

Hopkinton LNG

Liquefier Replacement Project

Community Outreach Plan

Updated:
July 25, 2019

Overview

The Hopkinton Liquid Natural Gas (LNG), Liquefier Replacement Project will replace natural gas liquefaction equipment at Eversource's Hopkinton LNG facility located on Wilson Street in Hopkinton, Massachusetts. Originally constructed in 1967, the facility upgrades will ensure continued safe and reliable operation, while modernizing equipment and increasing its maintainability. The Hopkinton LNG facility serves a critical role in ensuring the reliability of Eversource's local distribution system by providing gas service to approximately 300,000 customers in 36 towns—making up 42 percent of our customer's supply on the coldest days of the year.

Hopkinton LNG stores natural gas as a liquid during the summer months, when gas is most economically available. During the winter months, when natural gas is most expensive and at times difficult to obtain, Eversource uses the facility to help stabilize natural gas pricing and offset significant swings in our customers' natural gas bills. The facility also serves as a backup to constrained gas pipelines serving New England, allowing for a local supply of natural gas to serve customers during unexpected pipeline outages.

Project Construction

Project construction for the Liquefier Replacement Project will begin in the summer of 2019 and is expected to extend over a period of 18 months. Construction activities and deliveries will primarily occur within the plant property located on the west side of Wilson Street, with some limited work being performed on the east side of Wilson Street. Minimal work will take place at the existing street crossing and road closures are not anticipated.

Work will begin with site clearing and grading, followed by the installation of foundations, structural steel, buildings, electrical equipment, piping and other mechanical equipment. At completion, the construction area and general surroundings will be cleaned, trees and grass plantings will be established, and site roadways will be surfaced.

Target Audiences

Outreach leading up to and throughout construction of the project is intended to prepare stakeholders for upcoming activities, which will be taking place at the facility. The Company's goal is to provide accurate timelines, potential impacts and means of contact directly with the project group. Target audiences include:

- Town of Hopkinton municipal leaders, Town departments, Board of Selectmen, Fire Department, Police Department, public school superintendent and Planning Board
- Hopkinton residents (specifically including neighbors within a ½ mile radius of the facility)
- Hopkinton business organizations
- Elected state and federal officials

Regulatory and Local Stakeholder Outreach

Since 2014, Eversource, in consultation with the Town of Hopkinton and Commonwealth of Massachusetts regulators, has worked to develop the project and obtain necessary zoning exemptions from the Massachusetts Department of Public Utilities (DPU). Throughout the project's development process, Eversource has been committed to working with local stakeholders to minimize negative impacts to the public. In keeping this commitment, Eversource has proactively engaged and sought feedback from the Town's management group, Board of Selectman, Conservation Commission, Planning Board and other local stakeholders. The Hopkinton Fire Department has been engaged throughout the planning of the project, identifying any concerns to be addressed. Eversource is committed to continue working with the Town throughout the construction, commissioning and future operation of the facility.

The Company has also worked with all required permitting authorities to obtain and receive the following necessary permits:

- Town of Hopkinton Planning Board Earth Removal Permit
- Town of Hopkinton Planning Board Stormwater Management Permit
- Town of Hopkinton Conservation Commission Order of Conditions
- EPA Construction General Permit
- Massachusetts Historical Commission Determination
- Massachusetts Department of Environmental Protection Air Quality Plan Approval

These permits provided an opportunity for the public to voice concerns, provide feedback and learn more regarding the project. To the extent possible, this information was used by the project group to refine the project's design, incorporating or addressing feedback and concerns.

The Eversource Project team has established a robust compliance program to ensure compliance with all permit obligations. Actively reviewed, this program identifies upcoming obligations and ensures those obligations are met and stakeholders are notified as necessary.

Public Outreach Goals

The Company's outreach goals are to ensure that Eversource promptly notifies, responds to, documents, and resolves construction-related concerns from stakeholders related to the project. Anticipated concerns may consist of:

- **Business Interruption** – Construction activities are not expected to disrupt local business activities. Eversource will continue to proactively update the Hopkinton Chamber of Commerce and address any concerns from local businesses.
- **Noise** – Eversource recognizes active construction may increase noise in surrounding areas. Eversource will take all reasonable measures to mitigate noise from construction equipment.
 - Project construction will comply with the Town of Hopkinton's noise bylaws, taking place Monday through Friday, from 7 a.m. to 7 p.m., and Saturdays from 8 a.m. to 4 p.m.

- Should construction work need to extend beyond these work hours and days (with the exception of emergency circumstances on a given day), Eversource will seek written permission from the relevant Town of Hopkinton authority prior to commencement.
- **Traffic Mitigation** – Construction activities may impact traffic along Route 135, Route 85, Legacy Farms Road North and Wilson Street. Prior to construction, Eversource will implement a Traffic Management Plan (TMP) developed jointly with the Town’s Police, Fire and School Departments.

Project Schedule

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| ✓ Public Open House: | May 8, 2017 |
| ✓ Presentation to Board of Selectman: | May 9, 2017 |
| ✓ DPU Public Hearing: | September 19, 2017 |
| ✓ DPU Approval of Project and Final Order Issued: | December 21, 2018 |
| ✓ Expected Mobilization to Begin Construction: | June 2019 |
| Expected Completion of Construction & Demobilization: | Winter 2020 |
| Expected Completion of Project: | Spring 2021 |

Communications

Eversource will communicate project information through multiple methods tailored to the diverse stakeholder audiences. All communications will guide stakeholders to the project hotline, project email and project webpage for the most commonly requested information. The following is a list of communication methods available to project stakeholders:

Communication Method	Purpose	Audience
Project Briefings	Project representatives will provide periodic updates as requested on construction progress and overall project status until the facility is operational.	<ul style="list-style-type: none"> ○ Town Manager’s Office ○ Board of Selectman ○ Planning Board ○ Police / Fire Department
First Responder’s Weekly Email Update	The Hopkinton Fire Department will receive weekly updates summarizing site activities until the facility is operational.	<ul style="list-style-type: none"> ○ Fire Department ○ Police Department ○ Building Department
Direct Mail to Abutters	Pre-construction notification letters will be sent to abutters near the project site prior to construction commencing or any significant startup activities.	<ul style="list-style-type: none"> ○ Abutters within one half-mile of the project site
Business Outreach	Project representatives will provide periodic updates to local businesses within the area of the facility. Prior to beginning construction, a representative will contact the Hopkinton Area Chamber of Commerce to notify them.	<ul style="list-style-type: none"> ○ Hopkinton Chamber of Commerce ○ Other non-member businesses
Webpage	Project webpage located at Eversource.com will provide a project description and other general project information until the facility becomes operational.	<ul style="list-style-type: none"> ○ Public at Large ○ Project Neighbors ○ Members of the Community ○ Eversource Customers
Informational Hotline and Email	A telephone hotline and email will be available until the facility becomes operational. The hotline and email will allow stakeholders to raise concerns or ask questions about the project and receive a response from project representatives. Correspondence through the hotline and email will be logged and archived. Email: HopkintonLNG@eversource.com Hotline: 508-305-7153	<ul style="list-style-type: none"> ○ Public at Large ○ Project Neighbors ○ Members of the Community ○ Eversource Customers
Email Notifications	To receive project notifications (noisy activities, anticipated traffic delays, etc.), the public is encouraged to send a request to be added to the notification list to: HopkintonLNG@eversource.com	<ul style="list-style-type: none"> ○ Project Neighbors ○ Members of the Community
Site Signage	Provides physical Site posted signs with project information and contact information.	<ul style="list-style-type: none"> ○ Public at Large ○ Project Neighbors ○ Members of the Community

Non-Standard Stakeholder Notifications

During instances when the above identified communication is not sufficient, either in scope or frequency, Eversource will communicate necessary project information directly to those groups identified as effected. Dependent on the type of information and audience, this information will be conveyed in an appropriate format to ensure timeliness and focus of the message delivery.

Examples of Non-Standard Stakeholder Notifications may include:

- Necessary changes to the work schedule resulting in noticeable exterior construction taking place outside the hours or days compliant with the Town of Hopkinton's Bylaws.
- Activities that could result in unusually high noises which could impact neighboring residents.
- Activities that could result in unusual offsite odors.
- Activities that will impact traffic through a road closure or detour.
- Other activities that will tangibly result in community impacts.

Response to Complaints and Concerns

All information conveyed to the public will include contact information in the form of the project's telephone hotline number and public email address. Anyone reaching out to voice a concern through these forms of communication will be directly responded to as soon as possible. Response time will be dependent on the type of concern, prioritizing those which require immediate action. When a member of the public calls the hotline, they will speak to an Eversource representative who will try and address their concern. If they are unable to address the concern, a message will be taken, and the caller's contact information will be immediately directed to the Project Manager, Construction Manager, Assistant Project Manager and the Community Relations Liaison to ensure immediate notification and the quickest response. All messages will be recorded, saved for reference, responded to as soon as possible and recorded in a log which will be reviewed by the Project Group on a periodic basis to mitigate any recurring future concerns.