

# Emergency Briefing

## CONNECTICUT

EVERSOURCE

Tuesday, October 31, 2017 – 9 p.m.

### ***87 Percent of Storm-related Outages Restored as Restoration Work Continues Through the Night***

Readiness Condition: Emergency

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

- As of this evening, approximately 87% of the 271,000 outages resulting from severe storm damage have been restored. Approximately 32,000 customers are currently without power.
- Power has been restored to the majority of customers in 57 Connecticut towns. This update is reflected in the attachment “Town ETRs 10.31.17 Updated 8pm.”
- Our crews have nearly completed on-site damage assessments at 2,892 locations across the state. In total, the damaging wind left 179 broken poles, 96 damaged transformers, 56 miles of downed electrical wire and 584 fallen trees in its wake.
- Hundreds of line crews, tree crews and support staff, including Eversource gas employees, are deployed across the state and will work through the night continuing to clear storm damage and restoring power.
- As always, the safe restoration of every customer remains our top priority. Customers without power in communities shown in the attached as “substantially complete” can check the status of their outage online, by text or phone.
- This storm also resulted in thousands of downed service lines, which are the wires that run from a customer’s property to the street. If surrounding neighbors have power, but a single property does not, it may be the result of a damaged service line. Customers should report their outage using the contact information below. Eversource maintains and will repair the service line, but some repairs to private property may require an electrician or contractor. (See attachment, “Electric Equipment Ownership Diagram”)
- **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.

#### **OPERATIONS**

- Today our Contact Center is responding to power outage and emergency calls only. We anticipate resuming normal operations tomorrow. Since the storm began on October 29, we have received 138,201 outage calls from customers. Our average speed of answer this afternoon was approximately 12 seconds.
- 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.

- Through our mutual aid network, more than 200 additional utility crews from Florida, Ohio, Alabama, and Tennessee are assisting with restoration. A staging area at the Crystal Mall in Waterford is receiving contractor crews for safety briefings, equipment and restoration assignments.

## **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.
- [Eversource Community Relations is working closely with community officials to identify and address local priorities, including power restoration to schools, which we anticipate will all be ready for students tomorrow morning.](#)
- [Since the storm began, our 24/7 social media team has received and responded to 5,486 Connecticut customer interactions through our social channels. We also shared a video of contractor crews arriving this afternoon to assist with the restoration effort. Please \[click here to see video.\]\(#\)](#)
- Eversource.com has an updated homepage featuring Storm information and the latest estimated restoration times. Digital advertising on storm preparedness 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