachusetts "We Care Fund"
 - United Way Rhode Island Crisis Fund
 - Rhode Island Good Neighbor Energy Fund
 - Island Harvest, Long Island
 - United Way and other organizations in New York where we operate

If you're experiencing hardship from the COVID-19 shutdown...

Call **800-322-3223** for electric and **800-233-5325** for gas accounts or visit ngrid.com/ma-covid-billhelp for assistance paying your bill.