



**nationalgrid**  
HERE WITH YOU. HERE FOR YOU.

**We're upgrading the natural gas main on your street.**

November 24, 2021

**re: work order # 14206549**  
CURRENT OCCUPANT  
PINE ST  
WATERTOWN MA 02472

Dear Resident/Business Owner,

Energy plays a critical role in our day-to-day lives and ensures the well-being of our community. That's why we are investing in infrastructure upgrades that will help us to provide safe and reliable natural gas to our customers for years to come.

**We will be working in your neighborhood.**

National Grid and **Feeney Brothers Excavation** will be performing infrastructure upgrades in the area of **Pine St, Watertown, MA.**

**Date:** On or about **November 30, 2021**

**Completion time:** Approximately **January 28, 2022**

**Construction days and hours:** **7:00 a.m. - 4:00 p.m. Monday thru Friday with the potential of Saturdays.**

**What you can expect during construction.**

Typical natural gas main replacement and service construction includes:

- Approved Utility Permit obtained from Watertown DPW
- Marking out underground utilities within the project scope area (e.g., water, sewer, gas, electric, etc)
- Excavation of the street and laying of new gas main
- Relaying National Grid customer's individual gas services and connecting that service to the new main
- Meters may need to be relocated to the outside of the home or business.
- Temporary or permanent restoration of disturbed areas in accordance with the town ordinance

Visit [ngrid.com/mainline](https://ngrid.com/mainline) to view a video about the gas main replacement process on YouTube.

**We'll contact you when we are ready to connect your gas service to the new natural gas main.**

A representative from National Grid or the contractor crew will reach out to the affected homes and businesses at least 24-48 hours in advance to scheduling the work. Every National Grid employee and contractor doing work for us are required to carry ID. For the crew to connect your gas service to the new main, they will need access to your home and appliances. Typical service line work will take one business day and during this time you will experience a temporary interruption of natural gas service. When the work is complete, a gas technician will be dispatched to turn on your gas meter relight your gas appliances. Visit [ngrid.com/serviceline](https://ngrid.com/serviceline) to view an example of this process.

**We're here for you if you have any questions about the project.** Please call us at **781-907-4650**. Thank you in advance for your cooperation.

Sincerely,

Robert Obi-Tabot  
Director of Construction NE  
National Grid

