

Emergency Briefing

CONNECTICUT

EVERSOURCE

Tuesday, October 31, 2017 – 9:15 a.m.

Restoration Projections Announced

Readiness Condition: Emergency

OVERVIEW AND SYSTEM STATUS (blue color indicates new information since last briefing)

- With more than 500 crews and support staff hard at work day and night, we're pleased to announce global restoration projections for Eversource communities that are still without power. Please see the attachment, "Global ETRs – 10/31/17." Customers who do not currently have an Estimated Time of Restoration (ETR) for their individual outage will receive this ETR information in the message delivery channel they have selected – text, email or phone call.
- "Global restoration" reflects the day and time when we will complete restoration for the vast majority of our customers, although small or individual outages may still remain. Customers will be contacted by text, phone call or email – depending on their designated preference – with a specific ETR once crews have arrived on location.
- We estimate that the majority of Eversource customers in western and central Connecticut will be restored by Wednesday, November 1, 2017, at 6:00 p.m. Areas in eastern Connecticut and along the coast, where restoration includes rebuilding portions of the electric system, will be restored by Thursday, November 2, 2017, at noon. We are providing this information so that our customers can make plans for their families, homes and businesses.
- Eversource Community Relations is working closely with community officials to identify and address local priorities, including power restoration to schools.
- Widespread damage, such as hundreds of broken poles, fallen trees tangled with electric wires, damaged transformers and thousands of feet of downed wires and service lines are making this a complex restoration. Eversource has restored power to more than 229,000 customers since late Sunday night. Presently, about 58,000 customers are without power.
- Today our Contact Center Operations is responding to power outage and emergency calls only. An upfront IVR message has been updated this morning for customers contacting us by phone. Customer messaging is below.
- **DOWNED WIRE WARNING:** In the event of downed wires, always remain at least 10 feet away, assume the wire is live, and call 9-1-1 and Eversource immediately. Maintain the minimum 10-foot distance until Eversource arrives to make the area safe.
- As always, the safe restoration of every customer remains our top priority. We will continue working around the clock until every customer is restored.

OPERATIONS

- Our priorities today include continued response to Emergency 9-1-1 calls, clearing electric equipment from blocked roads, and completing damage assessment. Assessing damage is a

critical step in the restoration process. With better awareness of the type and severity of work to be done, we can provide the most accurate restoration information.

- During the restoration process we prioritize power delivery to critical facilities, town centers, and the largest numbers of customers first.
- A staging area at the Crystal Mall in Waterford is receiving contractor crews beginning today for safety briefings, equipment and restoration assignments.
- Our successful mutual aid efforts with utilities across the eastern states includes the arrival of over 200 crews from Florida, Ohio, Alabama and Tennessee continuing today and tomorrow.
- More than 500 line crews, tree crews, damage assessors, wire guards and support staff are deployed state-wide for a continued safe and expedited restoration.
- Our Incident Command Center in Berlin and three Emergency Operations Centers in Newtown, New London and Hartford are coordinating the restoration activities and the deployment of crews to customer outage locations.
- The natural gas distribution system was not impacted by this storm, and Eversource gas employees are also supporting the electric restoration effort.

PUBLIC INFORMATION

- Eversource is providing this Emergency Briefing to 149 communities, including state regulators and the Connecticut Division of Emergency Management and Homeland Security. We will continue to provide updates throughout the restoration effort.
- Community Relations continues to reach out to their local partners and is supporting town Emergency Operations activities, as needed.
- Our 24/7 social media team is responding directly to customer posts with assistance.
- Eversource.com has an updated homepage featuring Storm information. Digital advertising will link directly to the Eversource.com homepage.
- Customers are reminded that if they need to use a generator, it should always be operated outdoors, as far from the house as possible. Keep it away from doors, windows and air vents to avoid carbon monoxide poisoning.
- As always, if you smell a gas odor in any home or business, please leave immediately. From a safe place, call Eversource to report the leak at our 24/7 emergency number, 877-944-5325, or call 9-1-1. Remain outside until Eversource can check the source of the odor.
- Information access is always a priority:
 - Call us at 800-286-2000 to report an electric outage, or online at Eversource.com.
 - Call us at 877-944-5325 to report a gas outage.
 - Follow us on Twitter (@EversourceCT) and Facebook (facebook.com/EversourceCT).
 - Customers are encouraged to sign up to receive storm updates on power outages in the channel of their choice (text, email, phone call) at Eversource.com. By activating text alert notifications, customers are also enrolling to report a power outage by text and receive status updates.
 - Text "OUT" to 23129 to report an outage.
 - Text "STAT" to 23129 to receive a status update.

Briefing approved by:

Michael Hayhurst, Incident Commander, Electric Operations

Kevin Kelley, Incident Commander, Gas Operations

Upfront phone system message for all customers calling Eversource Customer Service, updated Tuesday morning, October 31:

“Thank you for calling Eversource. Our crews are making steady progress in restoring service across Connecticut. Currently, we are responding to power outage and emergency calls from the recent damaging winds. If you’re calling for regular business, please call back on Wednesday or go to [Eversource.com](https://www.eversource.com) for routine transactions. To report an emergency or an outage, please stay on the line. We look forward to assisting you. Thank you.”