

To whom it may concern:

Here in Southbury the storm response and restoration was frustrating not entirely due to the length of time but the lack of coordination. Southbury had DPW crews waiting for make safe crews so that our people could get the roads cleared. Early on there was no Forman or direct communication with any Eversource crew. As Southbury had a Tornado a few years back, and all roads were blocked and there was 100% power outage, we had experience in this. Within 5 days all the roads were open and most power restored. I understand with this storm that the wide spread impact would not make this possible. But remember there was only a 15 minute warning about the tornado compared to the warning of the tropical storm of days. The key to Southbury success with the tornado was the coordination with Eversource. Make Safe the area so that our crews could remove the debris. Restoration crews then could get onto the repair. The fact that other municipalities came to help was invaluable. The point here is that the DPW people with their equipment were able to work and had plenty of it. Make safe, clear, and restore. We need the make safe. Southbury was literally, and quite uncomfortably, sending DPW crews home with nothing to do because of no make safe crews. One Saturday Southbury had an Eversource crew show up. One of our DPW crews took it upon themselves to call themselves in to clear. They worked until 1pm and there was nothing more for them to do as the Eversource crew had left.

Another issue seems to be is that the people who make decisions for the crews on the ground cannot bring themselves to make a decision. There was one outage near the end of restoration that was not restored. It involved a 17KV line and some regular voltage lines and some 23KV lines mixed in. the high voltage lines were still live coming off a substation. For four or five days there were anywhere from 5 to 11 crews parked there all day. What I discovered was there was a switching box that required a specially trained person to be there to make it work should it not work properly. After much consternation and questioning as to when this person would arrive, it was discovered I came to the realization that the person did not exist. The crew that was there from out of state explained how it could be done without this mystical creature. The only thing that they needed was permission from a supervisor to proceed with the plan. They had asked and asked for permission. I asked our Eversource liaison to let me call her supervisor. She would not give me her supervisor's number. I asked a straight question. ARE YOU RESTRICTED FROM PROVIDING ME WITH YOUR SUPERVISORS CONTACT? I was not given an answer coming to the conclusion that she was restricted and that this isolated them from the CEO of the municipality. This led to the question of how many days longer were we going to observe the problem without a solution to repair the problem. I became a rather agitated and unreasonable CEO expressing my frustration. The next day crews were in place and the power was manually shut off and rerouted and the repair took 3 hours.

Again it seems that the people who are in charge of making the decisions have difficulty in making the decisions that need to be made. It was frustrating for the crews and the Eversource Forman.

I would suggest that given the fact that we will not be able to trim back all the trees that will cause damage in the future, would it be possible to have Eversource train "make safe crews" that are DPW employees so that we can make safe and clear. This would also help when an individual tree falls down and we have to wait for a crew to come out in the middle of the night. In a large event these make safe crews would then be followed by other DPW crews to clear the damage. Restoration crews could then follow behind them. Perhaps a "make safe crew" made up of DPW workers from surrounding towns. Southbury working in conjunction with Woodbury, Middlebury with an agreement. I do not believe that Eversource or the rate payers can truly afford to maintain the number of crews it would take to satisfy the restoration expected during these storms. Eversource could pay for and equip the "make safe

minute men” and perhaps they could put them under their control when needed. They could reimburse the expense of sending them out. Once the make safe was done they would revert back to the normal DPW activity. Coordination would be directed by local DPW. I think that this should be explored as it may be a win win for Eversource and the municipalities.

Respectfully.

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