

In addition to meeting with municipal officials, UI has pro-actively initiated a variety of outreach methods designed to inform the general public about the proposed Project.

Chart B - UI Public Outreach

Stakeholder Group	Date of Communication	Type and purpose
Abutters to the Project area in Milford, Orange, West Haven and New Haven.	September 11, 2020	First class mailing included a letter and Fact sheet detailing the Project Overview, scope, and need as well as advising the public that we would be surveying in the Project area.
All UI customers	Q3 2020	A website was developed to provide information on all the Railroad Transmission Line Upgrade Projects with a focus on Milvon to West River. To include videos, timelines, construction information and ways to contact UI Outreach.
All UI customers	January 2022	A legal notice was provided in the customers' billing insert to provide Project information. This was also provided in Spanish.
Public and all Project Abutters	January 4, 2022	A postcard was mailed inviting the Public to the Virtual Open House
Virtual Public Open House	January 11 -25, 2022	A virtual public open house was created on the UI Railroad Project site. This included information on the Project, the CSC process, an area to input your address to see if you are located near the Project area and ways to contact the UI Outreach team.
UI Customers in Project Municipalities	January 2022	Invitation to the Virtual Open House was placed in the New Haven Register, New Haven Independent, Milford Mirror, West Haven Voice and Orange Town News.
UI Customers in Project Municipalities	January & February 2022	A Legal notice describing the Project was placed in the New Haven Register, New Haven Independent, Milford Mirror, West Haven Voice and Orange Town News.
All UI Customers	January 18, 2022	Posts were made about the Virtual Open House and Project information on UIs Facebook and

		Twitter site. Posts were also included on West Haven’s Facebook and City website.
Milford abutters	Feb. 18, 2022	First class mailing inviting residents to participate in Public hearing. Also posted on the UI Railroad website.
All Project abutters	Feb. 25, 2022	First class letter announcing application to the Siting Council and Project Fact Sheet
Milford residents, impacted area	Feb. 25, 2022	Knock on doors and leave behind door hangers with info on the Project and the Monday hearing.
Milford residents and City	Feb. 28, 2022, 7 PM zoom	City of Milford requested Public Hearing to introduce Project to residents and answer questions.

The following outreach methods have been and will continue to be used:

- In August 2020, UI sent a mailing to all abutters. The mailing consisted of a letter describing the Project generally, including contact information, a link to UI’s Railroad Project website, and a Project Fact sheet.
- UI created a website - www.UIRailroadTLineUpgrades.com - to provide information to the community on this Project and UI’s suite of railroad rebuild projects. A map of the Project locations is included, along with a “Find Your Home” feature. The website includes a video that describes the UI railroad projects, as well as a Project Overview video for the Milvon to West River Project as well as a video to navigate the virtual open house. To date, approximately 300 people have visited the website.
- UI created and distributed Project informational cards to all Project field personnel. The cards are designed to be provided by UI personnel to any customers who may be encountered during the Project field surveys and who have questions about the Project. This card directs the interested public to the UI Outreach hotline for additional information as well as the to the Project website.
- In January 2022, UI mailed billing inserts to all customers in Milford, Orange, West Haven and New Haven. The inserts in the January bills provide details of the Project, the UI Outreach email and hotline number, and the specific Project URL.
- UI created a Virtual Open House site specifically for the Project. This Open House, which is accessed via the Project website, went live Jan. 11 2022-Jan. 25, 2022. Recognizing potential concerns about holding public gatherings during COVID, the Virtual Open House was designed to mirror the format of an in-person open house. It includes a graphic of the typical open house set up and a video to guide participants through the Open House exhibits, which include information regarding the Project (overview video), CSC process, Frequently Asked Questions (FAQs) and responses, Project Overview and Engineering, and Environmental and Community. The Virtual Open House also features a registration with a place to include any comments or questions regarding the Project. UI will also offer two Zoom appointment sessions in January 2022 for customers who would like to have specific questions answered or provide comments.

- On January 5, 2022, UI sent a large postcard mailing to Project abutters. The mailing included a description of the Project and an invitation to the Project Virtual Open House. The letter also included the Outreach email and Project Hotline telephone number.

UI Facebook and Twitter were used to notify customers about the Project and the Open House. In addition, West Haven posted the notification on their Facebook and website.

UI placed ads inviting people to the Open House and website the week of Jan. 11th and 17th in the New Haven Register, New Haven Independent, Milford Mirror, Orange Town News and West Haven Voice.

- Based upon a request from Mayor Blake of Milford, UI participated in a Public Hearing on February 28, 2022 to provide information about the Project and answer questions. UI sent a first-class letter to abutters in Milford inviting them to the meeting and also included a Project Fact sheet on February 18, 2022. On February 25 the Project Manager and Outreach Representative visited several impacted locations on Pearl Hill Street and Washington Street to talk directly to customers, answering questions and inviting them to the Public Hearing. UI dropped off packets to those who were not available.
- On February 25 UI sent a first-class letter to all abutters in Milford, West Haven, Orange, and New Haven informing them of UI filing the application with the Siting Council.
- To date, 8 abutters have contacted the Outreach Department via email or the Outreach hotline to ask questions about the Project. Their questions have been addressed and UI is keeping in contact with them.