



Dear Friends and Neighbors,

Thanks for your continued interest in our Networked Geothermal Pilot project in Framingham, MA. While it's been several months since our last update email, it doesn't mean things have been quiet. The project team has been hard at work, and we're thrilled to share the progress we've made since last fall and what's next for this innovative project.

Throughout the unusually cold winter, system performance was strong and well within the designed range. Many of our pilot customers began receiving geothermal heat at the end of last year, officially switching from fossil fuel-powered heat to a ground source heat pump (GSHP).



Final HVAC work underway at the Framingham fire station on Concord Street – Dec. 2024

As this is a pilot, we were prepared for any issues that could arise or tuning that would need to be done with the equipment or the system. We did experience some individual challenges with customer equipment that we addressed quickly with our contractor partners. We appreciate the patience of our pilot customer partners as we made equipment optimization adjustments for their comfort and system efficiency.

As warmer weather becomes more consistent, customers will be utilizing the cooling feature of their GSHPs – many folks will experience central-air in their homes for the first time.

The last of our construction work consists of final HVAC conversions at a few residential homes and commissioning the new generator at the fire station on Concord Street. Additionally, we are scheduling any final Energy Efficiency/weatherization work in each participating building to ensure the geothermal system can achieve peak performance.

We will be collecting building and system performance data throughout the Pilot Testing Period: 2 two heating and cooling seasons. We are looking forward to reporting on the system performance as we continue to evaluate the data.



“Set It and Forget it” - Pilot Customers Get to Know Their New Systems

Throughout the pilot process, we have consistently communicated with participating customers about each step of the process and what they should be expecting in each upcoming phase.

This spring, we will provide participating customers with a robust “Welcome Kit” that explains how their new ground source heat pump (GSHP) equipment works, and who to call if they experience an issue at any time of day or night.



Pilot customer Welcome Kit documents were packaged and will be delivered in an Eversource Networked Geothermal-branded, recycled material tote bag.

One of our key messages details the best way to set their thermostat with their new GSHP system. Most customers who have had natural gas or oil for heating in the past are accustomed to adjusting the temperature while they are away or at night while they sleep to conserve energy and lower their bill. However, with a geothermal/GSHP system, frequently changing the temperature in this way will engage the auxiliary heating feature on the equipment to bring the temperature up quickly in a home/business, ultimately using more energy and increasing their bill at the end of the month. The GSHP system works most efficiently if you set a desired temperature and leave it there.

In addition to the Welcome Kit packets, our pilot team will meet with each customer individually to ensure all their questions and concerns are addressed directly.

For the latest Geothermal Pilot updates including on-site pictures, a timeline of project milestones, and answers to important questions for customers, [visit our website](#).

Have more questions? Email us at geothermal@eversource.com.

Geothermal Pilot Contact Info

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For questions about the pilot or to opt-out of our periodic pilot updates, please email geothermal@eversource.com.

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