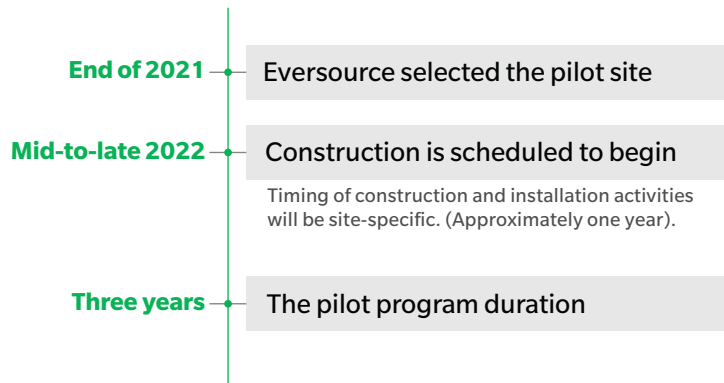


## Project Timeline



## Community Meeting

Now that the pilot area has been selected, Eversource will host a community meeting with residents and building owners. We want you to understand the project and will respond to your concerns or questions. Eversource will reach out to customers with meeting details and schedule.

## Post-Pilot Project

After the pilot project, Eversource or the customer may decide to stop using geothermal energy. Eversource will design and install the geothermal network system to minimize the cost and disturbance that come with stopping the program. The customer may choose to return to the original heating system (at no cost), shift to either an all-electric air source heat pump system (50% of the cost will be covered by Eversource), or continue with geothermal via an individual ground source heat pump. If the customer continues with their own geothermal, they will be responsible for the cost of installing a private vertical ground loop on the property.



# Geothermal Pilot Program

As the largest utility provider in New England, Eversource is committed to using energy sources and technologies that reduce/eliminate emissions, are low maintenance, cost-effective, and reliable, while also being environmentally sustainable well into the future. Eversource is investing in one such promising technology: **a geothermal network pilot.**

To learn more about the pilot program, visit our website.

**Scan this QR code with your smart phone camera  
for a direct link to the pilot program website.**

[www.eversource.com/content/ema-c/business/save-money-energy/explore-alternatives/geothermal-pilot-program](http://www.eversource.com/content/ema-c/business/save-money-energy/explore-alternatives/geothermal-pilot-program)





The geothermal network pilot program was developed by industry experts and is Massachusetts Department of Public Utilities (DPU) approved. The pilot will explore if a geothermal network can be used instead of or in combination with traditional energy sources like natural gas, air source heat pumps, or delivered fuels (heating oil, propane). The pilot study will start in mid-to-late 2022 and will last for three years.

During the pilot program, Eversource will install and operate a geothermal network that will provide indoor heating and cooling to Eversource customers within one pilot community area. The geothermal network will be located in a dense, mixed-use area with about 100 residential (including single-family and multi-family) and commercial customers.



**More information about the pilot program is available on the Eversource pilot program website.**

[www.eversource.com/content/ema-c/business/save-money-energy/explore-alternatives/geothermal-pilot-program](http://www.eversource.com/content/ema-c/business/save-money-energy/explore-alternatives/geothermal-pilot-program)

## What to Expect

Eversource's mission is to deliver reliable energy and provide exceptional customer service. We look forward to working closely with you as we design and install the geothermal network pilot project. We know that construction can be disruptive. We will take every opportunity to perform our work in an efficient manner while restoring any portion of your property disturbed by the work. We want to be good neighbors and respect you and your property.

The building owner will own and be responsible for maintaining any heating and cooling system parts not removed or changed during the geothermal network system installation.

Eversource will work with the existing building owners to maintain all in-building geothermal equipment. Eversource will also be responsible for the exterior equipment (piping, pumps, control panels, cooling towers). Additional information about project responsibilities is in the Installation Process Fact Sheet.

Thank you in advance for your patience and cooperation as we work together to progress sustainable energy solutions!

## Our Commitment to Communication

Eversource will maintain open communication with customers throughout the pilot project. If customers are experiencing issues with their geothermal equipment, Eversource will be available to address the issues. We will reach out to you in different ways to communicate about the program and provide meaningful updates during the pilot project. Specific information on how Eversource will be communicating with pilot project participants will be provided before project start.

## How will this Affect my Heating and Cooling Costs?

Since you are no longer using your alternate fuel (oil, propane, natural gas) to heat your home, the bill for your alternate (delivered) fuel is reduced. Because the geothermal system is run with electricity, your electric costs will increase. To help you keep your electric bills consistent throughout the year during the winter heating and summer cooling seasons, you will be placed on our monthly budget billing plan. In addition, there is a nominal fee to participate in this program.

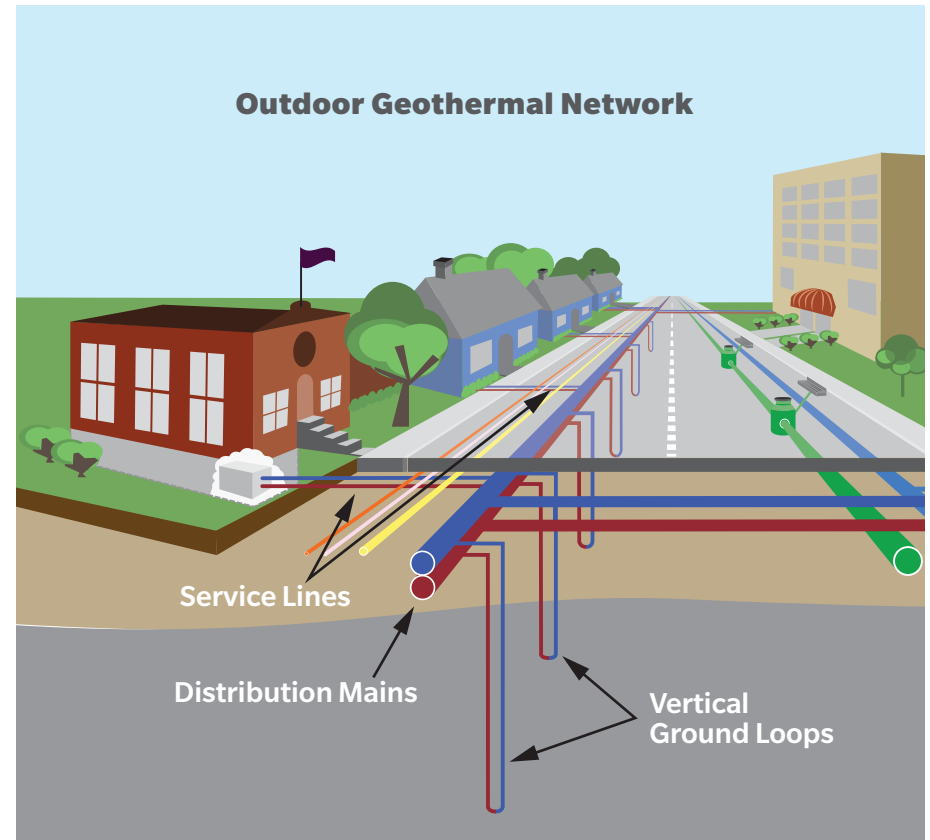
## Inside the Building

Eversource will install a geothermal heat pump and associated facilities within the customer's building or residence. Existing heating/cooling systems will be reused if possible, though most hot water and all steam heating systems cannot be converted. Eversource will fund the installation of any equipment needed in your building. While the final location of the geothermal heat pump equipment depends on the available space and the current equipment within building or residence, Eversource will consider customer preference.



An example of in-building geothermal heat pump equipment

Want to learn more about the geothermal technology? Visit the Eversource website. Scan this QR code.



Final design is subject to ultimate site location, geology and customer-specific requirements.

## Outside the Building

Vertical ground loops and distribution mains will be installed in the right-of-way and on private property with utility easement areas. Service lines will run from the distribution mains in the right-of-way and into the customer's property. Valves will be installed at the curb, so the property can be separated from the distribution mains.

## How it works

A geothermal system uses the Earth as a heat source during the winter and a place to get rid of unwanted indoor heat during the summer. The system circulates a fluid through a buried piping network known as a “ground loop,” which carries the heat and exchanges it between a building and the ground.

When the building needs heating in winter months, the ground loop absorbs heat from the warmer soil, rock, or groundwater around it and carries it indoors where it is concentrated by a geothermal heat pump and delivered to indoor spaces. In warm months when the building needs cooling, unwanted heat from the building is collected and the ground loop deposits it back into the ground. The Earth acts like a thermal battery by storing summertime waste heat for the following winter heating needs.

While outdoor air temperatures fluctuate with the seasons, the ground temperature stays relatively constant throughout the year.

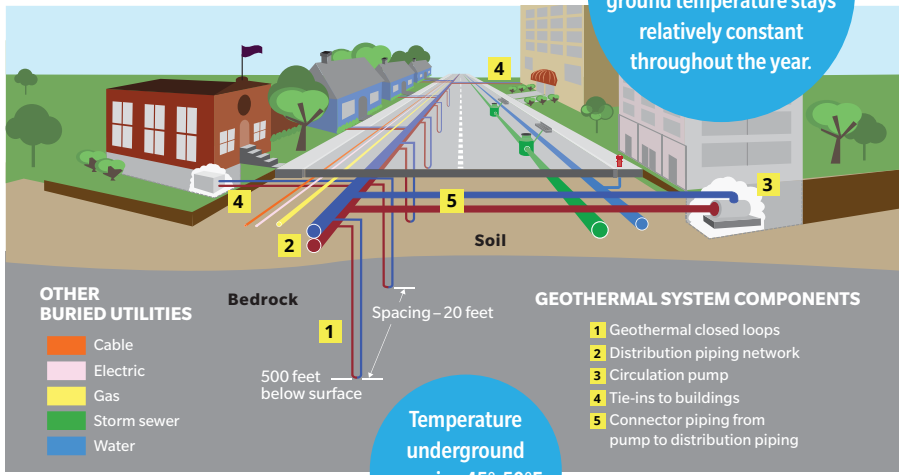


Figure for illustrative purposes only. Actual geothermal system layout design is currently in progress.

**SUMMER – COOLING MODE**  
The geothermal heat pump takes heat from the building and transfers it to the ground.

**WINTER – HEATING MODE**  
The system operates in reverse, taking natural heat from the ground and moving it to the building.

## Landlords & Tenants

Because this pilot requires installing new equipment and infrastructure on the customer’s property, tenants must have written consent of the property owner or landlord to participate in the geothermal pilot program. Eversource will work with landlords and tenants to help them understand what is needed to be part of the program.



## Want More Information?

Call Marisol Burgos at (860) 665-6255.