



Department of Public Works | 860.584.6125

MEMORANDUM

DATE: October 7, 2020

TO: Mayor Ellen Zoppo-Sassu
Board of Public Works

FROM: Raymond A. Rogozinski, P.E., Director of Public Works

Re: DPW – Tropical Storm Isaias / PURA Required Response Meeting

In accordance with PURA directive to Eversource a meeting was held to review the Eversource response to tropical storm Isaias and coordinate/review actions for future storms. The Mayor and I attended the virtual meeting on October 7, 2020 and a copy of the pertinent information presented by Eversource is attached.

One of the primary concerns with Eversource's Isaias response was the break down in the "make safe program". During previous storms Eversource designated a lineperson to work with DPW tree crews to shut off energized down wires enabling City crews to clear roads. Although a linemen was ultimately provided there was an initial delay that impacted the storm response. Additional concerns included prioritizing WPC/Water facilities along with communication with Eversources primary City "blue sky" liaison.

Once Eversource mobilized in the City, their staff worked well with City employees to clear roads and the Eversource representatives spoke very highly of City crews and supervisors. Moving forward Eversource is developing a dedicated website to communicate with municipalities during storm events and they are re-establishing a program to have crews provide municipal assistance.

Please feel free to contact me with any questions / concerns at 860-584-6113.

Municipal Meetings with Eversource Operations Tropical Storm Isaias

October 2020



EVERSOURCE

Experience in Storm Isaias

- Comparative Statistics for Major Weather Events

	Tropical Storm Isaias: August 2020	Tropical Storm Irene: August 2011	Superstorm Sandy: October 2012	October 2011 Nor'easter
Duration:	9 days	10 days	11 days	13 days
Peak outages:	632,632	671,000	496,769	807,228
Total outages:	1,152,038	1,000,728	856,184	1,358,718
Trouble spots	21,669	16,101	16,460	25,566
Broken utility poles:	2,506	707	2,763	856
Damaged transformers:	<i>(more than)</i> 1,438	1,743	2,196	1,964
No. of line crews:	2,555 <i>(at peak)</i>	1,334	1,642	1,803
No. of tree crews:	789 <i>(at peak)</i>	555	813	870



Experience in Storm Isaias

EVERSOURCE TROPICAL STORM ISAIAS REPORT

BRISTOL

Damage Assessment Statistics

Broken Poles	<u>50</u>
Downed Trees	<u>93</u>
Damaged Transformers	<u>32</u>
Primary Spans Down	<u>151</u>
Secondary Spans Down	<u>144</u>

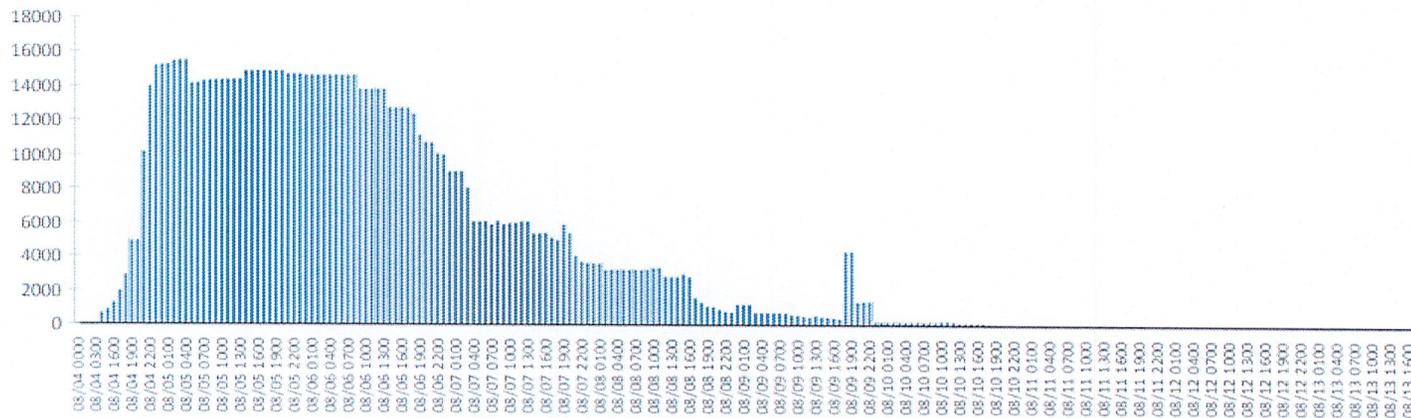
Event Statistics

Peak Customers Affected	<u>15,591</u>
Critical Facilities Impacted	<u>14</u>
Total Outage Trouble Spots	<u>364</u>
Fire, Police, Safety	01 <u>7</u>
Priority (FPS) Calls	02 <u>101</u>
	03 <u>14</u>
Total FPS Calls	<u>122</u>

Wire Down Crews

# Crews Dispatched	<u>31</u>
# of Locations	<u>9</u>

Customers Impacted By Hour



Preparation for Major Events –

- Annual ERP Preparedness Meeting
- Designated Point of Contact
 - Community
 - Eversource
- Designated Critical Facilities & Medical Customers
- Make Safe Protocol

MAKE-SAFE Blocked Road-is a road that is **impassable** to emergency vehicles. This could be caused by trees, damaged utility equipment, snow, other third-party attachment equipment, a dead-ended street, or any combination of previous items preventing access and involves utility equipment. **A road is only considered blocked if there is no other reasonable means of access to an area.**



Next Steps: Web Reporting

1. Web-Based Application for Town to Submit Priority Events

The screenshot shows the Eversource website's web reporting interface. At the top, there are navigation links for Residential, Business, and About, along with Log In and Select Service Area options. The Eversource logo is prominently displayed. Below the logo, there are search options and a dropdown menu for 'How can we help you?'. A secondary navigation bar includes links for About Us, Investors, News Room, Careers, Projects & Infrastructure, and Community. The main content area is titled 'Connecticut / About / About Us / Doing Business With Us / Municipal & State Officials / Emergency Form'. A left-hand sidebar contains a menu with categories like ABOUT US, DOING BUSINESS WITH US, Energy Supplier Information, Builders & Contractors, Property Management Gateway, Real Estate, Affiliates, Municipal & State Officials, and Sourcing. The main form area is titled 'PRIORITY 2/3 EMERGENCY' and contains the following fields and options:

- Dispatcher Name ***: Text input field
- Dispatcher Phone # ***: Text input field
- Dispatcher Email ***: Text input field
- City ***: Text input field
- Incident Street Address ***: Text input field
- Cross Street ***: Text input field
- Priority 2 or 3 ***: Radio button options:
 - 2 - Hindering Operations - NOT life threatening
 - 2 - Blocked Road. By clicking, I certify the road is blocked due to Eversource equipment.
 - 3 - Electrical Hazard - NO immediate threat to life or property
- Dispatcher Branch ***: Radio button options:
 - Fire
 - Police
- Comments of Situation ***: Large text area for detailed description
- New Ticket or Update to Prior Ticket ***: Radio button options:
 - New Ticket
 - Update Previous Ticket
- Pole #**: Text input field
- Submit**: Button

Priority 1: Life threatening – Imminent Hazard

CALL:

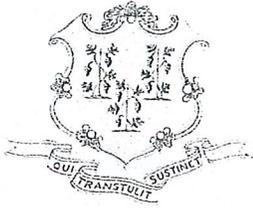
Priority 2: Hindering emergency operations such as firefighting or rescue operations but NOT life threatening

Priority 3: Any electrical hazard such as downed wires, with no immediate threat to life or property

Next Steps: Data Reports

- Eversource Plans to Provide Systematic Briefings
 - Crews
 - How many crews in town?
 - What are they working on?
 - Daily Progress Report
 - Number of outages and damage locations, pending and restored
 - Number of critical facilities, pending and restored
 - FPS1: Number completed
 - FPS2, FPS3
 - Number of FPS2 (blocked roads) reported & status
 - Number of FPS3 reported & status
- **We need your help!**
 - Setting Priorities, Verifying, Updating, Planning





STATE OF CONNECTICUT
PUBLIC UTILITIES REGULATORY AUTHORITY

September 23, 2020
In reply, please refer to:
Docket No. 20-08-03
Motion No. 25

David A. Ball, Esq.
Jason A. Buchsbaum, Esq.
Marc J. Herman, Esq.
Cohen and Wolf, P.C.
1115 Broad Street
Bridgeport, CT 06604

Re: Docket No. 20-08-03 – Investigation into Electric Distribution Companies' Preparation for and Response to Tropical Storm Isaias

Dear Attorneys Ball, Buchsbaum, and Herman:

The Public Utilities Regulatory Authority (Authority or PURA) acknowledges receipt of a motion by the Towns of Ridgefield, Newtown, and New Fairfield (Towns) for immediate emergency relief against The Connecticut Light and Power Company d/b/a Eversource Energy (Eversource). The Towns¹ request the Authority to order Eversource to undertake the following measures:

- 1) Deploy a Make Safe Crew to each Connecticut municipality prior to any significant weather event;
- 2) Properly implement the Community Liaison program by providing each of the Towns with accurate, timely, and consistent information during and after significant weather events, including, without limitation, any delays to estimated restoration times. Prior to the next storm event, Community Liaisons must be required to meet with each of the Towns, together with a member of Eversource's operations personnel, to plan for effective and accurate communications within Eversource and to the Towns; and
- 3) Implement its outage reporting systems, including IVR, so that when the next storm occurs Connecticut residents are able to report outages directly, and provide timely and accurate outage and restoration information to the public.

Motion No. 25, pp. 10.

¹ By letters dated September 15, 2020, Town of Roxbury letter dated September 16, 2020, Town Of Bethel letter dated September 21, 2020, and Town of Kent letter dated September 15, 2020, the following municipalities responded to Motion No. 25 requesting similar emergency relief orders from the Authority: Danbury, Ridgefield, Newtown, New Fairfield, Cornwall, Litchfield, Roxbury, Barkhamsted, Cheshire, Litchfield, Middlebury, and Roxbury, Oxford, Bethel, and Kent (Municipalities).

The Towns make this request because they argue that Eversource will otherwise not fulfill its obligations to the public. *Id.*, p. 3. The Towns argue that this is a heightened risk Connecticut residents should not bear while hurricane season is underway. *Id.*

The safe and reliable delivery of electricity is the fundamental charge of the state's electric distribution companies (EDCs), Eversource and the United Illuminating Company (UI). As such, the Authority agrees that Connecticut municipalities and residents should not be put at heightened risk or electricity outages, particularly during hurricane season, and directs the EDCs to take the actions herein.

Authority Direction to EDCs

The Authority hereby directs **both** Eversource and UI to deploy Make Safe crews to each municipality in accordance with the protocol that has been established by the State of Connecticut's Emergency Support Function 12 (ESF-12) All Hazards Energy and Utilities Annex (Annex). The Annex states that the roles and responsibilities of the EDCs with regard to the Make Safe Protocol are to:

Designate a Make Safe Crew or representative to each municipality (after the municipality has opened its [emergency operations center]) that has requested a Make Safe Task Force or Strike Team and has declared a state of emergency, and inform the municipal [emergency management director] and [emergency operations center] of the assignment, in accordance with attached Make Safe/Blocked Roads protocol.

Annex, p. 20.

The Authority expects the EDC's plant in service to operate as intended, including all outage reporting systems. Accordingly, the Authority directs the EDCs to implement its outage reporting systems so that they facilitate the outage and restoration communications protocols described in the EDCs' ERPs. These protocols include providing updated and accurate outage and restoration information to customers and community officials.

The Authority directs the EDCs to implement their Public/Community Liaison organizations with all municipalities in their respective service territories in accordance with their approved emergency response plans (ERPs). In addition, the Authority directs the EDCs to have designated town liaisons communicate with each town emergency response manager prior to any storm. At least one meeting must be held no later than October 16, 2020 between an EDC town liaison and a member of the operations personnel and each town and municipality in its service territory.² The Authority also directs the EDCs to implement their Public/Community Liaison organizations in accordance with their approved ERPs during activation of its incident response activities.

² At the request of a municipality this deadline may be extended.

Steps for Municipalities

Tropical Storm Isaias

The Authority recognizes that the direct experience of the municipalities with the response and restoration activities of the EDCs related to Tropical Storm Isaias will assist the Authority in this investigation. The Authority encourages the municipalities to submit into this proceeding any evidence showing that either Eversource or UI did not meet storm performance standards or did not follow emergency response plans during Tropical Storm Isaias.

Future Storms

If a municipality finds that an EDC is not responsive to any future requests it makes in regards to emergency preparedness coordination directly with the EDC or through the ESF-12 process, the Authority requests that the municipality inform the Authority through a petition (a new docket application) detailing the EDC's non-adherence to its ERP or other emergency preparedness requirements.

If a municipality believes an EDC has caused harm to the municipality due to failure to adhere to emergency response standards or its ERP in any event subsequent to Tropical Storm Isaias, the Authority likewise directs the municipality to submit a petition detailing the harm caused with sufficient documentation for the Authority to investigate. In this manner, the Authority may review the matter outside of this docket.

Sincerely,

PUBLIC UTILITIES REGULATORY AUTHORITY

A handwritten signature in black ink, appearing to read 'Jeffrey R. Gaudiosi', written in a cursive style.

Jeffrey R. Gaudiosi, Esq.
Executive Secretary

cc: Service List