

Emergency Briefing

CONNECTICUT



Wednesday, August 5, 2020 at 7 p.m.

Damage Assessment and Restoration Efforts Continue Around the Clock *Power Restored to more than 214,993 Customers*

Emergency Condition: Level 3 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

- As of 6 p.m. Wednesday, there are approximately 625,408 customers without service. Power has been restored to 214,993 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. We will provide more specific timeframes as the damage is assessed.
- The impact from this storm, in terms of power outages, is greater than Superstorm Sandy. The fierce winds with this storm caused widespread power outages and historic damage, affecting customers in all of the 149 communities we serve in Connecticut.
- 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.
- We continue partnering with community leaders and first responders as we address life-threatening emergencies and clear roads to allow residents and emergency vehicles to pass.

OPERATIONS

- Connecticut electric declared a level 3 Emergency Response Plan (ERP) on Tuesday, August 4, at 8 p.m.
- Eversource continues to bring additional line and tree crews into the state to assist with restoration.
- The damage from this storm cannot be overstated and our damage assessment is ongoing.
- Our assessment is still in early stages, as of 4 p.m. Wednesday, August 5 our patrollers identified:

214 broken poles	1,423 downed spans of electrical wire
972 trees to be removed	359 blocked roads
90 damaged transformers	

- The Electric and Gas Incident Command Teams will remain activated, throughout the restoration.
- Hundreds of line crews, tree crews, damage assessors and wire-down guards, among others, are currently assisting impacted communities.
- We are aware of intermittent issues impacting our customer self-service outage reporting tools. 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. We have approximately 500 customer service representatives available to take customer calls.
- Gas operations has not had any significant impacts but continues to monitor the system. Gas personnel are currently supporting electric response operations.
- Staging areas have been established this morning at the Danbury Welcome Center and Eversource's Waterbury Area Work Center to receive outside crews and expedite delivery of equipment to locations where repairs are being made. Additional crews arrived today from Canada, Pennsylvania and Massachusetts to assist with restoration efforts.

PUBLIC INFORMATION

- Community Relations is working with community partners across the state.
- A joint media event took place today, Wednesday, August 5, at 4 p.m. with Eversource and Connecticut Governor Ned Lamont to inform customers of our around-the-clock work to assess widespread damage and partnership with community and public safety officials to address emergencies, identify critical facilities, clear roads, and remove tree damage so first responders can safely pass and we can safely rebuild the electric system to restore power.
- Our Media Relations team continues responding to media inquiries today. Important storm updates and safety information are being posted on social media.
- 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.
- 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. Always operate it 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.

Approved by:

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