

# Emergency Briefing

## CONNECTICUT

EVERSOURCE

Tuesday, March 14, 2017 – 6 p.m.

### **Strong Electric System Reliability as Blizzard Exits State**

Operational Status: Emergency/Event Level 5

Customers Without Power	Customers Restored since 12 a.m., 3/14/17
1,565	7,324

#### OVERVIEW AND SYSTEM STATUS (Blue text indicates new information since previous briefing)

- Eversource continues to respond to widely scattered outages and has restored power to more than 7,320 customers since the blizzard's arrival, which brought high winds, heavy snow and rain state-wide.
- We continue to make steady progress and are working to restore 1,565 customers currently without power. We are working to restore the majority of customers by 11 p.m. tonight, and will continue to work around the clock to restore every customer.
- The strongest part of the storm has passed and precipitation and winds are expected to consistently diminish after 8 p.m.
- Governor Dannel P. Malloy announced this afternoon that the travel ban on state roads was lifted effective at 5:00 p.m. today, but he is still urging motorists to stay off the roads if possible this evening as conditions remain treacherous.
- DOWNED WIRES 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.
- IF YOU SMELL GAS: If you smell natural gas inside your home or business, leave immediately. DO NOT light matches, smoke, turn electrical switches or appliances on or off, or use a telephone or cell phone within the area in which you smell gas. DO NOT assume someone else will report the condition. From a safe place, call Eversource at 877-944-5325, or call 9-1-1.

#### OPERATIONS

- More than 200 restoration crews and 130 tree crews are deployed across the state, focused on completing restorations as quickly as possible in difficult working and travel conditions.
- Damage across the state is mainly tree-related, including spans of downed wire and broken poles.
- Damage assessment teams and wires down guards are also responding as needed.
- Call Center volumes, as a result of minimal outage activity, have been light. Our Call Center will remain staffed throughout the night to quickly assist customers calling regarding outages.
- The Eversource Incident Command Center and Regional Emergency Operations Centers in Hartford, New London and Newtown, were activated at 6:00 a.m. today and remain operational.

#### PUBLIC INFORMATION

- Eversource is providing this Emergency Briefing to communities, including state regulators and the Connecticut Department of Emergency Management and Homeland Security.

- Eversource Senior Vice President of Engineering and Emergency Operations, Peter Clarke, participated in Governor Malloy's third Unified Command Call at 5:00 p.m. today and shared our outage status, restoration success and plans for continued fast-response to outage locations.
- Our Community Relations team is in close contact with town officials sharing updates on local conditions, coordinating on town priorities and quickly clearing blocked roads.
- We continue to emphasize generator, downed wire and gas safety in customer outreach, including social media. In addition, we are sharing photos and videos of our crews restoring power, showing the storm from a first-hand vantage point. Please see below for social media posts from our customers.
- Customers are reminded that should they need to use a generator, always operate it outdoors, as far from the house as possible. Keep it away from doors, windows and air vents to avoid carbon monoxide poisoning. Outdoor gas grills or ovens should never be used to heat a home because they too could cause carbon monoxide poisoning.
- The Connecticut American Red Cross, one of Eversource's partners in emergency preparedness, also provides helpful information and resources at [www.ctredcross.org](http://www.ctredcross.org).
- Information access is a priority, and important updates are readily available:
  - Call us at 800-286-2000 to report an outage, and online at [www.eversource.com](http://www.eversource.com).
  - Follow us on Twitter (@EversourceCT) and Facebook (facebook.com/EversourceCT).
  - 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).

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#### **Social media posts from our customers:**

##### **Facebook:**

**Lisa P.: Eversource is THE best!! Lost power during today's blizzard for one hour, only. Kudos to the men and women out there who make sure we have power!**

**Tracy B.: Thank you for being able to keep the power on in Brookfield! :)**

**Suzanne M.: A huge thanks to the guys who got here so quickly and restored our power. Always the trees, which is why we cut down all of ours near the lines.**

**Laura M. Our power was out for 2 hours. Super fast recovery!! Thank you so much!!**

##### **Twitter:**

**Jenn H.: [@EversourceCT](https://twitter.com/EversourceCT) ...we're off West St. in #Bolton Thank you for being out there today to restore our power. We appreciate what you all do.**