

COVID-19 Safety Information

Meeting Customer Needs During this Critical Time

Safety First and Always

The safety of our employees, our customers and the public is our top priority during the ongoing coronavirus public health crisis. Our commitment to safety, first and always, is continuous.

Providing Reliable Service to Customers

Eversource is committed to delivering safe, reliable service to our customers. This commitment has taken on even more importance during these unsettled times. We continue to call on our employees and contractors to perform essential work in the field that maintains and improves the reliability of our networks and serves customers' best interests, while also adapting our work practices to incorporate social distancing, proper protective equipment, heightened hygiene, and other best practices to protect their, and the public's, health and avoid the spread of coronavirus.

Safely Performing Our Work

Essential work is activity that maintains or improves the condition of our system and supports our delivery of safe and reliable energy and other services, including the replacement or installation of electrical lines, structures/poles, and related equipment.

In addition to relying on alternate communications channels to keep customers safe and informed (letters, emails and phone calls), we will resume our use of door hangers as a part of our outreach efforts. Eversource representatives will leave these notifications that include information on our work in rights-of-way and who to contact with any questions — without knocking on doors. Eversource representatives will continue to abide by all COVID-19 safety guidelines, which include wearing personal protective equipment, following social distancing, enhanced sanitizing requirements and other federal and state health and safety guidelines.

Questions and More Information

For any questions regarding essential work in your area, please call **1-800-793-2202** or email us at **ProjectInfo@eversource.com**.
