

Fire – Fairfield Ave. Bridge at I-95, Norwalk, CT – 05-02-24 1:35 a.m.*Service Territory: CT*

Natural Gas ERP Level 3

Summary

At approximately 6:30 a.m. on May 2, Eversource was notified of a tanker truck fire on I-95 South below the Fairfield Ave. Bridge. Company crews are on site, and we are working closely with emergency responders. The fire is extinguished, and the CT Department of Transportation officials and emergency responders are on the scene. An Eversource natural gas main line is connected to the underside of the bridge. Eversource crews are in the process of shutting off the flow of natural gas through the mainline under the bridge.

What is the emergency situation?	<ul style="list-style-type: none">• A tanker truck transporting gasoline on I-95 South caught fire and stopped beneath the Fairfield Ave. Bridge.• State highway officials and emergency responders are onsite to determine the impact on the bridge.• An Eversource natural gas mainline is attached to the underside of the bridge. For safety, Eversource is in the process of shutting off the flow of natural gas through the mainline on the bridge.• Eversource crews are onsite and working with the Connecticut Department of Transportation, DEEP and local emergency responders to address any safety concerns related to the mainline.• I-95 in both directions in the area of Exit 15 in Norwalk is closed, as is the Fairfield Ave. bridge.
What is the cause of the fire?	<ul style="list-style-type: none">• The fire under the bridge occurred when a tanker truck going south on I-95 carrying gasoline caught fire and stopped under the Fairfield Ave. Bridge.
Is the area safe?	<ul style="list-style-type: none">• There is no safety concern related to the natural gas distribution system.• Eversource has ensured that the system is safe and stable. We are currently finalizing a complex procedure to ensure all of our customers maintain their service.• Part of the procedure to ensure customer service may result in the smell of natural gas in the surrounding area. This is a part of the procedure and poses no risk to the public.• As a safety precaution, emergency responders have closed off the area.
Are any customers impacted?	<ul style="list-style-type: none">• As of 1 P.M., no Eversource natural gas customers are impacted.• We are prepared to temporarily turn off natural gas flow on the mainline under the bridge at the request of the CT DOT.• We do not anticipate any customer outages.• As additional information becomes available, we will inform our customers in the area.
When should I expect service restoration?	<ul style="list-style-type: none">• If customers experience an outage, we will be providing more information as to estimated restoration times soon.

<p>How can I get more information?</p>	<ul style="list-style-type: none"> • We will provide updates as they become available. • Please contact Customer Service: 800-989-0900
<p>What should I do if I suspect a gas leak, or smell natural gas?</p>	<ul style="list-style-type: none"> • LEAVE the area immediately where you smell gas. • CALL 911 once you are in a safe location then call us to report the gas emergency at [CT: 877-944-5325/ EMA: 800-592-2000/ EGMA: 800-525-8222] • DO NOT smoke or operate electrical switches or appliances. (including both cell phones and land lines). These items may produce a spark that can ignite the gas and cause an explosion. • DO NOT assume someone else will report the condition. • PROVIDE the exact location, including cross streets. • LET US KNOW if digging activities are going on in the area.

Fairfield Ave. Bridge – I-95 Fire – Norwalk, CT

Customer Call Script

050224 – Approved and updated by Josh White - 9a