

Preparedness Briefing

CONNECTICUT



Thursday, August 27, 2020 – 10 a.m.

Eversource Preparing for Severe Storm Conditions

Staffing Appropriately to Respond to Outages

In light of COVID-19, work practices and reporting procedures have been altered to protect our employees' health, and those of the communities we serve. Pandemic guidelines have been reinforced across the system and they will be maintained while restoring service to all customers.

Readiness Condition: Monitoring

OVERVIEW

- Severe thunderstorms with hazardous wind gusts are predicted across northern and western Connecticut this afternoon and through this evening.
- Some storms may include hail and damaging wind gusts up to 65 miles per hour. Conditions for an isolated tornado may also develop.
- Wind gusts have the potential to bring down trees and tree limbs onto power lines, causing damage to the electric system.
- We will continue to closely monitor the storm track and conditions and will adjust readiness activities as needed.
- With many people working from home, we know how important it is to have power. We will work around-the-clock to ensure any power outages are restored as quickly as possible.

OPERATIONS

- In addition to our normal area work center crews, out-of-state crews have also been secured and are stationed at our area work centers to provide additional support as needed.
- All Emergency Operations Centers and the Incident Command Center are prepared to activate.
- The Connecticut Electric Incident Command Team declared a Level 5 ERP (Emergency Response Plan, meaning the event is estimated to cause outages to fewer than 125,000 customers and fewer than 2,000 trouble spots) as of 7 a.m. today.
- Our area work center warehouses have been replenished with supplies since tropical storm Isaias and crews have the materials they need.
- Our Customer Contact Centers have additional staffing mobilized and additional regional resources are also ready to respond.
- Gas Operations does not anticipate any impacts but is monitoring the system in case of flooding and is prepared to assist with electric restoration if requested.

PUBLIC INFORMATION

- Our Community Relations Liaisons have reached out to their officially designated municipal contacts and are ready to assist with emergency planning.
- We are calling customers who rely on electricity for medical reasons this morning, Thursday, August 27 to encourage them to prepare for potential power outages by securing a back-up power source or moving to an alternate location if necessary.
- Our Media Relations team has shared important storm preparedness information on social media and is prepared to respond to any media inquiries.
- We will launch other internal and external communications as appropriate.
 - This Preparedness Briefing will be sent to communities, including state regulators and the Connecticut Division of Emergency Management and Homeland Security.
 - Storm preparedness messaging will be on Twitter (@EversourceCT) and Facebook (facebook.com/EversourceCT).
 - Should our system experience significant damage, Craig Hallstrom, President, Electric Operations, will hold a media briefing to update the public on our response.

SAFETY INFORMATION

- If the power goes out, we want customers to stay safe and comfortable. Get ready for the storm by visiting Outages & Storms on Eversource.com, then click on Storm Preparedness.
- 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. Always operate it outdoors and as far from the house as possible. Keep it away from doors, windows and air vents to avoid carbon monoxide poisoning.
- Customers are encouraged to sign up to receive storm outage updates on the channel of their choice (text, email or phone call) at www.eversource.com.

NATURAL GAS SAFETY

- Flooding can create safety hazards for natural gas customers by causing damage to natural gas appliances in the event of a power outage. Gas customers located in areas prone to flooding are reminded to take special caution.
- If flooding is severe, natural gas appliances should not be used until inspected by a licensed plumber or contractor. Once appliances are safe to operate, call Eversource to have your gas service turned back on and your appliances relit.
- If water levels were high enough to cover the gas meter, call Eversource to have your meter and regulator checked for safety before using your gas system.
- Stay out of flooded basements.
- If flooding has been severe, and any natural gas equipment has been under water, natural gas appliances should not be used until inspected by a licensed plumber or contractor.
- Do not attempt to place natural gas appliances back in service yourself. A licensed plumber or contractor will check, clean, repair and pressure test all gas pipes, which may have been clogged with mud or debris.
- Floodwaters can shift your home or cause other stresses to the natural gas piping, possibly resulting in a natural gas leak.

Approved by:

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