



1712 Main Street  
Coventry, Connecticut 06238  
(860) 531-2563 desk  
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## Town of Coventry

FIRE/EMS ADMINISTRATOR  
EMERGENCY MANAGEMENT DIRECTOR

James McLoughlin  
[jmcloughlin@coventryct.org](mailto:jmcloughlin@coventryct.org)

August 25, 2020

Re: Tropical Storm Isaias 08042020

To PURA:

The Town of Coventry, CT is submitting a list of issues we identified as a result of Tropical Storm Isaias.

- While a storm representative was assigned, our contact was frequent but the content was empty.
- The Town of Coventry has a live on-line document we use to track street closures. We shared this document with Eversource to cross reference the entries with their system. Eversource asked for the editable version as they had updates but would not or did not share the updates when we offered to make the changes. We did not want Eversource to change the status of blocked roads when they have not been addressed.
- Damage assessment was still being done 72 hours post storm.
- What is Eversource doing for residents that lost \$\$\$ in spoiled food?
- While on the phone with our Eversource rep reporting an issue, I was informed to call the 800# to report the issue we were discussing so they rep could elevate it in the system. Why would I have to hang up with Eversource to call Eversource, isn't that what the rep is supposed to help us with? Seriously, you're making added work for us. That's inefficient and wastes time.
- On the scene of a live power line across the roadway, an Eversource road guard was parked on the side of the road. When I asked why he wasn't stopping traffic from crossing the live line, I was informed that the road guard does not have the legal authority to stop anyone from traversing the roadway. I asked, is that a live hi-tension power line? He replied yes. He advised that if people slowed down or stopped to talk to him, he would advise them it wasn't prudent to drive through, however he had no legal authority to stop them. This seems ludicrous to me as human lives are at stake.
- Eversource asks for a separate "Blocked Roads Form" (CT ESF12) to be submitted. This is a duplication of work on our part as we track the same information with an on-line live form that captures the same information. We provided this link to our Eversource storm rep.



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- While travelling through town I ran into another road guard who was calling in a tree on wires. This location was already on our list and seemed like a duplication of work; as if Eversource was not giving any validity to the lists that we provide at the local level.
- Another location reported was a large tree on wires losing off 12 homes between the trees/wires and the end of the cul-de-sac. An Eversource rep told the residents in the neighborhood it was not a high priority. The Town had identified this as a blocked road as there was no way for them to get out and no way for us to get in. (and when I refer to “us”, I mean fire trucks, ambulances or any other emergency vehicles – you might be able to squeeze a little FIAT between the trees and the stone wall; even that being said, it did not appear to be safe from my subjective point of view – always erring on the side of safety) FYI – we did respond to a reported structure fire on the opposite side of the downed tree. We had to stop the apparatus and run down the street with multiple fire extinguishers. Fortunately our FF’s were able to extinguish the fire.

If I can provide any additional information or reference, I’d be happy to do so. I can be reached at my desk (# listed above) or by cell at 860-817-2745.

Respectfully,

*James McLoughlin*  
James McLoughlin, EMD  
Fire/EMS Administrator