Good afternoon,

Eversource is continuing to closely monitor the COVID-19 situation and to proactively address the concerns of our customers and employees. Our top priority remains the health and safety of our employees, customers and the communities we work in while ensuring the safe and reliable delivery of electric service.

Eversource is limiting activities to those that are critical or essential to the safety and reliability of our system. Our scheduled tree work is essential for the continued reliability of the electric system. The work is even more valuable with many of our customers working from home and taking care of their families. Tree work includes trimming and removing trees along our roadside distribution lines and transmission rights of way. The contractor tree crews performing this work are also critical for response in case of an outage requiring tree work to restore power.

Our Employees and contractors will be adhering to the following protocols:

- **Customer and Municipal Notifications** – We will continue notifying our customers and municipal leaders of scheduled tree work, but our methods will be modified to limit interactions based on the COVID-19 social distance recommendations. We will be more reliant on other forms of notification, including letters, emails and/or phone calls, while fulfilling any regulatory requirements regarding such notifications. If a customer or municipal official requests an on-site meeting to review the planned work, our employees will maintain the recommended six-foot distance at all times.
- **Contractor Work Zones -** Ensure contractors have heightened sense of awareness of establishing and monitoring work zones with more children being home and our customers working from home.
- **Contractor Tree Work -** Contractors must focus on absolute safety and control when performing tree work that may cause an outage.

Eversource and the Vegetation Management Department will continue to evaluate the circumstances and adjust protocols as appropriate and follow recommendations from federal, state and local authorities.

We thank you for your patience and understanding in these extraordinary times.

Please contact me if you have questions about this message or anything else.

Best regards,

Will

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