

Emergency Briefing

CONNECTICUT



Tuesday, March 13, 2018 – 8:00 a.m.

There When You Need Us: Eversource Team Ready and Deployed to Respond to Third Nor'easter

Readiness Condition: Emergency

Anticipated System Impacts: Level 5 event for fewer than 10% (under 125,000) customers

OVERVIEW AND SYSTEM STATUS

- With heavy snow expected to blanket Connecticut, your Eversource team remains ready to quickly respond to storm-related outages in this third back-to-back nor'easter for our customers and all of New England.
- Our restoration crews and support teams are deployed and pre-positioned as blizzard conditions and high winds are expected state-wide.
- Our Community Liaison Organization is coordinating directly with state and town leaders on community priorities and has been in touch with primary points of contact.
- The major threat to the electric system is weakened trees battered from the previous storms. Falling trees and branches continue to be the largest cause of power outages, which continues to underscore the value of our ongoing vegetation management programs.
- Heavy snow will make travel conditions hazardous. Eversource's first priority is working closely with communities to respond to 911 emergencies and clearing blocked roads.
- As always, we are carefully monitoring the electric system. With new smart technology, we will quickly isolate an outage area to minimize customer impact and restore power quickly to our customers whose power can be rerouted through an alternate circuit path. This reduces the size and duration of a power outage and the number of customers who would otherwise experience an outage.
- Weather details for each part of Connecticut, as provided by our contract weather service, DTN, are included for your information and awareness.

OPERATIONS

- Storm preparedness calls began before March 1, 2018, for the prior nor'easters and will continue throughout this event.
- All customers impacted from the March 7 nor'easter have power.
- **Eversource Electric and Gas Incident Command and Emergency Operations Centers (EOC) identified below are activated:**

Electric Incident Command in Berlin	Regional EOC's in Hartford, New London and Newtown
Gas Incident Command in Southborough, MA	

- **Staffing**

Full complement of electric line and tree crews, wire guards and damage assessors	Customer Contact Center fully staffed
Liaison Organization activated and prepared to support our communities and local/state officials	Natural Gas Operations – Fully staffed, prepared to respond

- With the expectation of significant snowfall, but no disruptions in service to natural gas customers, our Natural Gas Business is monitoring storm impacts and the gas distribution system and is ready to assist with electric restoration priorities as needed. Once conditions are safe to do so, natural gas operations will prioritize the clearing of snow from equipment that receives natural gas from the regional pipeline and regulates natural gas pressures. This offers our employees easy access in the unlikely event of a system emergency.

PUBLIC INFORMATION

- Preparedness Briefing sent on March 12 to communities, including state regulators and the Connecticut Division of Emergency Management and Homeland Security.
- Eversource's Media Relations team provided a preparedness messaging through a news release yesterday afternoon and shared a proactive social media message regarding preparing for the storm and the potential for power outages due to the snow and wind.
- Website – Eversource.com features our “Eversource Ready for More Winter Weather” banner linking directly to all storm safety and preparedness information, plus sign-ups for outage alerts and text reporting.
- An outbound call was completed earlier yesterday, March 12, to approximately 20,000 customers who rely on electricity for medical reasons.
- Information access is a priority, and important updates are readily available:
 - Call us at 800-286-2000 to report an electric outage, and at 877-944-5325 to report a gas leak. Visit us online at www.eversource.com.
 - Follow us on Twitter (@EversourceCT) and Facebook (facebook.com/EversourceCT).
 - Customers are encouraged to sign up to receive storm outage updates on the channel of their choice (text, email, phone call) at www.eversource.com.

SAFETY INFORMATION (always worth repeating):

Electric:

- If the power goes out, we want customers to stay safe and comfortable. Get helpful during-storm tips by visiting Eversource.com.
- All community first responders are reminded to contact Eversource immediately in the event of a downed wire. Maintain a distance of at least 10 feet until Eversource arrives to make the area safe.

Gas:

- If you smell a gas odor in your home or business, leave immediately. From a safe place, call Eversource to report the leak at our 24/7 emergency number 877-944-5325, or call 911. Please remain outside until Eversource can check the source of the odor.
- Gas customers are reminded to keep natural gas meters, all gas appliances and outdoor vents clear of snow and ice buildup to maintain safe operation and access.
- Flooding can cause damage to your gas furnace or other natural gas appliances. If floodwaters reach gas-operated appliances, customers should call Eversource to have their service shut off for safety considerations. Do not use these appliances until inspected by a licensed plumber or contractor. Once it is determined that your appliances are safe to operate, please call Eversource to turn on the gas at the meter and/or relight your appliances.
- Some natural gas heating systems may be impacted in the event of a power interruption. Do not use your gas stove as a heating source – use only approved heating sources.
- If you suspect carbon monoxide is present in your home, go outside immediately and breathe deeply; then call 911.

Gas and Electric:

- In the event of a power outage, if you use a generator, always operate it outdoors, as far from the house as possible. Keep it away from doors, windows and air vents to avoid carbon monoxide poisoning.
- The symptoms of carbon monoxide poisoning are similar to the flu and may include headaches, weakness, confusion, chest tightness, skin redness, dizziness, nausea, sleepiness, fluttering of the heart or loss of muscle control. If you suspect carbon monoxide is present in your home, go outside immediately and breathe deeply; then call 911.

Approved by:

Michael Hayhurst
Incident Commander – Electric

Kevin Kelley
Incident Commander – Natural Gas

Weather Details – Connecticut

Low Temperatures	Northwest Hills	Southwest CT	Central	Northeast Hills	Southeast CT
Minimum Temperatures	26F	28F	27F	28F	32F
Ice Accretion	Northwest Hills	Southwest CT	Central	Northeast Hills	Southeast CT
Snow Accumulation	Northwest Hills	Southwest CT	Central	Northeast Hills	Southeast CT
Snow Amount	6-10"	5-8"	8-12"	14-20"	12-18"
Start Time	ONGOING	ONGOING	ONGOING	ONGOING	ONGOING
End Time	03/13 2300	03/13 2300	03/13 2300	03/13 2300	03/13 2300
Snow Character	Normal-Dry(12:1)	Normal(10:1)	Normal-Dry(12:1)	Normal-Dry(12:1)	Normal(10:1)
Chance Snow > 6"	60%	40%	90%	100%	100%
Chance Snow > 10"	20%	-	40%	60%	60%
Chance Snow > 14"	-	-	-	30%	30%
Strong Winds (> 35 mph)	Northwest Hills	Southwest CT	Central	Northeast Hills	Southeast CT
Average Gusts	25 mph	25 mph	25 mph	25 mph	25 mph
Max Gusts	35 mph	35 mph	35 mph	35 mph	40 mph