

# Emergency Briefing

## CONNECTICUT

EVERSOURCE

Sunday, August 9, 2020 at 9:30 a.m.

### Eversource Working With Determination to Restore All Customers to Power

**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

- More than 2,300 line and tree crews and support staff, including out-of-state utility workers are working relentlessly to restore all customers to power. Since Saturday morning, more than 160,000 customers have been restored.
- We continue to work with urgency and expect that 90 percent of all Eversource customers will have power by this evening, despite this storm's historic and widespread damage combined with difficult travel conditions.
- The National Weather Service confirmed that an EF1 tornado touched down in Westport, CT at 1:40 p.m. on Tuesday, August 4, causing severe damage to the electric system in that area.
- As of 8 a.m. today, Sunday, August 9, 2020, approximately 167,000 customers remain without power. This includes approximately 150,000 customers that lost power as a result of the storm.
- Some customers may lose power as a necessary step for our crews to safely make the repairs needed to restore service to many more impacted customers. Note that the number of affected customers on the Eversource Outage Map includes customers that lost power as part of the restoration process, as well as customers experiencing outages related to the storm.
- Yesterday, restoration estimates for all Connecticut communities were made available at [Eversource.com](https://www.eversource.com).
- This town-level estimate is when we expect most customers in that town to be restored, with one percent or fewer customers in that community remaining without power.
- Eversource is continuing to work with our communities to identify, prioritize and restore critical infrastructure and facilities. As of 8 a.m. this morning, Eversource has restored 668 of the 860 identified critical facilities including Stamford Hospital, Connecticut Airport Authority, 17 water treatment facilities, over 100 fire departments, among others.
- We know that being without electricity is difficult and disruptive to our customers and communities, especially during the COVID-19 pandemic, and we are grateful for their patience.

#### OPERATIONS

- The Connecticut Electric Incident Command Team declared a level 2 Emergency Response Plan (ERP) on Wednesday, August 5.
- The Electric and Gas Incident Command Teams will remain activated throughout the restoration.
- Gas operations has not had any significant impacts but continues to monitor the system. Gas personnel are currently supporting electric response operations.
- The damage from this storm cannot be overstated and our damage assessment is ongoing. As of 8 a.m., Sunday, August 9, our patrollers identified:

1,270 broken poles	7,301 downed spans of electrical wire
6,207 trees to be removed	1,185 blocked roads
608 damaged transformers	

**PUBLIC INFORMATION**

- Community Relations is working with our community partners across the state assisting with priorities. Our liaisons are in frequent contact with town leaders.
- Our Media Relations team continues responding to numerous media inquiries and two media briefings are scheduled for today.
- A customer communication will be sent to all customers remaining without power today via email, text and phone to provide an update on the restoration progress.
- 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.
  - Restoration effort updates 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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