

Here is a Tropical Storm Isaisas update from United Illuminating (Thursday, Aug. 7)

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Tropical Storm Isaisas brought a great amount of damage to UI's 17-town service territory. We planned for a Level 3 event (between 90,000 and 150,000 customers out that includes a 5-7 day restoration goal).

Since the storm began, UI and contractor crews have restored approximately 48,000 customers (from a height of 127,000).

As of 11 a.m., there are 78,545 customers without power (1,963 different outage events) - that is 23.3% of our customer base.

TODAY IS A BIG RESTORATION DAY: There are over 200 two-man crews "safely" working restoration in our 17 towns, tackling the bigger customer outages and priority location that are set by the municipalities.

We expect most of our customers to have power back by midnight, Saturday, August 8. However, all of the customers (especially the outages that are very small, i.e., 1 or 2 customers) should be back by midnight, Monday, August 10.

MUNICIPAL LIAISON: Every UI service territory town (with exception of Ansonia) has its Emergency Operations Center open, and each has a virtual UI liaison with direct access to the UI Storm Center.

If you have specific questions, regarding outage locations in your town, it is best to go through your town's Emergency Operations Center (and UI liaison) as there is better access to crew information, etc.

OTHER CUSTOMER INFORMATION:

Always report any downed wires to UI at 800.722.5584 (800.CALLUI).

UI reminds customers to stay far away from downed wires, which can be live and dangerous even if they show no signs of being energized. Customers are advised to keep kids and pets inside, and never drive over a downed wire.

Report an Outage: To report an outage, visit uinet.com or call 800.722.5584 (800.7.CALL.UI).

Customers can also report outages using the company's new mobile app, available from the Apple Store and Google Play.

Or, they can report outages via UI's mobile alerts system: text "OUT" to 839-884 (TEXT-UI). Registration is required.

Outage Alerts: Sign up for free Outage Alerts at uinet.com to be notified by text, email or phone when you lose service and for restoration updates. Or, sign up for free text alerts by texting "REG" to 839-884 (TEXT-UI).

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