

Emergency Briefing

CONNECTICUT



Thursday, August 6, 2020 at 10 p.m.

Power to be Restored for the Vast Majority of Customers by Tuesday *Thousands Working with Urgency Until Every Customer Restored*

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

- Significant restoration progress continues. Eversource expects to restore power to the vast majority of customers affected by this damaging storm by 11:59 p.m. on Tuesday, August 11, 2020, with many customers being restored sooner.
- A town-by-town restoration projection list is in progress and will be available soon.
- For a small number of customers in areas where there are single, scattered outages, full restoration may take longer.
- As of 9 p.m. Thursday, there are approximately 480,125 customers without service. Power has been restored to 434,919 customers since the storm began Tuesday, August 4, at 11 a.m.
- We understand that being without power is a disruption to our customers' lives especially during this unusual time of COVID-19.
- We are working tirelessly with every crew and resource we can muster until the power is back on for every customer.
- 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

- The Eversource Electric Incident Command Team declared a level 2 Emergency Response Plan (ERP) on Wednesday, August 5, at 11 p.m.
- Eversource continues to work with an extreme sense of urgency and continues to bring additional line and tree crews to assist with restoration in the hardest hit areas of the state.
- Crews arrived today from Massachusetts and more are scheduled to arrive from Canada, Illinois, Missouri, Wisconsin, Ohio, Indiana, North Carolina, Maryland and New York.
- Four additional staging areas are being organized to bring the total of six across the state to receive outside crews and expedite equipment delivery to locations where repairs are being made.
- Customers may see Eversource crews working in their neighborhoods but may still be without power. Crews are making necessary repairs to the power grid to prepare homes and businesses to receive power. Lines will be energized once all repairs in the area are completed.
- The damage from this storm cannot be overstated and our damage assessment is ongoing.
- As of 8 p.m., Thursday, August 6, our patrollers identified:

757 broken poles	4,449 downed spans of electrical wire
3,186 trees to be removed	972 blocked roads
260 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. 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 local news outlets.
- Social media is highlighting the work of our crews and restoration efforts throughout the state.
- **Customer emails sent today:**
 - Inform customers about the substantial overnight progress, significant widespread damage and the additional crews that arrived today.
 - Announce an estimate of when we expect the vast majority of customers to have power restored.
- 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 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.

Approved by:

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