



August 27th, 2020



Tropical Storm Isaias

Isaias at a glance

- 55 mph winds
- 69 mph wind gusts
- ~130k customer outages at peak of event
- ~2000 damaged locations
- ~1000 wires down

About United Illuminating Company

UI – 600+ employees serving ~339k customers in Southwest CT



United Illuminating (UI)	2019
Service Area	335 mi ² southwestern CT
Population served	767,071
Electricity Service	17 communities
Electricity Customers	338,654
Residential	304,670
Non residential	33,984
Miles of Transmission Lines	139
Miles of Distribution Lines	3,638
Substations	28
Electricity Delivered	4,978 GWh
Employees	644



Our Customers span 17 cities and towns



United Illuminating Storm Isaias - Highlights

The Emergency Response Plan: Plan, Identify, Assess and Recover from an Emergency Event

We planned the work and then worked our plan



✓ Diagnosis of Level 3 Event

- ✓ Early and ongoing monitoring of the weather forecast
- ✓ Customer and media outreach

Weather Predictors		DTN Weather				
Source p.46 UI ERP- 7/1/20						
Event Level 3		7/31	8/1	8/2	8/3	8/4
Tropical Storm						
○ Sustained Winds (mph)	39 – 49	20 – 30	20 – 30	25 – 30	25 – 40	30 – 40
○ Wind gusts (mph)	45 - 55	35 - 50	35 - 50	40 - 50	35 - 45	45 - 55
○ Rain (inches)	2 to 4					



✓ Staffing to support Level 3 Event ~ 1200 Field personnel, zero Safety incidents

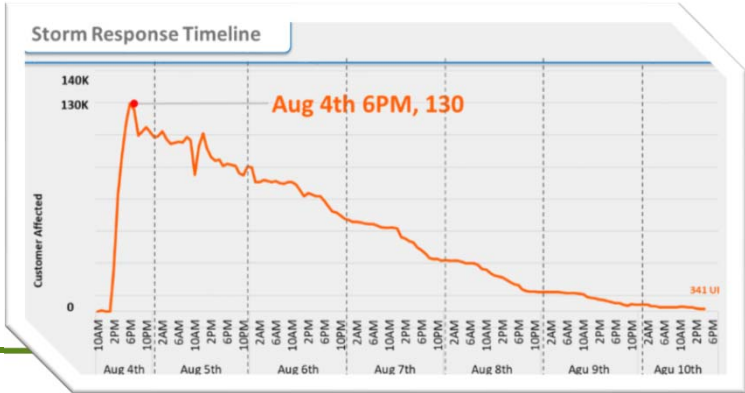
- ✓ Mobilized our Employees & Contractors
- ✓ Requested Mutual Aid

MA / Contr. Field Resources		Event Level 3		Actual Staffing	
Source p.48 UI ERP- 7/1/20				Initial	Peak
○ Overhead Line Construction	100 - 150			163	421
○ Line Clearance	80 - 170			136	405
○ Low Voltage Service	20 - 30			30	30
Damage Assessors	50 - 100			60	63



✓ Customer restoration 6 days post storm met Level 3 Event requirement 7 days, ~2000 damage locations

- ✓ Global ERT
- ✓ Individual Customer ERTs



Restoration Process, Execution & Areas for Improvement

Successful Execution of Emergency Response Plan amid COVID-19 challenges

Most recent plan filed with CT Public Utilities Regulatory Authority 7/1/2020



Well defined restoration process

- ✓ Prioritize public safety and seeks to ensure swift, safe restoration
 - ✓ Crews work night and day > 50k hours worked
 - ✓ Dedicated municipal liaisons available 24/7
 - ✓ Support cities and towns under municipal direction to clear roadways, remove hazards and restore critical facilities
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System and Customer outage assessment - Technology in Use

- ✓ Smart Meter Technology helps to identify outages & deploy crews to assess damage to the system
 - ✓ Focus first on fixing the backbone of our system, addressing outage events to restore the most customers at once
 - ✓ Restore remaining smaller number of outages and then on to single-customer outages
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Initial Findings

- Customer facing web-site issues due to power outage
 - Woodbridge micro-grid was down pre-storm for service
 - PURA Investigation Process we embrace the opportunity to collaborate on ways to get power back faster & mitigate impacts to our customers
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Damage across Connecticut – August 4th

