August 27, 2020

To the Energy and Technology Committee,

Just before 2:00 PM on August 4, the Emergency Alerts sounded on the phones in our home. I gathered our two boys, my two cell phones and laptop and moved down to my husband's office on the first floor of the house. We watched as a strong winds tugged at the trees, and power lines. Then the transformer blew.

For the next hour, my husband and I made many attempts to report the outage through the Eversource website. We tried with our phone number. We tried with the Account number. The reporting system could not find us. We called Eversource. The automated call desk was also experiencing issues. Finally, after some trial and error, we tried reporting the outage as a "logged in" user. Only then, an hour later, were we able to report it. The system told me that it was unaware of my outage and asked details: "were there down lines" "loud bang" etc. I indicated "bang." A few hours later, I received a call from Eversource. I did not get the reassuring message for which I hoped. The mechanical voice on the line said "Error." Yes, Eversource called me to tell me it was broken.

I have two compound questions for the Committee and Eversource:

ONE: As an IT professional, I would like to know has Eversource identified the cause of the system failure? What steps have been taken to see it does not happen again? What effects did it have on restoration, especially when determining where wires were down and if they were live.

TWO: How are deployment decisions made? Repeatedly Wilton is about 70% out. Neighboring towns are even more significantly hit 90-100%. These towns, often less populated, see marked improvement. Wilton, however, is not assigned many crews until multiple days into the restoration process. How are decisions made to not perform, for eight days, half an hours' worth of work (That is how long it took to fix the transformer)? Why is Wilton, with its significant elderly population, almost always the last town?

Regards,

Lisa Pojano

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