

# Emergency Briefing

## CONNECTICUT



Thursday, August 6, 2020 at 9:15 a.m.

### ***Significant Restoration Progress Made Overnight*** *More Crews Arrive Today to Expedite Restoration*

**Emergency Condition:** Level 2 ERP (Emergency Response Plan)

**In light of COVID-19, work practices and reporting procedures have been altered to protect our employees' health, and those of our communities we serve. Pandemic guidelines have been reinforced across the system and they will be maintained while restoring service to all customers.**

#### **OVERVIEW**

- Eversource crews worked through the night making significant progress clearing blocked roads, removing tree damage and restoring power despite the historic storm devastation across the state.
- As of 9:15 a.m. Thursday, there are approximately 541,000 customers without service. Power has been restored to 332,811 customers since the storm began Tuesday, August 4 at 11 a.m.
- Given the significant and widespread damage, we are asking customers to prepare for multiple days without power.
- With hundreds of crews and support staff working around the clock, later today, Thursday, August 6, we will provide an estimate of when we expect the vast majority of customers to have power restored.
- We appreciate our customers' patience and understanding that some restorations may take longer as we work to ensure the safety of our employees and customers during this coronavirus pandemic.
- Customers are asked to keep their distance from crews working in the field — both for pandemic protection and to allow them to focus on their critical work.

#### **OPERATIONS**

- Connecticut electric declared a level 2 Emergency Response Plan (ERP) on Wednesday, August 5, at 11 p.m.
- Eversource continues to bring additional line and tree crews to assist with restoration in the hardest hit areas of the state.
- Staging areas at Danbury Welcome Center, Eversource's Waterbury Area Work Center and Lake Compounce in Bristol are set up to receiving outside crews and expediting delivery of equipment to locations where repairs are being made.
- Additional crews arrived yesterday, Wednesday, August 5, from Canada, Pennsylvania and Massachusetts to assist with restoration efforts. More crews will be arriving throughout the day.
- The damage from this storm cannot be overstated and our damage assessment is ongoing.
- Though it is early in our assessment, as of 8 a.m., Thursday, August 6, our patrollers identified:

390 broken poles	2,600 downed spans of electrical wire
1,829 trees to be removed	605 blocked roads
142 damaged transformers	

- The Electric and Gas Incident Command Teams will remain activated, throughout the restoration.
- Hundreds of line crews, tree crews, damage assessors, wire-down guards, and community liaisons among others, continue working around-the-clock assisting impacted communities.
- Customers can report and check the status of their outage by calling us at 800-286-2000 or via [Eversource.com](https://www.eversource.com). For fastest reporting, we ask customers to use the online tool by providing their phone number or account number.
- Operations and Contact Centers are fully-staffed and supporting the restoration process.

- Gas operations has not had any significant impacts but continues to monitor the system. Gas personnel are currently supporting electric response operations.

## **PUBLIC INFORMATION**

- Community Relations continues working all day and overnight assisting community partners across the state.
- Media Relations continues to engage in interviews with the local news outlets.
- Social media will highlight the work of our crews and restoration efforts throughout the state.
- A press release will be issued today highlighting the restoration efforts.
- Two all-Connecticut customer emails will be sent today to inform customers about the substantial overnight progress, significant widespread damage and the additional crews arriving today.
- Customers are encouraged to sign up to receive storm outage updates on the channel of their choice (text, email, phone call) at [www.eversource.com](http://www.eversource.com).
- We will launch other internal and external communications as appropriate.
  - This Emergency Briefing will be sent to communities, including state regulators and the Connecticut Division of Emergency Management and Homeland Security.
  - Storm safety messaging and outage resources will be on Twitter (@EversourceCT) and Facebook (facebook.com/EversourceCT).

## **SAFETY INFORMATION**

- If you see a downed wire, call Eversource at 800-286-2000 or 911 to report it. Stay as far away as possible until Eversource arrives to make the area safe.
- Before you use a generator, make sure it is connected by a qualified electrician and to a home's wiring through a special transfer switch. This ensures electricity produced by the generator does not back-feed into our electrical lines, endangering the lives of utility line technicians.
- Always operate generators outdoors and as far from the house as possible. Keep it away from doors, windows and air vents to avoid carbon monoxide poisoning.
- A list of available cooling stations in Connecticut is accessible via United Way 211 at [www.211ct.org](http://www.211ct.org).

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### **Approved by:**

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