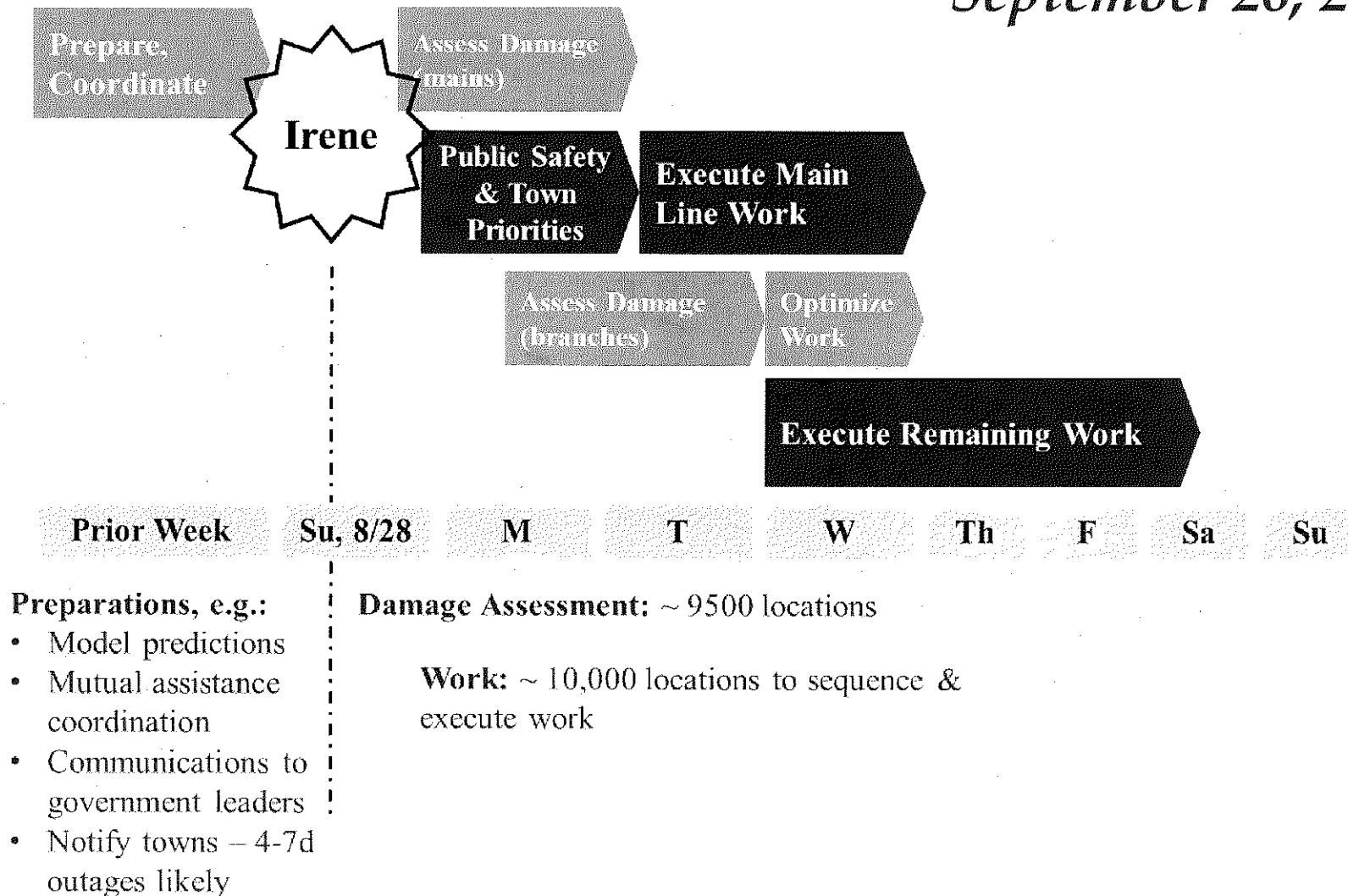




UIL HOLDINGS CORPORATION



Connecticut Legislature Tropical Storm Irene Hearing September 26, 2011



1. As well as we did, restoration could be shorter if damage can be reduced by a ...
 - a) *More aggressive tree management policy in collaboration with the State, Municipalities and local officials:*
 - *Trim “envelope”*
 - *Cycle and duration*
 - *Unhealthy tree administration*
 - *Right tree – Right Place*
2. We didn’t always meet the information-expectations of our customers and government leaders:
 - a) *Need to further develop and add methods & processes for conveying useful information ...*
Given the restrictions and reality of the first 36–48 hours after the event
 - b) *Utilize technologies to more effectively & efficiently turn data into information, i.e. implement UI’s Road-Map*
3. Conduct customer survey(s) to further understand needs and communications channels
4. Meet with each of our towns/cities to further collaborate on the areas for improvement
 - a) *Process and priorities of the town*
 - b) *Method and manner for “wire-down” and tree-related road closures*
5. Complete our after action assessment
6. Continued training and education across the municipalities and Company
 - a) *1st Responders*
 - b) *EOCs*
7. Further explore staffing resource requirements for large-scale events like Irene
 - a) *Line Contractor - Current partnership Thirau*
 - b) *Tree Clearance Contractor – Current partnership with Lewis Tree*
 - c) *Electrical ‘Service’ Contractor*
 - d) *Patrolling Services*