

Emergency Briefing

CONNECTICUT



Tuesday, March 13, 2018 – 1 p.m.

Eversource Responding Quickly and Safely Nor'easter's snow and wind blanketing state

Readiness Condition: Emergency

Anticipated System Impacts: Level 5 event for fewer than 10% (under 125,000) customers

OVERVIEW AND SYSTEM STATUS

- Eversource restoration crews are responding to storm-related outages and have restored power to more than 2,800 customers since the storm's arrival early this morning. Being there for our customers when they need us most is our Eversource team's commitment.
- Heavy snow and blizzard conditions with strong winds gusting up to 50 mph are causing trees and limbs to make contact with power lines. Well over 95 percent of outages are tree related.
- The heavy snow and high winds are expected to continue through the day, with peak winds continuing through 6 p.m. The primary impact is in the eastern portion of the state.
- Eversource's first priority is working closely with communities to respond to 911 emergencies and clearing any blocked roads. In partnership with emergency responders, Eversource has addressed approximately 26 emergency 911 priorities and is restoring customers as conditions are safe to do so.
- Currently, approximately 3,100 customers are without electricity as a result of storm damage. The natural gas system has not been impacted by the storm.
- As always, we are carefully monitoring the electric system. With new smart technology, we will quickly isolate an outage area to minimize customer impact and restore power quickly to our customers whose power can be rerouted through an alternate circuit path. This reduces the size and duration of a power outage and the number of customers who would otherwise experience an outage.
- Weather details for each part of Connecticut, as provided by our contract weather service, DTN, are included for your information and awareness.

OPERATIONS

- Storm preparedness calls began before March 1, 2018, for the prior nor'easters and will continue throughout this event.
- Eversource Senior Vice President Peter Clarke participated in Governor Malloy's Unified Command Call, held at 9:30 a.m.
- Our Customer Contact Center has assisted 731 customers since the start of the storm, answering calls within an average of three seconds.
- Our Community Liaison Organization is directly supporting state and town leaders with community priorities, and our Eversource state liaison is working closely with officials at the Connecticut State Emergency Operations Center.
- **Eversource Electric and Gas Incident Command and Emergency Operations Centers (EOC) identified below are activated:**

Electric Incident Command in Berlin	Regional EOC's in Hartford, New London and Newtown
Gas Incident Command in Southborough, MA	

- **Staffing**

Full complement of electric line and tree crews, wire guards and damage assessors	Customer Contact Center fully staffed
Liaison Organization activated and prepared to support our communities and local/state officials	Natural Gas Operations – Fully staffed, prepared to respond

- With the expectation of significant snowfall, but no disruptions in service to natural gas customers, our Natural Gas Business is monitoring storm impacts and the gas distribution system and is ready to assist with electric restoration priorities as needed. Once conditions are safe to do so, natural gas operations will prioritize the clearing of snow from natural gas equipment to ensure easy access in the unlikely event of a system emergency.

PUBLIC INFORMATION

- Preparedness Briefing sent March 12 and Emergency Briefings today to communities, including state regulators and the Connecticut Division of Emergency Management and Homeland Security.
- Media Relations team has conducted live interviews with local print and television news outlets and provided proactive storm safety messaging on social media including the importance of calling 911 to report downed power lines.
- Website – Eversource.com features our “Eversource Ready for More Winter Weather” banner linking directly to all storm safety and preparedness information, plus sign-ups for outage alerts and text reporting.
- An outbound call was completed earlier yesterday, March 12, to approximately 20,000 customers who rely on electricity for medical reasons.
- Information access is a priority, and important updates are readily available:
 - Call us at 800-286-2000 to report an electric outage, and at 877-944-5325 to report a gas leak. Visit us online at 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.

SAFETY INFORMATION:

Electric:

- If the power goes out, we want customers to stay safe and comfortable. Get helpful during-storm tips by visiting Eversource.com.
- All community first responders are reminded to contact Eversource immediately in the event of a downed wire. Maintain a distance of at least 10 feet until Eversource arrives to make the area safe.

Gas:

- If you smell a gas odor in your home or business, leave immediately. From a safe place, call Eversource to report the leak at our 24/7 emergency number 877-944-5325, or call 911. Please remain outside until Eversource can check the source of the odor.
- Gas customers are reminded to keep natural gas meters, all gas appliances and outdoor vents clear of snow and ice buildup to maintain safe operation and access.
- Some natural gas heating systems may be impacted in the event of a power interruption. Do not use your gas stove as a heating source – use only approved heating sources.
- If you suspect carbon monoxide is present in your home, go outside immediately and breathe deeply; then call 911.

Gas and Electric:

- In the event of a power outage, if you 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.
- The symptoms of carbon monoxide poisoning are similar to the flu and may include headaches, weakness, confusion, chest tightness, skin redness, dizziness, nausea, sleepiness, fluttering of the heart or loss of muscle control. If you suspect carbon monoxide is present in your home, go outside immediately and breathe deeply; then call 911.

Approved by:

Michael Hayhurst
Incident Commander – Electric

Kevin Kelley
Incident Commander – Natural Gas
