



Thomas Iacobelli
Lead Program Manager
Community and Customer Management

8/6/21

Dear Residents of Waterford,

On behalf of National Grid, I would like to provide you with an update related to the gas interruption you or some of your neighbors may have experienced on January 30, 2021. There were 68 customers who experienced interruptions to their gas supply. The root cause was identified as a cracked cast iron gas main, just below the railroad tracks on Clifton Street. The compromised pipe led to a water intrusion, which subsequently interrupted the gas flow.

To avoid additional customers being impacted by the issue, a temporary flow station was constructed. We also prevented further water intrusion at the source by retiring the 4" cast iron main on Clifton Street from Saratoga Avenue up to the railroad tracks. Due to these initial steps, we've had no unplanned service interruptions in Waterford since February 1st.

With that said, we have more work to do before the issue is completely resolved. While these cast iron pipes were already slated to be replaced in the coming years, we've moved up the replacement dates to 2021 and 2022.

This year, we will be installing a new 6" medium pressure main on Clifton Street from Saratoga Avenue and to the north, and under railroad tracks. This will eliminate the need for the temporary station next winter. We will also install new main on portions of 1st Ave and Grace Streets as well as all main on Grove, Grand and River Streets.

In 2022, we'll be replacing the remaining cast iron main on 1st, 2nd, 3rd and Vanderwerken Avenues. Once we complete this step, all cast iron mains will have been replaced and only plastic or cathodically protected steel mains will exist in this southern portion of Waterford.

A map of the planned construction and timeline outlined above is pictured below:



During the gas interruption, some homes in the area had heat tape placed on their gas line risers to prevent freezing. Beginning in May, 2021, our Customer Meter Services Team will be visiting these homes to remove the tape. These customers will receive a credit on their billing account for the costs associated with the heat tapes that were installed.

Once the new gas pipe is installed in the street, the homes along the new main will need to have new gas services run from the street to the gas meters on your property. This will allow those residences to be served off the medium pressure plastic main.

We will also look to move any gas meters located inside the homes to an exterior location for safety reasons. If you have any questions about this process, please contact us at the Customer Service number provided below.

All of us involved in the restoration of gas service would like to thank the residents of Waterford for their understanding and patience as we work to resolve the issue. If you were personally affected by the gas interruption and had to hire a contractor or incurred other charges, please submit your claims to us so we can reimburse you for any out of pocket expenses related to the event.

Included in this mailing is a claim form for your convenience. In the event that you need to submit a claim, please email the completed form back to us at claimsdept@nationalgrid.com or send via regular mail.

Please submit all claims with a copy of the estimate or receipt for the work you wish to have reimbursed. Upon receiving your claim form and supporting documentation, we will send you an email with the name and contact information of the representative that will be assisting you through the claims process.

Once again, I would like to express my sincere thanks on behalf of our National Grid team to the local officials and residents for their continued support and understanding as we take the next steps to improve the gas service to your town.

For any of your future needs, or if you are experiencing an issue with your gas or electric service, please do not hesitate to call us at 1-800-642-4272.

Sincerely,

A handwritten signature in blue ink, appearing to read "Thomas K. Iacobelli".

-Thomas K. Iacobelli