



## **Key Messages for the Community on the Eversource New Bedford / Acushnet Project**

**An Eversource service and environmental improvement project will be taking place in your area and here's what's going to happen**

- Eversource is about to undertake a maintenance project that will bring energy and environmental benefits to neighborhoods in New Bedford and Acushnet.
- We will be replacing electrical transmission lines between Acushnet substation on Beech Street to the Pine Street substation on the corner of McArthur Drive in New Bedford. It is about 4 miles of replacement work that will be done over an approximately two-year period.
- This improvement work is part of our ongoing work to maintain and update the electric grid in communities we serve.
- This project will replace the existing underground electric lines that were installed between the 1940s and 1950s with new and greatly improved cable technology.
- The new cable has many benefits including:
  - Improving the electricity supply and its stability for residents, businesses, and community institutions.
  - Reducing the negative environmental impact that can be caused by the outdated cable currently in the ground.
  - Making it easier, faster, and less disruptive to find and solve issues that could impact service to our customers.

**Eversource is committed to minimizing disruptions for residents, businesses, and community institutions as much as possible**

- We will be utilizing the existing route of the cable as much as possible to keep digging to the necessary minimum.
- We will adjust the route of the work to accommodate community needs whenever possible.
- We will work with experts to create traffic management plans and work closely with public transit and school transportation providers to ensure that residents can get to work, school, stores, religious and social activities, appointments, and other destinations in a timely manner.

**How Eversource will inform you of what's happening and hear what you have to say**

- We will be working closely with residents, local businesses, faith and community organizations, and city leaders to provide proactive, transparent, and timely communications throughout the life of the project.



- We researched the unique community needs in the project area and developed communications tools that will serve residents, local businesses, and community and religious organizations best during the project.
- We will be communicating with those impacted by the project as much as possible. We want to hear from residents, local businesses, and community organizations about your concerns and how you are being impacted by the project and we will make sure your voice is heard.
- We will communicate through:
  - Public pre-construction meetings.
  - Letters providing updates to residents, businesses, and community organizations in the project area.
  - Email project updates to those who sign up.
  - A webpage with the latest information on the project.
  - A hotline – 1-800-793-2202
  - An email addresses for questions or concerns – [projectinfo@eversource.com](mailto:projectinfo@eversource.com)
  - Materials such as the website, fact sheets, and maps will be in several of the language spoken in the communities in which the project is taking place including English, Brazilian Portuguese, European Portuguese, Cape Verdean Creole, Spanish, and K'iche'.