

Storm Isaias Presentation to the Energy & Technology Committee

August 27, 2020

by

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We were prepared in accordance with our ERP

ERP level declarations & timing

Level 4
Fri, July 31

2 – 6 days restoration

- 125K - 360K outages at peak
- 10,000 Trouble Events
- 250-800 Line Resources

Level 3
Tues, August 4, @ 6:00 PM

5 – 10 days restoration

- 625K - 870K outages at peak
- 8,000-25,000 Trouble Events
- 750-1250 Line Resources

Actual Event

9-day restoration

- 632,632 outages at peak
- 21,676 Trouble Events
- 2,555 Line Resources,
789 tree crews.

Weather forecast

July 26 – Sun Aug 2 – Moderate Impact

Oncoming storm with heavy rain and wind
East/southeast CT

Sun Aug 2 – Moderate Impact

Heavy rain and wind
Tornado Watch west & central CT

Mon Aug 3 – High Moderate to Major Impact

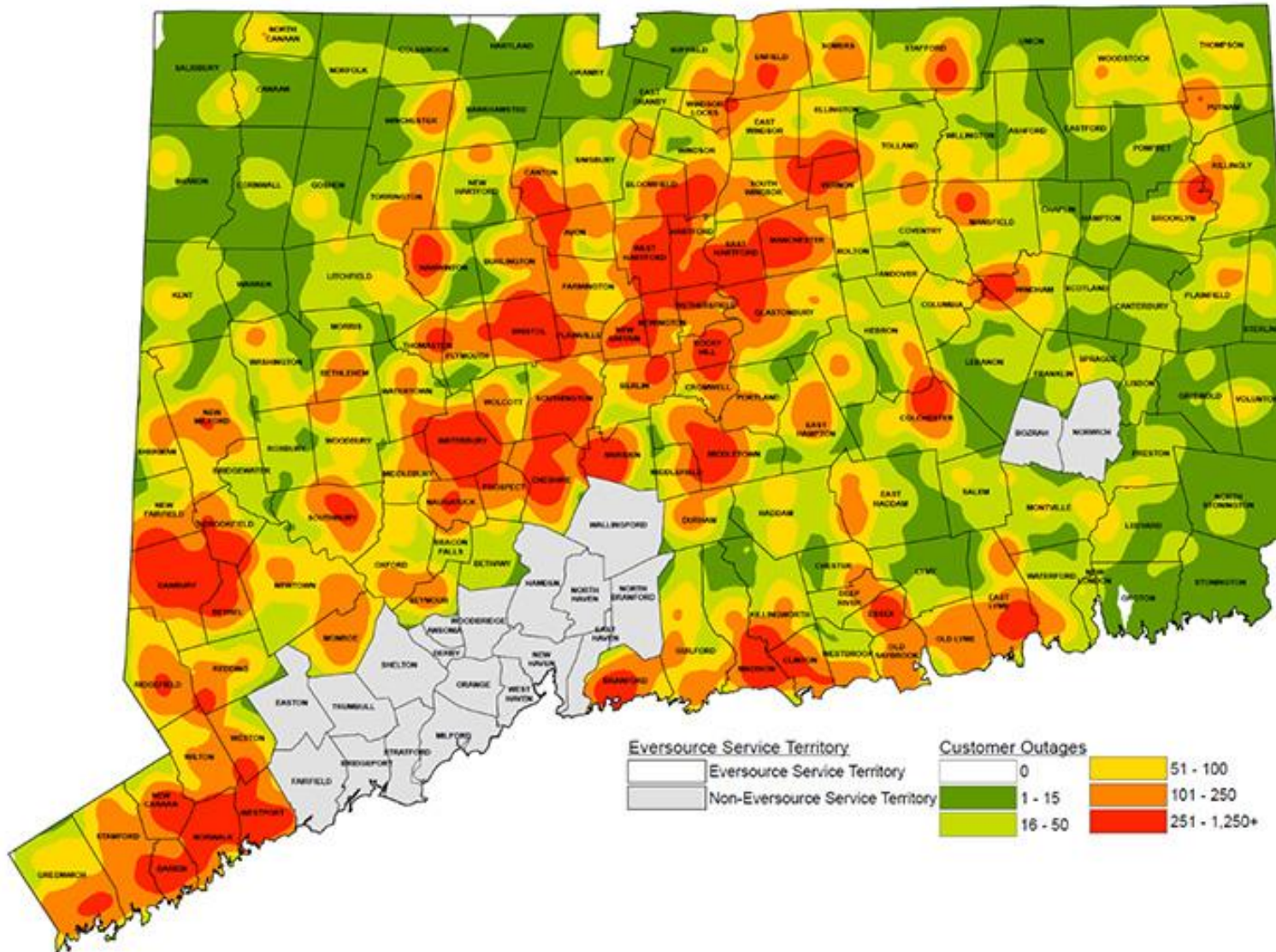
Heavy rain and wind
Storm path trending West
Possible tornado impact, trending west

Tues Aug 4 @ 4:00 PM – Major Impact

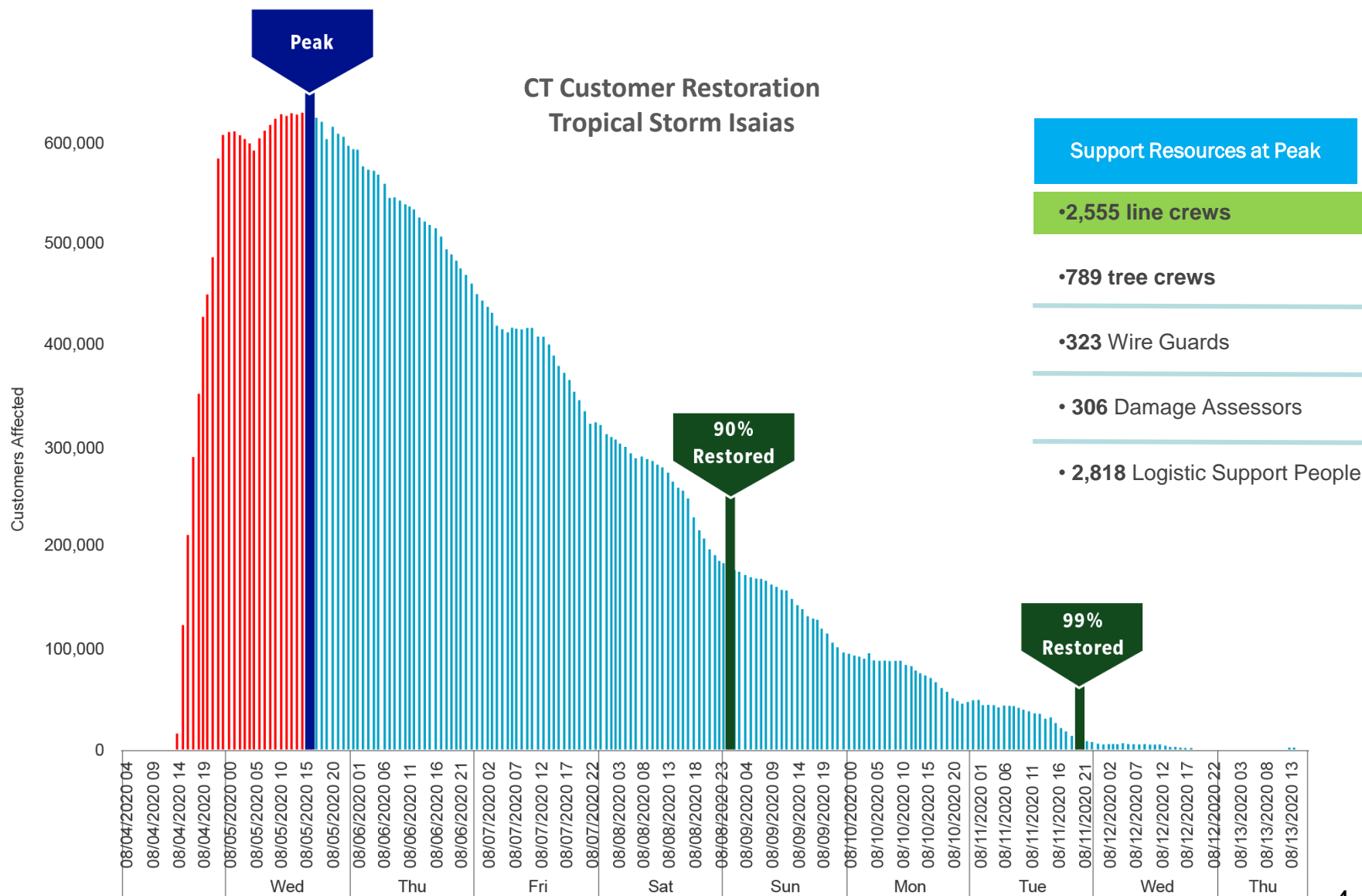
Tropical Storm level weather impacts
UConn predicts 3,000-6,000 damage locations

There was damage in every town we serve

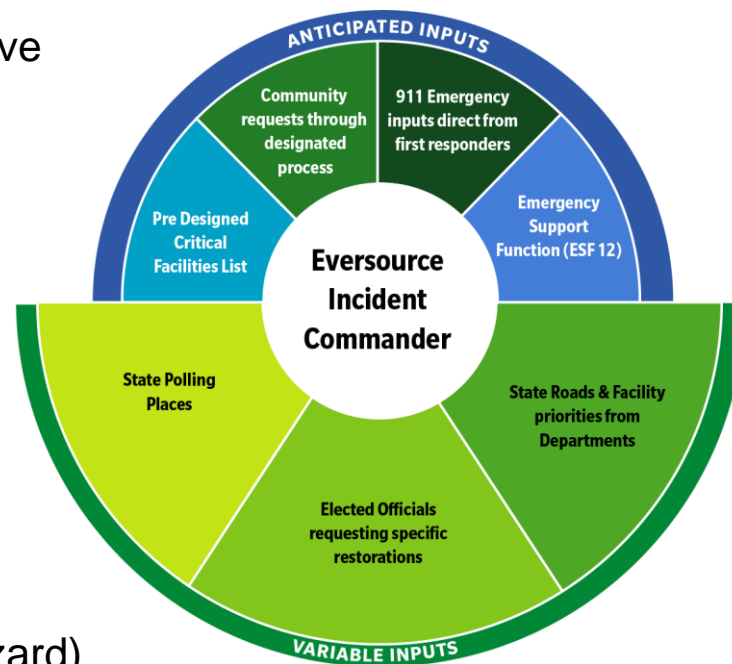
21,669 total damage locations created 632,632 outages at peak



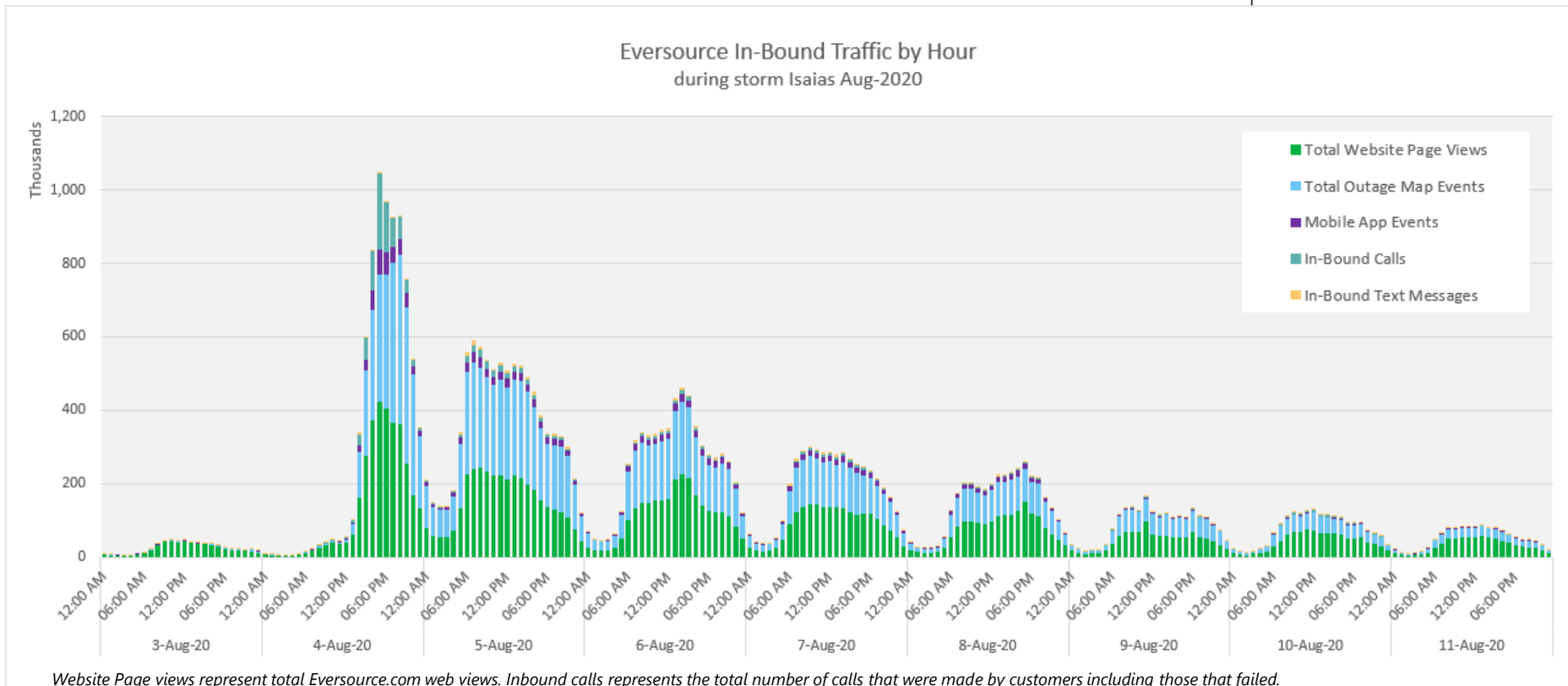
Restoration Curve



- In large storm events, prioritization is an imperative
- **Public Safety First**
 - **860** Critical Facilities
 - **245** FPS1 (Imminent Danger)
- Restoration is also a safety necessity
- State and municipal blocked roads are also a high priority
 - **2,272** FPS2 (Hindering Operations)
 - **2,099** FPS3 (Non-Threatening Electrical Hazard)
 - **1,900** blocked roads
- We balance requests with the overall restoration goal
- **11,287** touchpoints with communities: calls, emails, briefings, text messages



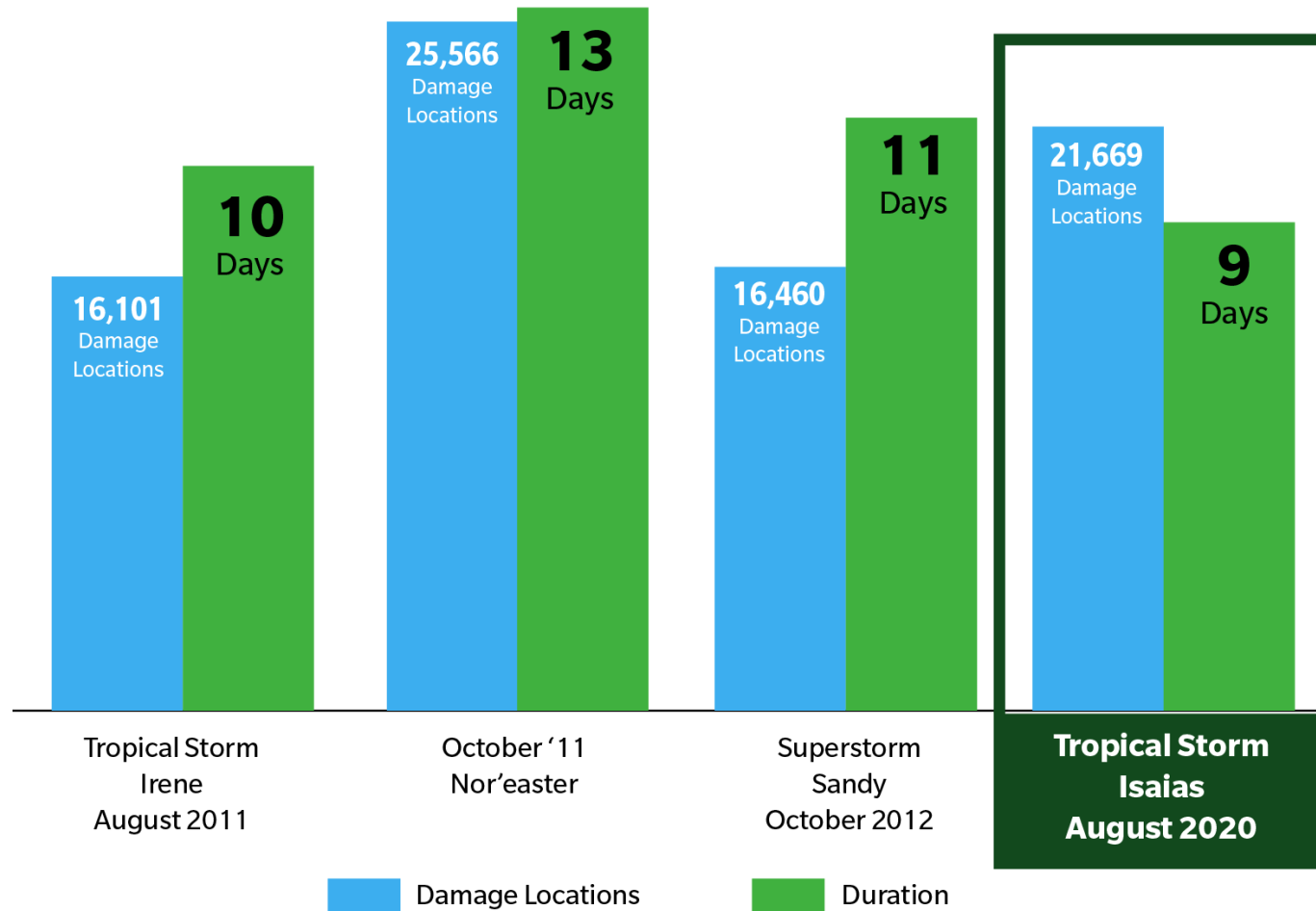
Isaias Total Inbound Customer Contacts



At peak, on August 4th, inbound traffic topped 1.1 million contacts.

Historic Storm Comparison

Damage comparison of Tropical Storm Isaias, Superstorm Sandy, the October '11 Nor'easter, and Superstorm Sandy.



Measured using standard major exclusion day metric from date of the event to the last major exclusion day.
The duration of time from the event to substantial completion at 1% or less in every municipality was 7.5 days.