



nationalgrid

HERE WITH YOU. HERE FOR YOU.

We're upgrading the natural gas main on your street.

June 2, 2017

re: work order # 1176604
HAI V VU OR CURRENT OCCUPANT
57 PLAIN RD RT6
WESTFORD MA 01886-1829

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 **57 to 113 Plain RD.; 1 to 9 Carolina LN., Westford, MA.**

Date: On or about **June 12, 2017**

Completion time: Approximately **August 15, 2017**

Construction days and hours: **7:00 a.m. - 5:00 p.m. Monday thru Saturday.**

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 those services to the new main
- Meters will 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.

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 **781-907-3804**. Thank you in advance for your cooperation.

Sincerely,
Walter F. Fromm
Director of Construction
National Grid





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Everything you need to know about upgrading the natural gas main on your street.

PROJECT DETAILS

What can I expect during this project? (*Phases listed are typical, but may vary depending on the job.*)

- **PHASE 1:** includes mark outs of utilities within the street within the project scope.
- **PHASE 2:** National Grid and/or our qualified contractor crew will conduct the necessary work on the gas main within the street.
- **PHASE 3:** Once the main work is complete, crews will begin coordinating the service line work. Affected residents and business owners will be contacted by a member of the crew at least 24-48 hours in advanced so that the work on their service line can be coordinated. This work typically takes one day to complete, and the owner may be asked to provide National grid access during construction. A trained technician of National Grid will relight your gas appliances once the work on the service line is complete. Every National Grid employee carries a photo ID card and any contractor doing work for us is also required to carry ID.
- **PHASE 4:** The crew will begin closing out the project and will restore the area to in accordance with all regulations and permits.

Note: If you are not a customer and do not have a natural gas service line, Phase 3 is for notification only.

GAS SAFETY

Who should I contact if I smell gas on the street or in my home during the project?

Please call **1-800-233-5325** immediately from a safe location outside your home or from a neighbor's home.

METERS

Will my meter be affected by the project?

Some main replacement projects do require the crew to move the meters. If the letter you received indicates that your meter will be moved as part of the project, a representative from National Grid will assess the work that is needed at your location.

If it's part of this project, why will my meter have to be moved outside?

Moving the meter outside helps to improve safety and also allows easier access for National Grid to access the meter in the future.

What if my meter is already outside?

If your meter is already outside your service may still be interrupted for a brief period of time.

SCHEDULE

If I cannot be home during the proposed construction dates, may I make alternative arrangements for the crews to access my home?

You can coordinate a time with the crew foreman.

Why are there no crews working when construction is scheduled to begin today?

Last minute schedule changes are sometimes possible. If there is a long-term schedule change, National Grid will notify your local Department of Public Works and will also send you additional communications.

CONSTRUCTION

If questions arise while the crew is working on the street, who can I contact?

You may ask to speak with the crew foreman or you can call the National Grid representatives number provided on the project notification letter.

Will I be able to park on the street during construction?

Restriction notifications posted throughout the designated work zone and crews will notify residents if temporary parking restrictions will be required.

There are road closure signs on my street. Will I be able to get to my house? At times there may be restricted access but every effort will be made to allow residences access to their homes during construction. You may approach the crew foreman or flag person if you require additional information.





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We're upgrading the natural gas main.

June 2, 2017

Re: Natural Gas Work in Westford. (work order # 1176604)

Dear City Officials,

National Grid is committed to safely and reliably delivering energy to our community. That's why we are replacing the natural gas main at **57 to 113 Plain RD.; 1 to 9 Carolina LN., Westford, MA.** As part of this project, we will also replace the natural gas service piping that connects the main to the customer's gas meters. Approximately **38** premises are within the construction limits.

Construction is expected to begin on **June 12, 2017** and anticipated to last to **August 15, 2017** weather permitting. We will work hard to complete this project promptly and with minimal disruption to the community. Visit ngrid.com/mainline to view a YouTube video on this gas main replacement process. A second video explaining the replacement of the service pipe to customer homes is available at ngrid.com/serviceline.

Enclosed is a notification that will be distributed to all affected constituents. We're here for you if you have any questions about this project. Please contact me at **1-978-725-1051**.

We look forward to working with you as we upgrade our community's infrastructure.

Sincerely,
Susan Griffin
Manager, Community & Customer Management
National Grid
1101 Turnpike ST
North Andover, MA 01845

