

2011 NOV 23 PM 12:12



STATE OF CONNECTICUT
GOVERNOR DANIEL P. MALLOY

**The Two Storm Panel
Special Meeting Minutes
Friday, November 18, 2011
Room 1D, Legislative Office Building – 9:30a.m.**

Members Present: (Co-Chair) Joe McGee, (Co-Chair) Major General James Skiff, Peter Carozza, Terry Edelstein (joined meeting at 12:33 p.m.), Lee Hoffman (left meeting at 12:50 p.m.), Scott Jackson, Robert McGrath and Cathy Osten

Members Absent: None

- 1. Call to Order:** Maj. Gen. James Skiff called meeting to order at 9:40 a.m. Joe McGee moved to allow an additional speaker during the Labor Representatives portion of the agenda, seconded by Cathy Osten. All members present voted in favor. Terry Edelstein was absent for this vote). Motion carried.
- 2. Urban Forestry: An Overview of a Few Key Points: Chris Donnelly, Urban Forestry Coordinator, CT DEEP Forestry:** CT DEEP presented to the Panel (see attachment A). Scott Jackson thanked CT DEEP for assistance provided to Hamden. He noted that the Panel has been discussing undergrounding but that root impacts have not been discussed. He asked if CT DEEP could provide areas of concern for the root systems needing to be addressed.

CT DEEP said there is a project in New Haven that has allowed for CT to use technology to see what the potential conflicts may be in installing an underground system. They were unfamiliar with the actual mechanics of underground infrastructure, thus not sure what the interaction would be with the root system. CT DEEP noted that more trees were uprooted which tore up underground infrastructures, so this is something to keep in mind.

Cathy Osten thanked CT DEEP for their assistance in Sprague. She asked whether Under the America the Beautiful grants, CT DEEP has done any additional studies in state forests—looking at revenue generation in regards to tree removal along state roads.

CT DEEP said it has been concluded that CT is undermanaging its state forests. Connecticut is at less than 1/3 of its sustained yield. There is tremendous potential to increase the management of CT state forests.

Cathy Osten asked if they were aware of the revenue figures.

CT DEEP said that revenue ebbs and flows, depending on the market. When trees are harvested and cut they are done so in a purposeful way. It was noted that historically CT gets \$500,000 per year in the timber market.

Cathy Osten asked whether that revenue is put in the general fund, or whether it goes specifically to tree removal.

CT DEEP said that historically the revenue has gone to the general fund. This has changed over time. Most recently, during this past legislative session, there was passage of the Timber Revolving Fund. This fund allows them to manage \$100,000 in revenue from the state forests to do additional forest management.

Joe McGee noted that \$34-\$40 million a year is being spent trimming trees with all budgets included, but the Panel has heard that tree cover has grown substantially and is aging. The conversation has come up regarding the tree warden's role, utilities, etc., and these factors do not seem very well integrated. He asked whether the State should take the lead on a new compact on tree trimming, with appropriate standards that are clearly understood and with a five year collaboration--with appropriate budgets.

CT DEEP said that their first reaction is yes, the State should take the lead because municipalities and communities look to the State for guidance. On the other hand, from the agency side there would be unfunded mandates in which we do not want to get involved.

Joe McGee noted that perhaps we should not be increasing the budgets, but rather using them more effectively. He noted that the current system seems to be more divided in silos. He asked for some recommendations for a collaborative approach.

Major General James Skiff thanked CT DEEP for their testimony.

- 3. Special Needs Sheltering Experiences: Matt Cassavechia:** Matt Cassavechia presented his testimony to the Panel (see attachment B).

Major General James Skiff complimented Matt Cassavechia for his contributions during the storm. Major James Skiff acknowledged Teresa Nadeau and her efforts. He asked Matt Cassavechia how to come to grips with the standard for care.

Matt Cassavechia said that the amount of people affected and the duration of the event triggered their actions to create a functional needs shelter. They had children, adults, specifically people with wound care issues and oxygen delivery devices which were not appropriate for the city care shelter environment. He said that they created a functional needs shelter and collaborated with the State Department of Public Health and elected leaders in the area to let them know that this resource was out there. Appropriate service was provided in addition to the hospital, which was experiencing a capacity issue.

James Skiff noted that this was an effort to not fill up the hospitals and the emergency rooms.

Matt said that was correct. Specific recommendations can be found in his submission based on this experience.

Major General James Skiff said that he had reviewed Matt's recommendations and that there are many in there that need to be dealt with.

Lee Hoffman stated that when looking at this issue statewide, the weather was fairly mild, but the duration was the crux of the problem. One can see where a problem of regional based shelter versus local shelters in terms of transportation comes into play. He asked if Matt Cassavechia has given consideration to what the maximum driving distance should be to the shelters.

Matt Cassavechia said that he has not come up with a number. He again addressed the situation of duration and said that collaboration with hospitals is necessary because people who are in harm's way generally go to the hospital. He noted that we needed to discharge those in the hospital that did not need to be there. However, these people did not have a place to go.

Joe McGee asked what the size of the population was served at the shelter.

Matt Cassavechia said the number of people served in the shelter was twenty.

Major General James Skiff thanked Matt Cassavechia for his testimony.

4. Department of Public Health Response to the Two Storms: Dr. Jewel Mullen, Commissioner: Commissioner Dr. Jewel Mullen gave her testimony to the Panel (see attachment C).

Dr. Mullen noted that she considered Irene to be a warm-up for Alfred. She discussed activities that go on as part of the Department of Public Health.

She stated that during Alfred, the Governor asked them to provide shelter guidance and shelter guidance tasks force. She said that what they are continuing to see is that many people are forced to manage more difficult situations.

She addressed the emergency plan to be put into place. She said that it is important for people to have a back-up plan. She noted that a lot of people have a back-up plan for oxygen, but a lot of times during a crisis, the back-up plans do not always work.

She said that CT needs coordination statewide for shelter guidance. She noted that CT does not really have a system that enables people to stay in touch with persons with special needs that would otherwise be able to stay functioning if someone, like Visiting Nurses, were able to check on them.

She said it is her department's job to provide support with the local facilities. One question that always comes up is whether we should be mobilizing federal assets for assistance and response.

She noted that when the health and welfare of the citizens is at stake we need to be certain that decisions are made based on something other than financial.

She said she wanted to get us to think of how we can instill mutual support to learn what we have to do to be even more prepared for events we might face in the future.

She noted that people reimburse for medical care, but people do not get reimbursed for sheltering. She said that some of the conversation might go beyond CT and extend nationally.

She said we need to bring Visiting Nurses and home health agencies to see how we can enable transportation for their workers, so they may get to those who need care.

She noted that we ought to be thinking about how to bring a more robust health system for families and individuals.

Major General James Skiff addressed the need for financing emergency response. He noted that we did not get the federal response needed for Alfred as compared to Irene. He asked Dr. Mullen to touch on this.

Dr. Mullen responded that due to the lack of anticipation of Alfred, and despite an estimated power outage, the long duration was not expected. On the other hand, she said if we had mobilized assets we could have received an additional 500 hospital beds. However, technically this was not needed. She said that looking statewide we didn't need resources that federal assets would have brought, but we needed to look at the struggles on a regional basis to see what each region needed. She noted that she understands that each town might want to act on their own, but she said that sometimes this is inefficient. She noted that balancing is important in this situation. She said that we don't really have a good denominator in how to understand the issues brought about by the two storms. She said they got calls from organizations who continued to ask if "she was sure we were okay." She noted that she is glad that the Panel is not asking her why she did not ask for federal aid.

Major General James Skiff appreciated her answer. He understood the issue of who is going to pay for the response. He noted that he commended the hospitals for not going over capacity. He noted that we need to learn these lessons for the greater threat. He commended Dr. Mullin for her work for the benefit of the public health, and the minimum loss of life for these two events.

Cathy Osten asked Commissioner to speak to the fact that some of the folks who live independently and want to live that way. She asked how we can get a support system to maintain contact with those going forward.

Dr. Mullen said that it is an interesting issue to address. She noted the need for old fashioned land lines, for people to go door to door, getting food and water, mobilize student volunteers from the public health programs in the state to work with public health. She asked to look at how local directors and local emergency response keep track of those with

special needs in their populations. She also noted that we need to ask who can be contacted to assist.

Cathy Osten asked about the mental health support system recommendations, particularly for shelters in rural areas.

Dr. Mullen said that she heard representatives from the Red Cross say that they had worked with the Department of Mental Health and Addictive Services to provide shelters. This is one way she added, but we also need collaboration between local health and state agencies to hold things together.

Joe McGee asked where the authority is in terms of backup power in the hospitals.

Dr. Mullen said Public Health regulates the hospitals. Her understanding is that they need generators with seven days of fuel. They do not go out and inspect them, but they look at their operations and their plans.

Joe McGee asked whether there should be a priority for certain functions. He asked what the Commissioner's role would be in the hardening of infrastructure. He asked who at the state level would be involved in this conversation.

Commissioner said that a number of people would be involved. If the infrastructure was there, another piece for them to look at would be who and what needs to be overseen. Public Health could oversee that piece if it was determined to be the process.

Joe McGee asked about the sea rise level and the impact on sewers. He asked if the Commissioner has a role to play in setting the standard for how facilities are built with sea rise level and climate change in mind.

Dr. Mullen said that her department is more involved in the septic systems, but in most of these conversations there are collaborations between DEEP and Public Health. This would probably be primarily a DEEP responsibility.

Scott Jackson noted there is a widely distributive workforce of homecare professionals. He asked what we do in a crisis. For example, we clear our roads, but this does not mean that there is not a home or facility at the end of the cul-de-sac that does not require additional assistance. He asked about a centralized communication method.

Dr. Mullen said that these kinds of conversations will need to continue after the Two Storm Panel meetings. She noted that her answers are provided without her knowledge of what plans are in place by various agencies and communities. She acknowledged the need to get all players involved in this conversation.

James Skiff noted that the need to get home health care to patients is something that needs to be considered further. He also asked for feedback of interaction between Medical Reserve Corp. and Red Cross response would be helpful to the Panel going forward.

Joe McGee followed up on that remark. He said that the issue before the Panel is what the standards are and how do we prepare for a CAT 3 hurricane. He noted that on the public health side he believes CT is very vulnerable. His concern is that they will take the testimony and consider it, and then it will fall to the wayside. He said that he is looking at CAT 3 hurricane and Public Health issues, and states that there is going to be a problem. He asked for recommendations in how to address CAT 3.

Dr. Mullen said that when we talk about threats, we are not just talking about hurricanes; she noted the importance of thinking about all seasons at the same time. She noted that part of the problem is that CT has not been challenged and as a society we have not had to learn to be as resourceful as we once had to be. She said that from a Public Health standpoint, Public Health has to partner with everybody that is going to be involved in the response. Part of what people do not necessarily remember, is not how to do something, but who is responsible. We need to have an understanding of who has primary responsibility in taking the lead of the collaboration between necessary entities. Both storms remind us who lives in the communities, and we are reminded of addressing that which people need.

5. First Responders on the Two Storms:

- a. **Dennis McCarthy, Chief of Norwalk Fire Department and President of the Connecticut Fire Chiefs Association:** Chief Dennis McCarthy gave his testimony to the Panel (see attachment D).
- b. **Representative from the Danbury Fire Department:** Assistant Chief Paul Omasta, Shift Commander, presented his testimony to the Panel (see attachment E).
- c. **Representative from the Hartford Fire Department:** Scott Brady presented his testimony to the Panel (see attachment F).
- d. **William Healey, Battalion Chief, Milford Fire Department:** William Healey presented his testimony to the Panel (see attachment G).
- e. **Bill Schietinger, General Manager, Bridgeport Division, AMR:** Bill Schietinger presented his testimony to the Panel (see attachment H).

Major General James Skiff asked if towers were lost in both storms.

Danbury Chief said they had problems in both storms.

Joe McGee asked about the communication via the web EOC.

The first responders said this is not a communication device between local communities. They do not have the capacity to communicate between the communities. One of the frustrations was that if you provided information to EOC, you also had to make a phone call to the local coordinator, which was redundant.

Joe McGee asked about prioritization. He asked who sets the prioritization for the town. He assumed that the first responders are in the same camp.

The first responders said yes, the solutions rely on the communication between the necessary players. They said that access is their main priority. The emergency plans have been presented to the towns and to the utility companies, but when there are very few crews available the plans do not work.

Joe McGee believed that the issue was the utilities' priority is restoration while the first responders' priority is road clearing.

The first responders said some of the initial crews will deal with clearing the roads, but more crews will come in and work toward restoration before all roads are cleared.

Joe McGee asked about the assessment of damage in the towns and how a new assessment system between the towns would work.

The first responders said that a GIS system can be used and shared. This will identify where down trees and wires are located.

Joe McGee noted that it's been identified for 20 years that there has been an issue with assessment of damage; he asked what the problem is here.

The first responders said that they need one system. Multiple systems cannot be used in the individual towns, because in that case the utility companies cannot be expected to respond to all the systems efficiently.

Joe McGee said that a system with real-time data coming from the utility in one platform with information available to all would be ideal.

The first responders agreed. They said that they get numerous calls for the same incident, and have no way of stacking the calls and determining the priorities.

Joe McGee asked if there are any security issues with sharing all of the information in real-time.

The first responders said that they could not think of anything off hand that would be a problem.

Scott Jackson commented on the system. He noted the importance of having a qualified filter so that people have the information.

Robert McGrath thanked the responders for coming. He noted that everything seems to stem from the lack of communication. He discussed mobile data terminals and asked if they were effective.

Danbury Chief said that their terminals were effective until they went through areas where cell towers were down. Hartford Chief said that cell towers were not down in Hartford, and they did not see a problem with the mobile data terminals. The first responders noted that in region one, they are developing a radio system that could be put in all nature of responder vehicle with the purpose that when they respond they need to be able to talk to each other. Due to federal government cuts, money has stopped flowing before they could finish installing the system.

Robert McGrath asked if anyone utilized the I-CALL/I-TAC system.

The first responders noted that the system was not utilized, because during these events they act within the confines of their own communities. This system was designed to talk to each other.

Peter Carozza thanked them for coming. He asked if we took all of their recommendations how long would it take to implement.

The first responders said that they would all be retired. When DEMHS was conceived and they developed work groups to develop programs, they were included in those groups. They could have incremental success stories while they are working toward the big solution. He recommends improvement of the structure of DEMHS as they need to be strong and capable in order to do their job. James Skiff noted that there have been a number of systems developed, but they still all work off of towers, and there will still be deficiencies. He noted that he understands what they are trying to strive for, and the Panel is considering this information.

Cathy Osten noted that her town operates on a volunteer firefighter system. She asked if they had talked to the volunteer firefighter systems to see if they had similar complaints. She noted that one of their problems was with the amount of dead spots in her town, so they got a new system. She stated that for an additional \$100,000 they could add one in another five towns. She asked what they thought about that communication system. She also asked about the volunteer fire departments.

The first responders noted that the 700 mhz will work on the same radio as a 800mhz. A radio that crosses disciplines and agencies is something that would be worked on with DPW. There is an economy of scale. The Danbury Chief noted that their communications with volunteers is absolutely fine. In some cases though they have radios going back 15 years and have limitations to what you can do for upgrades and integration into other systems. Public works is crucial for the fire department to clear the roads, or provide snow clearance.

(Terry Edelstein arrives as a voting member at 12:33 p.m.)

Joe McGee noted that the state does not have a training program in real-time. He asked the responders what their reactions were to these programs.

The first responders said that it's important to know each other's capabilities and weaknesses before responding. We have done less in the past couple of years for statewide exercises because of the economy and it is difficult to completely effect real circumstances in an exercise. There is an opportunity with the resources in the state of CT, if they are mobilized more often into larger, but routine incidents, that such capability will be built in incrementally. The regional hazmat teams are starting to train together more. Connecticut always has been 169 different entities. They're working together more, but it's just started and it is something to build on. Joe McGee said the reason he is noting this is that we will spend \$350 million rebuilding, but if you could chop two days off of the restoration project, there is a huge cut. Anytime that you can cut the time is a huge benefit. The question is how to move toward better preparation.

The first responders said that in regards to regional hazmat teams, they have been unable to get a single exercise together because it is costly.

Cathy Osten asked if the team would be willing to give up some of the equipment they have for training.

The first responders said absolutely; training is extremely important.

Peter Carozza asked the responders to discuss life-threatening incidents they met in the field, and asked about educating the public.

The first responders said that people need to be educated in CO issues. People need to understand the hazards of carbon monoxide; understanding the causes, and being able to identify the systems. They noted that the public needs to remember the possibility that down wires are potentially live. They said that perhaps we need a different approach to reaching people.

Major General James Skiff thanked the first responders for their input. He requested something in writing regarding the multi-level home without backup power where people need power to get up and down.

The Panel recessed at 12:50 p.m.

Lee Hoffman left the meeting as a voting member at 12:50 p.m.

Major General James Skiff reconvened the meeting at 1:41 p.m.

6. Labor Representatives on the Two Storms:

- a. **Frank Cirillo, Business Manager, Intl. Brotherhood of Electrical Workers, Local 420:** Frank Cirillo gave his testimony to the Panel (see attachment I).

John Unikas gave his testimony to the Panel (see attachment J).

Moses Rams, President of Local 470-1, Utility Workers Union of America, gave his testimony to the Panel. He said that there is a lot of value to the linemen for being able to share what they see in the field with the management team. They were able to work no less than 112 hours a week, with 16 hours a day, most of them with no service at their own homes. He worked in the field with his wife and children at home without power for three days.

- b. **John Fernandes, Assistant Business Manager International Brotherhood of Electrical Workers, Local 457:** John Fernandez gave his testimony to the Panel.

- c. **William Henderson, President Communication Workers of America, Local 1298:**

William Henderson gave his testimony to the Panel (see attachment K).

The labor representative commented that hopefully CT doesn't see another storm of this magnitude, but if another ice storm does come this winter and daytime highs are 20 degrees, we won't have the help to respond. He commented that there lacks a working relationship with CL&P. They get locked out of conference calls. After Irene they proposed to bring in the gas workers to train them about wires, but that was rejected. The same day, the company said that they would do better.

The labor representative noted that there are 17 towns in the UI Company and they have 100 linemen. There are only 191 linemen for CL&P. There are 320,000 customers for UI and 1.2 million for CL&P.

Cathy Osten said she reviewed the report after 2010 issued by the Jacob's consultant for DPUC. She asked if CL&P has done anything that was recommended back in 2010.

The labor representatives said that they were not sure as they were held out of those conversations.

Cathy Osten said the failure she saw as a municipal leader was not singular, but rather a larger management issue. She asked about the mobile data terminals. She was informed that there was no ability to get the information onsite to the main office. She asked how the linemen communicate to the office to notify the office of completion and to find out the next task.

The labor representative said that they use radios to communicate and have done so for many years.

Joe McGee noted that earlier testimony said that the assessment methods are outdated. He asked if the representatives' crews are involved in assessment.

The labor representative said that to a certain extent, yes.

Joe McGee asked how the crews communicate assessment information.

The labor representative said that communication is through radios and cell phones.

Joe McGee noted that earlier testimony said the communication methods are not very sophisticated or technologically up to date.

The labor responded that he was correct. During the October storm, when members were brought in for the storm, five or six hours later they were sent home.

Joe McGee asked to understand their system. There is a tree crew that comes in to do an assessment. He asked whether there is a lineman in the tree crew.

The representative said that usually, the lineman goes out with a tree crew and a town crew. They are used to start restoring the power immediately.

Joe McGee noted that there is a two-person crew, and a truck and a bucket. Both of those people are linemen. He asked whether the town employees are embedded.

The representative said that the in some cases yes, but not all the time. Sometimes the linemen went out and could not do anything because they didn't have a tree crew with them. They will cut the wires then they drive away, having made sure that there is no conductor.

The representative said that the issue is communication. At AT&T, there are technicians that drive through areas to see what needs to be restored. They end up double-dispatching. The first two days of the storm needs to be capturing the damage then going forward with a plan.

Joe McGee said that the fire department said that they want one way to report all information, so that all key players have access to this report. He noted that they strongly expressed the need for this.

The labor representatives agreed, however they noted that this system has to be done without the use of wireless technology, i.e. a radio system. Additional information is also needed for restoration, not just that there is a broken telephone pole; what kind of pole, how big is the pole, what is on the pole, etc...this information is all necessary for restoration. The representatives also said that the assessment of the storms is for management and union as well. He said that during the storm they were doing restoration, and followed public works to help clear roads; it was a simultaneous experience.

Joe McGee asked to get back to the wireless system. He asked how they communicate.

The representatives said that the two-way radio system works at all times. There is also a GIS system that is being installed in the trucks; they are moving toward this system.

Joe McGee asked how this system varies from CL&P.

The representatives said that they were told to drive from the job, back to the office to receive the next assignment, and back to the next job. They do have the GIS capability, but it is not available in the trucks.

Joe McGee asked about the issue of 16 hours versus 18 hours.

The representatives said that this was the tipping point; at CL&P, at 16 hours, it goes into double the straight time rate. They also said the CL&P's ill preparedness is an obvious area of concern. They said that CL&P would do it whatever it takes, including stopping the workers at 12 or 14 hours of work to make sure they didn't reach 16 hours. They asked what was it that CL&P did not understand. The team asked the Panel to address when the contractors were contacted, how many were contracted, the dates, the rates of pay, did they shop for prices for contractors, how many contractors declined to come.

Joe McGee asked whether the rates paid by CL&P to contractors from out of state differ from the rates paid to the union workers.

The representatives said yes, if they are union, they pay what the contract stipulates.

Joe McGee said the question they are raising is whether there is a difference in compensation, and there appears to be so.

The labor representative wanted to address the 16 hour issue. After 16 hours you go to double time. He said it is industry standard throughout, for example, if you work through a meal, you're compensated for the meal, and the timesheet will show that 16.5. The company will say that they cannot come back to work until the workers are on straight time. So now that person has to have 8.5 hours off. Some of the crews had to be off for 10 hours. The collective bargaining agreements say that if they are sent to another state they are automatically on double-time. So those that come here are automatically on double-time as well. The representatives said it should not be an issue of what the workers are making.

Joe McGee said so the incentive for you to go to Florida is you get double-time.

The labor representatives said that is correct.

Joe McGee said so that when we bring in union workers they also get double-time.

The labor representatives said yes, he would bet their contracts stated these terms.

Joe McGee asked about the advantage.

The representatives said that there has to be a reason why, but they are unsure of that reason. They said that the farthest away was Ohio. What was troublesome is that those workers went home to pay their state taxes and put the money in that state, and CT did not receive their fair share.

Joe McGee wanted to understand what would be the best practice in this area.

The representatives said that they could get a survey from the counterparts from across the country. The representatives are going to ask the IBW to get that information. The team said that the municipal linemen are double what CL&P's linemen are for the state. Norwich has 1 lineman for every 4,000 customers and Hartford there is 1 lineman for every 18,000 customers. They note that the numbers are really down since 1975. The team further commented on the number of hours. The team provided figures for how many more hours of restoration per day if the hours are increased from 16 to 18 hours. They argue that the need for restoration is reduced by days.

Robert McGrath asked about whether the outside contractors had to keep the 16 hour days as well.

The representatives said they were told yes, however, various contractors told them otherwise. The representative said that they do not have the 16 and 8 issue at AT&T. He believed that is a CL&P issue. The representatives noted that so much more restoration could have been completed by Connecticut's own workers while we waited for outside workers. The team noted that as CL&P's deadline approached, they were told that the 16 hour work days could be extended.

Joe McGee asked whether the 16 and 8 requirement was a safety issue.

The representatives said no, it is not a safety issue.

Major General James Skiff asked about how many workers for UI.

The team said there are 320,000 customers with 100 linemen which is fifty crews. Some additional crews do secondary work so there can be a little more. CL&P has 200 linemen for 1.2 million customers.

James Skiff noted the numbers. He asked what the representatives' proposal is to be able to recover. He noted that it sounds like the representatives want enough crews to eliminate mutual support.

The representatives said no, we will always need mutual support for storms such as these. They are always working storm duty; somebody always has a storm issue. The team would like to go back to 1975 numbers.

Major General James Skiff asked about the CL&P policy. He asked if the workers can stay efficient for more than 16 hours.

The representatives said yes, they have been doing this since 1800's. There have been 36 fatalities; one attributed to storms, the other 35 people lost their lives on the job. It wasn't because they were fatigued during storm work. We had a lot of injuries in this storm when people were taking more than 8 hours off. The representative added that in those conditions, when you are working the storm, you are usually working de-energized as opposed to the normal work day in an energized state.

Major General James Skiff noted that he worked dangerous jobs in the military, and they would never put somebody in the field for 16 hours if it could be avoided. He noted that the 16 hour limitation is said to be for safety reasons by CL&P and the representatives say it's for economic reasons. It's very important to have the common operating system. He commended UI for getting to the position that they are working towards. He asked whether AT&T had a work/rest policy.

The representative said that the rest policy during a state of emergency is that people are scheduled for 12 hours. Some jobs require 24 hours, and they stop at 24 hours and rest to return.

Major General James Skiff asked what the policy is for UI.

The representative said they try to stick with the 16 hours on and the 8 hours off, but they try to remain flexible. He noted that if a circuit can be restored to bring the power back to a bunch of customers, UI will not shut down their crews before getting them restored.

Major General James Skiff asked about the percentage of AT&T towers that have backup generators.

The representative said he did not believe AT&T provided a percentage. They do have some battery back-up. Once those fail, generators are brought in to assist.

Terry Edelstein asked about the roles of linemen, and asked whether the basic functions remain the same at the job.

The representatives said yes, the work has changed very little since 1975. There have been some adjustments made, but for the most part the job is exactly the same.

Terry Edelstein asked clarification on the issues of seeking more workers and the other on seeking more hours for the workers. She noted that perhaps the two go hand-in-hand.

The representatives said that the two do go hand-in-hand in an emergency. There was concern that they were not being clear. During storms people need power to get heat and for cooking, so it is a little more urgent to get the power back on. The representative noted that he could not see the fire department going home in the middle of a fire to get the required rest. The representative said that their hours of storm restoration changed; they put on 50% of the affected customers. He noted that nobody knows when one is tired better than oneself. The company has never told a worker that they cannot go home when they said they were tired. He noted the importance of their work.

Cathy Osten asked about the staffing levels, whether it is actual bodies, or was that the number of staffing.

The representative said that the UI number is actually 100; CL&P is 190 or 191.

Cathy Osten said she heard that the Willimantic work force is very light. The representative said that in 1975 they had 33 line mechanics; now there are 14 linemen which equates to 1 lineman for every 7300 customers.

Cathy Osten noted that she has had double poles around the town for a number of years. It seems the poles never come down unless there's a storm. She noted that she has had over 100 double poles on 26 miles of road for more than 3-4 years.

The representative noted that this is part of the problem. There are a number of poles marked for replacement; they have been marked for about 5 years now. The representative said that a double pole situation that exists means that pole is going to come down. The problem they see is that it is cheaper for the utility to keep it there or to ignore it, but that does not help the customer or the state of CT. There is no question that regulations must be put into place regarding when these poles need to be replaced. There is a DPUC docket on the removal of double poles that is supposed to be looking into this problem.

Cathy Osten asked whether DPUC regulates AT&T.

The representative said it does as to the core, but not the wireless. The regulated side is the landline, telephone section. The point is that AT&T, because of their negligence in applying good service to their customers; the DPUC fined them \$1,100,000 and reduced the fine to \$500,000 through negotiations. Cathy Osten asked about the CL&P equipment. She asked where the wire is stored. It is her understanding that wires and transformers are not readily available.

The representative said the warehouse is in Berlin. They got to the point where they were out of them so they had some workers there rebuilding them until they could get resupplied. They do not inventory like they used to. It had to do with changing their accounting process.

Cathy Osten said that instead of having people coming from out of state, it has been suggested that we recruit the retired workers in CT because they already know this system.

The labor representative said he was not sure this would work due to the necessary licensing requirements, but otherwise it would be a good idea.

The labor representative addressed deregulation and how it has affected the key players. He noted that if somebody is getting the home service from Vonage, what is the incentive for AT&T to restore the lines; same with CL&P, what the incentive is if somebody is not making money. All the people pay the maintenance fees; it is imbedded in the bills. He believed CT customers are paying the third highest rates in the US, and first in the continental US in electric bills and we're not getting the service we need.

The representatives said they want to go back to regulation. Even though we've had deregulation, there still have to be standards. The standards have to be set and the utility has to be held to that standard. The companies are making billions of dollars, and the point is that if you don't make them, then they are not going to abide by the standards. This was just a bad storm, not a natural disaster. The fear is what is going to happen for the natural disaster.

Peter Carozza asked each to discuss the preparation and response and what transpired for each storm.

The UI labor representative said that he had crews on standby prior to the storm arriving on Saturday.

The AT&T labor representative said that the more recent storm, typically they would be full force by Sunday, but they were not called. The call was made from the Midwest to bring in only a certain amount of technicians on Sunday. A lot of improvements need to be made.

The CL&P west labor representative said that for Hurricane Gloria they were here before the storm hit, now you have to cut your way in to get to the truck, there was no preparedness. He read a statement from the Business Manager of New Hampshire, May 12, 2010. He stressed that if you want good service you have to have good people to provide it, and right now they do not have the numbers; they're over 3,000 customers per lineman.

The CL&P east labor representative said they had the same experience; the workers were home. In two municipalities, the workers were ready and in their trucks.

The representative said in Stamford the workers were sent home around 11 p.m. after coming in at 5 p.m., they didn't even start to work. He noted that outside contractors do not want to come to CT if they are limited to the working hours. Also concerns in regards to the treatment of outside crews in terms of food and lodging. He noted that it isn't just about them; it is about the people coming to work as well. During Irene, he asked who to contact to get help in his municipality because they did not have phone service or any cell service. There is a desperate need in talking about preparedness now. People need to know who to go to for help.

Major General James Skiff asked about the numbers again for today.

The CL&P representatives said that there are 1.2 million customers and 394 linemen. That equates to over 3000 customers per lineman.

Major General James Skiff noted that we have to be very careful about what are the honest appraisals. He noted that an independent assessment is being made. All information is being considered. He is trying to understand what they want.

The labor representative said mutual assistance is going to always be needed, but if there was a bigger workforce in CT we would be able to respond more rapidly.

Scott Jackson noted that we are trying to use lessons learned to prepare for the future. He said even if we go back to 1975 levels, we are going to need to manage outside forces far greater. He asked for their consideration, in how do they enhance their capacity to manage outside contractors who will have to be onsite to manage accurately.

The representatives said they are workers and the management is not doing a good job. The management team is not utilizing the workers. The representatives said that it's the fault of the management team that workers are not sure what to do, and this a management problem, not a worker problem.

Scott Jackson said that he respects that and he is asking this group because of the years of experience.

The representatives noted that they understood the question, but the problem is having to explain the job to the management. The representatives asked the Panel to charge committees to come back with input to provide to the Panel. They were also concerned that management is decentralized; they need people who understand the state and can coordinate with the key players to get the job done. They noted that you cannot understand the state unless that person has had experience in the state. We have to have someone from CT in CT onsite during these outages. The representatives said that the system used to be promoting from

within, that is not the way it is anymore. People are promoted from outside of the state. This is a problem because they do not know the system. This is a suggestion for how to prepare for the future. In reference to staffing levels, if we had greater staffing levels we could do the maintenance now so that we won't have the same level of devastation during storms as we recently experienced.

Major General James Skiff thanked the team for coming and thanked the representative for the recommendations of getting people together internally to discuss issues.

- 7. Approval of November 9, 2011 Special Meeting Voting Record:** Cathy Osten moved to approve the November 9, 2011 special meeting voting record, seconded by Peter Carozza. All members present voted in favor (Lee Hoffman was not present for this vote). The motion carried.
- 8. Approval of the November 9, 2011 Special Meeting Minutes:** Joe McGee moved to approve the November 9, 2011 special meeting minutes, seconded by Cathy Osten. All members present voted in favor (Lee Hoffman was not present for this vote). The motion carried.
- 9. Approval of the November 15, 2011 Special Meeting Voting Record:** Peter Carozza moved to approve the November 15, 2011 special meeting voting record, seconded by Joe McGee. All members present voted in favor (Lee Hoffman was not present for this vote). The motion carried.
- 10. Adjournment:** Major General James Skiff moved to adjourn the meeting at 3:47 p.m., seconded by Scott Jackson. All members present voted in favor (Lee Hoffman was not present for this vote). The motion carried.

Attachments

- A. Urban Forestry: A Brief Overview of a Few Key Issues, 11/17/2011**
- B. Western Connecticut Health Network, Danbury Hospital Emergency Medical Services, Matthew Cassavechia**
- C. State of Connecticut Two Storm Study Panel Testimony, Jewel Mullen, MD, MPH, MPA, Commissioner, Connecticut Department of Public Health, November 18, 2011**
- D. Dennis McCarthy, Chief of Norwalk Fire Department and President of the Connecticut Fire Chiefs Association**
- E. Testimony from Assistant Chief Paul Omasta, Shift Commander, Danbury Fire Department**
- F. Testimony from Scott Brady, Deputy Chief, Hartford Fire Department**
- G. Testimony from Battalion Chief Bill Healey, Milford Fire Department**
- H. Testimony of Bill Schietinger Before the Governor’s Storm Panel, General Manager for American Medical Response in Fairfield County**
- I. Frank Cirillo, Business Manager, Intl. Brotherhood of Electrical Workers, Local 420**
- J. November 18, 2011, Testimony and materials from John K. Unikas, International Brotherhood of Electrical Workers, Local 420**
- K. William Henderson, President Communication Workers of America, Local 1298**

Submitted By:
Mike Caplet
Lauren Mauer



Urban Forestry: A Brief Overview of a Few Key Issues

"In the future....the people of Connecticut will understand and value the urban forests as essential parts of healthy urban ecosystems."

From "Connecticut's Forest Resource Assessment and Strategy", a collaborative document created through a process that included broad public involvement and that was submitted by DEEP Forestry to the US Forest Service in 2010.

www.ct.gov/deep/forestry

"Healthy, sustainable trees and forested ecosystems are just as much a vital part of America's urban and community infrastructure today as trees were forty, fifty or even 100 years ago, when tree lined neighborhoods dominated the landscapes in cities and towns across America. Trees were then, as they are today, an essential element of public health and quality of life."

Steve Scott, State Forester of Tennessee
Urban and Community Forestry Committee
National Association of State Foresters
Testimony on Catastrophic Storms and Urban Forests
June 6, 2007 in Biloxi, MS

Connecticut Urban Forestry Program:

Urban Forestry Coordinator

Employee of DEEP Division of Forestry

Outreach Coordinator

Also Employee of DEEP Division of Forestry

Urban Forest Council

Made up of individuals from throughout the state involved in urban forestry related issues

(note – both CL&P and UI are represented on the Council)

The Urban Forestry Program connects to a vast network that includes municipalities, tree wardens, utilities, non-profits, volunteer groups, schools, organizations in related fields, and so on.

DEEP Part of the Program:

Small Grants Program

Outreach

Spearhead Projects

Report to the Forest Service

Other Programs such as Tree City USA



From: "Urban and Community Forests of New England", by David J. Nowak and Eric J. Greenfield. Published by the US Forest Service.

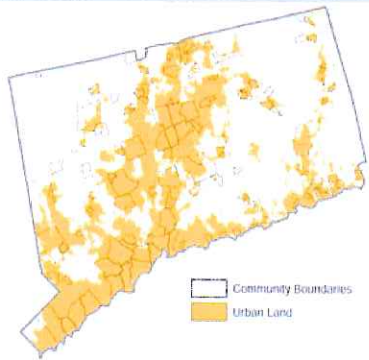


Figure CT-1.—Urban or community land in 2000; urban area relative to community boundaries.

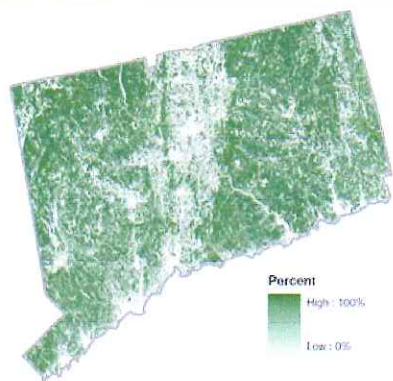


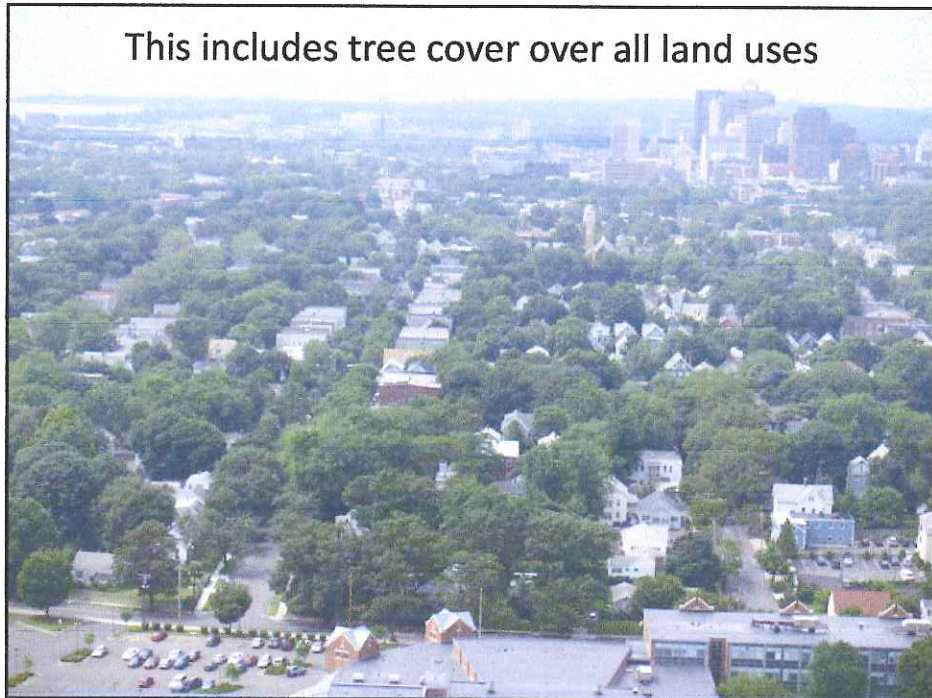
Figure CT-4.—Percentage tree canopy cover.

Total Tree Canopy Cover (urban land): 49.3%

Per Cent of Connecticut that is considered urban land: 36.4%

Total Tree Canopy Cover (statewide): 64.5%

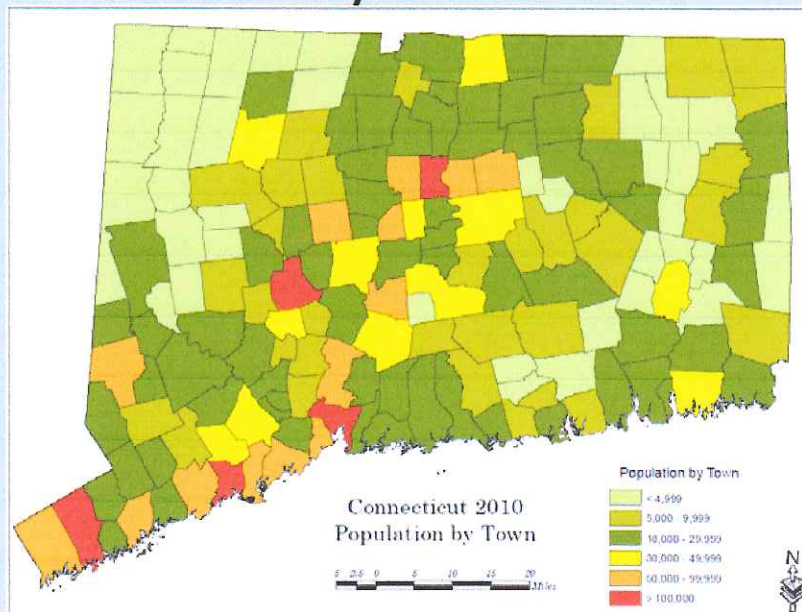
This includes tree cover over all land uses

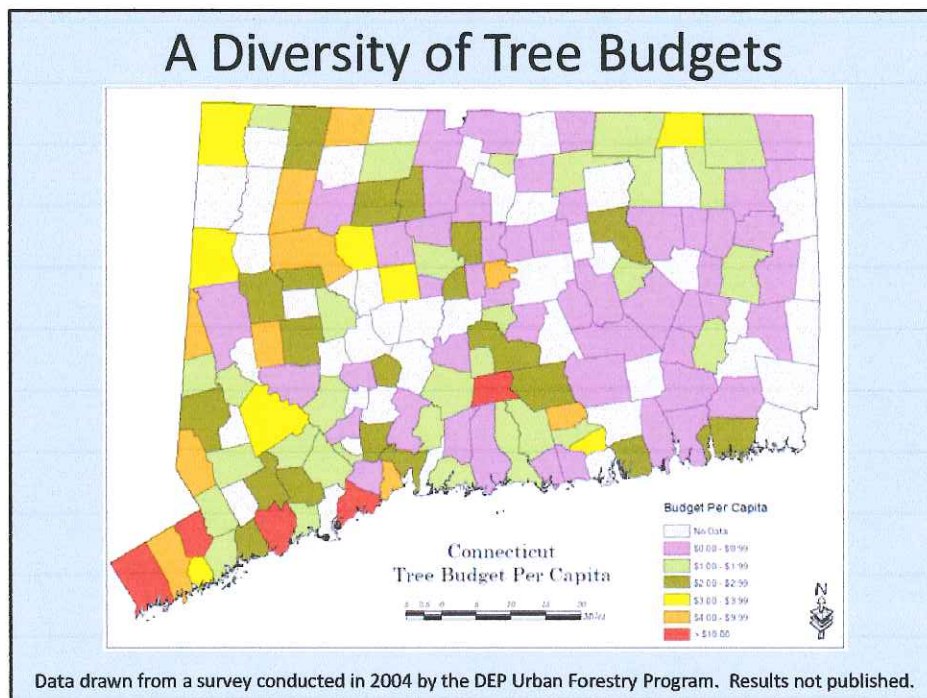
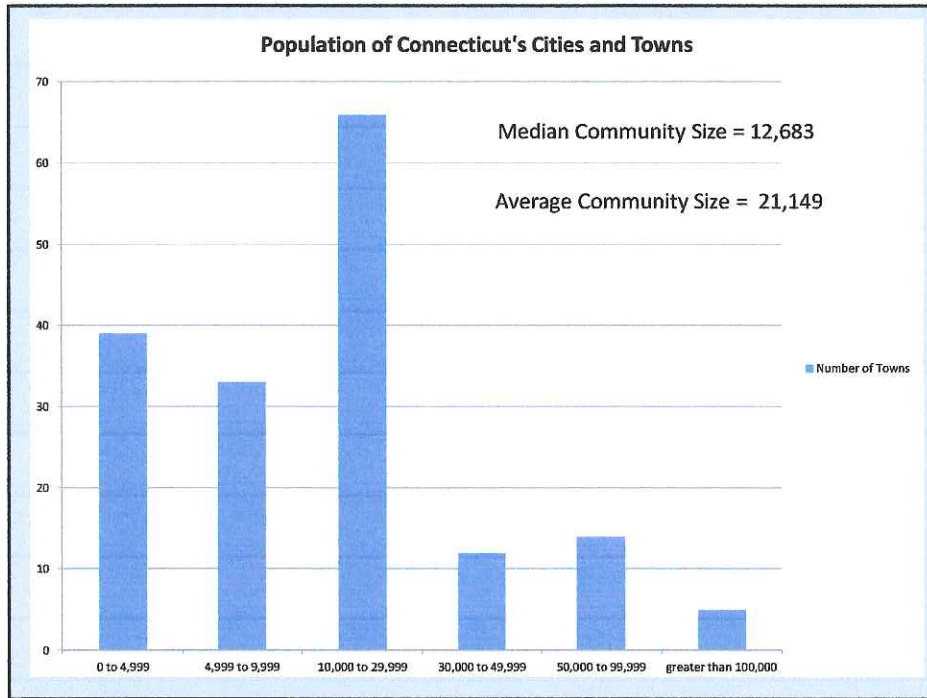


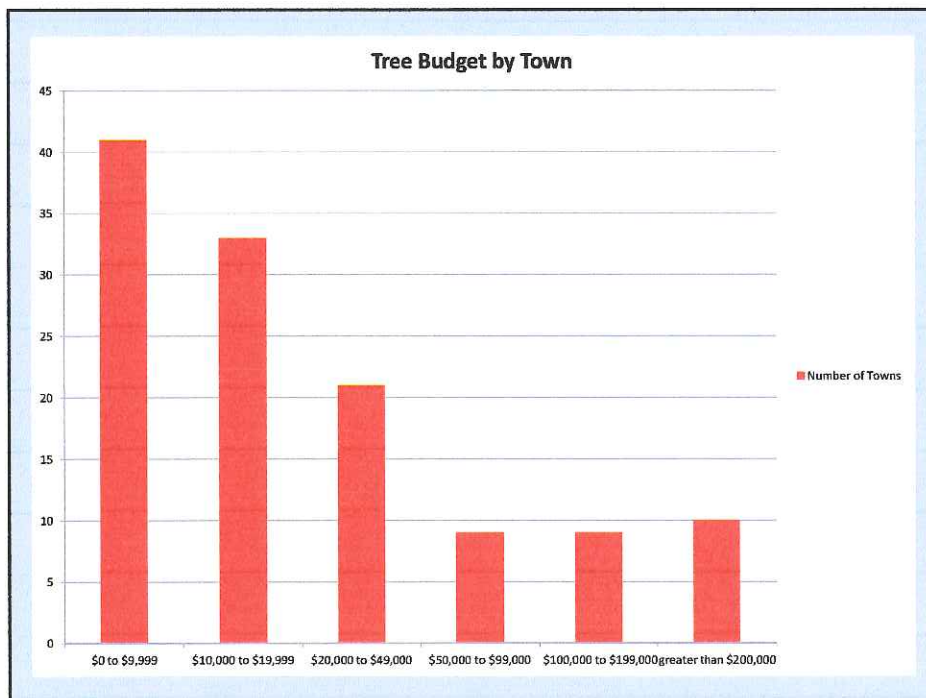
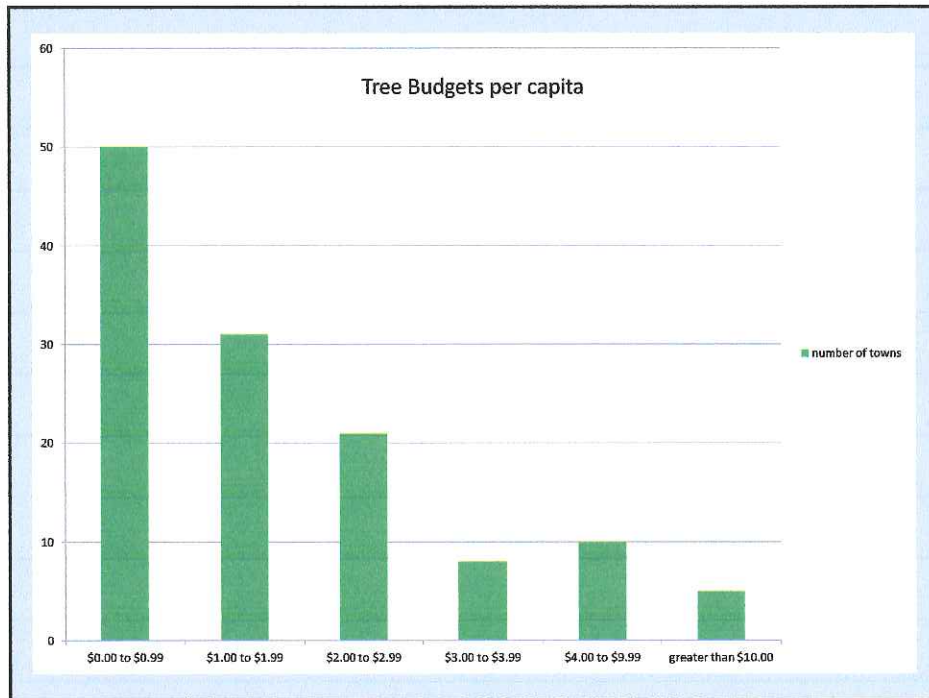
Urban Forestry – is about the population of trees that surround us in our homes, places of business and in most of our daily activities – the forest where we live, work and play

Roadside Trees – the street trees in our cities and towns and, in more rural areas, those trees that line the roads, side-roads and highways.

A Diversity of Town Sizes







Budget Summary

Tree Budgets:

Total Tree Budgets

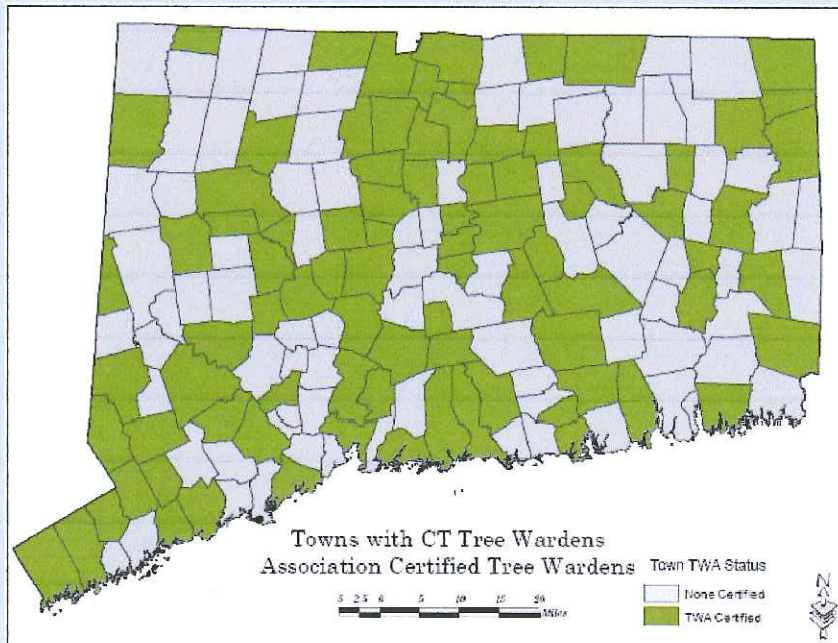
Maximum:	\$900,000.00 (Greenwich – Fairfield #2 (\$650,00) and Milford #3 (\$602,000))
Average:	\$58,918.86
Minimum:	\$217.00 (Sprague – Scotland #2 at \$800)

Per Capita Tree Budgets:

Maximum:	\$16.60 (New Canaan – Greenwich is second at \$14.73)
Average:	\$3.00 (state per capita average)
Minimum:	\$0.07 (Sprague – Naugatuck next lowest at \$0.10 per capita)

Based on an average budget of \$3 per capita, the total expenditure on trees by municipalities in the state is approximately \$10,500,000.

Certified Tree Wardens in Connecticut



A Critical Assessment of Where We Are

- The quality of tree care, as practiced in Connecticut, is very high.
- There do not exist specific industry standards, aside from the Safety Standards in ANSI Z 133.1 and OSHA 1910.269 and the Operational Standards in the ANSI A 300 series, to direct the actions of tree wardens or of those doing the utility pruning.
- We (the people of Connecticut) have yet to define the overall goal, or purpose, of the road side forest in terms that are clearly understood and generally accepted by most people.

Two Laws

CGS 23-58 and CGS 23-59

The Tree Warden Law (1901) – establishes that there is one individual appointed in each municipality who is responsible for the “care and control” of public trees. The law, however, sets no criteria by which an individual may be appointed as a tree warden.

CGS 23-61

The Arborist Law (1919) – established that anyone who practices commercial arboriculture within Connecticut needs to be licensed by the state. Testing for the arborist license is rigorous, with a successful passing ratio of about 50%. Currently, there are 928 licensed arborists in Connecticut.

Standards for Tree Care

American National Standards Institute

ANSI Z 133.1 – Safety Standards in Tree Care (1972*)

ANSI A 300 – Standards for Tree Care Operations:

Part 1 – Pruning (1996)

Part 2 – Soil Management (Fertilization) (1999)

Part 3 – Guying, Bracing and Cabling (2000)

Part 4 – Lightening Protection Systems (2004)

Part 5 – Site Planning and Site Development (2005)

Part 6 – Transplanting and Planting Trees (2005)

Part 7 – Integrated Vegetation Management (2006)

Part 8 – Root and Root Zone Management (in progress)

Part 9 – Tree Risk Assessment (2011)

Part 10 – Integrated Pest Management (in progress)

**reference is to the year when the standard was first published*

From ANSI A300 (Part 1) – Pruning (2008) (most recent edition)

9 Utility pruning

9.1 Purpose The purpose of utility pruning is to prevent the loss of service, comply with mandated clearance laws, prevent damage to equipment, maintain access, and uphold the intended usage of the facility/utility space while adhering to accepted tree care performance standards.

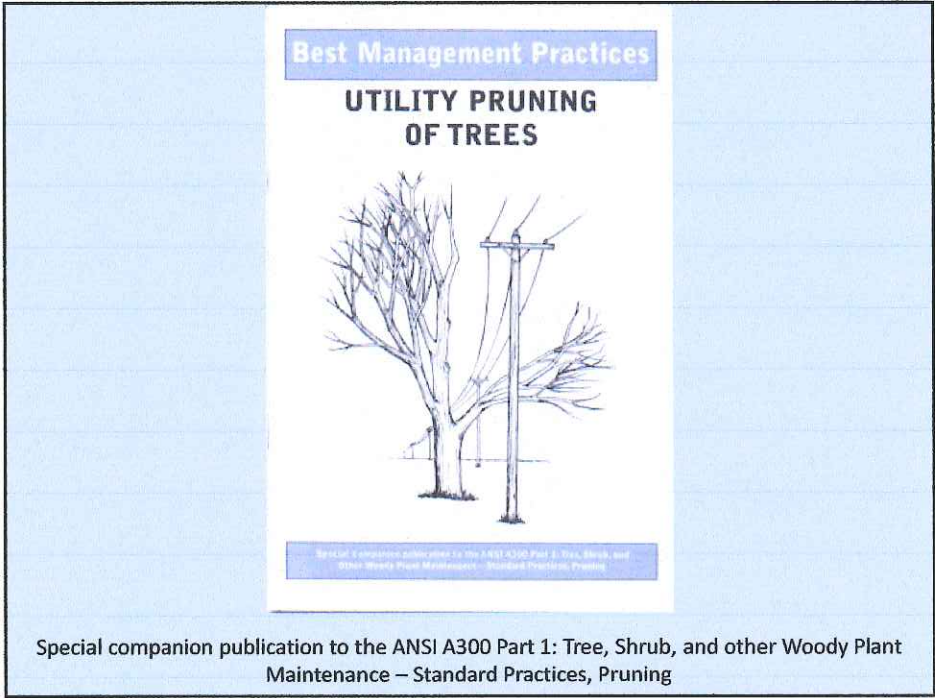
9.2 General

9.2.1 Only a qualified line-clearance arborist or line-clearance arborist trainee shall be assigned to line clearance work in accordance with ANSI Z133.1, 29 CFR 1910.331 – 335, 29 CFR 1910.268 or 29 CFR 1910.269.

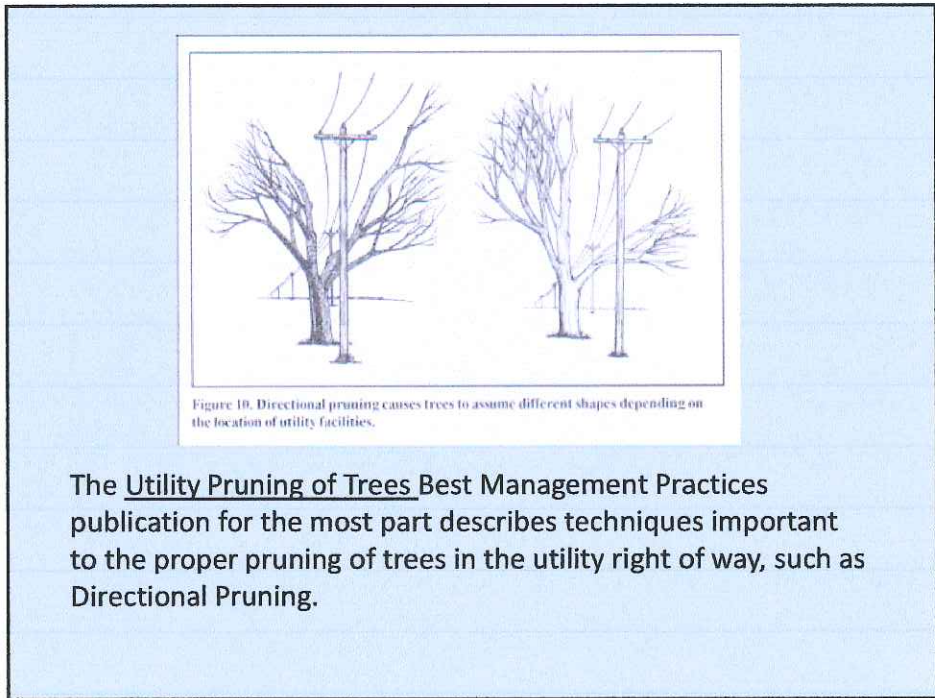
9.2.2 Utility pruning operations are exempt from requirements in 5.1, *Tree Inspection*, for conditions outside of the utility clearance scope of work.

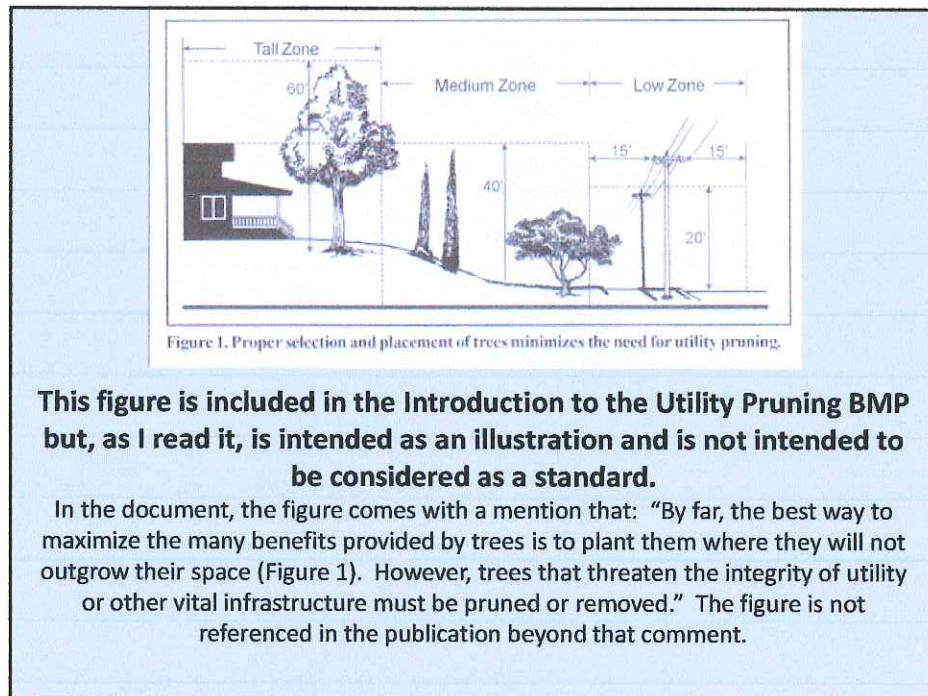
9.2.3 Job briefings shall be performed as outlined in ANSI Z133.1, subclause 3.1.4.

Additional clauses describe the type of pruning that shall be done as a part of utility pruning and that, under emergency conditions, the requirements for proper pruning cuts can be suspended provided that the improper cuts are later corrected.



Special companion publication to the ANSI A300 Part 1: Tree, Shrub, and other Woody Plant Maintenance – Standard Practices, Pruning





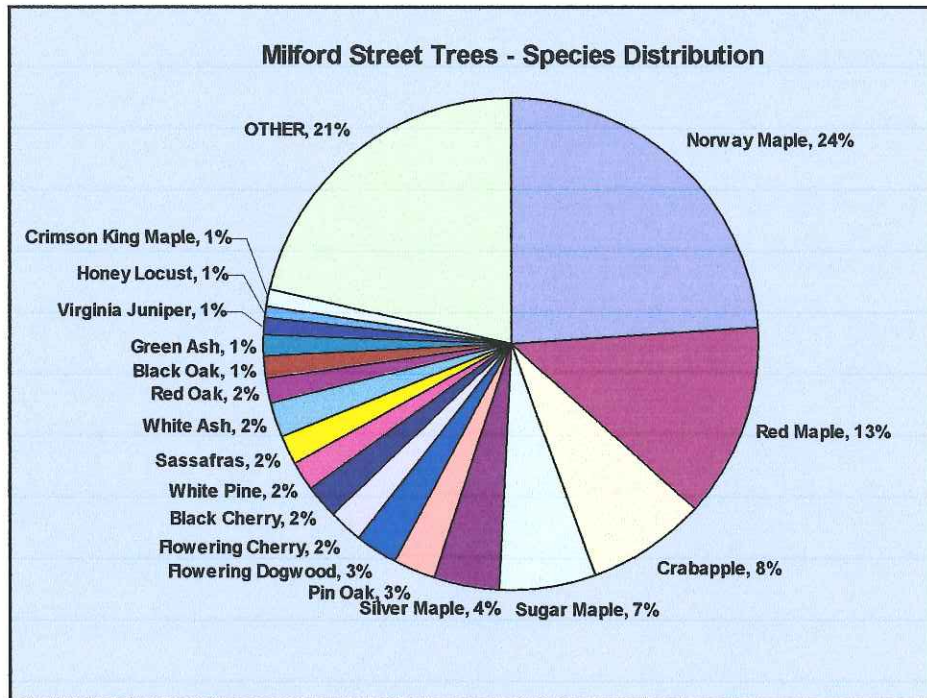




Two Ways to View the Urban Forest

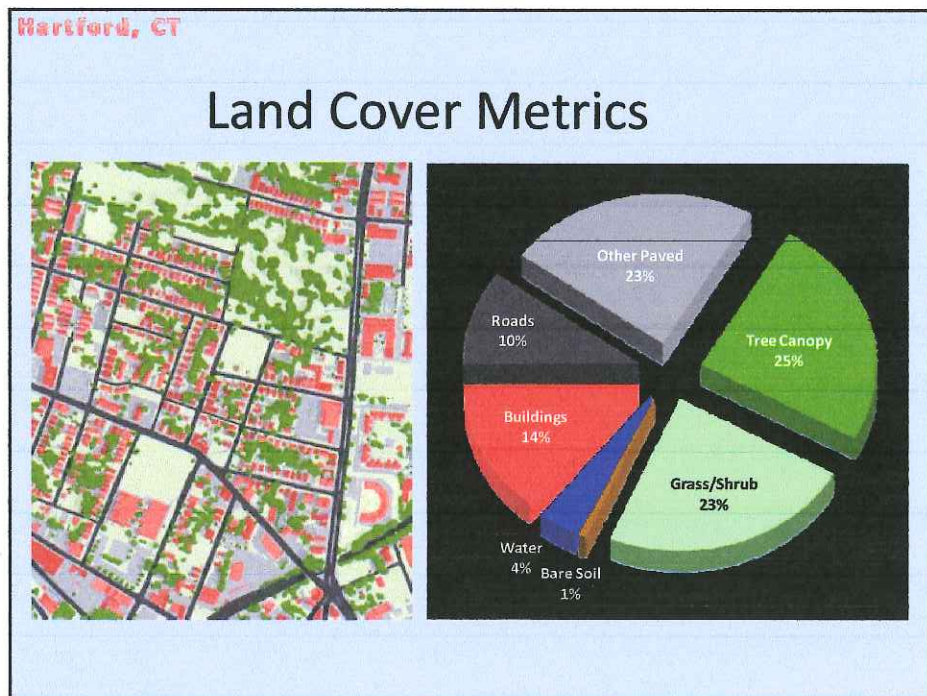
- Structural Properties:
 - How many trees, where they are, what kind of trees are they, what kind of condition are they in, and so on

- Functional Properties:
 - What do these trees do, in terms of benefits they provide to people, essential environmental services they provide, and overall contribution to the lives we live



**Total Annual Benefits and Net Benefits for Public Trees
Milford, CT**

Benefits	Total	Per Tree	Per Capita
Energy	\$918,979.00	\$57.90	\$18.38
CO2	\$22,820.00	\$1.44	\$0.46
Air Quality	\$166,089.00	\$10.46	\$3.32
Storm Water	\$219,991.00	\$13.86	\$4.40
Aesthetic /Other	\$762,869.00	\$48.07	\$15.26
Total Benefits	\$2,090,748.00	\$131.73	\$41.81



Hartford's Urban Forest - a Summary**Number of Trees:** 568,000**Number of Larger Trees** (over 20" in diameter): 55,000**Most Common Trees:** red maple, tree of heaven, black cherry, American elm and red oak**Tree Canopy Cover:** 26%**Amount of Carbon Removed by Hartford's Trees Annually:** 2,440 tons**Amount of Major Air Pollutants Removed Annually:** 73 tons**Oil Saved due to Energy Reduction by These Trees:** 2,400 barrels a year**Replacement Cost for These Trees:**
\$590 million dollars**The Concept of Green Infrastructure**

Urban trees, and roadside trees, are working trees with functional values, of benefit to society. These values can be quantified, and these functions defined and incorporated into plans, such as plans to mitigate storm water run-off, improve air quality, reduce the heat island effect and reduce electrical consumption, all while also allowing trees to make those other desirable contributions that are valued by society as a whole.



**Burncoat Neighborhood Tree Removal Study
Worcester, MA**

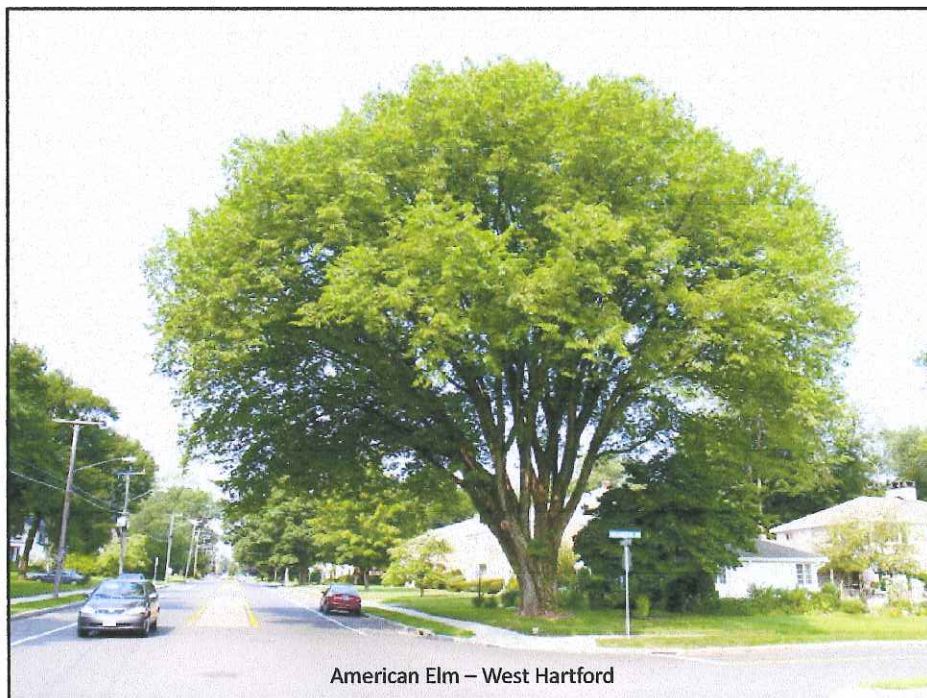
Emma Morzuch, Ben Weil, Simu Hoque
University of Massachusetts, Amherst

Block (N = 6)	Number of homes (108 total)	Percentage Increase (kWh/CDD usage) after tree removal
1	15	87
2	23	79
3	19	99.6
4	18	116
5	23	140
6	9	67

Table 1: Differences in cooling energy usage between the summers of 2008 and 2009.

Block (N = 6)	Number of homes (108 total)	Dollar Increase (\$) in cooling energy costs after tree removal
1	15	\$1,130
2	23	\$2,287
3	19	\$1,519
4	18	\$1,447
5	23	\$2,478
6	9	\$334

Table 2: Differences in cooling energy costs between the summers of 2008 and 2009.



American Elm – West Hartford



Same Tree as seen on October 31, 2011

Thank You

Chris Donnelly
Urban Forestry Coordinator
CT DEEP
Division of Forestry
860-424-3178
chris.donnelly@ct.gov



**WESTERN CONNECTICUT
HEALTH NETWORK**

DANBURY HOSPITAL EMERGENCY MEDICAL SERVICES

(B)

24 Hospital Avenue
Danbury, CT 06810
203.739.7493
Fax 203.739.1604

Matthew Cassavechia, EMT-P
Director, Emergency Medical Services
matthew.cassavechia@wcthealthnetwork.org

Good morning,

wcthealthnetwork.org

Mr. Chairman and distinguished members of the committee, my name is Matthew Cassavechia and I am the Director of Emergency Medical Services for the Western Connecticut Health Network with principal operational responsibilities that encompass among other geographic areas the City of Danbury. I am honored to be here to share with you some of our operational successes as it relates to our collaborative efforts in sheltering some of our most vulnerable residents in the community we serve throughout the duration of the recent electrical outage emergency. These efforts were made possible by our "all hands on deck" approach to mitigating a multi-dimensional crisis that may have had a more substantial impact on our ability to take care of the sick and injured had specific actions not been taken in a decisive and timely manner.

Specifically, residents that have been able to receive medical care in the comfort of their home via medical devices and oxygen delivery systems were seemingly left without a safe and appropriate place to go other than the hospital due to a lack of power and other resources. Further, those evaluated by our Emergency Department physicians and discharged could not go home without power thus creating a capacity issue at our hospital. Of course the disruption of power for the lengthy duration of time created a situation that highlighted the need for direct and robust planning for all citizenry we serve including those with functional needs. Providing care and sheltering of our fellow citizens is a community wide responsibility, which starts at the local level and should not be shouldered by any one entity or organization. In fact, functional needs sheltering must be a multi-disciplinary approach moving forward. It must include local officials, public health, health systems and hospitals, emergency medical services, school leaders and the residents themselves among others.

I have provided for you some of my observations that may serve as an operational framework in crafting future policy for the development of a uniform functional needs shelter plan. Within these observations is a chronological time line of notable actions and other miscellaneous document that you may find useful. While much of our focus has been on the recent winter event, I cannot underscore the importance of an all season planning that considers temperature extremes for both heating and cooling of functional needs facilities.

I am very grateful to have been a part of an operation that brought the best out of so many different people during a difficult time. It is this spirit of cooperation and collaboration with the principal focus on caring for one another that contains the necessary ingredients to make this initiative a reality.

I direct you to the attachments provided and would be happy to field some of your questions.

Thank you.

Functional Need Shelter Danbury, Connecticut Lessons Learned/ Recommendations

Pre – identify special or functional needs shelters by region/ hospital – conduct multi-disciplinary walk through to ensure specific needs are met – showering facilities, wheelchair / stretcher accessibility, generator power, fire marshal, security, special feeding dietary considerations etc.

Should be aligned with hospitals – geographically situated by region. Must be regionalized to preserve scarce resources.

Develop uniform and consistent criteria for those admitted to functional needs/ special needs shelters verse “regular shelters”.

Develop uniform and consistent tracking and documentation forms for those admitted to functional needs/ special needs shelters.

Develop uniform and consistent equipment caches for functional needs/ special needs shelters – i.e. safe and comfortable beds for frail/ elderly, wheelchairs, sanitary wipes and sanitary needs, wound care, oxygen delivery device concentrators, and mass oxygen distribution devices.

Develop uniform and consistent staffing per – resident ratio and activation of staff or special needs/ functional needs shelters.

Consider weather extremes when identifying and equipping functional needs shelters should consider seasonal weather extremes – i.e. extreme hot and extreme cold.

Encourage those with special/ functional needs to be “plug in” ready and to have awareness of regional functional needs shelters.

Allow for local EMS medical directors and hospitals to divert ambulances to warming/ cooling centers at their discretion and based upon local circumstances to prevent ED overcrowding.

Time threshold to set up must be carefully considered to prevent local surge issues at Hospitals – in other words set up might be based on power restoration schedule or proactively set up by having resources pre-positioned.

The more electrical outlets the better. Generator power/ back up must be considered.

Transportation considerations via ambulance/ wheel chair/ livery of residents to and from special needs/functional needs shelter essential.

Information flow between functional needs shelter and local municipality critical for updating residents about power restoration status.

Cache of “old” hospital beds with mattresses was invaluable – State special needs cots lack side rails – safety issue.

Partnering with others such as City, Hospital, Red Cross, and University etc. is highly recommended.

Synopsis – An early winter storm in October 2011 created widespread power outages and impassable roads in the greater Danbury area. Heavy 9-1-1 emergency medical activity coupled with an increase of walk in patients to the Danbury Hospital Emergency Department produced a situation where a functional needs shelter off hospital campus needed to be stood up. This strategy allowed for decompression of the near capacity Hospital by discharging patients to a safe, warm and monitored destination.

Chronological Report of Actions/ Events:

Sunday morning October 30, 2011 – EMS Director Matthew Cassavechia telephone conversation with Leonard Guercia, State Department of Public Health about situation report at New Milford Hospital.

Sunday afternoon October 30, 2011 – Rapid influx of patients from area EMS services and area residents requiring electricity and warmth in addition to regular emergency medical activity.

Sunday afternoon October 30, 2011 – Additional ambulances staffed in City of Danbury to assist with continuation of heavy 9-1-1 emergency medical activity.

Sunday afternoon October 30, 2011 - EMS Director Cassavechia, telephone conversation with Leonard Guercia, State Department of Public Health about situation report in greater Danbury area.

Sunday evening October 30, 2011 - EMS Director Cassavechia telephone conversation with Leonard Guercia, State Department of Public Health about situation report in greater Danbury area.

Sunday evening October 30, 2011 – EMS Director Cassavechia made direct contact with every area emergency medical director inquiring about any residents with special needs and our ability to provide visiting nursing assistance if indicated.

Sunday night October 30, 2011 (midnight to 8) - Dr William Gemmell, Dr William Begg and EMS Director Cassavechia monitored EMS and hospital ED activity by staying overnight in hospital.

Monday morning October 31, 2011 - EMS Director Cassavechia visits City of Danbury shelter identified eight (8) functional needs residents – delivered mass casualty oxygen supply and installed three visiting nurses at the City of Danbury shelter – several EMS visits on the previous overnight shift for comfort issues.

Monday afternoon October 31, 2011 - Telephone conference with Regional EMS Coordinator Blair Balmforth, EMS Director Matthew Cassavechia, and Vice Chairman, Danbury Hospital

Department of Emergency Medicine Dr. William Gemmell to discuss Medical control directive to divert ambulances to local shelters.

Monday afternoon October 31, 2011- EMS Director Cassavechia meeting with senior leaders in the Danbury Hospital board room. Emergency Department reporting census is holding at eighty patients – three and one half hour wait – concern about further surge capacity and lack of ability to discharge patients to a safe and warm destination due to lack of power.

Monday afternoon October 31, 2011 - Danbury Hospital Leadership designs a small adhoc shelter on campus in conference room within the Danbury Hospital as stop gap measure.

Tuesday morning November 1, 2011 - EMS Director Cassavechia contacts Lieutenant Roger Connor Western Connecticut State University (WCSU) police to discuss possibility of utilizing Bill Williams gym as special needs shelter – close proximity to Danbury Hospital, large space, showers and open bathrooms – seems ideal – lacks generator power.

Tuesday afternoon November 1, 2011 - WCSU senior leadership agrees to allow for functional needs shelter – confirms with State Emergency Operations Center – request granted. WCSU will provide support where needed including maintenance of facility – cleaning of bathrooms, periodic feeding through Sodexho cafeteria services and police protection/ security.

Tuesday afternoon November 1, 2011 – EMS Director Cassavechia discusses plan with Leonard Guercia State OEMS, Paul Estefan City of Danbury Civil Preparedness official, Scott Leroy Danbury Public Health Director, Danbury Fire Chief Geoffrey Herald about plan to set up special functional needs shelter in Danbury at Western Connecticut State University.

Tuesday afternoon November 1, 2011 - EMS Director Cassavechia contacts City of Danbury Public Health Director to activate mutual aid Medical Reserve Corp assistance through Shane Lockwood Waterbury Deputy Director Health and Region 5 ESF 8 Chair.

Tuesday afternoon November 1, 2011- EMS Director Cassavechia contacts Natalie DoSanatos American Red Cross about assistance with mass feeding and shelter assistance – request granted.

Tuesday evening November 1, 2011 – Paramedic Supervisor Reed coordinates Hospital beds in storage are moved into the Bill Williams gym along with cache of medical supplies delivered from the Danbury Hospital including but not limited to oxygen supplies, basic and advanced life support equipment, sanitary cleaning/ hygiene wipes and clean linen.

Tuesday evening November 1, 2011 - All area municipalities advised of a regional functional needs shelter facility in Danbury opening to all area residents that meet criteria.

Tuesday evening November 1, 2011 - Conference call with Medical Reserve Corp arranged by Sands Cleary of Easton Fairfield – effort to mobilize MRC nurses – Mr. Cleary offered to be point of contact to assist in arranging for MRC nurses in Danbury.

Wednesday morning November 2, 2011 - Oxygen removed from City shelter set up at Bill Williams gym – functional needs shelter is stood up staffed with Danbury Hospital paramedics

and Medical Reserve Corps nurses augmented by high school and parish nurses/ WCSU student volunteers.

Wednesday morning November 2, 2011 - Running census of residents in special needs shelter shared with local fire officials commencing this morning and throughout operation.

Wednesday morning November 2, 2011 - Collaborative meeting with American Red Cross officials about documentation requirements/ forms etc. American Red Cross drops off "comfort kits" for residents and provides regular meals throughout incident.

Wednesday morning November 2, 2011 - Visit from Danbury Public Health department official to coordinate donations and contributions from area business in providing supplemental food for staff and residents in functional needs shelter.

Wednesday morning November 2, 2011 - Mass email distribution to Western Connecticut State University students to assist with shelter as volunteers.

Wednesday afternoon November 2, 2011 - Danbury CERT team members brought in to assist with registration and documentation of residents and volunteers assisting with shelter operations.

Wednesday afternoon November 2, 2011 - Contact with City Mayor's office to discuss with school superintendent to utilize Danbury school nurses – wide email distribution for assistance sent out.

Wednesday afternoon November 2, 2011 - State Department of Public Health advises that a support trailer is enroute to the functional needs shelter – on arrival wheelchairs assembled and put into use along with some cots and other miscellaneous medical supplies.

Thursday morning November 3, 2011 - Unannounced visit from State Fire Marshall office at the Danbury Functional Needs shelter – fire official concerned that they were not informed of the shelter and that there was not a sprinkler system in place.

Thursday morning November 3, 2011 - Contact made with Dr. Charles Herrick, Chairman of Psychiatry at Danbury Hospital to deploy crisis intervention staff to functional needs shelter for residents.

Thursday afternoon November 3, 2011 - Email correspondence sent out through Danbury Hospital Director of Spiritual care to area parish nurses to assist with staffing of functional needs shelter.

Friday morning November 4, 2011 - Matthew Cassavechia and William Begg MD visit all area shelters with respective chief elected officials / emergency managers for a well being status check / needs assessment.

Saturday morning November 5, 2011 - Contact made with State Emergency Operations Center to deploy state behavioral health specialists, James Siemianowski to Town of New Fairfield.

Saturday evening November 5, 2011 – Connecticut State Police canine “Luger” visits the remaining resident of special needs shelter to cheer them up.

Sunday morning November 5, 2011 – Danbury Fire Department and Danbury EMS assist with demobilization of the functional needs shelter. Equipment decontaminated and removed to storage.

Sunday November 5, 2011 – Time 11:55 AM functional needs shelter Danbury operation terminated.

District:	Western Connecticut State University
Building Name:	Midtown Campus-Berkshire Hall
Address:	62 Osborne Street Danbury, CT 06810s

Floor 1

Card Reader Doors
are displayed in **ORANGE**

Side B

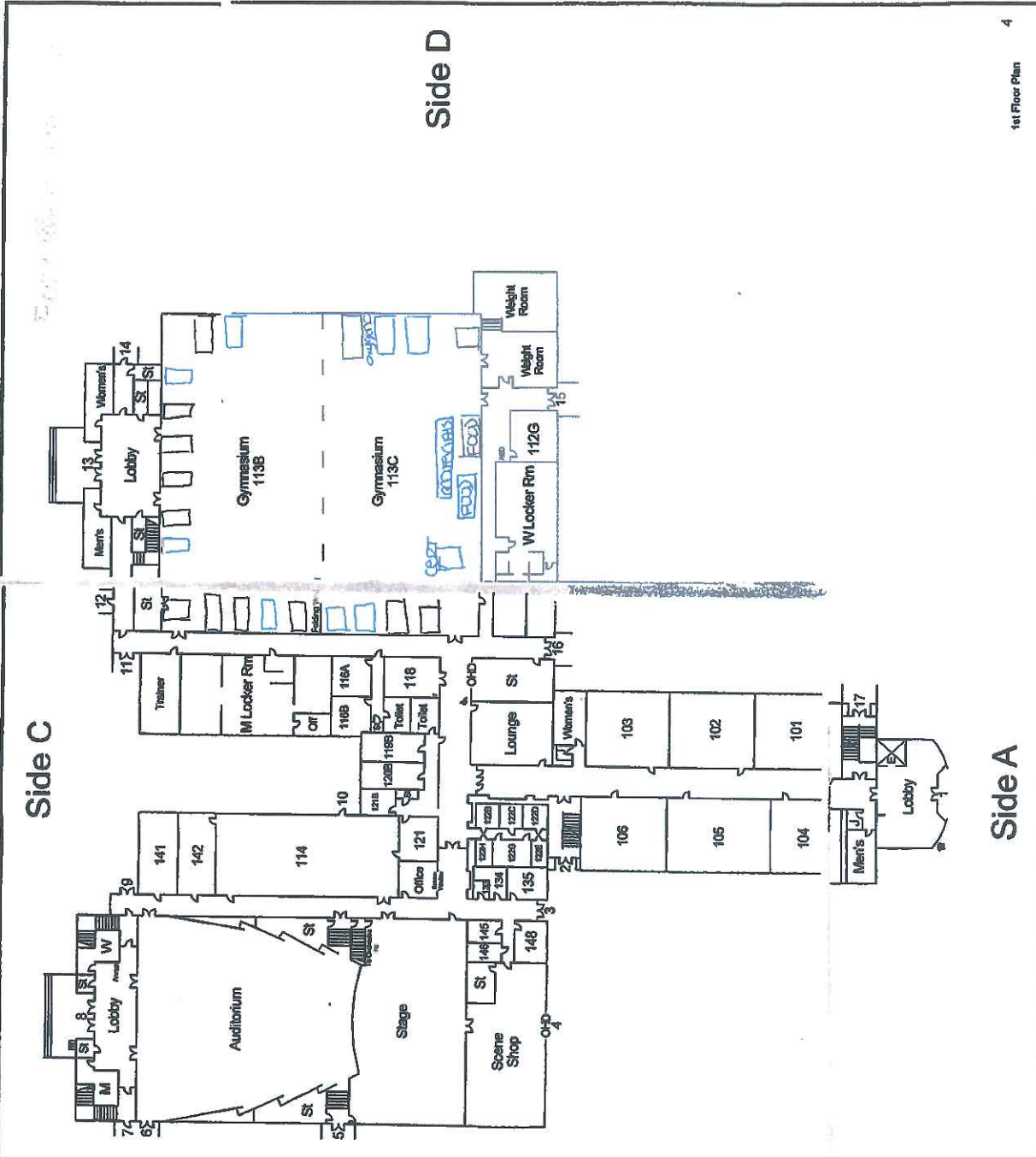
Legend

- Camera
- Chair Lift
- Emerg. Phone
- Water Shutoff
- Sprinkler Shutoff
- Emerg. Shower
- Ramp
- IMB
- Master Fire Box
- Knox Box
- HALON System
- Fire Alarm Control Panel
- Fire Alarm Terminal Cabinet
- Fire Department Connection
- Fire Alarm Pull Station

- Electrical Shutoff
- Generator
- Electrical Panel
- Transformer
- Oil Shutoff
- Gas Shutoff



Be Proactive. Be Prepared.



Functional Needs Shelter Schematic



**WESTERN CONNECTICUT
HEALTH NETWORK**

DANBURY HOSPITAL • NEW MILFORD HOSPITAL

24 Hospital Avenue
Danbury, CT 06810
203.739.7749
Fax 203.739.1825

Blair Balmforth, CCEMT-P
Regional EMS Coordinator
blair.balmforth@wcthealthnetwork.org

wcthealthnetwork.org

Updated October 31, 2011

1200 Hours

To All Local Emergency Medical Services and Public safety Answering Points,

It is our understanding that power outages continue to affect the entire service areas of the Danbury and New Milford Hospitals. As such, there have been reports of numerous requests for emergency services to respond to the needs of individuals without electricity, specifically for warming areas and electricity to power oxygen concentrator devices.

If your service is requested for non-emergency medical needs, please arrange transportation of the individual (s) to your local emergency shelter utilizing whatever transportation resource that is most appropriate and safe. If there is any doubt or question about transferring an individual with special needs that may require some level of medical intervention or assessment, please contact Medical Control for specific direction and/or instructions. We want to make absolutely certain that individuals get the right care and/or service and we appreciate the unprecedented collaboration with all of our area services. Please feel free to contact Blair Balmforth with any questions or clarification.

Blair Balmforth
Regional EMS Coordinator

Dr. William Gemmell,
Vice Chairperson
Department of Emergency Medicine
on behalf of Dr. William Begg &
Dr. Thomas Koobatian

The Western Connecticut Health Care Health Network in partnership with Western Connecticut State University, the City of Danbury and the American Red Cross have established a regional special needs shelter for those affected by the recent power outage. The shelter is located at the Bill Williams gym at the corner of Osborne Street and Dr. James Roach Avenue in Danbury, Connecticut. This shelter has full showering, hospital bed, oxygen and bathroom facilities with a specific focus for those people that are non-ambulatory, bed confined, wheel chair bound, or oxygen dependent. Residents are required to bring medications and any other special medical devices as this is NOT an alternative medical care site. Food will be provided by the American Red Cross with special needs assistance and monitoring provided by Danbury Hospital paramedics and regional medical reserve corps. Space will be limited to the resident with special needs and one family member or aide. Point of contact is Matthew Cassavechia 203-648-5160 – prior notification and screening is required – municipal shelter staff and leaders may utilize this regional asset based on bed availability.

Screening and notification (203) 648-5160

Matthew G. Cassavechia
Director, Emergency Medical Services
24 Hospital Avenue
Danbury, Conn. 06810
(203) 739-7493 Office
(203) 739-1604 (Fax)



State of Connecticut Two-storm Study Panel Testimony

Jewel Mullen, MD, MPH, MPA

Commissioner, Connecticut Department of Public Health

November 18, 2011

Mr. Chairman and distinguished members of the committee, I am Dr. Jewel Mullen, Commissioner of the Connecticut Department of Public Health (DPH). Thank you for inviting me to speak to the role my department served during the two recent storms, and specifically to address Connecticut's shelter concerns. The community impact of Tropical Storm Irene and the October Winter Storm Alfred demonstrates the urgency of creating a coordinated statewide sheltering plan.

The Department of Public Health's Emergency Preparedness program is supported primarily by two grants. One provided by the Centers for Disease Control and Prevention addresses Public Health Emergency Preparedness; and the second is a Hospital Preparedness Program administered by the U.S. Department of Health and Human Services, Office of the Assistant Secretary for Preparedness Response. These two programs have created the framework that embodies the Department's public health efforts in activation for, response to and recovering from all hazards, with partners across Connecticut. Within this framework rests the usual and extraordinary responsibilities of an array of our departmental programs. During Irene and Alfred, DPH efforts included:

1. Ensuring and monitoring food and water safety. We supported the work of local health directors and their sanitarians. DPH also oversaw risk communications as more than one third of the community public water systems across the states (serving 16,000 residents during Irene and 30,000 during Alfred) were placed on boil water advisories.
2. Monitoring the status of Connecticut's 31 acute care hospitals and more than 200 long term care facilities and residential care homes, ensure the adequacy of their power, staffing and other infrastructure necessary to sustain operations that upheld patient care quality and safety.
3. Communicating with hundreds of WIC sites across the state to verify that they were serving clients' needs. In some circumstances we assisted temporary program relocation for sites without power.
4. Tracking loss of vaccines at provider sites that were unable to maintain adequate refrigeration.
5. Activating the ESAR-VHP (Emergency System for Advance Registration of Voluntary Health Personnel) for health care facilities unable to maintain adequate staffing levels without it.
6. Disseminating risk communications: maintenance of the DPH website that included a link to specific content on a spectrum of storm and disaster-related public health issues. Issuing press releases and public health advisories, responding to media requests, and modifying some information for dissemination through social media.
7. Surveillance and reporting emergency department data on the incidence of storm related health conditions. Specifically, we monitored data on carbon monoxide toxicity and deaths, injuries, motor vehicle accidents, acute gastrointestinal symptoms, asthma, acute cardiac events and hypothermia.

8. Mobilizing assets (a shelter, cots, and heaters) from the Mobile Field Hospital in response to local and National Guard request for such assistance.
9. Conducting regular conference calls with local health directors to assess conditions on their communities and regions, provide technical support, and to serve as a liaison across their departments and districts to facilitate resource sharing. We also included regional emergency management directors on those calls for the same purpose.

We performed these activities upholding public health accountability for Emergency Services Function (ESF-8). In addition to our ESF-8 role, DPH also provided guidance and support for ESF-6, Mass Care and Human Services.

A number of health-related issues make it logical that DPH partner with ESF-6. The evolution of medical science over the past decades has enabled people to manage a number of acute and chronic medical conditions at home rather than in the hospital. Those individuals are not just frail elders. They are infants, children, adults – people across the lifespan, including those with disabilities - for whom laws compel us to provide access to services and facilities. Myriad medical devices, oxygen delivery systems, and visiting nurse and home care services enable them to live at home safely. When the need for shelter arises, they present themselves as community residents who need support to maintain their daily routines. Accordingly, we must not approach them as patients seeking medical care but as individuals requiring services to continue those routines.

Over the past 10 years a number of local, regional and state initiatives aimed at planning for the needs of all residents displaced by disaster evolved. Each of those efforts resulted in uniform guidance provided to local and regional officials. Guidance documents outlined space requirements to accommodate both patients and their assistive medical devices. Like local agencies, many special needs individuals and their families have contingency plans for emergencies. However, when disasters drive people out of their homes, those plans sometimes fall apart. DPH guides municipal leaders and agencies that administer shelters, but we do not stand up or administer them. Rather, the care and sheltering of state residents is a municipal responsibility that requires multidisciplinary coordination. Depending on the severity and scope of a disaster, local, regional state and sometimes federal supports must be deployed.

Many services, particularly for those people with special needs, will be delivered most efficiently at the regional or district level rather than in individual towns. Regional plans should include a resolution with hospitals in the area of shelter. In addition to the technical aspects of shelter management such as accessibility, heating/cooling, cots, food, and other infrastructure, our future shelter planning should address issues related to:

Reimbursement:

- EMS is not reimbursed for transporting individuals to shelters
- Health care facilities are not able to bill payers for the provision of basic shelter; and they may be constrained to readily discharge individuals back to home without waiver of some regulations related to discharge requirements.

- We should determine whether payers cover home care / visiting nurse services provided in shelters

Power:

- Ensuring that sites have sufficient power (with back-up) to operate medical devices

Appropriate staffing:

- Some shelters requested help recruiting nurses to work shifts even though shelter residents did not need skilled nursing care at home. They also did not need it in a shelter. Potential staffing partners should include local emergency management directors, local emergency medical services, Red Cross, local health directors/personnel, Community Emergency Response Team, Medical Reserve Corps, school nurses, and staff from local civic organizations.

Sanitation:

- As needed, DPH should support local and regional health directors' oversight of food and water safety, along with other sanitation issues.

Coordination with Community Providers:

- Local planning should include ensuring that suppliers of oxygen and durable medical equipment are available to serve their clients, make deliveries, and maintain equipment.
- Communities, perhaps in collaboration with EMS and home care agencies, local health authorities and residents themselves may maintain a list of vulnerable residents whose status they can check during a disaster to ensure their needs have been identified and met.
- Consideration for creating a robust corps of community volunteers including students in nursing, public health, medicine and the allied health profession to assist community efforts.

Coordination of Behavioral Health Issues:

- Continue to build collaboration between the Department of Mental Health and Addiction Services, community behavioral health providers, substance abuse treatment providers, and elder services in this effort. (Some shelter directors reported that some older adults became confused and disoriented when removed from their familiar surroundings and placed in shelters).

Communication:

- Establish back-up plans for communication between the agencies/groups referenced above so that services can be implemented and coordinated as planned.

In summary, disaster response requires coordination between public and private organizations that regularly provide health and human services in communities; and shelter planning must incorporate such coordination. It is imperative for us to partner now, informed by our experience from the two storms, to create a Mass Care system that serves those with basic and special health needs.

CITY OF NORWALK
FIRE DEPARTMENT

0

121 CONNECTICUT AVENUE
NORWALK, CONNECTICUT 06854



Tel: (203) 854-0200

State of Ct Storm Committee
Public Hearings
November 18, 2011

Respectfully submitted
Denis McCarthy
Fire Chief
Norwalk Ct,

Dear Committee,

Thank you for the opportunity to address you on behalf of the Ct Career Fire Chiefs whom I represent as President. I am also a local Fire Chief in Norwalk and serve as the Emergency Management Director.

I would like to address the experience of our community and the feedback I received from other Fire Chiefs relative to the TS Irene and the winter storm. As president of the Career Fire Chiefs I sent a survey to all municipal responders and chief elected officials after Hurricane Irene. That effort produced over 175 responses from Chief Elected Officials, Fire and Police Chiefs, Public Works and Emergency Management Directors. A copy of the survey and each response has been forwarded to the committee.

In addition to TS Irene we also have the experience in Southwest Ct of the Nor'easter in March 2010 which continues to influence our perception of the capacities and limitations of local and state responders.

I will not attempt to cover all the issues but will focus on those which present opportunities for improvement as we prepare for the next major event.

General Impressions:

Local responders across the state have a sincere desire to improve our collective capability. As has been demonstrated in the Fire Service we have the capacity to move our resources around the State in support of fire service needs. In fact, we created an ad hoc fire department in Bridgeport in August 2010 made up entirely of resources from outside the city so that department could be entirely off duty for 14 hours to attend 2 Department Funerals. We have the capacity in the state to coordinate and delivery exceptional services. That system takes time and commitment to develop and it is with that in mind we suggest that planning for the next state emergency begins today.

Local communities coordinate internally and with our immediate neighbors very well. We have developed this subregional network of mutual aid which is put into practice almost every day. As a result this system delivers coordinated and seamless service to every type of event. This capacity needs to be expanded so that full regional or statewide service response capacity is improved. Real life situations provide the best practice to improve service delivery. Because large scale events do not occur frequently enough, mobilization of regional resources are required to respond to smaller incidents to as a capacity development tool. For example, the regional haz mat team used this approach when the program was in it's infancy in 1985. The team from 14 towns was dispatched to calls that did not necessarily need a full team deployment but it was only through regular deployment that bugs in the system were worked out. If we had waited for the 'big one' to practice deployment we would not have developed a successful model that is now used statewide for 5 regional haz mat teams.

This commitment to developing and practicing in real life events is crucial to overcoming the weaknesses in the state wide response capabilities. Every response comes with an expense of equipment and personnel which must to be considered. Incremental regional deployment expenses are more cost effective than simulations and they provide real services to real emergencies.

At this point I would like to detail some of the key challenges that we found in the two storms.

Issue: no clear picture of the extent of damage or restoration process

The State of Ct. needs a comprehensive, GIS based method of identifying locations of downed trees and wires. In the absence of a single common approach local communities are developing local solutions. This system must include all stakeholders such as:

Utilities

CL and P
UI
Other local power companies
Phone and cable providers

Municipalities

Police
Fire
DPW
Emergency Management

Private Home and Business Owners

Each stakeholder would be able to identify on a GIS map the location of every tree and wire that impedes traffic and/or requires a crew from the municipality and or the Utilities to resolve. The stakeholders should be required to verify the accuracy of the locations at least once in each 8 hour operational period or at least three times per day.

Benefits:

- 1) The maps would provide emergency responders a clear detour route for response to emergencies
- 2) The maps would provide decision makers a clear picture of the need for restoration resources and to plan for support services for residents (such as sheltering and commodities distribution)
- 3) The maps would provide residents a detour route for services and supplies during the emergency

Issue: Lack of utility crews available system wide.

Many communities found that the resources available in the state are not capable of timely restoration of either during region wide (March 2010) or state wide events (TS Irene and Oct Snow). The presence of one or two crews in a community with 30 40 or 50% of the customers w/o power is clearly inadequate and generates mistrust and frustration from residents, responders and elected officials.

Issue Cellular Phone Network

Greater reliance on cellular network for emergency information which is power dependent at the cell tower has proved unreliable. 1 in 4 households are use cell phones exclusively.

As many residential phone systems are now dependent on cable and electricity there is a greater need for a reliable cellular network for calling 911 or receiving local aid. Both systems can't be down simultaneously. If we market cell phones as a reliable link for residents we must make them reliable and maintain power for the cell towers.

Issue: Timely deployment of State of CT Resources

It is apparent that the National Guard should be mobilized more readily. There appears to be a reluctance to send NG resources despite overwhelming evidence that a significant event is coming. It seems disingenuous to castigate the utilities for failing to mobilize before the storm and then withhold the NG from pitching in until days after the event. Local officials need a clear understanding of what are appropriate missions to task to the NG. It would be helpful if the State assists communities with procurement of surplus military vehicles that can support local response and evacuation activities

The State in partnership with the communities have developed a USAR capability. This resource should be mobilized early to strengthen the USAR team and to fill local shortfalls.

Issue: Web EOC

There is a desperate need for improved information management at the local and regional level. We have been kept in limbo because the state has indicated intent to upgrade WEB EOC and potentially add a local component. Local municipalities are unwilling to commit purchasing a product to fill this need until the state designates a plan of development for WEB EOC. The State must be definitive on this matter. Either choose a product so locals can make decisions about acquiring software or let us know that the state will not be leading this issue and we are on our own. If the later is the case the regions can the act in concert. There are many new features available with Web EOC to improve coordination between local, regional and state and local stakeholders should be provided to opportunity to develop these solutions in partnership with State procurement officers.

Issue: OSET

OSET should take the lead in developing consistent capability in local public safety answering points. PSAP's are the center of information gathering and dissemination in every community. However their capabilities are as varied as the 169 communities they serve. If we are going to upgrade emergency responses statewide the local dispatch centers must be part of that equation.

Issue: State Mobilization of Resources to Aid Municipal Responses

Quite a bit of frustration exists in the communities regarding state aid. Frustration lies in redundant systems to request aid. The lack of response to requests and excessively long delivery times are the core of this frustration. If local communities are expected to be proactive in planning and response, we expect the same from the state. The regional coordinators are a critical link and should be empowered to provide more resources.

Issue: Community Preparedness

Local communities recognize the need for greater volunteer recruitment and training. The CERT and Non CERT volunteer programs need to be expanded to deal with the long term recovery needs in many communities. Residents also need to be educated about preparedness and should be engaged early. Before, during and after an emergency the state should take the lead with broad appeal public service announcements. Each region and local community can provide local their media outlets with community specific information. This level of collaboration between state and local responders during events is needed to meet the information needs of our residents.

Issue: Emergency Notification Systems (ENS)

Some Everbridge users identified the system as cumbersome and difficult to use. Also Everbridge users reported residents receiving other communities' messages. The State ENS contract should be thoroughly examined with local participation before the current contract expires with recommendations for enhancements when the project is rebid.

Issue: Sheltering Systems are Inadequate

It has become apparent that the legacy systems for sheltering are inadequate for large state wide emergencies. Non profit organizations have shifted a significant share of the sheltering burden to the local communities. Shelter management and volunteer staffing are increasingly a local responsibility. Cert and Non Cert Volunteer programs need to be supported with training funds. Shelter and cot supplies need to be better managed for deployment statewide. A benchmark regional cot supply should be established for the Regional Emergency Planning Teams. This supply can be augmented by the State cot cache.

(E)

Nov. 17, 2011

Testimony regarding the October 29-30, 2011 snowstorm impacts to fire department operations in Danbury, Ct. provided by Assistant Chief Paul Omasta, Shift Commander- Danbury Fire Dept.

Principal issues which impacted operations;

1. Early arrival of snow and rapid accumulation rate.
2. Lack of early Public Works presence-plow/sand trucks.
3. Rapid increase in call volume due to trees/wires down, widespread electric service outages.
4. Lack of utility company response availability.
5. Inability to access areas through normal response routes, or at all.
6. Lack of comprehensive updating of blocked or cleared roads.

Decisions regarding risk analysis and planning should improve some of these issues. Experience should help the planning process. National Weather Service was calling for severe conditions around 9:45 PM until just before the storm hit heavy at 1:45 PM. DFD equipment was ready. Apparatus was chained early on, volunteer companies (we have 12) were notified to cover their stations and the night shift staffing was enhanced. (one additional company for a total of 6 engines, 1 special response vehicle, one Truck company, a command vehicle, an additional man for each of two outlying stations, a second command/safety officer, two additional dispatchers and the communications Coordinator. EMS staffed an additional ambulance also.)

Most roads had 6-12" of snow prior to plowing, resulting in numerous accidents and roads blocked due to stuck vehicles. Apparently, businesses and motorists were caught by surprise at the earlier-than-expected snow also.

Foliage caused the wet snow to start snapping branches very early on. It was remarkable how many wires-down call started coming in early and only got worse as the evening progressed. The accompanying documentation from Communication Coordinator Pat Sniffin confirms the same, as his information shows 282 reports of wires down without arcing that we didn't respond to due to lack of resources. These reports were forwarded to CL&P for followup. DFD responded to 299 calls on this weekend. The 911 center fielded 1332 calls, assisting area towns as their systems went down. On a normal weekend they would answer about 346 calls.

Hopefully, utility company response will be less of an issue in the eventuality of another similar storm. If we had even a few crews staged and dedicated to remain local, our job would be much less stressful.

Danbury has a lot of tree-lined roads which are relatively narrow and most electric is overhead. No surprise that so many roads were impassable. Most of them had wires down at some point along the

road. We have a small forestry division of Public Works. I'm guessing there will be some discussion about what to do next time about that.

Despite their best efforts, the dispatch personnel were unable to get enough updating to have reliable listings of road status. A cooperative effort involving the FD, PD and Public Works would help that situation.

The biggest problem we have to address is that we, like everyone dealing with large scale situations like this, don't have enough people to effectively make situations safe for everyone. We reduced AFA responses to single engines during the storm. That put fewer vehicles and personnel on the road, making more available to respond. There are arguable safety implications to be sure. To have to leave so many dangerous situations simply barricaded, tied off with scene tape and identified with traffic cones without a human presence, is very troubling. So many of those deterrents were moved by people in attempts to get to their homes or whatever... we're lucky nobody was killed.

The public needs much more education about generator use and CO dangers. We found people running generators in their basements, garages and outside bedrooms with the exhaust facing into the house. EMS transported about 15 people with elevated carboxyhemoglobin levels to the hospital during the storm and its aftermath.

Utility companies and Public Safety departments should also provide a more focused approach to electrical safety education. We had numerous reports of people coiling up primaries, moving them to the side of the road, driving over live wires or standing very close to downed, energized wires. We responded to a structure fire, extinguished by a neighbor. On investigation it became evident that the cable and phone wires were energized when the Comcast cable became the neutral for the power lines following a 2' diameter tree snapping and taking off the top 8 ft' of a nearby utility pole. The power had gone out on the street but was then reenergized prior to addressing the extensive damage to utility wires. Three houses had their cable and phone wires energized, with how many volts?

State and Local Public Safety officials, especially those who staff the EOCs, will have their best interests served by evaluating the responses and problems encountered by all agencies involved in handling this storm and developing plans to enhance future responses.

Respectfully submitted,



Paul Omasta
Asst. Chief, Danbury Fire Dept.

Danbury 911 Storm Reports

August 27 to August 30 - Tropical Storm Irene						
	City	# of Calls	Sunday	Monday	Tuesday	Saturday
		1		1		
	BETHEL	14	2	4	6	2
	BROOKFIELD	10	4	5		1
	DANBURY	667	295	180	96	96
	NEW FAIRFIELD	37	30	3	3	1
	NEWTOWN	1	1			
	OXFORD	1	1			
	REDDING	3	3			
	RIDGEFIELD	5	1	4		
	Total:	739	337	197	105	100

October 1 to October 4 - Normal Weekend						
	City	# of Calls	Sunday	Monday	Tuesday	Saturday
	BETHEL	12	5	3		4
	BROOKFIELD	3	2	1		
	DANBURY	320	81	68	89	82
	NEW FAIRFIELD	11	3	3	2	3
	Total:	346	91	75	91	69

October 29 to Nov 1 - Winterstorm Albert						
	City	# of Calls	Sunday	Monday	Tuesday	Saturday
		2	1			1
	BETHEL	86	53	2	3	28
	BROOKFIELD	20	10	1	1	8
	DANBURY	1144	296	199	121	528
	NEW FAIRFIELD	65	12	9	7	37
	NEWTOWN	4		1	2	1
	REDDING	1		1		
	RIDGEFIELD	8	1	2	3	2
	SOUTHBURY	1	1			
	WILTON	1			1	
	Total:	1332	374	215	138	605

Fire Dispatch Statistics Breakdown 10/29/11 to 11/01/11

Structure Fire	7
Odor of Gas	4
Medical Call	3
Fire - Other	4
Odor of Smoke	1
Lock Out	11
Elevator Rescue	3
CO Detector	15
CO Detector - With Symptoms	2
Automatic Fire Alarm	40
Electrical Wires Down	70
Water Problem	12
Assist PD	1
FD Investigation	25
Haz-Mat Level 2	1
Pump Detail	4
Lock In	5
Fire Alarm Test/Svc	6
Check Knox Box	2

Public Service Call	11
Alarm Sounding	2
Assist EMS - Abdominal Pain	3
Assist EMS - Allergies/Sting	1
Assist EMS Person Bleeding	3
Assist EMS Diff Breath	15
Assist EMS - Chest Pain	6
Assist EMS - Convulsion/	1
Assist EMS - Diabetic	6
Assist EMS - Fall	6
Assist EMS - Heart Problem	1
Assist EMS - Multiple	2
Assist EMS - Poisoning	1
Assist EMS - Traffic Acc	15
Assist EMS - Unconscious	5
Assist EMS - Person Down	3
Assist EMS - Medic Alert	2
*** TOTAL ***	299

Fire Dispatch Statistics from NFIRS

NFIRS Class	8/27 to 8/30	10/01 to 10/04	10/29 to 11/01
Fires (100-173)	2	2	3
Overpressure Rupture - No Fire (200-251)	0	0	0
Rescue/EMS (300-381)	62	47	63
Hazardous Condition (400-482)	70	1	72
Service Call (500-571)	132	20	40
Good Intent Calls (600-671)	35	9	34
False Alarm/False Calls (700-746)	25	7	36
Severe Weather/Natural Disaster (800-815)	19	0	3
Special Incident Type (900-911)	0	0	0
No Report/Incomplete	1	0	32
Total Fire Responses			

In addition to the calls listed above there were 282 reported instances of wires down with no indication of active sparking that were logged and passed onto utility companies for investigation due to lack of FD resources. Callers advised to call back with any change of status.

At the height of the 1st 36 hours following the storm there were at least 290 streets that were restricted or impassable due to trees, wires or other hazardous conditions.

Key call types were;

Reported Structure Fires - 7

Investigations of Hazards – 25

CO Detector no Symptoms -15

CO Detector with Symptoms 2

Automatic Fire Alarm Sounding - 40

Electrical Wires Down (Arcing/Sparking) - 70

(F)

Members of the Committee, my name is Scott Brady. I am a Deputy Chief with the Hartford Fire Department and a member of the International Association of Fire Fighters, Local 760. I am here today to inform you of the affects Winter Storm Alfred, or other storms and natural disasters, present to the men and women of the fire service during emergency operations.

The most obvious issue resulting from Winter Storm Alfred was the significant increase in 9-1-1 calls for service. The Hartford Fire Department received 766 calls for service from October 29th, the first day of Storm Alfred, though October 31st. The average call volume for the same days in 2009 and 2010 was 185. This represents a 241% increase in emergency responses. Effectively, these calls were handled with only slightly more emergency response units than normal.

During and after the storm, downed trees and power lines effectively isolated streets and even entire neighborhoods. Emergency responders were delayed finding alternate routes or clearing debris to access affected areas.

The overwhelming of the utility companies, particularly electric, phone and cable providers, forced emergency crews to leave hazardous conditions unsupervised. Responders utilized warning tape, cones and other barriers to isolate the area and warn of hazards within. While less than ideal the Hartford Fire Department would have exhausted emergency response resources had this tactic not been utilized.

The Emergency Medial System became overwhelmed in the aftermath of the storm and subsequent power outages. Lack of access to Doctors and pharmacies caused Hospital Emergency rooms to operate at, and above, capacity and this created significant delays for ambulance personnel transferring patients to the hospitals care. This in turn resulted in many calls were ambulances were unable to respond in a timely fashion. Response times over twenty or thirty minutes were not unusual. These delays required Hartford Fire Department Emergency Medial Responders (EMR) to commit significant additional man hours proving 9-1-1 EMS care.

Logistical support for on-duty emergency responders created significant challenges. Increased call volumes resulted in the need to re-supply units with medical supplies, fuel and other equipment and supplies. While all Hartford Fire Department stations are emergency generator equipped, they are not provisioned to supply nourishment and other sundries to members, many of whom remained on duty for at least forty-eight hours.



My name is Battalion Chief Bill Healey of the Milford Fire Department. I have been with the Department for over 37+ years. During Hurricane Irene I was assigned as the Dispatch Supervisor in the Milford Emergency Operations Center.

During my career I have worked through Hurricanes Gloria, Bob and now Irene. Also so many Nor-Easters that I have lost count.

I will highlight some of the issues that were dealt with during the most recent Hurricane and many previous storms.

Manpower:

The Fire Department placed extra crews on duty to man spare apparatus, supplement the existing apparatus and staff the combined Fire Police Dive Rescue Teams. We also divided the City into an East and West Sector and staffed each side with a Command Chief and Aide. The Dispatch Center added an additional Dispatcher to handle the anticipated call volume.

We realized early on that due to the size of the storm our neighboring cities would be dealing with the same issues, as such, our usual Mutual Aid agreements would be non-existent.

Many of our crews worked well above their normal shifts and this became a concern as some members approached working almost 24 or more hours. I myself worked 34 hours with only a 2-3 hour nap early on. As we tried to relieve crews, they found it very difficult to go home and it was just as difficult to bring in fresh crews due to flooding, tress and power lines being down. Many members remained in the various fire stations to rest and sleep, as they could not get home.

This raised another concern as many members were unable to contact their families to find out how they weathered the Hurricane and if any family members needed assistance due to power failures, fallen trees or structural damage. We made every effort to relieve these members, if at least for them to go home and check on their loved ones and assess their personal damage. Sometimes this impacted our manpower, if they had any significant damage, they would not be able to return to work. On the same hand if off duty members suffered

the same fate, we could not bring them in for relief. This at times severely impacted our staffing levels.

Equipment

Before and during the storm we requested various special equipment from the State EOC. Sometimes the request was met quickly and other times we had to make the same request multiple times. As an example we asked for Humvees from the National Guard and they sent two rather quickly. We planned to use them as quick transport units for the combined dive rescue teams. This was fine until the soldier in charge informed us that they could not take them through water. We than made numerous requests for six-by trucks to use to evacuate people and their pets from flooded areas. This call was made numerous times until they were finally dispatched to us. These requests were made early on as there is no wait time when the flood tides crest the shoreline. The National Guard personnel that staffed these units were exceptional and worked hand in hand with the local units. The State should be very proud of these soldiers.

Large portable generators were not available at all. We had a six story Senior housing complex loose power and then their generator failed. We attempted to get a stand-by unit until theirs could get repaired in 24 hours. None were available. We had to station personnel at that complex to assist in moving residents up and down, feeding them and caring for their needs. This again impacted our manpower.

We suffered a large loss of equipment during and after the storm. A number of portable radios were affected by salt water and if you are not aware of it, whenever salt water gets inside radios, you might as well throw the units away as they are un-repairable. Some of our inflatable life rafts were damaged due to sharp under water objects. All of our apparatus and equipment had to be thoroughly washed, cleaned and inspected after prolonged exposure to salt water and spray. Some repairs are still ongoing as the mechanics find parts affected by the salt.

Shelter Management

Milford as most towns in the State use educational facilities as emergency shelters. These facilities usually have large rooms such as cafeterias, gyms and classrooms that are used as housing spaces. The gyms can provide showers, the cafeterias food preparation and the rooms as sleeping quarters. If the education departments have been proactive, they will have generators at the sites. The only problem is that the generators usually just supply emergency lighting, heating plants and very limited other areas. In Milford we were lucky that the High School shelter never lost power. But if it had, there would be no hot water, cooking facilities or sufficient lighting and air conditioning. Consideration should be made in future planning to provide large enough generators at these sites to at least provide enough power to maintain the prime areas of cafeterias, showers and sleeping-gathering areas. The Fire Department had small standby generators on site but they were just to provide supplemental lighting. We were also fortunate that our Animal Control Department was proactive in providing sheltering of pets, animal food and walking areas at the High School. The only issue we had was that many residents wanted to drop off their pets to be cared for as they

stayed with relatives. This of course was not allowed as they enforced the rule of “If you don’t stay, neither does your pet”.

Notifications

In today’s modern age the hard wire telephone is quickly becoming a thing of the past. Many people today depend on their cell phone as their primary communication device. The Everbridge notification system and the reverse 911 systems are reaching less and less subscribers now. If a resident does not sign up on these systems to be notified on their cell phones, they will not receive any emergency messages. In Milford we have a large college student population from the surrounding colleges and universities living in homes along the shoreline. Many of these people are from out of the area, if not from out of the state and even from out of the country. They have no idea of how severe and how quickly conditions change. In Milford we have an Early Warning notification system that makes announcements over large speakers but these are located primarily along the shore areas and most times are largely ignored. We have no way of sending out emergency messages to seasonal residents and even full time residents that use a cell phone as their primary communications device.

Another problem is Internet based telephones fail when the power fails and this removes another layer of notification. I have no idea how this problem can be overcome except through massive publicity to encourage residents to sign up with their local notification system to receive emails and telephone messages on their mobile communication devices.

Utility representation

We had a representative from the United Illuminating Company assigned to our emergency operations center during and after the storm. This proved to be very successful. We were able to immediately provide information directly to the utility company and prioritize areas of concern. They could then provide feedback to us as to the status of repairs. It helped to facilitate information exchange between UI and emergency managers. This didn't help to restore the power, but it opened a very valuable line of communication between all of the parties involved and provided information that we could pass on to callers to the emergency operations center.

A big problem we had was when the power was being restored to areas and there was damage to the house service or

damage to the interior wiring. This caused a number of emergency issues that had to be dealt with between the fire department and UI. We had a number of minor fires and electrical problems as the power was being restored. This was especially true in shoreline areas where electrical service was submerged for a period of time. Again the notorious salt water eating away at metal surfaces.

Closing

I would like to thank the Committee for allowing me to present information today. I will be more than willing to answer any questions you may have. As I'm sure many of the previous speakers have stated, this could have been much worse but even the hardest areas affected, Milford, East Haven and other shoreline communities, survived Irene and we will rebuild. I'm sure we have all have learned many valuable lessons and my hope is that we are better prepared for the next emergency that may strike the State of Connecticut. Thank you again.

(H)

**TESTIMONY OF BILL SCHIETINGER
BEFORE THE GOVERNOR'S STORM PANEL**

Good morning. My name is Bill Schietinger. I am the General Manager for American Medical Response in Fairfield County. AMR is a national company and the largest provider of emergent and non-emergent transportation in the state. Thank you for the opportunity to discuss some of the issues faced by EMS providers during Tropical Storm Irene and Nor'easter Alfred. I base my comments on my personal experience in the Greater Bridgeport area as well as discussions with members of other EMS companies. I have identified three major areas of concern.

First and foremost, there needs to be major improvements in dealing with patients who rely on certain types of medical devices or who require non-acute medical care. The EMS providers, public safety entities and hospitals possess little, if any, knowledge regarding the size of this population, the location of these patients and the specific medical issues faced by them when there are major storms or other natural disasters causing extended power outages. To be more specific, this population lives every day utilizing powered devices such as oxygen generators, feeding and intravenous pumps, and hospital beds, mobile devices such as wheelchairs or electronic chairs to move from floor to floor. During power outages, the backup battery power on these devices, if any, typically does not last very long. When these devices lose power, patients are at risk of developing acute medical conditions. During the power outages of TS Irene and NE Alfred, many of these people called 911 for assistance. The majority of these calls were people whose oxygen generators were inoperable and their spare oxygen tanks were empty. The organizations responsible for servicing the devices often could not be reached leaving this population alone and in dire need. Although most of these individuals did not have an immediate acute medical condition requiring the urgent care services of a hospital, if left unattended without functioning medical devices, their conditions would likely become acute. Unfortunately, there were few shelters capable of handling this vulnerable population.

Most shelters were able to handle people who could provide for themselves and perform all normal daily living activities. Most shelters were opened that could not provide any medical monitoring or medical care. Some shelters sought out the assistance of EMS providers, requesting that they station an Emergency Medical Technician on site to assist in any emergencies. There is little uniformity among emergency shelters and it would appear there are few requirements regarding the type of medical experience among staff or the type of medical supplies or equipment maintained at the shelters.

The lack of uniformity or minimum staffing and supply requirements, caused EMS providers to be unnecessarily delayed, while personnel at EOC's and Regional Coordination Centers determined how best to handle these non-acute patients in light of the capabilities of each shelter and the availability of space at the various hospitals. The delays put a strain on the EMS system in some areas as ambulances were not able to respond to other calls that were true emergencies. Mutual Aid was relied upon which delays response.

A second issue experienced by EMS providers in some areas was the difficulty in reaching patients because of impassable roads as the result of trees and wires down. The responsiveness of utilities was slow in some areas where downed trees had wires across them. Local public works crews were unable to remove these trees or wires since they were unsure whether the wires were live or not. In some areas, utility crews that were dedicated to towns were unable to be found. Also, EMS facilities were not always considered a priority for power restoration. For instance, when one of AMR's buildings lost power during Tropical Storm Irene, we were informed by the local electric company that we were not on the list of priorities. They only allowed 3 priority cases per municipality and we were not one of the three. While we have generator power available, only primary systems are powered. The number of priority sites in each municipality must be extended to include EMS facilities.

The third issue I would like to mention is the lack of reimbursement for disaster related activities for certain organizations. There are various types of EMS services ranging from municipal based to private non-profits, to commercial services. All of these services provide valuable emergent services. Commercial services also provide non-emergent transportation for patients who are unable to travel by means other than stretcher or wheel chair and require medical monitoring or treatments during transport. EMS services rely on reimbursement from Federal, State, and private payors for the cost of their services. These payors only reimburse for those transports which are deemed “medically necessary”. Transports of the individuals described above to shelters or to hospitals for non-emergent related issues are non-reimbursable. Other services that EMS companies provided included wellness checks to the elderly population in complexes that lost power, commodities deliveries to the community, assistance at shelters by providing emergency medical aid. All these services were provided by staffing extra personnel, usually with overtime. While non-profit and municipal services have the ability to seek reimbursements from FEMA, private commercial services have no recourse to recoup these additional costs. Although commercial EMS companies provided these services without question, the additional unreimbursed costs have created an even larger financial hole for them—an additional cost that the already financially strapped commercial EMS providers cannot absorb.

While the emergency preparedness planning has occurred in the State of Connecticut, we still have much to accomplish. The lessons learned during these two storms will hopefully bring the necessary players to the table in order to better prepare the public as well as assure that the agencies responsible for public welfare and infrastructure are fully prepared to provide immediate support and restoration of critical systems. At a minimum, I would suggest (i) a comprehensive analysis of the types of patients described in my comments with non-acute medical conditions who would be negatively impacted by an extended power outage; (ii) dissemination of this patient information to hospitals, public safety personnel and EMS providers; (iii) greater planning and coordination among emergency preparedness

organizations, public safety entities and EMS providers regarding natural disasters resulting in extended power outages; and (iv) additional coordination between public safety entities, emergency preparedness organizations and EMS providers with utility companies.

Thank you again for the opportunity to discuss these issues with your Committee.

ACTIVE/74546.1/GOCONNOR/2634390v1



1937 - 2011

International Brotherhood
of Electrical Workers

Local 420

550 Wolcott Street
Waterbury, CT 06705
Tel 203-757-9639
Fax 203-757-9426

E' Mail: IBEW@SNET.NET

Business Manager
& Financial Secretary
Frank E. Cirillo

Assistant Business
Manager
John K. Unikas

President
Richard Golembiewski

Vice-President
John Burke

Treasurer
Robert J. Lanese, Jr.

Recording Secretary
Joseph A. Malcarme

Executive Board
Members
Chairman
David Stockmal

Vice-Chairman
Douglas Allen

Recording Secretary
Steve Casper

Doug Allen
Steve Casper
Angelo Coppotelli
Tammy DiJoseph
Jeff Laviana

Marcos Lugo, At Large
John Mihalov, At Large
Robert Russo
David Stockmal, At Large
William J. Stolba, II

Darryl Vailonis
Trustees

John Burke
Marcos Lugo
Sean Scanlon

November 18th, 2011

I

Distinguished Committee Members:

My name is Frank Cirillo, the Business Manager of the International Brotherhood of Electrical Workers, Local 420 out of Waterbury, Connecticut.

I would like to thank you for this opportunity for allowing me to speak today.

First and foremost is our staffing levels at Connecticut Light and Power Company. Our number of workers, particularly lineworkers, has steadily decreased since the mid-70's. Testimony to this effect was given to Connecticut's Energy and Technology Committee on February 13th, 2007. Our members have a difficult time dealing with all of the small storms that blow through the State on a yearly basis. It is not uncommon for our lineworkers to be made to work on call anywhere from five (5) to thirteen (13) consecutive weekends in a row. Some volunteered, some of it forced under threat of discipline.

Our present staffing levels are inadequate, particularly, when people are injured, on vacation or unforeseen deaths in the family occur. As we found ourselves working alone in the first days of Storm Alfred, it would have been nice to have more help right here in Connecticut. We are not suggesting that the Company hire thousands of linemen, but help is desperately needed for an aging and tired workforce.

Secondly, the Company since Mr. Butler has arrived; our working hours have been cut drastically during storm events. When the Company says, we work sixteen (16) hours with eight (8) hours off. That is misleading and untrue. Since Mr. Butler's arrival, there have been multiple cases where employees are made to get more than eight (8) hours off the clock. It is not dangerous or unsafe to work extended hours. Our records indicate 36 fatalities since the late 50's and CL&P can only attribute one of those to fatigue during storm restoration.

Hundreds of man hours a day are wasted by not allowing our workers to work the way they have over one hundred years. In saying that, thirdly, I cannot believe that anybody is buying into CL&P's rhetoric that they are learning or they are on a learning curve. The I.B.E.W. was organized in 1891 and to the best of my recollection, Hartford Electric Light was established in 1881. We have dealt with thousands of storms since the 1800's. Local 420 has been established since 1937 and along with all the small companies that make up Northeast Utilities Systems today, we were engaged in storm restoration from the great hurricane of 1938 to the present.

We have a package to give you today that you may review and, hopefully, ask questions of us. One document in particular, is the 1985 Hurricane Gloria restoration efforts that discussed working hours, lessons learned and communications. I cannot believe in 2011, the people of this State have to listen to executives talk about learning how to communicate.

During the hearings that the Company attended this week, they have made mention that after Tropical Storm Irene, they visited the work centers. They did, in fact, do that, however, they attended the meetings with an attorney and refused to allow


any employees at those meetings to take notes.

Many of our members and field agents complain that they were not allowed to go back to work where they were the night before to finish restoration efforts. Rather, they were sent to other towns simply to boost the 99% self-imposed goal of CL&P.

During both Irene and Alfred, Northeast Utilities Systems cancelled the vacations of all Yankee Gas employees. In Alfred, out of approximately 275 Yankee Gas employees, only 50 were utilized. Understanding that Yankee Gas has a business to run, they could have put additional call people on the weekend to protect their business and allow more people to work bird dogging, clearing road, delivering material. These people were once all part of Connecticut Light and Power Company and know the towns, streets and shortcuts as well as the CL&P people.

Again regarding communications, to the best of my knowledge during Hurricane Gloria we had no I-phones, Droids, text messaging, e-mails or an abundance of cell phones.

We are hoping that you have some questions for us regarding the Company's testimony. We will be truthful and accurate.

Sincerely,


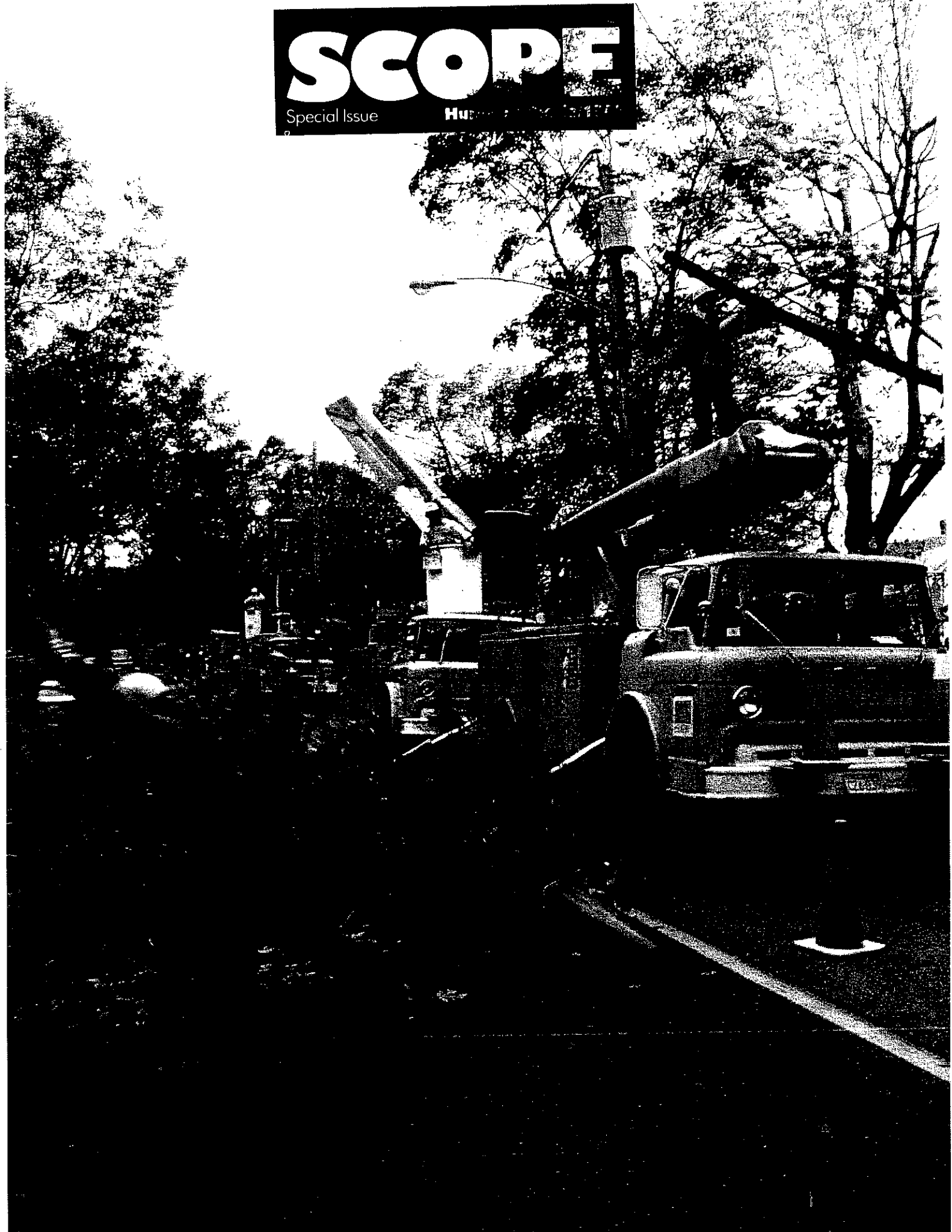
Frank E. Cirillo
Business Manager / Financial Secretary
LU 420 – I.B.E.W.

FEC/mbr
Opeiu 376 afl-cio

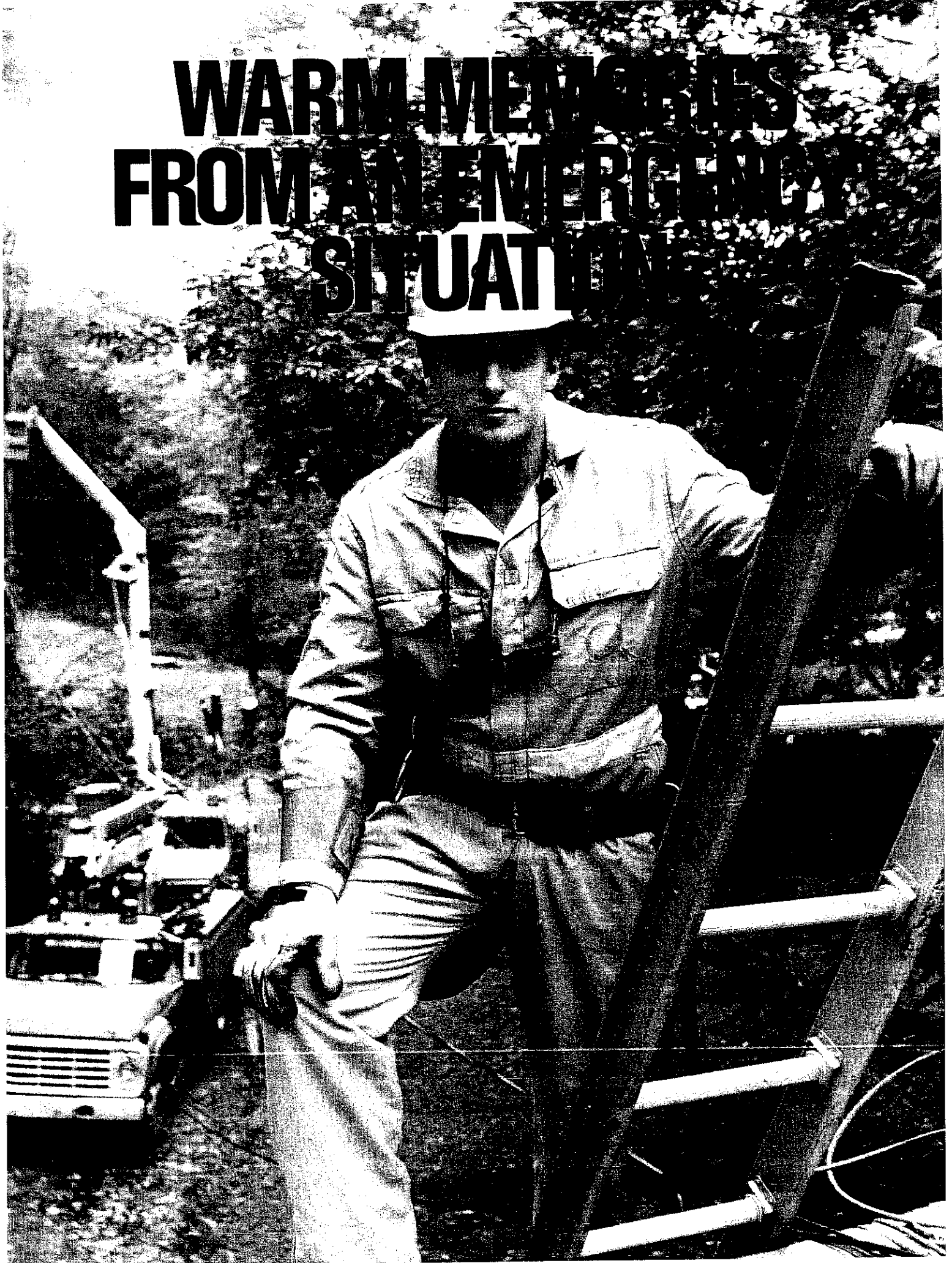
SCOPE

Special Issue

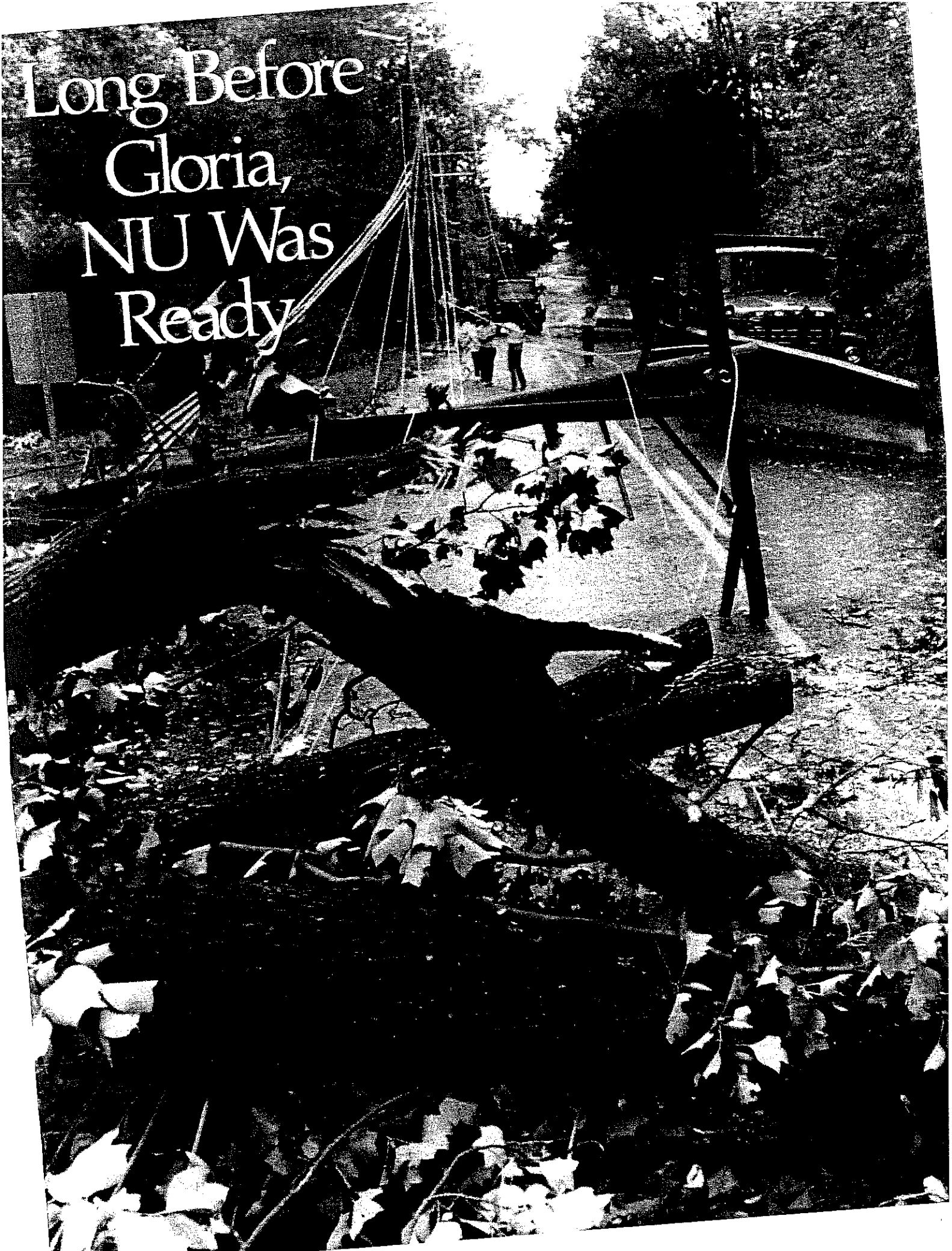
Human Resources



WARM MEMORIES FROM AN EMERGENCY SITUATION



Long Before Gloria, NU Was Ready



We Conquered Gloria

Several years ago, a new word, "humungus," made its way into the English language. It became a catch-all word to describe anything that was oversized—from airplanes to Hulk Hogan. Our people here at NU finally gave humungus its true meaning, thanks to the effort they made during the restoration task following Hurricane Gloria.

Maybe even *that* word isn't good enough, but they haven't invented a superlative to cover the kind of commitment all employees demonstrated to everyone. You might say they even rewrote the definition of the expression, "team effort."

Everywhere we went in the system, in compiling information for this publication, there was a great spirit of enthusiasm and caring. It was evident that employees—many of whom were working an emergency assignment for the first time—felt *involved* in the process. Knowing the importance of their contribution made them try even harder.

There was a tireless effort by line crews from NU and many other utilities. Hundreds of tree crews also rushed to our aid. Tragically, there also was a fatality involving an NU lineman, Toby Simpson, and an accident in which Jim Wilson of the Springfield Work Center fell from a ladder and was seriously injured. Many prayers and other expressions of compassion have been extended on behalf of these two men. One of them will no longer be among us; the other faces a lengthy recovery period.

In every service center, people answered phones, delivered material and supplies, and volunteered for tasks far removed from their normal job duties. At no time, though, was there the feeling of chaos; everything remained orderly, even at the height of the restoration effort.

People worked long hours at every location, and sleep became a precious commodity. Routines and schedules were set aside "for the duration," everyone plunged into the task with fierce determination. There was plenty of stress, but a high spirit of camaraderie—on a scale that had to be seen to be believed—prevailed almost always. There also was a moment of humor once in a while, something that was much-needed to relieve some of the tension inherent in such a massive effort.

Continuous communications with the media, state and local officials kept everyone informed at all times, leading to a greater understanding of the situation and lessening complaints. Customers calling service centers were given the best information available at the time. The reaction was mostly one of patience and understanding. It's unfortunate that Her Nastiness, Gloria, was responsible for bringing us together in this way, but there could have been no sterner test of the ability and concern of company employees for customers—and each other.

Everyone more than passed the test, and why not? Our people are the best available—anywhere.

James F. Malerba
Editor, *Scope*



The Spirit of Toby Simpson

IN THE MADISON LINE DEPARTMENT, one locker remains conspicuously empty, symbolic of a fallen comrade, the man they called "Toby."

At approximately 6:30 a.m. on Friday, October 4, Dorville F. "Toby" Simpson worked on his last job. After Toby accidentally made contact with a "live" line, his fellow crew members tried desperately to save him. Regrettably, their valiant efforts did not succeed.

It is unfortunate that we hear so little about a lineman until tragedy strikes. It is at such times that we are reminded of the dedication of people such as Toby Simpson.

Every lineman knows there is a built-in danger to his job. Yet, each carries an unmatched sense of pride every working day.

It goes even farther than that.

On or off the job, those who do line work apply themselves with a spirit that should be used by others as an example of the attitude that is necessary for success. Linemen, like the U.S. Marines, share a common bond that results in an *esprit de corps* worthy of imitation by all.

This positive attitude extends to their families. And to community service. And to helping others in so many big and little ways.

You couldn't ask for more.

The lineman would give nothing less.

Following savage winter storms, while most people are huddled around warm fires in their homes, line crews are at work around the clock. They brave numbing cold and fierce winds and operate in nearly impossible conditions. Somehow, the surreal tangle of ice-encrusted lines and fallen trees almost magically becomes a working distribution system once again. Service is restored; we cheer the return of power.

Storms like Hurricane Gloria are even more vicious. Yet, they represent just another challenge for these professionals. With grim determination, the line crews plunge into their task and do not usually eat or rest properly until the last customer has been restored to service.

And they take it all in stride.

Toby Simpson represented all the traits that make up the person who dedicates his life to serving others. Every lineman—past and present, and those yet to don spurs—can stand tall and point with pride to the example Toby set.

That example will endure long after these words are but a dim memory.

J.F.M.



“... THE WORK OF HYDRO-QUÉBEC EMPLOYEES WAS MADE MUCH EASIER BY THE FACT THAT NORTHEAST UTILITIES HAD ADEQUATE EMERGENCY PLANS FOR THE CIRCUMSTANCES.”

—Jean-Guy Rodrigue
Minister of Energy and Natural Resources
Province of Québec

The question was inevitable: Was NU adequately prepared for this hurricane?

Often, during the restoration period, the question was asked by media representatives and public officials from around Connecticut. One NU person handling media calls in the Emergency Operations Center (EOC), at South Broad Street—informally called the “War Room”—had already been asked this at least a dozen times. After hanging up the phone following one such query, he muttered to no one in particular, “How would you prepare for World War III?”

Hurricane Gloria was, by far, the worst storm to hit Connecticut since the Great New England Hurricane of 1938. While there was no way to anticipate the extent of damage that would result from the storm, or where it would hit hardest, NU was fully prepared for disaster to its distribution system.

Such planning was prudent, indeed.

The coming together of thousands of key NU personnel to participate in the restoration effort did not just happen. For some years, the Transmission and Distribution Engineering and Operations Group has maintained an emergency plan. This plan is coordinated with those developed by other functions at NU, including the purchasing, nuclear and communications areas. All such plans were firmly in place for each of NU’s six regions and the 26 operating areas of the company.

The emergency plan is updated every year or two, and always after a major storm. It never is behind in technique.

“During the late spring and early summer of this year, about 1,000 NU employees who are not usually involved in operating work spent about a day in their preassigned emergency work locations,” said Harrie R. Nims, vice president—Transmission and Distribution Engineering and Operations. Nims said employees were assigned to specific areas on the basis of having formerly worked at a center, or if they lived in a town that was close to a work center. For example, an accountant working at Rocky Hill and living in the Hartford area would be assigned as a guide for an outside crew at Sheldon Street, because he or she would know that area.

The training reviewed specific tasks people would perform in emergencies. Several different tasks that ordinarily might be assigned to one worker would be broken up during an emergency and each task assigned to a different person. “One person might usually perform certain duties, but in a storm ten people would be doing them,” Nims said.

Telling NU’s Story to the State

(On October 21, William B. Ellis, NU’s chairman and chief executive officer, spoke before the Connecticut General Assembly’s Energy and Public Utilities Committee. He gave a detailed account of NU’s storm preparations. Following are excerpts from that testimony.)

Good morning. I am honored to appear before you on behalf of the employees of Northeast Utilities and the many other workers who were involved in NU’s preparations for, and response to, Hurricane Gloria . . . I hope that you will agree that NU was well prepared and positioned for the emergency, that the results were as good as or even better than could be expected given the amount of damage, that our people worked long and



hard to restore service as quickly as humanly possible, and that they deserve your commendation on an outstanding job..

PREPARATIONS

Tuesday, September 24

We began intense tracking of Hurricane Gloria on Tuesday morning, September 24, when she was still approximately 750 miles east-southeast of Miami and following the classic route of a New England hurricane. At the same time we alerted our system that the hurricane could come right across our state.

Wednesday, September 25

On the morning of Wednesday, September 25, the management of the Transmission and Distribution Engineering and Operations Group, which I'll call our T&D group, met with the employees who administer our Emergency Plan, and conducted telephone conferences with our Regional Operations management . . . to discuss the total emergency plan, and to implement specific actions to be performed *immediately*. We began verifying our materials and supply levels; arranging to staff our emergency operations centers; verifying the proper functioning of telephone and radio communications equipment; preparing to hire tree and line contractors and our own retirees; and reviewing our Mutual Assistance Roster, which is a listing of other utilities that are willing to assist each other in emergencies.

The Northeast Utilities Emergency Restoration Plan is actually a coordinated *series* of plans for our personnel, organizational and material needs during emergencies. They dictate the specific preparations to be made by our key facilities, our six operating regions and our 26 operating areas. For example, emergency plans exist for our Purchasing Department, for our T&D Department, and for each of our operating regions, just to name a few.

As you would expect, our primary focus was on

our T&D Group's emergency plan. Among other things, the T&D plan establishes an "emergency" organization to provide assistance—people, material, equipment and services—to our regions and area work centers. It designates specific emergency duty assignments for our Service Company personnel, as well as others, who receive annual training in their assigned emergency duties—to guide crews; provide office assistance; analyze trouble calls; arrange accommodations for crews; perform damage assessment patrols of distribution lines; repair distribution facilities; or to clean up hazardous materials spills.

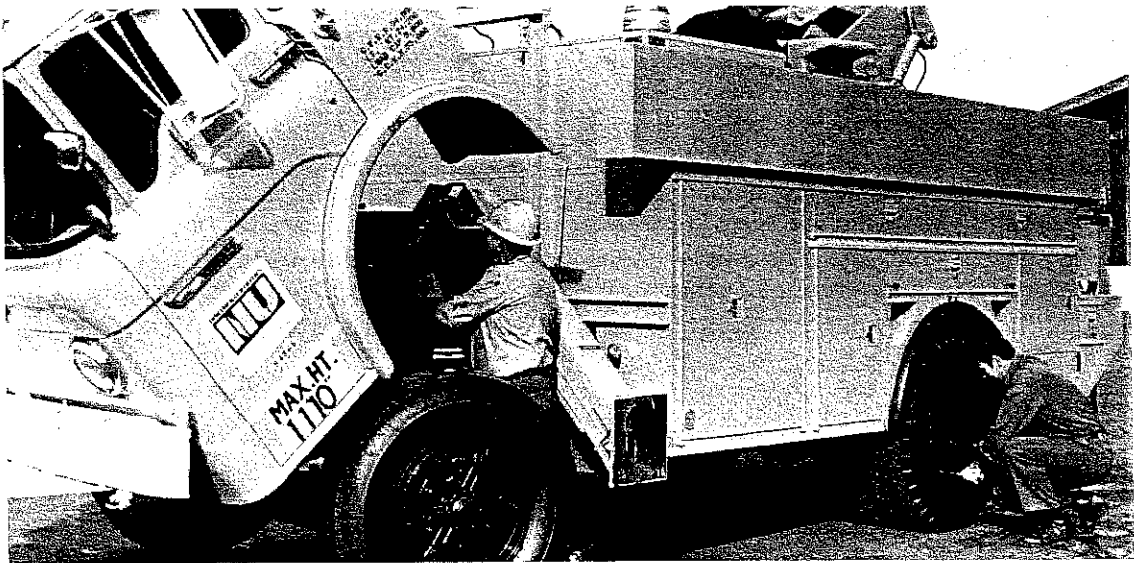
It provides for coordination with the Connecticut Office of Civil Preparedness, and for communications with our customers, local officials and the media. It also includes minimum required inventories of critical materials and supplies, and provides for adjustments to those inventories if shortages are anticipated.

Thursday, September 26

. . . Our management time was devoted primarily to meetings and telephone conferences to verify that the emergency plan was being executed completely and efficiently. All hydro plant reservoirs were drawn down to minimum levels in anticipation of heavy rains. Precautionary measures were taken at our fossil generating stations to minimize damage due to high winds and potential flooding. Our primary emergency operations center, located in Meriden, was staffed and operational at 4:00 p.m. and remained so until Monday, October 7, at 2:00 p.m.

Civil preparedness officials and local officials were provided with unlisted emergency telephone numbers so they could contact the company . . . many contacts were again made to brief them on our plans for addressing the anticipated power outages that were likely to result from the hurricane. Contacts were also made with radio stations, newspapers and television stations for paid advertisements and news information to increase public

Keeping all of NU's vehicles rolling was critical to the success of the restoration effort. This Berlin garage crew was one of many around the NU system that worked as long as necessary to put a vehicle back into good operating condition.



awareness of safety concerns and to provide information on power outages and service restoration.

Friday, September 27

On Friday morning, the day of the storm, NU representatives reported to the State Civil Preparedness Emergency Operations Center in the State Armory, and employees who were assigned to emergency duty reported to their assigned duty stations, prepared for several days of extended duty. At approximately 8:00 a.m., our nuclear units underwent an orderly shutdown to accomplish on a stepped basis what Nuclear Regulatory Commission (NRC) regulations would have later required us to do on a more rapid basis because of high tides and winds associated with the storm. Our half-page newspaper ad entitled, "How To Cope With A Power Outage," appeared in nine newspapers.

THE STORM AND ITS AFTERMATH

Virtually the *entire* state suffered periods of either torrential rains or high winds, or both, that uprooted trees and brought saltwater spray well inland, causing severe salt contamination on our lines and in our substations. At the height of the outages, approximately 506,150 of our Connecticut customers—that's more than half—were without power. The coastal and eastern areas of the state appeared to be most severely affected. By 2:00 p.m. Friday, all 177,014 customers in our Eastern Region had been disconnected either by the storm or by the company, to minimize damage to facilities.

Even before the full force of the storm struck, the Emergency Operations Center staff began requesting assistance from other utilities on the Mutual Assistance Roster. In total, 28 utilities were contacted, and 13 provided a total of 433 crews, including 218 crews from Hydro-Québec. (At the height of the storm we took the unprecedented step of calling Hydro-Québec to provide line crews and equipment. We quickly made arrange-

ments through the Federal Departments of Energy and Justice for the speedy entry of Hydro-Québec personnel into the United States. The first of these crews crossed the Vermont border at 5:00 a.m. on Saturday.)

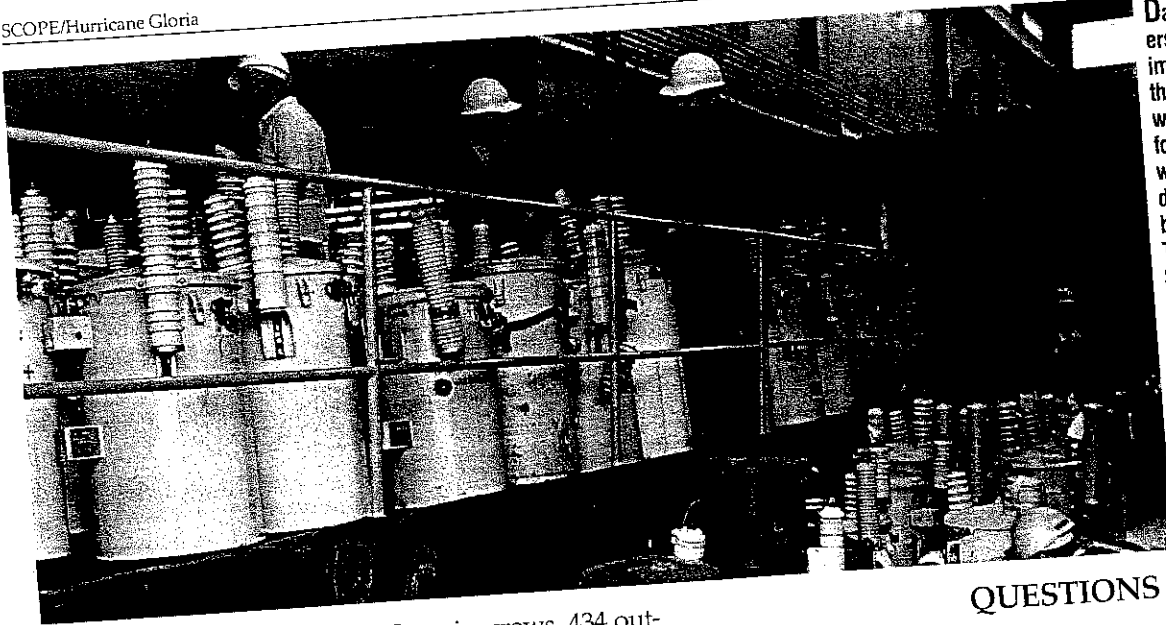
Early reports indicated extensive damage to our T&D systems, primarily from felled trees and heavy branches . . . More than 1,100 poles were broken; the equivalent of more than 250 miles of wire had fallen; more than 5,800 customer services were downed; and more than 1,000 transformers were damaged or destroyed . . . Gloria took out service to almost *twice* as many customers as we lost in any previous storm, and broke more than *ten times* as many poles as we had ever had broken by a storm.

Repair work began immediately on the T&D systems. To restore service as soon as possible to the largest number of customers, repair efforts were concentrated first on transmission lines, substations and distribution feeder "backbones," and then on side taps and individual services. This sequence is consistent with restoring service on a priority basis to hospitals, police stations and other places providing vital public services.

Because the damage to facilities was so severe and widespread, our restoration activities were decentralized into satellite operations, typically at substations. That decentralization dramatically increased our restoration efficiency, but added to the complexity of communications.

Throughout the restoration effort, data and information were collected on an area-by-area basis. They then went to regional management and to our Emergency Operations Center in Meriden, which disseminated them to state officials and the media. Our area and regional management were in frequent contact with local officials to provide them with damage assessment and service restoration information.

Crews worked 15-to-18-hour days, as did other employees assigned to our emergency operation centers.



Damaged transformers were replaced immediately. Those that were removed were tagged, tested for PCBs and sent to a waste handling dealer. At left, members of Construction Test and Maintenance Support Section tag and identify transformers.

In all, 269 NU line crews, 40 NU service crews, 434 outside utility crews, 49 contractor line crews, 280 tree crews, and 125 electrical contractors worked to restore service. An additional 3,600 to 4,000 support personnel aided in the monumental restoration effort. And, as you know, tragedy struck—one NU lineman lost his life and another employee was severely injured.

To ensure that the public received all necessary information regarding our progress, we provided information around-the-clock to newspapers and to radio and television stations. Our senior management, including myself, met several times daily with media representatives. Contact with our customers was also a top priority: more than 300,000 telephone calls were answered from our customers during the outage, in comparison with the approximately 1,200 to 2,000 calls we normally answer per day.

Although the devastation was probably the worst our system had ever experienced, service to more than 50 percent of our affected customers was restored within 44 hours. This number reached 75 percent by 3:00 p.m. on Monday, September 30, and by 8:00 a.m. Friday, October 4, only one percent of our affected customers was without service. With fewer than 100 customers known to be without service, the emergency was declared to be at an end on Monday, October 7, at 2:00 p.m.

FINANCIAL IMPACT

The incredible damage to our system had, of course, a severe financial impact. We incurred substantial costs for items such as wages and salaries, transportation, accommodations, meals and materials. In all, we expect the incremental cost by Hurricane Gloria to approach \$25 million. And, although we believe that these costs are properly recoverable from ratepayers, we do not intend to seek their recovery in the upcoming rate case.

QUESTIONS

Insurance

We have been asked why NU did not have T&D insurance to cover these storm-related losses. Well, as you can imagine, T&D insurance is a high-risk proposition for insurers, especially when you talk about utilities that are exposed to hurricanes and ice storms.

Back in 1981, when insurance companies had surplus insurance capacity . . . we were able to purchase T&D insurance through a consortium of companies led by Lloyds of London. However, at our July 1, 1985, policy renewal date, Lloyds refused to quote again on such coverage. We then requested our broker to approach *all* markets, domestic and foreign, to secure this coverage, but they were unable to find a single company that would sell us T&D insurance. The best illustration of the market reaction is a telex from our broker's London office. It reads: "Will work on T&D, but must point out, not too hopeful. Stop. Oilers for Superbowl probably a better bet. Stop. However, will do utmost." Well, they did their utmost but they were still unsuccessful.

Because of that market response, in July—two months prior to Hurricane Gloria—we began investigating the formation of an industry association mutual insurance company, and I assure you that that investigation will continue.

Undergrounding

We've also been asked why we don't underground all our lines. The short answer is that our system has more than 21,000 *miles* of overhead distribution lines, and the cost of converting this system to underground distribution would be more than \$9 billion. Further, such undergrounding would cost an additional \$1.6 billion in service replacement costs. These costs would be solely the responsibility of our customers, and would average more than \$1,600 per customer. So the total cost of such a conversion would be more than \$10 billion.

Emergency Operations Centers, such as this one in Willimantic, were opened and staffed immediately. All personnel had been trained and prepared on a routine basis.



Even if we were to underground only all *future* electric distribution, the costs would still be overwhelming. For example, considering material only, 1,000 feet of wire for a three-phase overhead circuit costs about \$420; an underground cable of the same length and capacity costs about \$5,300. So, as a general rule, we don't believe the benefits of undergrounding would outweigh the costs and related problems.

System Design

... The design of the company's T&D systems equals or exceeds National Electrical Safety Code requirements. Our distribution circuits are designed to conform to the criteria of the code and we include additional features such as polyethylene-covered conductors in treed areas to prevent outages due to momentary contact by tree limbs. Transmission line structures and conductors are designed to withstand sustained winds of 90 miles per hour. Our bulk supply substations are equipped with system control and data acquisition systems to provide intelligence and capability to permit remote control.

Tree Trimming

We've also been asked whether more aggressive tree trimming could have diminished Gloria's damage. We believe our tree trimming program, which follows something less than a four-year cycle, has been adequate, and more frequent trimming would not have made a substantial difference in the number of outages caused by the storm ...

Gloria's damage was caused, for the most part, by large limbs and whole trees coming down on our lines ... we continue our efforts to do the best job possible, and periodically evaluate tree trimming cycles, associated budgets, and tree-crew organization.

Line Crew Sufficiency

... It is our practice to employ only so many line crews as are necessary to perform line work on a day-to-

day basis and to respond in a timely fashion to "routine" emergencies. We do not believe we should employ enough line crews to respond to those rare emergencies of large proportions. We believe that to be unnecessary and wasteful of ratepayers' money. By participating in the Mutual Assistance Roster, we are able to summon help from our neighboring utilities in emergency situations—and that is exactly what we did when Hurricane Gloria struck.

We've been asked why we were not able to obtain crews from our neighboring utilities before Gloria hit our service territory. The track of Hurricane Gloria brought her right up the East Coast and through the service territory of many of the utilities upon whom we generally rely for help. They, of course, were not willing to release their crews to our company until they were certain they would not be affected. If they were affected, they would release their crews only when service had been restored to their own customers. That assessment obviously could not be made until some time after the storm had passed.

When the out-of-state crews did arrive, we believe that we had a sufficient number to help us in our restoration work. In fact, we had about as many crews as logistics and operational safety considerations would permit. For example, we had considerable difficulty in finding suitable accommodations within reasonable travel distance in our Eastern and Northern Regions. Crews were lodged as far away as Providence and Worcester.

Some customers unfortunately got the idea that we didn't have enough crews to perform our restoration work because they didn't see any in their own neighborhoods for several days ... we focused our priority ... on restoring service to the greatest number of people in the shortest amount of time ... we didn't get into many neighborhoods for several days, and that was consistent with our restoration priorities. In fact, if every customer on our system had stood in his or her own yard and looked for a line crew, even at the height of our restora-



On Friday, September 27—the day of the hurricane—NU's nuclear units underwent an orderly shutdown. Directing this effort was John F. Opeka, senior vice president—Nuclear Engineering and Operations. He and his staff completed the shutdown procedures from the Emergency Operations Center in Berlin.

tion efforts when we had the largest number of crews working, less than one percent of our customers could have expected to see a line crew working near their homes. And this is how it should have been—our people were not out there to be seen or to merely establish a presence throughout the state—they were there to restore service and they were there in sufficient number to do so.

LESSONS LEARNED

I believe that the major lesson Northeast Utilities learned is that we need to continue refining our communications with our customers about service restoration. We are fully aware that some customers were frustrated by their inability to get adequate information about service restoration. Meaningful information about the duration of an outage for individual customers is extremely difficult to produce in the early stages of widespread restoration. Nonetheless, we are already working to determine how we can improve this vital aspect of our restoration process, and we will implement any changes that we believe will improve that process.

We also know that some municipalities are concerned that we did not keep them adequately informed prior to the arrival of the storm and during the restoration process. While we do not believe that those complaints are valid for the overwhelming majority of towns, we are taking a close look at the places we did have problems and will make any changes that will help us to keep the towns better informed during future emergencies.

The days following Hurricane Gloria were most difficult for our customers, as they were for our employees, the crews from other states and contract personnel. We deeply regret the hardships Hurricane Gloria caused our customers, and we are truly grateful to them for their patient understanding.

We are also very grateful to all the men and women who worked long hours—often under trying and dangerous conditions—to restore electric service. Most of

these people were utility employees, but many were not. Some were state employees who directed traffic around our work sites, who expedited the passage of our truck convoys through the towns and who helped us clear fallen trees and limbs so that we could begin our work. Some were local officials who alerted us to special needs, who made their municipal facilities available to us for satellite operations and who set up emergency shelters for those without power. And some were just private citizens and businesspeople who told us about downed wires and who helped us feed and house the many hundreds of workers from out of state.

I am very proud of everyone's efforts and of the magnificent way they performed. Judging by the large number of encouraging letters and calls we have received, the majority of our customers agree.

I trust that you will, too.



Bruce Roth (left) was typical of the NU employees who left their regular jobs to work many hours each day at emergency assignments.



This NU crew sprayed lines along the shoreline, keeping salt off and preventing a continual de-energizing of the lines. The "hot-wash" sprayer was purchased by the company for use in just such an emergency.

"HOT WASH" KEPT THINGS COOL AT SUBSTATIONS

DURING ABNORMAL weather conditions, substations and distribution lines along the shoreline of Connecticut can be subjected to the debilitating effects of salt spray. If this spray is allowed to encrust the lines or substations, flashovers could occur, causing the line or substation to de-energize continually.

Fortunately, NU was prepared for this potential problem, well ahead of Hurricane Gloria. The company has a trailer-type tanker, called a "hot-wash" tanker, for use in such emergencies. Its spray is deadly to salt water and helps maintain stability on the distribution system.

Following the storm, a crew was dispatched to spray affected lines and substations in Mystic, Montville, Millstone, and Devon. Demineralized water was used in the spraying operation. It was obtained from generating stations in the area.

This job prevented a continual deenergizing of lines. This was a problem particularly in Mystic, where the distribution lines would not stay energized because of salt spray on them. The hot-wash sprayer put an end to that problem.

This operation was conducted by members of the Construction Test and Maintenance Support Section, under the direction of Alfred J. Roy, super-

visor—Substation Construction and Maintenance Services.

Roy's section also was responsible for the disposal of the transformers that were damaged during the hurricane. Each transformer sent to his section in Berlin had to be tagged with the information as to where they were from, their code number, and other necessary information. Also, each had to be tested for PCBs, prior to being released to a waste handling dealer.

Oh, yes—Roy's section played a rather important role on Friday, September 27, just hours after the storm had run its course. The Berlin Central Warehouse, hub of the materials supply effort, was lacking electricity, because of a failure at a local substation. Roy immediately hooked up the warehouse to a 250-kilowatt generator his section keeps just for such emergencies. Under bright lights once again, the people in the warehouse were able to function at maximum efficiency and keep materials flowing to the districts that needed them most.

Later that night, Roy's crews took the generator from the warehouse—which was now operating under system power—to Connecticut Valley Hospital, where it lighted up the main building until power was restored.

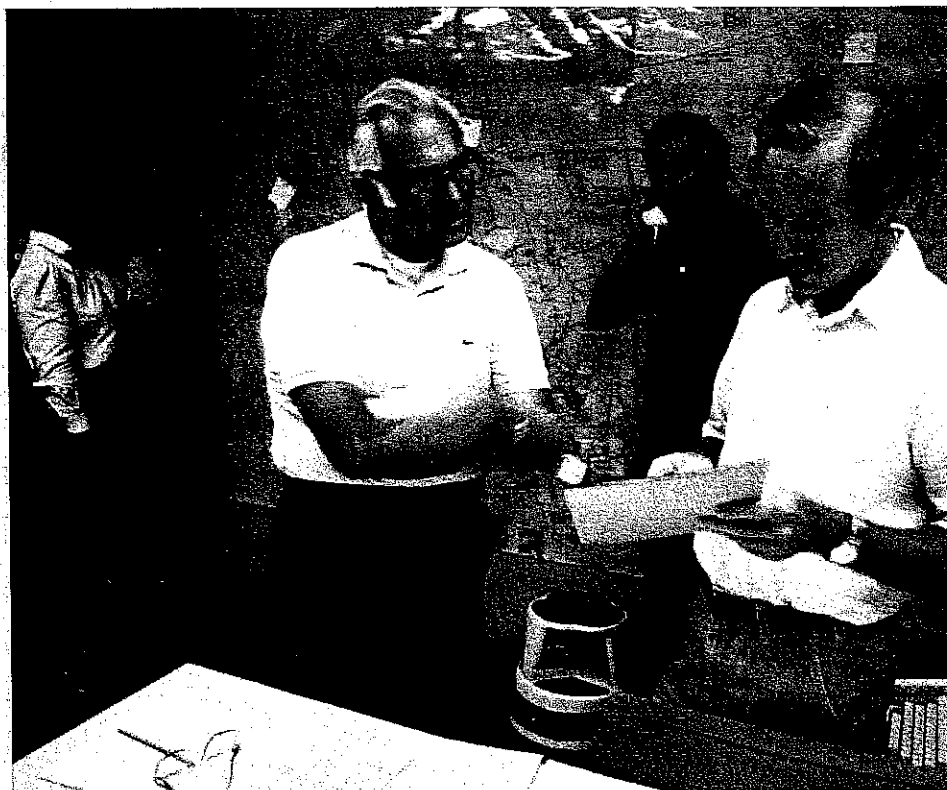
The “War Room” — Hub of Constant Action

BY JIM MALERBA

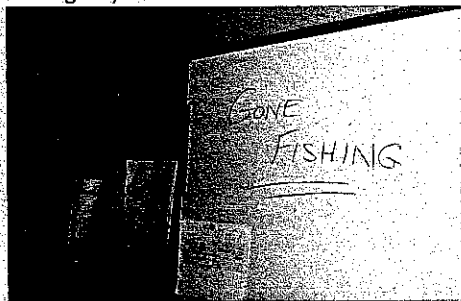
Monday, October 7. There was almost complete silence in the large rectangular room at South Broad Street.



W. Lindsey Booth, vice president—Eastern Region, and Henry Prescott, community relations manager, were on hand constantly at the Madison EOC.



One War Room worker chose a unique way to express his relief that the emergency was over.



WILLIAM SHUMAN AND Sharon Foell, who had worked with so many other emergency personnel for ten days, were the only two employees in the Emergency Operations Center (EOC)—popularly called the “War Room”—this Monday.

It seemed odd that the room—usually a conference area—was so quiet. It had been alive 24 hours a day during the restoration period. Phones rang constantly as regions called in outage figures to personnel manning desks on one side of the room.

Questions from senior management—who spent many hours each day in the EOC—were answered immediately, with the latest information always on hand. Media representatives and Community Relations personnel in an adjacent room also needed figures constantly

and relied on the emergency personnel in the EOC to supply them.

For ten days, the frenetic, yet orderly activity seldom slowed. When the restoration work was done, many of the emergency workers said they felt “let down”—not because their temporary jobs had ended, but because of the closeness they had had to the action and the satisfactions they had received in knowing their efforts were helping others.

Then, as Bill Shuman and Shari Foell wrapped up things in the War Room, there was a sense of finality. In a way, many of the other workers were present, at least in spirit. A sign on a board said, “GONE FISHING.” Foell wrote “Hooray!” on another board.

The most meaningful sign, though, was the main board itself. Every NU region was listed on it, with columns for number of customers without service, and the number of line and tree crews working and needed.

Every space was blank.

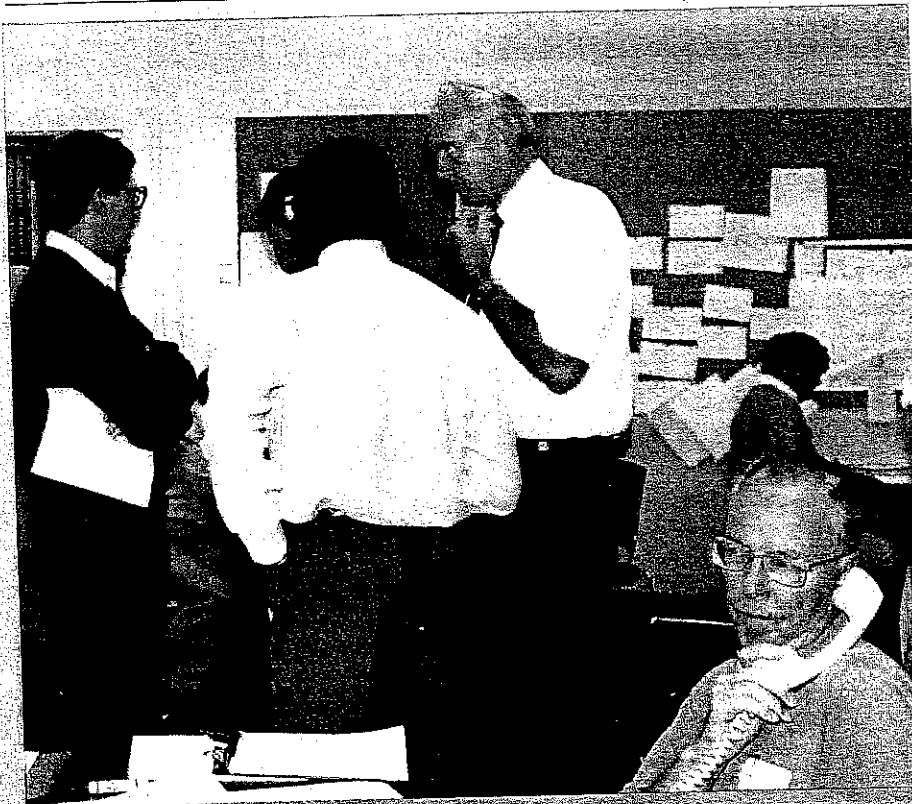
GOING BACK A SHORT SPAN of time, though, things were not so quiet in the EOC. A couple of dozen people in the main area received calls from

the regions, and fed them to a central source. System distribution leaders then determined where line and tree crews were needed most and ordered them dispatched to those areas.

Also present in that large room were representatives from NU’s Purchasing and Materials Management Group, who ordered supplies and materials directly from the EOC. Southern New England Telephone representatives coordinated their restoration effort with NU from an area in this room, too.

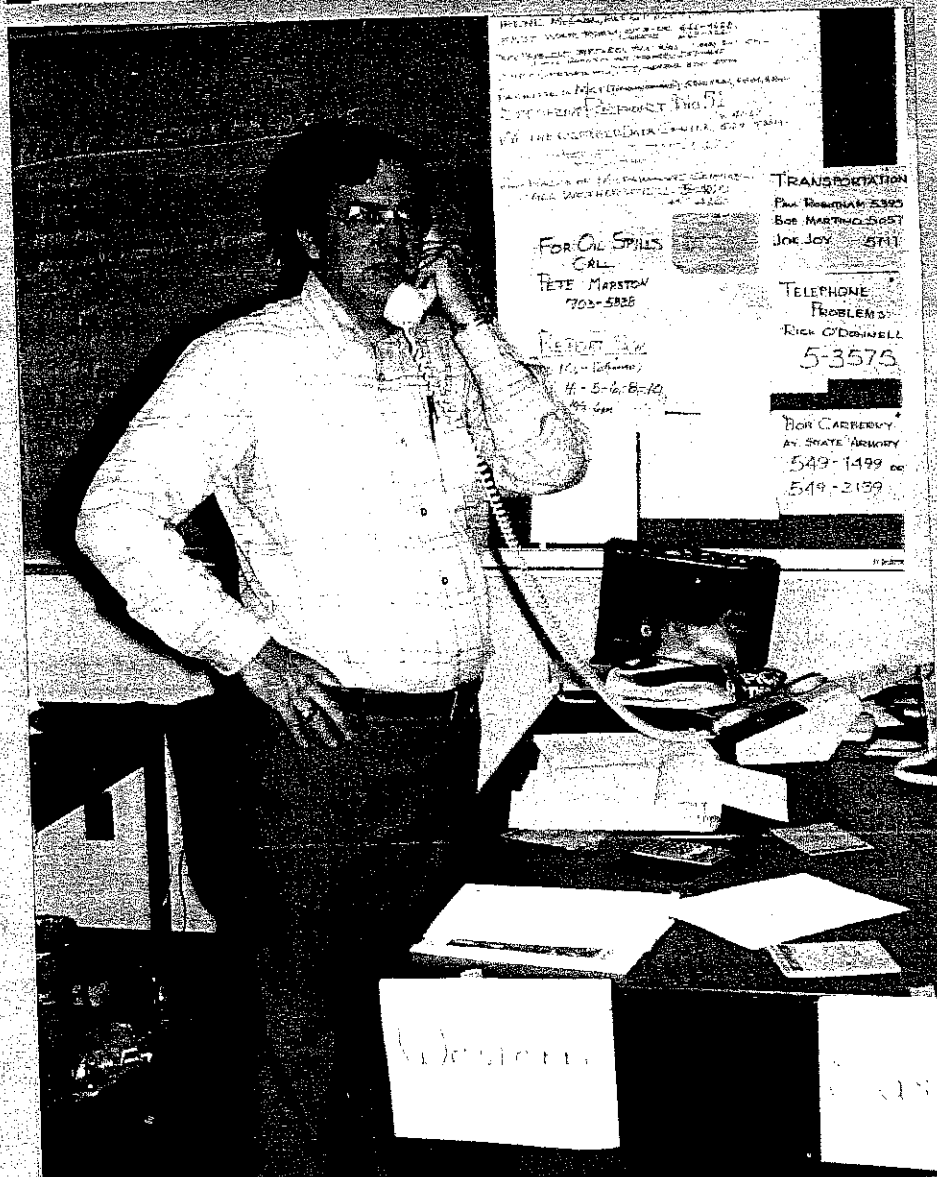
In an adjoining, smaller room, System Communications personnel handled hundreds of media calls, arranged TV and radio interviews for NU’s senior officers, and did whatever other jobs were necessary to keep customers and media advised on the latest situation regarding restoration. Community Relations personnel also were kept busy on the phone, particularly when it became apparent that weekend lodging of the crews from other utilities would become critical, as the result of college and tourist activities throughout eastern and shoreline areas. Rearranging lodging was no mean feat.

A casual observer might have



Paul Ryder (right, foreground), provided technical assistance in the EOC.

The responsibility for updating outage figures every hour was that of Paul Fleming. Sharon Foell was one of the EOC workers providing him with figures from the regions. William Shuman (background) worked closely with all EOC workers for many hours each day.



remarked, upon seeing the heightened activity, that the scene was one of total chaos. In fact, the exact opposite was the case.

Every piece of paper hurriedly passed along had a specific destination and purpose.

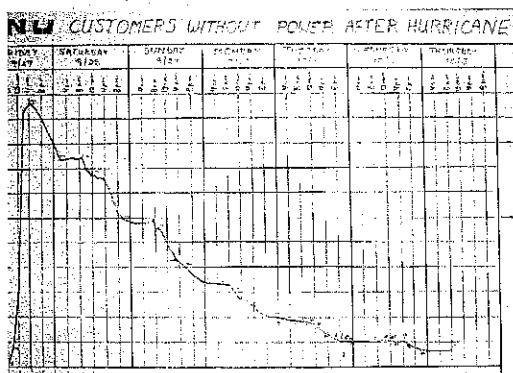
Everyone assigned to the War Room had both an individual role and an interactive role with other EOC workers.

The existence of a central EOC enabled superintendents and senior officers to make decisions quickly and precisely.

Amidst seeming chaos, there was the strictest order.

John Burns provided overall direction to the Emergency Operations Center staff.

For a time following the storm, some of the regional EOCs operated under emergency power. In photo below, E. James Ferland (left), president and chief operating officer, discusses restoration progress with Walter F. Fee, executive vice president—Engineering and Operations.



PAUL FLEMING, STAFF ENGINEER—T&D Services and Real Estate, SBS, updated the figures on the main board every hour, after making a composite from regional sheets handed him by other EOC personnel. He reported this data to the Connecticut Civil Preparedness Center in Hartford.

Reinhold Luther, staff engineer—Cable, System Distribution, SBS, kept a watchful eye on the outage situation, especially in regard to requests for additional line crews. He coordinated the obtaining of these line crews from his seat in the EOC. David A. Goodson, coordinator—Landscape Clearing and Control, SBS, coordinated the obtaining of tree crews, in the same manner.

Patience necessarily had to be the watchword throughout the entire effort. Donald R. Grenon, system superintendent—Distribution, Con-

struction and Operations, SBS, and John M. Burns, manager—Distribution Operations Staff, SBS, practically lived in the EOC, providing overall direction to the entire restoration effort.

Harrie R. Nims, vice president—Transmission and Distribution Engineering Operations, with the overall responsibility for the T&D system, was constantly on the move. He traveled between the EOC at South Broad Street, the EOC at 3333 Building in Newington, critical regional and area work center EOCs, and field operations, in order to have firsthand information on progress and problems.

Paul F. Ryder, staff engineer, Distribution C&O, SBS, was assigned to provide technical assistance and relief support in the EOC. William A. Hooper, staff engineer, System T&D, SBS, was assigned the job of

updating information for executive and communications personnel, and to answer questions for utility representatives and reporters who came into the EOC to view things for themselves.

Those employees were on one of the two shifts involving EOC workers. Those on the second shift were: Joseph Aivano, senior engineer, Distribution C&O; William E. Knorr, manager—Substation Design Engineering, SBS; Bernard J. Payne, field coordinator—Landscape Clearing and Control, SBS; Philip T. Ashton, senior vice president and general manager—Gas; and Dennis C. Polio, senior engineer, Distribution C&O, SBS.

There were many others on the support staff, whose efforts were instrumental in making the EOC operation successful and smooth, 24 hours a day.

In addition to the EOC at SBS, another vital EOC for the bulk power supply was in operation at 3333 Building. It was directed by Roger Zakukiewicz, system superintendent—Transmission Construction, Test and Operations. Restoration of the transmission system, and maintenance activities, such as insulator washing to remove salt contamination, and oil spill cleanup, were directed from the EOC at 3333 Building.

Those EOCs provided overall direction and response services for the six regional EOCs, which were under the direction of their respective regional superintendents of operations. The superintendents, in turn, had a similar relationship to the 26 area work center EOCs and their satellites. From these EOCs, the crews performing restoration work were directed.

NU's French-Canadian Connection

BY DOUG MINER

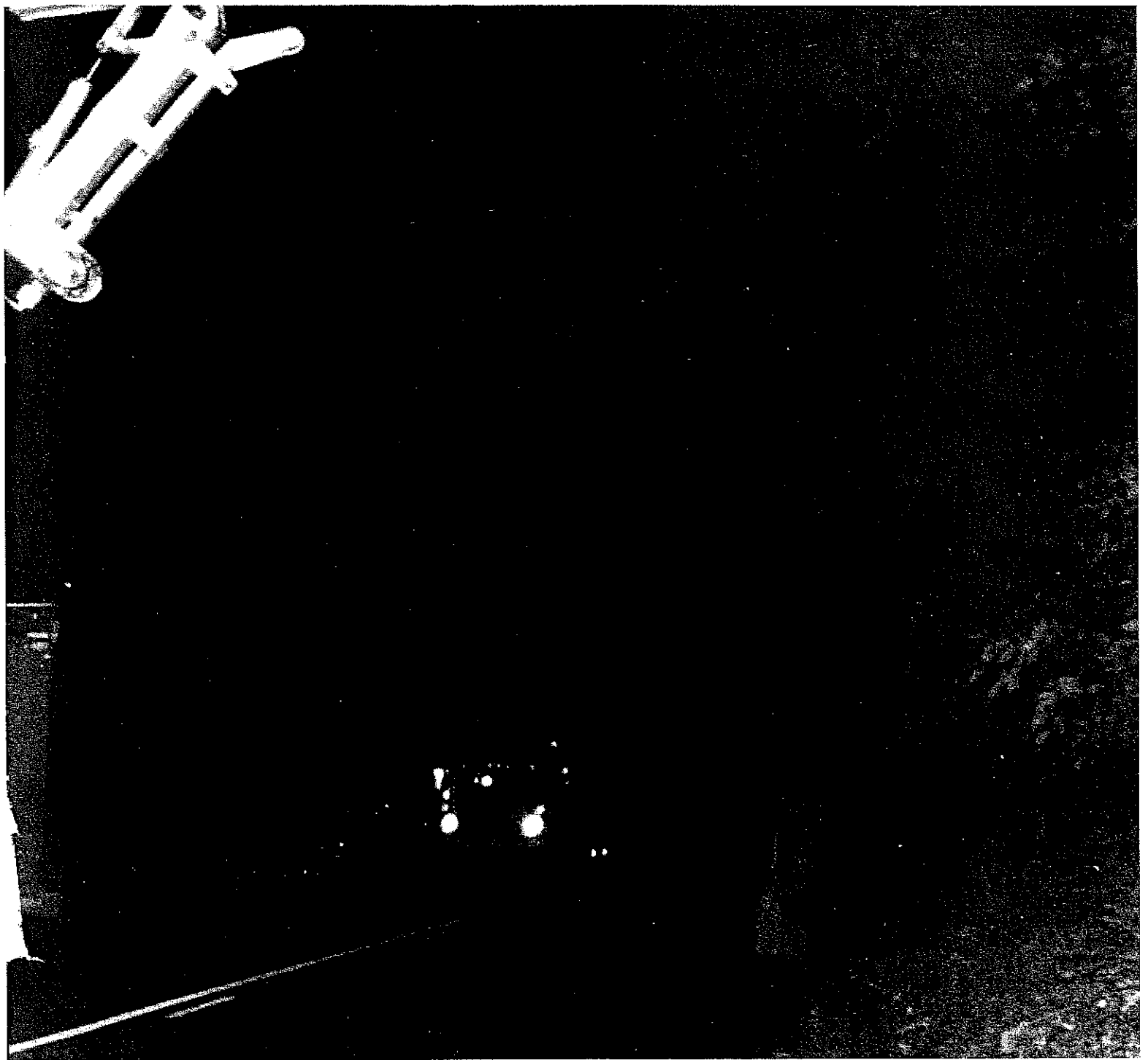


Canadians—to most Americans, the word triggers popular images—hockey players from Montreal, ball players from Toronto, red-jacketed “Mounties,” and a few actors and singers of note. Now, after Hurricane Gloria, we at NU can add “dedicated workers” to that list.

We were just coming off the night shift on Sunday, September 29, at NU's Emergency Operations Center (invariably called “the War Room”) at South Broad Street in Meriden, when the word reached us. A photographer-journalist team from Hydro-Québec (H-Q) needed a

guide to help them find some of the 200-odd crews the utility had dispatched so magnificently, on short notice, to help NU restore service to more than 500,000 customers. It was a chance to see the realities behind all those numerical reports we'd been logging and trying to interpret.

From the Madison Area Work Center we followed a caravan of grey line trucks with the simple “Q” on their doors, to an area in Clinton where there was moderate, but widespread, damage to trees and distribution lines. Veteran H-Q photographer Alain Rinfret circled rapidly, moving in and falling back as he shot an endless variety of scenes of destruction and reconstruction activity. Simultaneously, writer-editor Patrick d'Esparbès, a native of Paris who began with the company as a meter reader, noted details and interviewed Canadian crews and



local citizens, who gathered everywhere along the roadsides to watch their welcome visitors work.

And they were worth watching. They handled their trucks, hydraulic-lift buckets, and tools with the assurance, grace, and precision of a ballet troupe. They sang and laughed a lot. And, as NU's field liaison people kept mentioning, they worked carefully and efficiently. Even to a nontechnical observer, one reality soon became clear: the Canadians were professionals, and quietly proud of it.

By nightfall we had worked our

way through the shoreline towns to Niantic, but couldn't find the trucks that were supposed to be there. A phone call to Hank Prescott, community relations manager—Eastern Region, got us back on track. The Canadians had cleaned up in Niantic and moved on to East Lyme. We found them there, setting poles and stringing wire by floodlight. From the truck radios, a babble of French spilled into the night. An East Lyme police officer patiently directed traffic past the trucks. Told that the crews were among some 200 sent from Québec to help, he com-

mented, "I know, and they all sound like my wife."

The next day, we headed for Madison again, this time taking back roads through Middlefield and Rockland. In Durham a giant maple lay smashed against the front of a dark red house bearing a 1750 date plaque. No Canadian crews were present, but Alain wanted a picture, anyway. The owner, a Pratt & Whitney early retiree, smiled wistfully and said, "It would make a better picture with a few *lights* on."

Later on we stopped in Killingworth, where Canadian crews



A 250-kilowatt generator kept the lights on in the Berlin Central Warehouse. Purchasing Department employees kept a watchful eye on the restoration effort from the "War Room" at South Broad Street. Big 18-wheelers moved across Connecticut, bringing to line crews badly needed supplies that often had to be flown in.

It never made the newspapers, but the continuing effort by a number of employees from Purchasing and Materials Management (P&MM) assured a smooth restoration effort. What happened was no coincidence; it was well-planned.

That's because P&MM, for some time, has had a thorough emergency preparedness plan. Following Gloria, the people made it work.

To the group's personnel, it was not enough to have a full complement of supplies at the Berlin Central Warehouse, or emergency line restoration and construction materials at the 3333 Building in Newington. P&MM, covering all bases, established contact with key suppliers well ahead of the hurricane, alerted trucking companies that their vehicles and drivers might be needed, and made sure there was

an adequate supply of oil at Devon, Montville and Norwalk Harbor.

Additional crossarms and transformers were ordered ahead of the storm. Also, hundreds of replacement poles were ordered from NU's supplier in North Carolina. They arrived the day after the hurricane, supplementing supplies already on hand. This proved to be a judicious move; more than 1,100 poles fell during the storm.

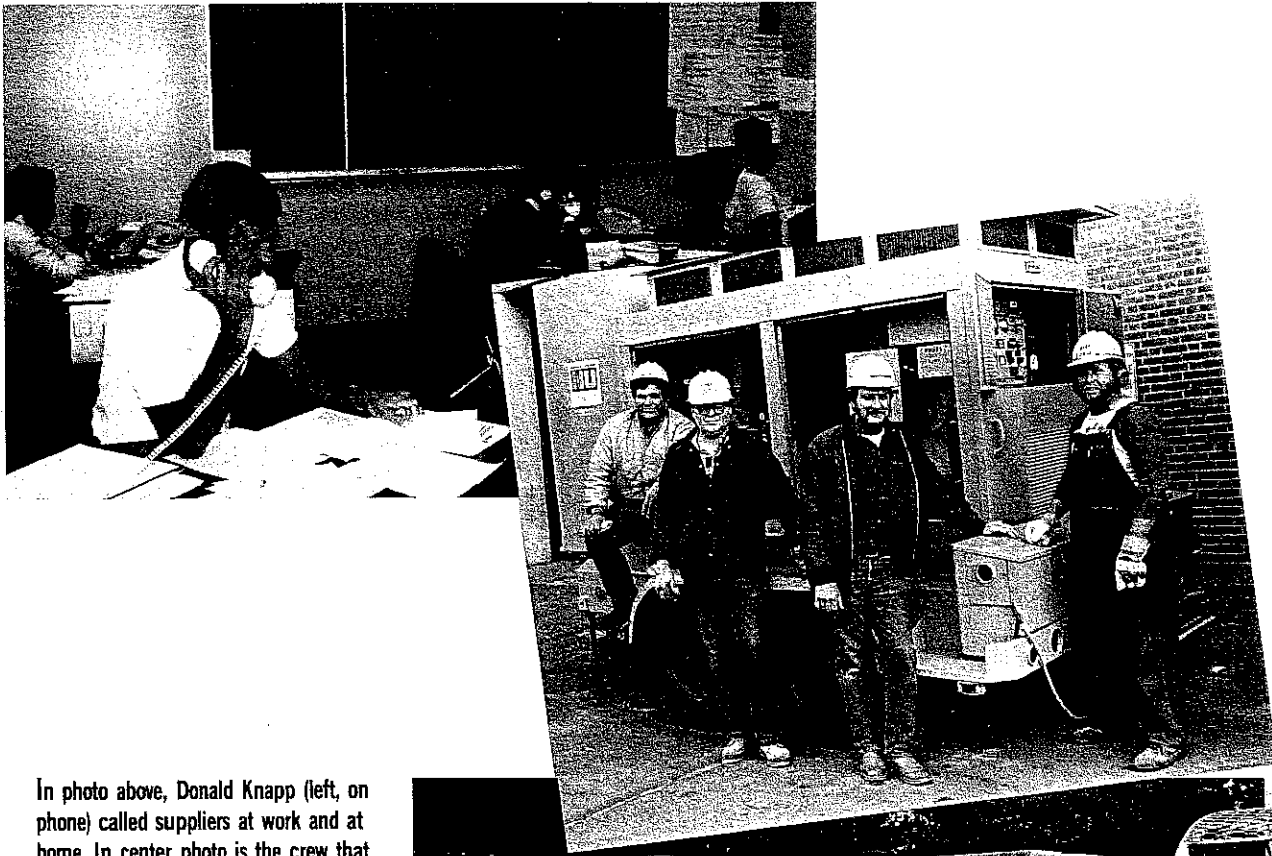
The Berlin Central Warehouse was fully stocked. All personnel were on duty before Gloria hit, assuring the materials would be ready to roll as soon as needed. Warehouse personnel maintained 24-hour coverage with P&MM's Materials Control function for eight days.

Following the devastating storm, P&MM was already in action. George E. Thomson, manager—Energy Distribution Purchases, and Donald J. Knapp, senior buyer, were in place at South Broad Street, in the Emergency Operations Center, coordinating the materials effort with Robert F. McNeil, director—Materials and Inventory Control. They kept suppliers alerted as to what materials and supplies were needed in Connecticut, and where.

Thomson, Knapp and others on the buying staff phoned suppliers at work and home. In at least one instance, they called a representative away from his golf game. The rep personally opened his company's warehouse to get supplies to NU.

Such action was not at all unusual. All suppliers responded immediately to NU's needs. Within hours after receiving a request, they had materials on their way to Connecticut. Shipments arrived via air freight, commercial trucks, moving companies, NU vehicles, railcars, and even personal vehicles.

Whatever was needed in the field was obtained as soon as humanly



In photo above, Donald Knapp (left, on phone) called suppliers at work and at home. In center photo is the crew that kept the Berlin Central Warehouse going by installing an emergency generator. Left to right: Nicholas Coscia, lead electrician; and electricians Jeffrey Torrell, Salvatore Carnamolla and Lawrence Nelson. The forklift operators here helped move more than 3 million pounds of materials during the restoration period. The effort was led by Christopher Rose, warehouse supervisor. Left to right: Bob Gensler, Bill Cook, Rose, Ted Kraus, and John DiGiovanna.



possible and allocated by Stores-Materials Control to the areas of need.

Materials poured into—and out of—the Berlin Central Warehouse daily. All told, this facility handled 3 million pounds of materials, procured more than 1 million units, and made 293 deliveries, logging more than 11,000 miles in the process. Employees assigned to the Berlin facility scurried about in forklift trucks, 18-wheelers, and everything in between, to fulfill requests.

Now, all those supplies had to be delivered somewhere in NU's system, and somebody had to receive them. That's where the storekeepers in each

area played a major role.

Normally, the storekeeper's function does not include around-the-clock hours. That all changed, however, during the restoration period. Many of NU's storekeepers not only put in 16- to 20-hour days, but also slept in their storerooms, so they could be on hand if another shipment of materials arrived. "It was a demonstration of their extraordinary commitment," McNeil said. "They not only went the extra mile—they went the entire route for us!"

The storekeepers also were the primary field contact to Materials Control in Rocky Hill. They maintained continual contact with P&MM, identi-

fying supplies that were needed and placing orders. They also were responsible for distributing these supplies to field crews.

Keith R. Marvin, system director—Purchasing and Materials Management, praised his people's efforts. "There are no words to describe adequately the almost superhuman effort put forth by P&MM's people," Marvin said. "Let's just say that what our employees did underscores my contention that we have the best-prepared, most able work force possible. I'm proud of every one of them."

RESTORATION FIRST



Angelia Mason and Jennifer Murko could not wait for all everyone that power had been restored in their neighborhood.

DURING THE COURSE of a lengthy restoration, most customers are understanding as to what is required to bring them back into service. Some, though, are not. A tiny minority might even make repeated calls to NU's customer service centers, threaten to take some sort of action, or express their unhappiness in words not found anywhere in a family publication.

It's easy to understand why a customer, out of power for three or more days, would become extremely upset. We try to communicate to all customers, honestly and fairly, the severity of the situation and — to the extent possible — how long it will be before crews will be in his or her area.

So, who has priority on the restoration list?

Everyone.

Being realistic, though, there is a certain order that must be followed after a major storm. To do otherwise would only delay the restoration effort greatly.

It would do a customer little good if we hooked up a downed house service before the main line at the street was fixed. The method we must use

is the only way to restore service as quickly and efficiently as possible.

How much damage did Gloria do? More than the 1973 ice storm and the 1976 hurricane combined. In hard data, here was the mess that faced NU after Gloria had moved through our service area:

- Approximately 535,000 customers without power
- Extensive damage to distribution facilities from trees and large limbs
- More than 7,100 poles downed
- More than 9,800 spans of wire (approximately 250 miles) fallen
- More than 5,800 individual services downed
- Nearly 1,000 transformers destroyed or damaged

To put that data into perspective, all conditions were ideal. It would take every company line crew four to six weeks just to replace poles, primary conductors, transformers and house services. That timeframe does not include travel time, tree cleaning, patrolling, and damage to other equipment, such as cutouts, lightning arrestors and associated hardware.

Following Hurricane Gloria, as in the case in any major storm, restoration work was first concentrated on transmission, substation and distribution feeder backbones. No electricity could flow to any smaller distribution units if these facilities were not operable.

Once the major facilities were repaired, smaller circuits were restored. Finally, individual house services were hooked up.

This sequence is consistent with the restoration of service on a priority basis to hospitals, police stations and other public service operations. NU worked closely with officials of these facilities, as well as local public officials, including school superintendents,

THE VIEW FROM THE STATE EOC

BY ROBERTA S. BROMBERG



We never saw a drop of rain or felt a gust of wind. In the State Emergency Operations Center (EOC) at the Hartford Armory, there are no windows, and representatives of the National Guard are stationed at the doors.

By 8:00 a.m. on Friday, September 27, the State EOC was a hub of activity. Right from the start, Governor William A. O'Neill was in charge.

Representatives of the state's utilities and key state agencies were assembled—ready to respond to whatever Gloria might deal to Connecticut and its residents. Present

were representatives of the State Office of Civil Preparedness (OCP), State Police, National Guard and Coast Guard. The Commissioner of Health, Dr. Douglas Lloyd, was there, as were Commissioner Mary Heslin of Consumer Protection and Commissioner Stanley Pac of Environmental Protection.

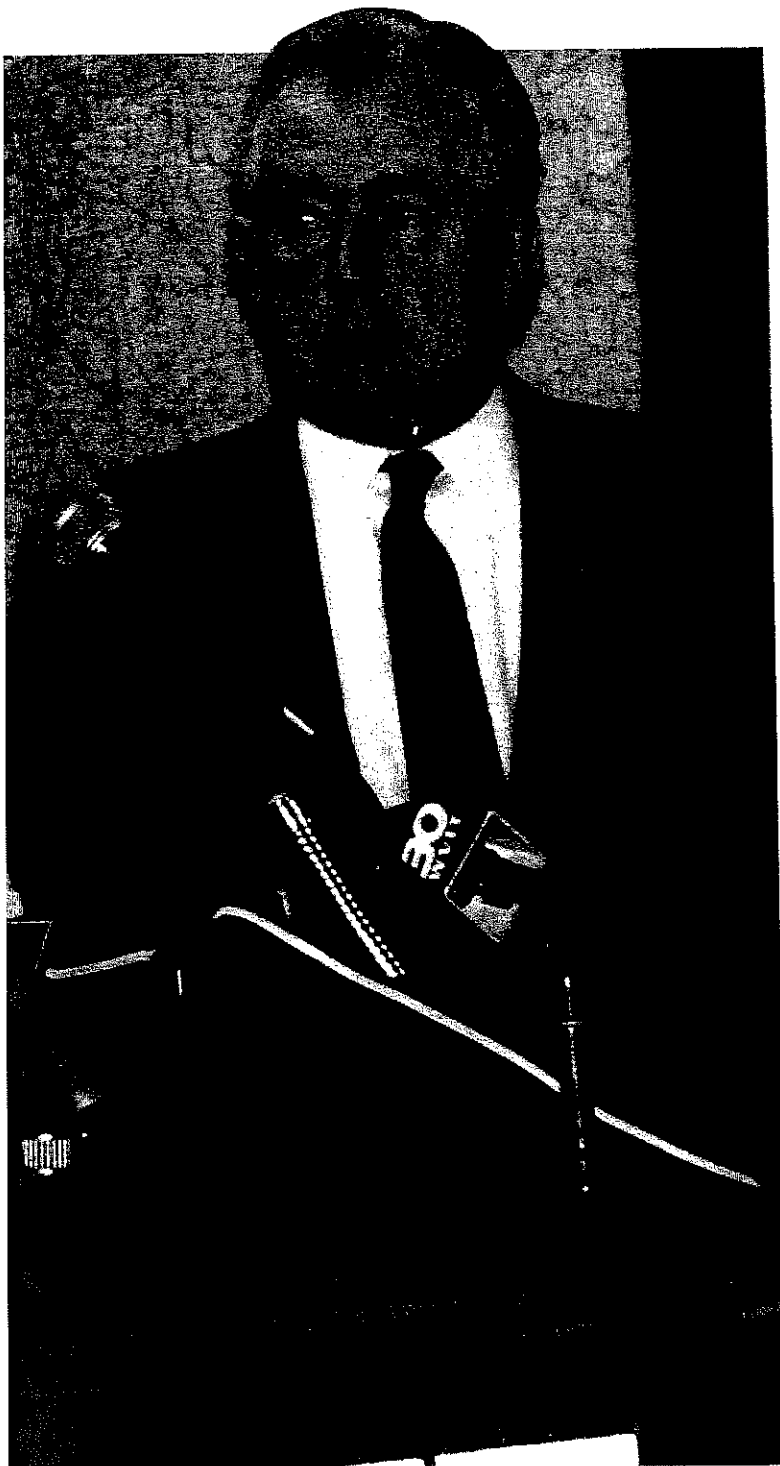
Also represented were the Federal Emergency Management Agency, the Department of Public Utility Control and the State Office of Policy and Management. The Red Cross and Salvation Army were there as well—each agency ready to apply its resources and expertise to meet whatever difficulties might arise.

NU's Robert E. Carberry, manager—Substation Project Engineering, and Joseph Aivano, senior engineer, CEIS Task Force, were there to fulfill the technical function of Public Utility Liaison. In this capacity, they represented both NU and United Illuminating, and reported on the extent of the outages, and on power restoration progress, to the Governor's Office and the other assembled state agencies.

The magnitude of Friday's potential emergency affected virtually all facets of NU. Because of the projected wind speeds for Hurricane Gloria and the possibility that the technical specifications for NU's nuclear plants might require them to shut down, NU's nuclear emergency response organization also was represented at the State EOC.

Roberta S. Bromberg, manager—Nuclear Information, and Anthony J. Castagno, senior news service representative—Nuclear, provided a public information presence at the Armory, with administrative support from Robin Kebernick, secretary—System Communications. At the Berlin EOC, the decision was made to shut down the plants as a precaution, in light of anticipated wind speeds. As the morning progressed and the path of Gloria became more certain, an "Alert" was declared at Connecticut Yankee—an action that signaled a higher emergency action level at the plant. Because of the Alert classification, John F. Opeka, senior vice president—Nuclear Engineering and Operations, and Richard A. Laudenat, manager—Generation Facilities Licensing, were dispatched to the Armory to assume their emergency positions: Opeka as the official spokesman on nuclear matters, and Laudenat, the liaison with state and federal agencies on issues affecting the plants.

In the state EOC, the utility representatives were asked to attend and participate in the Governor's periodic briefings. Each agency head provided a brief status report on significant issues or activities in preparation for the hurricane. Following these briefings, the Governor briefed the press in the Media Center adjoining the State EOC. From midday Friday and for several days thereafter, NU repre-



Ellis addresses a press conference as Governor William O'Neill (right) and George Edwards, president of United Illuminating Company, stand by.



Bill Ellis (right) discusses the outage situation with Roberta Bromberg (left) and Bob Carberry. Robin Kebernick handles yet another phone call concerning restoration.




Ellis apprises John Downey, chairman of the Department of Public Utility Control, of the latest situation.


representatives were called to the podium to update the media on utility issues.


The media center was nearly filled to capacity. Connecticut's three major TV stations interrupted their regular programming to broadcast Governor O'Neill's press conferences, "live". Most major media maintained a constant presence in the center—carefully listening to the Governor's status reports and following up with additional questions.


From briefing to briefing, we noted an evolving level of interest in utility matters. Before the storm hit and the severity of its impact became known, there was only mild interest in the status of and damage to the state's utilities. After the storm had passed, interest and attention were clearly focused on only one concern: power restoration.


Besides providing hourly updates on the restoration effort, our job was to serve as the company's contact on those special cases that required prompt attention and special efforts in the name of public health and safety. Short of the governor himself, the NU representatives fast became the most popular and sought-after people in the EOC. What follows are some excerpts from our log about activities in the State EOC:

 **FRIDAY, SEPTEMBER 27, 5:00 P.M.:** The State Department of Transportation requests a status report on power restoration to Bradley International Airport. Bob Carberry relays the urgency of the matter to NU's command center at South Broad Street; a status report follows.


 **FRIDAY, 6:30 P.M.:** Agriculture Commissioner Kenneth Anderson requests information about the outage affecting Moser's Dairy in Ellington and Agrimark Hood in Newington. The dairies had agreed to support the state by delivering potable water to local communities, but first they needed power.

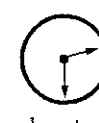
 **FRIDAY, 7:30 P.M.:** After a short absence, NU President E. James Ferland returns to the Armory—bringing news of the loaned crews from Hydro-Quebec and the other outside utilities. In the face of such unprecedented damage to our system, this is truly good news. Jim briefs the Governor about the number of outside crews and shares the news with the media at the press conference that follows.


 **SATURDAY, SEPTEMBER 28, 2:30 A.M.:** Joe Aivano receives a phone call from the mayor of a major Connecticut city who is concerned about the power restoration process. Joe explains the company's priorities for service restoration in the aftermath of a major storm.


 **SATURDAY, 9:00 A.M.:** Department of Health Commissioner Dr. Douglas Lloyd announces at the Governor's briefing that a public health concern potentially more serious than a lack of electricity threatens the State of Connecticut. He reports there are


approximately 600 small water companies in the state whose customers could be without water for a number of days. Worse yet, neither the Health Department nor the DPUC has a current listing of these companies or where they're located. He requests NU's assistance in finding these companies and projecting when several of the largest will have their power restored. Working with NU's Regional Administration organization, we are able to respond.

 **SATURDAY, 1:30 P.M.:** We receive a call from Elliot Jameson, general manager of Customer Service for SNET. Because of the common use of utility poles by NU and UI, SNET's restoration work must necessarily follow NU's. Jameson asks if there's some way that SNET might find out where NU's crews will be working so, that SNET's crews can follow. Bob Carberry puts Jameson in touch with Paul Fleming, staff engineer at the SBS command center. Soon, SNET representatives are stationed at SBS and in each of NU's 26 area work centers to monitor and promptly follow our work plans.

 **SATURDAY, 2:30 P.M.:** Private citizens, local police chiefs and town officials start phoning the OCP or Governor's Office. Each is concerned about a local nursing home or facility for the handicapped that hasn't yet had power restored. We speak to the callers, and make sure that the appropriate dispatcher is made aware of the outage via the SBS command center.

 **MONDAY, 8:30 A.M.:** Governor O'Neill holds a meeting with the chief officers of NU, UI, and SNET. Bill Ellis, NU chairman and chief executive officer, provides an update on power restoration progress, and represents the company at the press briefing that follows.

 **TUESDAY, 8:00 A.M.:** Noel Wehner, executive assistant in Regional Administration, joins the NU contingency at the State EOC to handle customer inquiries. Later in the week, he is assisted by Fred Wajcs of Energy Management Services.

 **WEDNESDAY, 8:00 A.M.:** Tina Manley joins the NU contingency at the Armory. A new issue arises. Sara Ellison, director—Community Relations, has the job of locating weekend lodging for the outside line crews. Carberry makes contact with Economic Development Commissioner John Carson, whose agency is able to help locate accommodations for the crews.

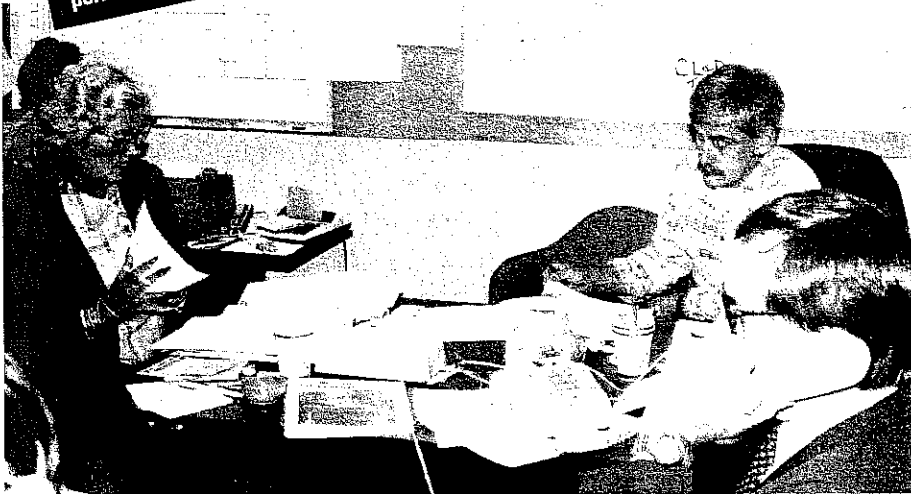
And so it went, for seven full days, in the State EOC. As at other locations around the state, the pace in the EOC was as frenzied, but the pressure was neither more nor less intense than that experienced by NU employees in the business offices, on the line crews and elsewhere around the system, as we all did what we could to help out in the aftermath of Hurricane Gloria.

COMMUNICATING

Those of us who worked in NU's media relations section during storm Gloria were lucky. Our regular job is to tell the public and our own employees what NU is doing and why; and it demands that we talk to people all over the system.

Interesting work ordinarily, it was more so after Gloria. It was more complex, perhaps, in that people weren't at their usual desks—though we weren't either—but finding them at new jobs gave us a better sense of what was happening.

June Fiondella, manager—Communications Services and Special Projects (left) and William Earls, senior staff writer (background, right), catch up with paperwork as the restoration period winds down.



"More important, it gave our customers a sense of what was going on," said Malo Forde, manager—System News Services.

Before Gloria hit Connecticut, the phones in System Communications were ringing, as newspapers, radio and TV stations all over the Northeast called to learn how the system would bear up and how customers were being affected.

We were ready: Forde had told his section—Lorraine Eckenroth, Jackie Harris and Jeff Kotkin—to come in early and to be ready for phone calls. They were in constant touch with the "War Room" at South Broad Street, and when WTIC or the Middletown Press or others asked for outage figures, they got them.

John Cook, director-System Communications, said, "We saw that while the basic plan NU had set up worked, we could modify and improve it as we went along." For example, plans had been to run the media information from Berlin. But Cook realized that moving the entire operation to South Broad Street made more sense. "We'd be closer to the action, closer to the people making critical decisions, and the information we had to give the public would be fresher and more accurate," Cook said.

Close to the action? We were in the *middle* of it. We were just off the War Room and could see the main status board through a windowed wall. But since the door was never closed, the ringing of telephones—there were at least 16 in the War Room itself, another five in our room—never ceased.

And, since everyone—company officers, media people, and officials of Hydro-Quebec—came into the War Room for information, the traffic was continual.

So was the work, which was not just answering phones, though that was a large part of it. There were bursts of activity—radio stations calling just before 6 a.m. so that shavers, breakfasters and early commuters would have the latest figures; another burst around 11:30, as radio and TV stations got ready for the noon news; another flurry at 5:30 p.m. or so; another close to 10. There were even calls at 2 and 3 in the morning.

"One of the reasons I left newspapers was because I wanted better hours," Kotkin, who joined NU the Monday before the storm hit, said. "On my fifth day, I wound up coming in at midnight."

Other people across the department—writers John White, Doug Miner, and Jane Strachan; bill communications editor Mary Waggoner, advertising manager Karen Samide—were also drafted for phone duty at one time or another.

June Fiondella, manager—Communications Services and Special Projects, answered a lot of phone calls but kept order on a situation that could have gone very chaotic very quickly. Within a day, she had organized a

BY BILL EARLS

IN A CRISIS



system that tracked log sheets, schedules, statements and assignments.

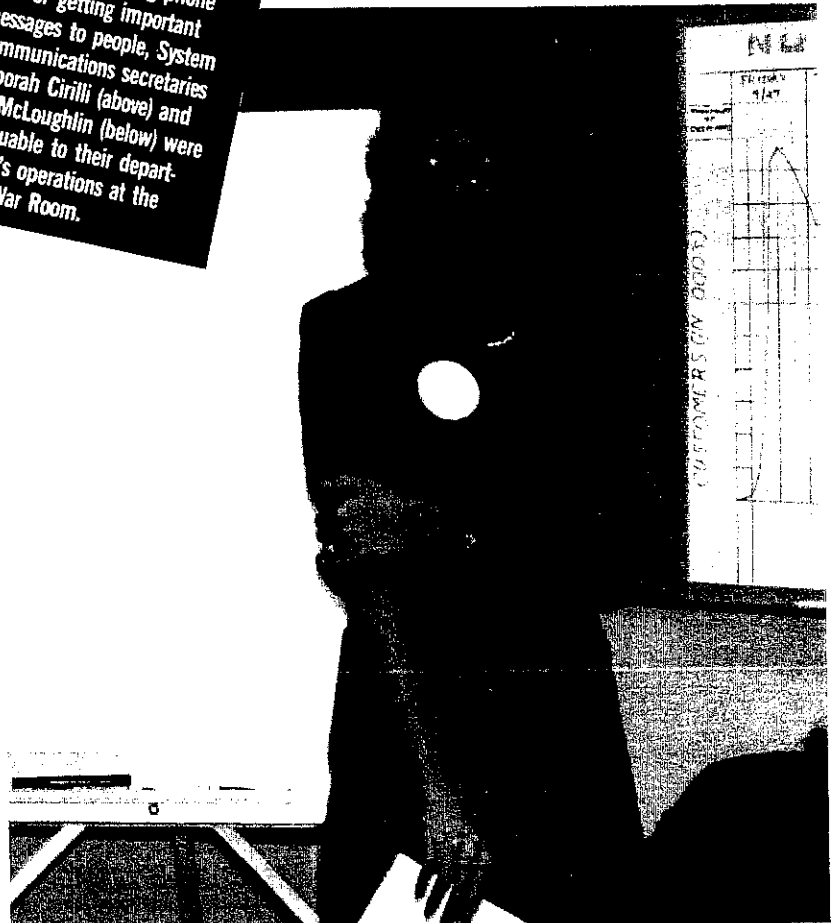
It meant that people coming on shift could be brought up-to-date immediately. In a situation where we were answering phones before having a chance to take off a jacket, the system meant a lot.

Putting out information for radio and TV was perhaps easiest. More than print media, they deal in headlines and brevity and generally all they needed were the latest outage figures. Occasionally, one of us would be asked to do an "on the air" piece in which an anchorperson—whom we never met but always first-named—asked us a few questions, generally related to the figures or what region was having the most difficulty.

The pieces were often taped and several times, driving home after a 12- or 14-hour day, we would hear on the radio a voice that sounded vaguely familiar—and realize it was our own.

The print medium was tougher some of the time. Reporters from *The Courant*, *The New York Times* or *Newsday* would call with lists of questions, ranging from, "How many miles of transmission line does NU own?" to those on major policies.

Whether typing releases or statements, making phone calls or getting important messages to people, System Communications secretaries Deborah Cirilli (above) and Jill McLoughlin (below) were invaluable to their department's operations at the SBS War Room.



At least once, when a reporter asked a policy question, the person who answered the phone said "Let me get an answer," and turned to the nearest person he thought might know. It happened to be Jim Ferland, ordinarily not the person one of us would ask. But he knew the answer—and that was all that counted right then.

The willingness of Bill Ellis and Jim Ferland to meet with reporters, appear on talk shows or be interviewed by TV reporters in the War Room meant that such events were fairly easy to set up.

Channel 8 would call, for instance, ask for Ellis at 6 and we'd check the schedule, see that he was clear, say "Yes," write "Ellis at 6 on 8" on the bulletin board, and turn back to the next question. Same thing for Ferland.

The tough part was making sure that two different executives—each going a different place at the same time, each with a schedule that had them running on three hours of sleep a night—had the latest information. In some cases they got it on car phones moments before walking into a studio.

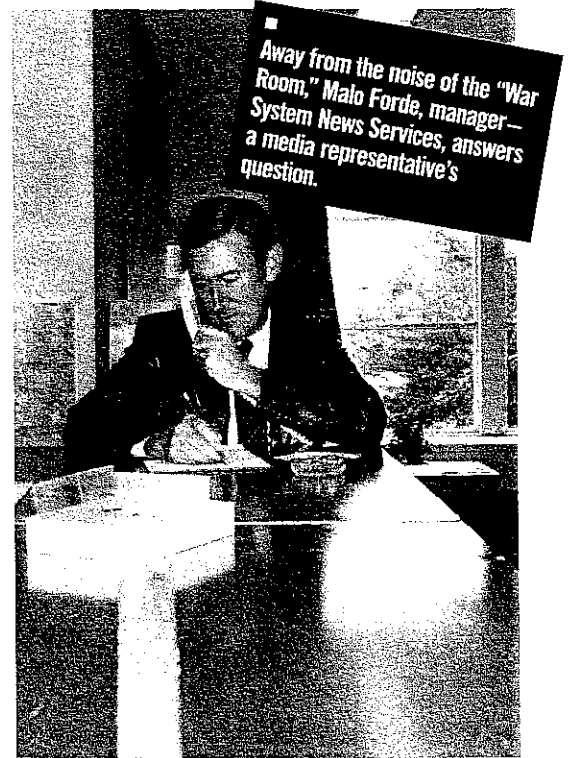
System Communications personnel worked closely with those who ran the Emergency Operations Center at South Broad Street. Here, John Cook, director—System Communications (center), goes over a news release with Philip Ashton (left), senior vice president and general manager—Gas, and Donald Grenon, system superintendent—Distribution, Construction and Operations.



On a number of occasions, TV lights, crews, camera and reporters set up in the War Room itself for a "live" interview. People working there had to step over cable and avoid the camera's eye, but the work never stopped.

On several occasions, reporters from print media visited the War Room. In that case one of us acted as guide, giving a tour and introducing the reporter to the people we went to for answers—Bill Hooper, Don Grenon, and a number of others.

Part of the job was anticipating questions and issues as they arose. When we heard that oil had spilled from fallen transformers, we had to learn how NU dealt with the potential problem of PCBs and have a statement ready. When insurance questions arose, phone calls went back and forth between the media center and our Legal Department to learn the specifics.



Working with people from Hydro-Québec was another aspect. They had come down with their own writer, photographer and management—but someone had to show them around the area, acquaint them with our procedures, and coordinate their picture-taking and their public information effort with ours. Doug Miner, who broke in with HELCO in 1950, put in some 19-hour days between phone answering and tour-guiding.

Duty close to the war room reminded veterans of work in the Combat Information Center aboard ship. Not just the activity itself, but the way the information was coming and the way it all tied together. If you wanted to know what was happening in Madison or Willimantic, there was a phone line right there. The Purchasing Department had people on duty. Mappers and line patrols were dispatched from desks just yards away. Reports and information flowed in continually.

Most important was the way people worked together. A *Newsday* reporter, wondering how the operation was run, asked what Don Grenon's title was and whether he outranked someone else. No one knew right away. No one really cared. Only one thing was important—doing the job that had to be done. People cared about that—and the spirit of cooperation and dedication touched everyone.

That's what we tried to put across to the public.



"On Line" was on board during the restoration, shooting footage in every part of NU's system. Kathleen Colello (left), editor of On Line, Carol Pustorino and Joseph Patriss, audio/visual production coordinators, are shown on location, shooting footage of some of the damage caused by Gloria.

ON LINE HEADED THE FOOTAGE BRIGADE

A permanent record of the restoration was of prime concern to System Communications Department. The *ON LINE* crew, headed by Kathleen Colello, editor, worked from Friday, September 27, through Monday, October 7, shooting videotapes around the NU system. Colello was accompanied by Joseph Patriss and Carol A. Pustorino, both audio/visual production coordinators, Employee Training, Berlin.

Shooting began before the storm reached its full intensity. *ON LINE* was at the Emergency Operations Center (EOC) at South Broad Street by 11 a.m. on September 27, taping pre-storm activity. The crew also was on hand after Gloria had blown away, capturing the increase in work at the EOC.

For the next nine days, Colello, Patriss and Pustorino became a familiar sight in the Northern, Central and Eastern Regions. They shot storm damage, NU and outside crews at work restoring power, and tree crews removing the huge limbs and trees that had fallen across power lines.

They also interviewed and took footage of customer service center representatives handling some of the thousands of phone calls that poured into every center, filmed dispatchers at work in Madison and Sheldon Street, and showed the never-ending activity at Berlin Central Warehouse. Also depicted were NU Chairman and Chief Executive Officer William B. Ellis being interviewed live by Channel 30 at SBS; and President and Chief Operating officer E. James Ferland visiting Madison.

ON LINE Interviews were conducted with Ferland, Ellis, Donald Grenon—who was a leader at the EOC at South Broad Street—linemen from NU and other companies, customers without power, and many others.

Perhaps the most noted person interviewed was radio personality Bob Steele. A Wethersfield resident, Steele not only consented to the interview, but also praised NU's restoration work. He said, "I do admire the work of the crews here and I feel for them when they're questioned by curious people, who stand around and get in their way. If I were in their place I don't know whether I'd be that polite."

The lengthy taping sessions were worth it for a number of reasons. Some 43 tapes were made during the ten-day period, all of which will be used in a special documentary on the hurricane and the restoration. The tapes will then become part of NU's permanent historical record. They also will serve various departments at NU and can be used before regulatory bodies and other agencies.

What the tapes won't—and can't—show, however, are the logistics problems Kathy Colello, Joe Patriss and Carol Pustorino had to overcome in many locations, to shoot the footage. Blocked streets, remnants of the high winds caused by Gloria, and other obstacles made their job very difficult.

But nothing was lost or disregarded. It takes more than those kinds of difficulties to stop *ON LINE*.



Speed communications
during their visits from
around the globe were
assured thanks to special
arrangements made by
AT&T's telecommunications
personnel.



BY JIM MALERBA

Certain problems not usually found in everyday utility operations can surface during a major restoration effort. One unique problem that cropped up in the aftermath of Hurricane Gloria was radio network compatibility.

When the 189 crews arrived from Hydro-Québec, they came with vehicles whose radios operate on a frequency different from those used by NU crews. Some quick action was required and it was forthcoming.

Under the direction of Frederick C. Hart, Jr., superintendent—Electronic, Communication and Laboratory Test, Berlin, and Douglas M. Morton, manager—Telecommunications Engineering, NU's system was enhanced to enable Canadian line crews to be in constant contact with their supervisors.

The network consisted of five base stations—at Goose Hill in Haddam, at Madison, at Chapel Hill in Montville, at Tolland (later moved to Danielson), and at Willimantic. They were operated directly or by

telephone relay from the outage headquarters at SBS.

"We needed a cooperative effort among three companies—NU, Southern New England Telephone, and Hydro-Québec," Hart said. "The physical combining of H-Q and NU equipment went without a hitch, thanks to the expertise of all technicians involved."

Since the bulk of the H-Q crews were working in Eastern Region, it was necessary to have a powerful transmitter that could reach them at all times. The installation of emergency facilities at Chapel Hill in Montville was the answer. The Madison portions of the emergency network provided good coverage to other H-Q crews in Eastern Region. Canadian crews working in Hartford, Tolland, Danielson, and East Hampton were served by the Tolland/Danielson network segment.

Morton called the special emergency network "one of the most effective responses to a situation I have seen." He noted that the radio contact remained strong throughout the restoration period. There were

NU's system was enhanced to enable Canadian crews to be in constant contact with their supervisors. NU and Hydro-Québec workers are shown during the enhancement process.

no major—and extremely few minor—problems with the equipment.

Also closely involved was Richard K. O'Donnell, supervisor—Communications Systems Administration, Berlin. His function was to assure continuity of telephone service throughout the restoration period.

"We handled a number of user requests over the period," O'Donnell said. Darlene Easterling and James Paxton, telecommunications systems technicians, worked extended hours handling these requests." O'Donnell said the telephone equipment in Simsbury failed around noon on Friday, the day of the hurricane. Northern Telecom was able to restore service late in the afternoon.

At Berlin, O'Donnell said, the switchboard stayed open for

extended hours. Ann Salerno, supervisor—PBX, Rose Rio and Marjorie Satonick, PBX operators, worked many extra hours to handle calls.

“We were ahead of this storm in terms of telephone communications preparedness, thanks to immediate dispatch of service technicians by Northern Telecom,” O’Donnell said. The technicians were dispatched to customer service centers before the hurricane arrived, with equipment necessary to service the phone system, if a problem occurred.

In addition, Southern New England Telephone provided continu-

ous on-site support at SBS. Their technicians installed the radio communications circuits for the H-Q staff and worked closely with NU’s communications personnel to assure the lines were kept open and in good working order at all times.

PHOTO COURTESY OF NORTHEAST UTILITIES

A special radio communications network was set up to accommodate the different frequencies used by crews from Hydro-Québec. Here, Chantal Chaput, who worked at South Broad Street for the Canadian utility, speaks to a coworker at Willimantic.



BY PATRICK D'ESPARBÈS, HYDRO-QUÉBEC
PHOTOS BY ALAIN RINFRET, HYDRO-QUÉBEC

(Editor's Note: Patrick d'Esparbès is a writer, editor for Hydro-Press, the employee publication of Hydro-Québec. He spent more than a week with his company's crews in Connecticut and wrote his impressions of the experience. We thank him for graciously agreeing to take time from his busy schedule to accommodate us.)

HYDRO-QUEBEC CREWS have no choice but to take emergencies in their stride. Numerous major and minor snowstorms hit every winter and freezing rain knocks out entire power lines every two or three years. The linemen always react immediately, disregarding their own time and effort to restore power to customers. Emergencies provide a mobilizing impetus and give meaning to the words "public service."

Northeast Utilities' recent appeal therefore met with an immediate response, and within a few hours during the night of Friday, September 27 and Saturday September 28, 218 crews with their foremen, general foremen and supervisors were mobilized and organized for action. At four o'clock on Saturday afternoon, 250 trucks headed for Connecticut amid general enthusiasm.

The crews were greeted with equal enthusiasm in Springfield, and by Sunday had reached their headquarters in the areas where they were to work. The tasks were well organized and there was good contact between the two utilities—Hydro-Québec and NU.

The Terrain

HAVING SEEN THE HURRICANE on television, Hydro-Québec crews were expecting to find entire lines knocked over by the powerful winds throughout the region: in

other words, major damage. They found that the hurricane aimed selectively at many targets throughout eastern Connecticut. Some line sections were down on the ground, but in general the hurricane hit in numerous but dispersed locations, in incidents in which trees or branches were torn down across lines, thus automatically interrupting entire circuits. The hurricane did not attack NU's power system with heavy artillery—it raked it with machine gun fire.

The Work

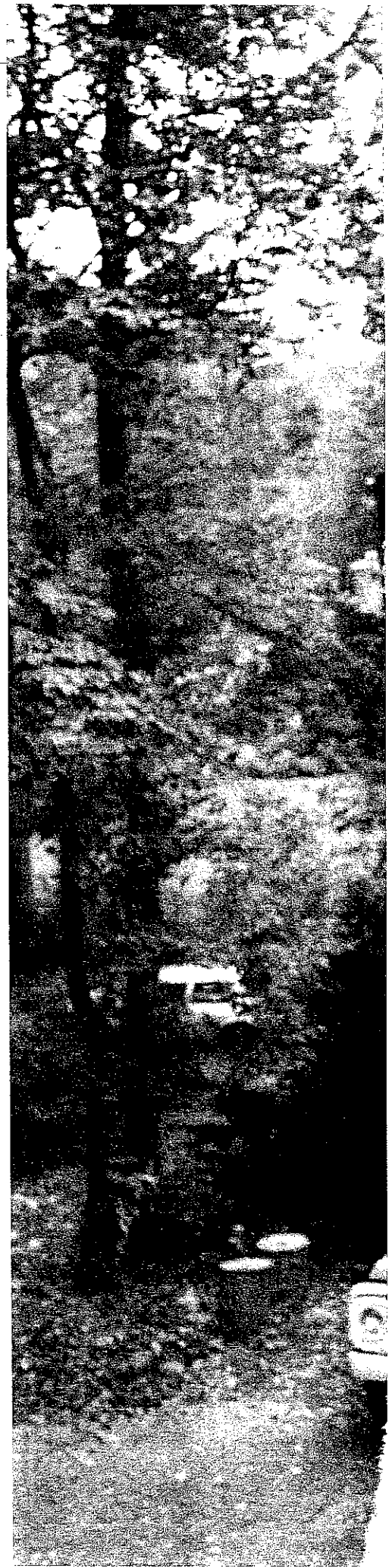
THE WORK WAS ORGANIZED according to the nature of the damage. A highly decentralized organization enabled local initiatives to be taken and priorities to be established on the spot and according to needs.

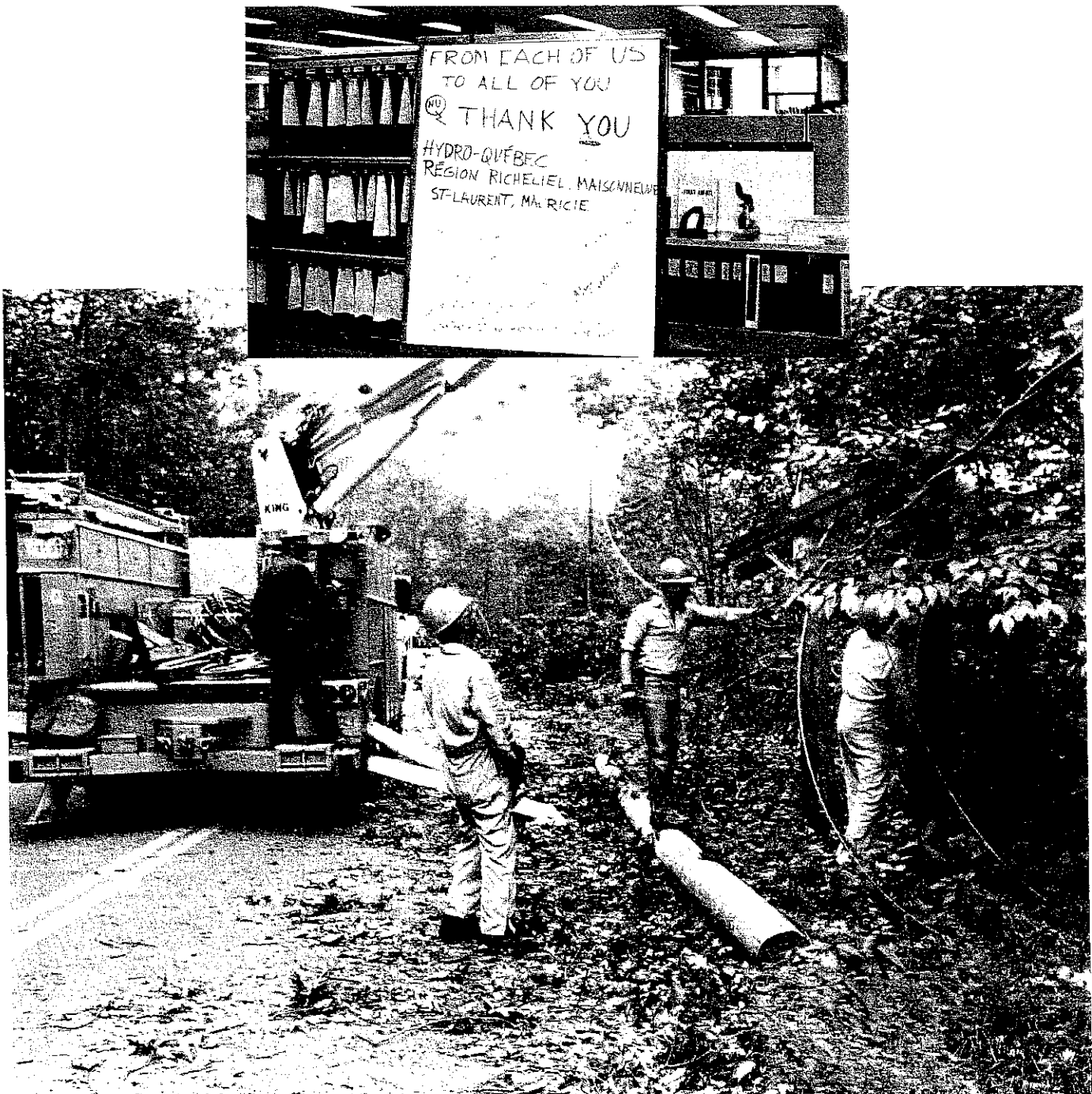
There were other problems: the spread-out nature of the outages necessitated frequent and often time-consuming changes of location, and Hydro-Québec's crews rarely knew where they would be working in the next few hours.

However, despite all these constraints, the work was performed rapidly and the outages were repaired within reasonable time limits, given the situation on the ground.

Warm Welcome

THE REGIONAL MEDIA were quiet about the inflow of Hydro-Québec's crews. Their arrival was first mentioned on September 29 and was not generally picked up. It was not Hydro-Québec's particular intention that the work should be publicized; one of the linemen said it very well during an interview on Hartford television: "We didn't come here to have a good time, but to help people."





The local people soon realized this. It was by talking to the crews who had come to restore the power that people learned Québec had responded to Connecticut's appeal for help. People throughout the region manifested their appreciation and showed our men a particularly warm welcome. This welcome will remain among the crews' most enjoyable memories of their expedition here. We are also all in agreement about the quality of the welcome given by the personnel of NU, and on its keenness to mobilize

all available human and material resources to help the crews in their work.

There were some problems: crews sent on their arrival to hotels where the power was cut off (this just had to happen!); others sent to sparsely populated regions with erratic lodging conditions; communication problems among people of different languages—but those who had something important to say, soon found a way to say it . . .

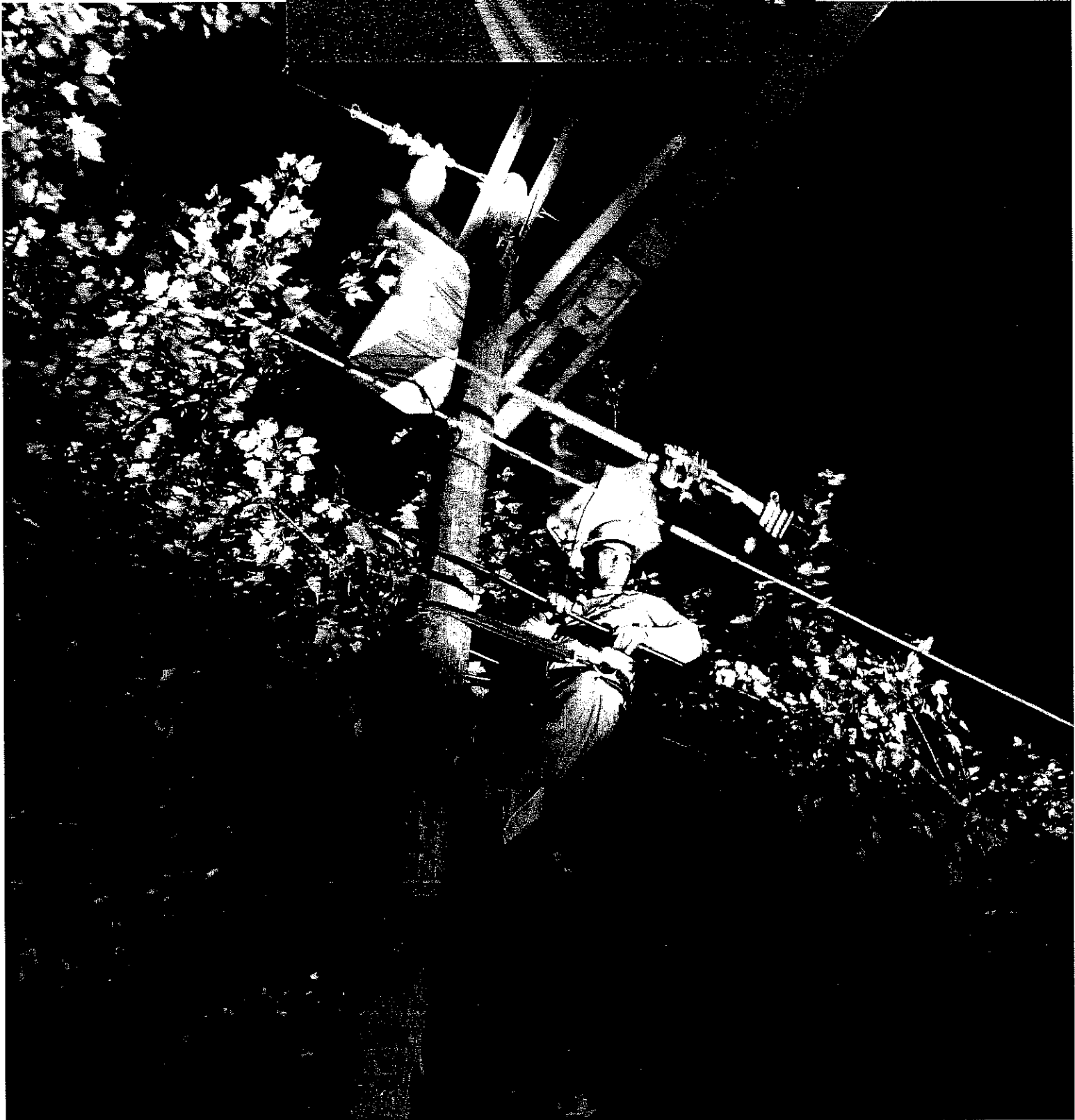
These were of course minor irritations, and will be looked back on

with amusement. What will remain after this visit to Connecticut is a human experience that people do not come across every day, and the feeling of solidarity that is only created among those who live through emergency situations. We do not wish other hurricanes on you so that we can live this adventure again, but this one has definitely made us want to come back and see you. It's a beautiful country.



Madison customers express their thanks.

On the job, day and night.



Nothing Was Lost In The Translation

Bringing in crews from other electric utilities is not at all uncommon following a major storm. For 189 of those crews who came to NU's aid following the hurricane, though, there was a need to have people on hand with a special skill—the ability to speak French.

Many of the crew members and supervisors from Hydro-Québec spoke at least a little English. Some, in fact, were fluent in our language. To minimize the risk of misinterpretation, however, NU asked some of its bilingual employees to work with the Hydro-Québec crews as translators.

One of these was Pierre Jean-Baptiste, meter reader in Norwalk. A native of Haiti—a French-language country—Jean-Baptiste worked side-by-side with crews in Madison.

Jean-Baptiste said one of his prime responsibilities was to act as translator of orders from NU crew supervisors. "This was very important," he said, "because you couldn't be giving out an order that might not be understood fully." Without his presence, much time could have been lost while the NU and Hydro-Québec people tried to figure out exactly what had to be done.

Another translator was Delphis J. Beaulieu, meter and service supervisor, Willimantic. He speaks fluent French because of his background—both parents came from Canada.

"My mother spoke no English. My father did, but in the house we always spoke French," Beaulieu

said. He laughed and added, "That began to change when I brought home girlfriends who spoke only English."

Beaulieu's experience centered around conveying to the French-speaking crews the work practice differences between Hydro-Québec and NU in line work. "We had to be sure work practices were in agreement before we went ahead with the work," Beaulieu said. He also handled day-to-day problems that arose, from getting materials delivered to changing accommodations, as requested by the H-Q crews.

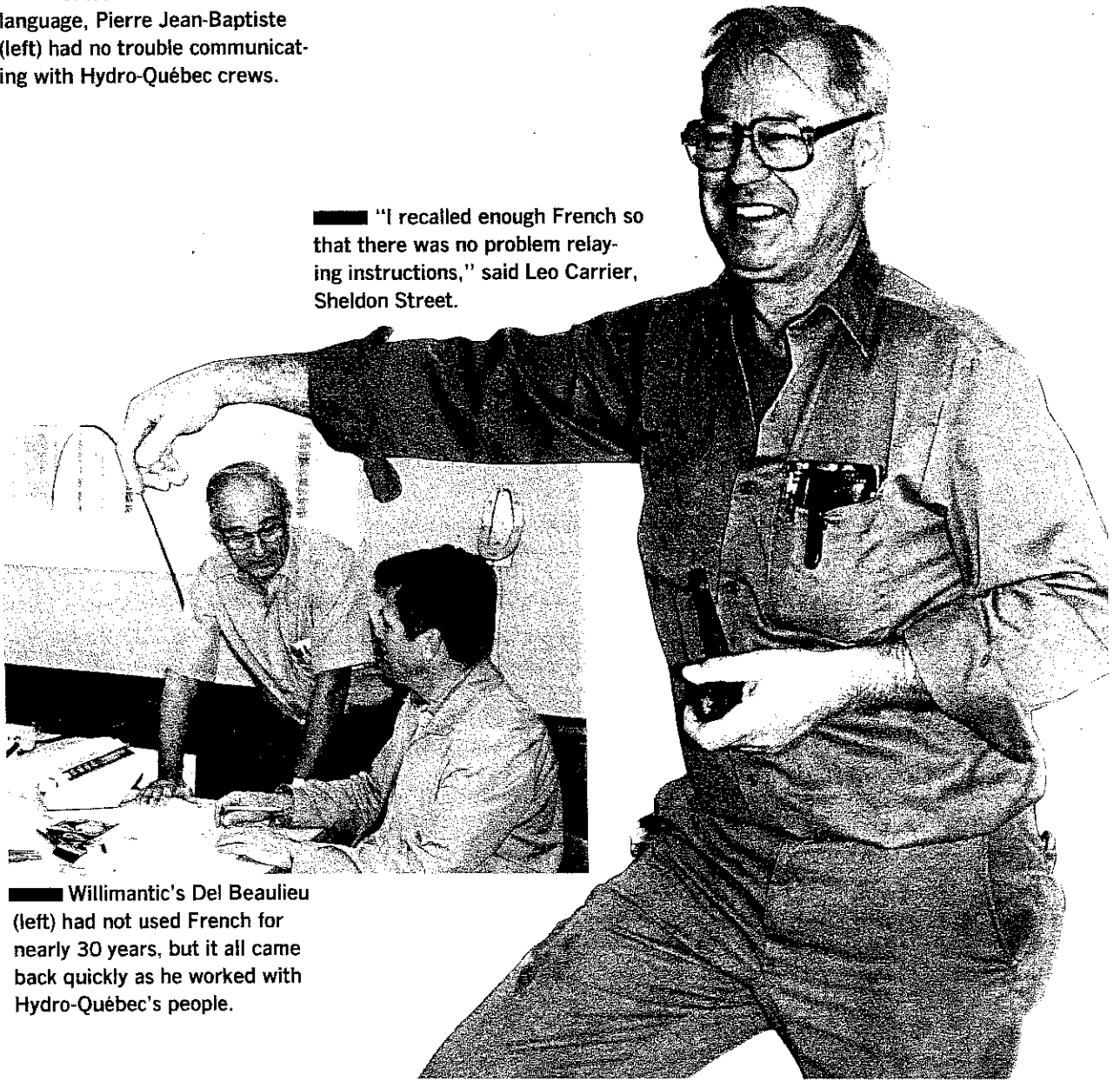
In Central Region, Leo Carrier brushed up on his French by working with H-Q crews. The substation electrician, Sheldon Street, is a native of Maine. "My French is not that perfect," he said, "but I recalled enough so there was no problem relaying instructions to the Hydro-Québec personnel."

It was, for all who volunteered to serve as translators, a memorable experience, resulting in efficient work practices, and developing friendships and understandings among people who otherwise would not have even met.



■ Since French is his native language, Pierre Jean-Baptiste (left) had no trouble communicating with Hydro-Québec crews.

■ "I recalled enough French so that there was no problem relaying instructions," said Leo Carrier, Sheldon Street.



■ Willimantic's Del Beaulieu (left) had not used French for nearly 30 years, but it all came back quickly as he worked with Hydro-Québec's people.

THEY CAME TO SERVE

LINE CREWS	
UTILITY	NUMBER OF CREWS
CL&P-WMECO	189
Hydro-Québec	38
New York State Electric & Gas	37
Niagara Mohawk	31
West Penn Power	27
Pennsylvania Power & Light	24
Baltimore Gas & Electric	16
Pennsylvania Electric	13
Jersey Central Power & Light	12
Ohio Edison	11
Philadelphia Electric	5
Rochester Gas & Electric	1
South Hadley Electric	1
Westfield Electric	1
Total:	714

*Line and service crews

TREE CREWS	
CONTRACTOR	NUMBER OF CREWS
Asplundh	134
Bartlett	20
Davey	12
Walgren	11
Alpine	9
Kelley	7
Other Contractors	88
Total:	282

LINE CONTRACTORS	
CONTRACTOR	NUMBER OF CREWS
Hazard	10
Henkel & McCoy	7
Power Services	5
Worrad	5
Coken	5
Powerline Construction	4
United Electric	4
Airway Electric	4
Bradley & Williams	2
Ducci	2
Horton Electric	2
C&G Electric	2
Foley	1
Total:	49

More than 700 line crews from NU and other utilities, nearly 50 line contractors' crews, and nearly 300 tree crews came to NU's aid. We recognize them here, to let them know how much their efforts were appreciated.

A Note of Thanks from Walter Fee

"The commitment shown by CL&P and WMECO crews, by line and tree crews from other utilities, and by tree and contractors' line crews who came to our aid after the devastating storm could not have been deeper. You worked under some of the most difficult conditions imaginable, yet not once did the effort falter.

I am not surprised, however, with what you accomplished, given the degree of commitment you have for your jobs. Workers of lesser stature might have groaned in despair when confronted with the widespread destruction left by Gloria. You did not; indeed, you worked with a tenacity and level of excellence that set an example for everyone else. Though we are back to normal again, it is most reassuring to know that we have this high level of competence to draw upon, should another natural disaster strike our area. You have the deepest admiration and respect of everyone in and out of the company.

Thanks for everything."

Walter F. Fee
Executive Vice President
Engineering and Operations

Patrick d'Esparbès (left), writer-editor, and Alain Rinfret, photographer, criss-crossed Connecticut for more than a week, covering the activities of their crews from Hydro-Québec.

"We're glad to be alive!" exclaimed the couple living in this house. Hurricane Gloria deposited a large tree at the doorstep of their home in Durham.



were restringing many spans of fallen wire that had been snow-plowed away when the highway was cleared of broken trees and branches. Among the neighbors who came out to watch were Helen ("Mickey") Wright, recently retired from her job as office manager—Energy Management Services, Rocky Hill, and her husband Cliff. The devastation all about reminded him of commando operations with British Rangers during World War II. He chatted briefly in fluent French with one of the Canadians, recalling his favorite restaurants in Paris.

Another day, some Canadian crews were scheduled to take a lunch break at a French restaurant in

East Haddam, and we joined them. When they arrived from Québec a couple of days earlier, the whole region was blacked out. Numerous firehouses were open and using emergency generators to have coffee and hot food available for storm emergency workers. The Canadians were invited to stop in any time they could, for such things as soup, pizza, hamburgers, hot dogs, sandwiches, and coffee. The next day, Canadian trucks were sporting American flags and "NU" decals. A lineman at the table next to ours wore a red cap inscribed, "East Haddam F.D."

One week from the time Gloria struck, the collaborative efforts of

Flags, makeshift signs and swapped headgear cropped up wherever the outside crews went, attesting to the goodwill and gratitude from local residents.

hundreds of Canadians and thousands of Americans had restored service to all but a few thousand NU customers, and it was time for the Canadians to pack up and head for home. During an informal and emotional farewell gathering at South Broad Street, a member of the departing Hydro-Québec staff reminisced about the arrival of their convoy at the Vermont border on their



Hurricane Gloria tore away the name plaque from the front of the home of Helen ("Mickey") Wright, a retired NU employee, and her husband, Cliff. The Killingworth couple took it all in good stride.



way south. "We were met by smiling U.S. Customs officials who asked what *they* could do for *us*," he marveled. "Nothing like *that* ever happened to us before!"

That evening, Jean-Pierre Plante, an assistant superintendent with one of H-Q's NU Task Force groups, told a sequel to that story. After the convoy of trucks had passed him, he recalled, he had to get ahead of them again to arrange for their next stop. He was moving along at a pretty good clip when he noticed a sight dreaded by motorists everywhere—the lights of a police cruiser flashing wildly, just behind him. As he slowed to pull over, the cruiser moved up alongside. The officer

glanced over, saw the "Q" on the door, smiled, waved him ahead—and vanished. Jean-Pierre said the same thing happened again, in Massachusetts—and yet again, in Connecticut.

The next morning a string of Canadian line trucks was rolling north on I-91. Each one bore an "NU" decal proudly, as a well-earned battle flag. Farewell messages had been scrawled with magic markers on their white buckets. On one truck, they read, "MERCI, U.S.A." and "WE WERE GLAD TO HELP."

We will not soon forget *les Québécois*.



(Every office in the NU system was the scene of peak activity until the last customer in that area was restored to service. We chose to visit Simsbury as a "typical" location, to learn of problems encountered, what type of work was required, and how communications with customers and officials were handled.)

IT WAS A TIME to keep logs of all calls made to town officials, school superintendents, highway departments and other important functions. Social service agencies had to be notified as to what towns might require shelters and food centers until the lights were on again. It was also a time when employees willingly sacrificed normal routines and work hours.

Russell F. Newton, manager—Simsbury District, will be the first to give all the credit to the people who manned the district's emergency center. "They worked long shifts from Friday until Thursday, and I can't think of a way they could have done their jobs better," Newton said. He also had special praise for NU's line crews. "They responded with the kind of commitment we've all taken for granted for so long," Newton said. "They're never out there looking for special attention, but they deserve it—and then some."

The staffers of the emergency center continually fed information to Newton and other public contact employees in the district, including Energy Management Services personnel. Thanks to this coordination, the communications with concerned people in the towns served by Simsbury District was complete and totally accurate.

Much of the credit for this good information must go to George H. Sykes, area superintendent—Operations. A 30-year veteran of the NU system, Sykes was on the job practically around the clock, utilizing line and tree crews and other emergency personnel with all the effectiveness that comes from three decades in the distribution business.

Sykes, though, is quick to give the

credit right back to his people and those who came to Simsbury District to help out. "This wasn't a one-man operation," he said. "I can't recall even a minute when less than 100 percent was given by everyone. That's why we were able to get power back so soon to all customers."

A TYPICAL DAY STARTED at 6:00 a.m. for Newton, who immediately made contact with first selectmen, town managers, mayors, and school superintendents. (All told, 125 calls were placed to key officials during the outage period. Phone service at the service center was lost for about five hours on the day of the storm but was restored before nightfall. Electric service to the building also was lost, from noon Friday until early Saturday morning.)

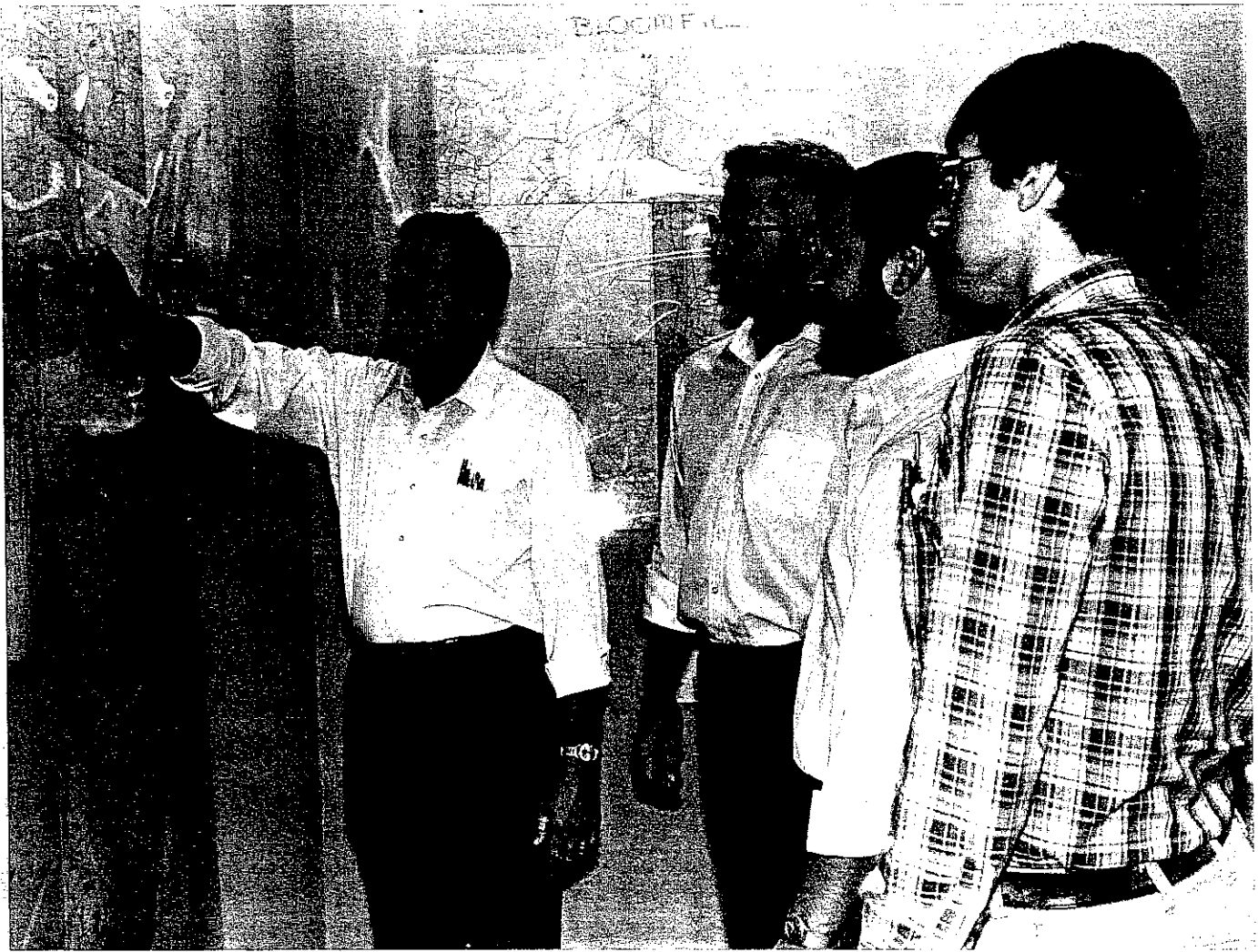
"We invited the first selectmen of Simsbury and Canton to see our operation here for themselves," Newton said. "By bringing them directly into the process, they had a better understanding of our problems and the scope of the effort we were making. Their reactions were most positive."

Personnel in Simsbury worked directly with school superintendents in Bloomfield and West Hartford, advising them on when sections of their towns were being restored to service. This type of communication enabled the school officials to determine when they could reopen schools that had been closed by Hurricane Gloria.

"We worked very closely with social service agencies as well," Newton said. "If we saw an area of a town was going to be out for an extended period, we told them immediately, so they could set up shelters for residents and offer

There was no lack of technical expertise in the Simsbury Emergency Operations Center following the hurricane. Assistant engineers Charles Carter and Kenneth Bowes, field technicians Henry Matuszak, Michael Provini and Frank Trudeau, and senior field technician John Flattery kept things in good order.





On the job practically around the clock, George Sykes (left) led the effort to restore electricity to Simsbury customers.



Talking with public officials was an important part of District Manager Russell Newton's job during the restoration. Also an instrumental part of the process was Carolyn Salisbury, administrative secretary.

places where people could go for showers and coffee."

Working with Newton and putting in about as many hours each day was Carolyn P. Salisbury, administrative secretary. She was an instrumental part of the communications scene. "I was a liaison with our 'War Room' in the building and also talked with town officials occasionally," Salisbury said. "Another duty was to coordinate information with the community relations people at Sheldon Street and those stationed temporarily at South Broad Street."

Words of praise for the restoration effort in Simsbury District came from many corners. The town manager of Bloomfield noted that Newton contacted him "three or four times a day." The town manager of Farmington wrote a lengthy statement of praise for the company. In it, he said, "We must be grateful to Northeast Utilities for the fine job in

responding to this crisis."

West Hartford's superintendent of schools added his statement. "Against all adversity you worked tirelessly for us to restore full service . . . It was gratifying that you were available every hour of the day and night . . ." he said.

"I couldn't be more pleased with what our people did," Newton said. "Everything went extremely well. The dedication I saw among employees here made me realize how lucky we are to have the people we do."

The same was true at every other company location.

Helping secure the Canadian flag to the South Broad Street building was only one of the unusual duties performed by Irene McCabe following the hurricane. At right is Edward J. Rebowitzer, mechanic, C- Buildings, Wulfsberg.



Candles, Flashlights and Flags Were All Part of Her Day

IRENE McCABE SMILED, SOMETHING SHE DOES OFTEN. "I GUESS YOU COULD SAY WE DID A LOT OF 'AND OTHER DUTIES AS ASSIGNED' WORK," SHE SAID.

The smile quickly became a warm laugh.

McCabe is often called upon to fulfill unusual requests in her job as supervisor—Office and General Services, South Broad Street. Hurricane Gloria, though, brought with it emergency needs that only McCabe could handle.

During the storm, the SBS building lost its electricity. The Emergency Operations Center, or "War Room," was staffed and, fortunately, serviced by the building's emergency generator. However, temporary lighting for other areas

had to be obtained—quickly—for safety reasons. The Purchasing Department supplied some battery operated spotlights. Still, McCabe saw that more illumination was needed. Unable to leave her post, she did the next-best thing.

"I phoned my daughter's home and my son-in-law went to my place and picked up all my candlesticks and candles," McCabe said. "I had just purchased a dozen candles."

Cafeteria personnel staffers worked with the flickering light until the building received power later that night. They cooked dinner on a gas grill outside the building and served it by candlelight. "Bouquets have to go to Phil Cote and his staff for that one," McCabe said.

McCabe also made arrangements with Inter-

Front desk duty also became part of McCabe's day.



The cafeteria staff at SBS (which works for Interstate United) kept the facility open 24 hours a day, to feed shift workers.

state United, the company that runs the SBS cafeteria, to keep the facility open 24 hours a day, until the emergency was over. Hot meals, sandwiches, snacks and fruit were available at all times to everyone assigned to emergency duty in the building. "I think knowing they could grab a bite at any time was a big morale booster for the staff workers from NU and Hydro-Québec," McCabe said.

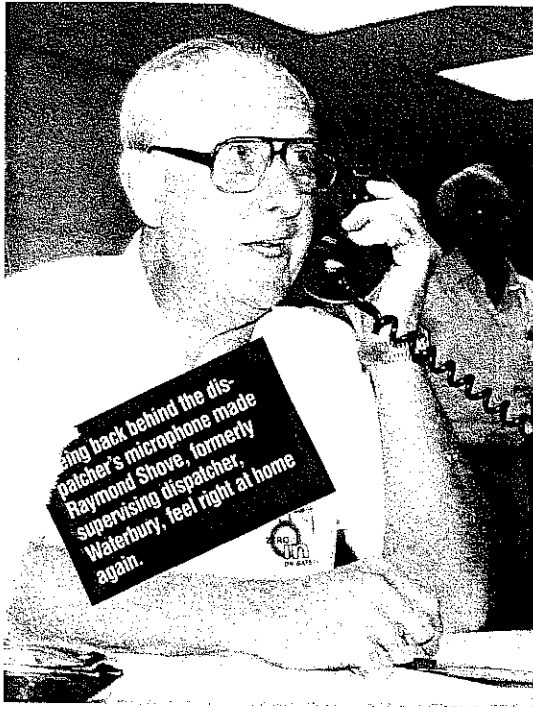
She also arranged to get the Canadian flag hoisted on the building, where it waved along with the American flag. The Hydro-Quebec supervisors who were assigned to SBS responded with warm smiles of appreciation as they saw their country's symbol waving proudly in the breeze, next to the Stars and Stripes.

Throughout the ten-day emergency period, McCabe was on hand almost constantly, help-

ing get supplies to whomever in the building needed them. Toward the end of the restoration, one of the supervisors from Hydro-Québec asked McCabe if she could borrow a flag. A TV crew from Québec Province was due in 20 minutes in East Hampton, they said, and wanted to have the shooting done with the United States flag prominently displayed.

"I had to move quickly; that request caught me off-guard," McCabe said. But Irene McCabe is also quite resourceful. She phoned City Hall in Meriden and the city manager, Eugene G. Moody, lent NU the city's official flag, brass eagle and all. The TV segment went just fine.

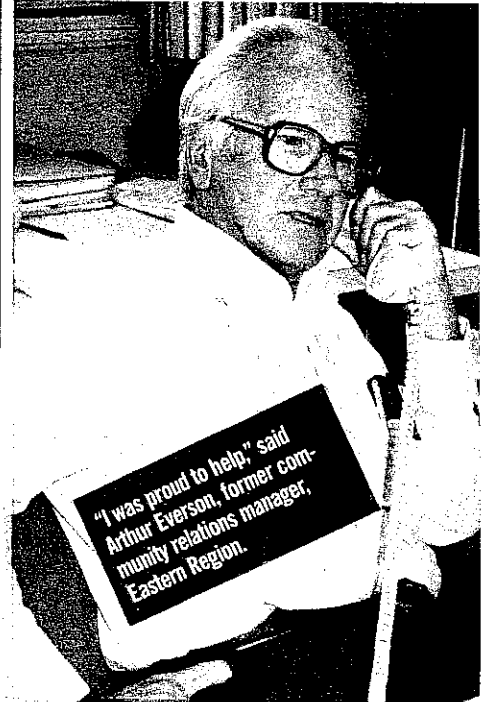
Once daily routine was in place again, you would expect McCabe to slow down a little. "I can't," she said. "I have a job to do."



Getting back behind the dispatcher's microphone made Raymond Shove, formerly supervising dispatcher, Waterbury, feel right at home again.



Everett Voelker worked with line crews in New London area, including this one from Niagara Mohawk.



"I was proud to help," said Arthur Everson, former community relations manager, Eastern Region.

BY JIM MALERBA

"It was a good experience. NU should make more use of the talents of its retired employees."

The speaker was Arthur J. Everson, former community relations manager, Eastern Region. A man long known around that region for his commitment to community service and for helping others, Everson was one of the many retired system employees who said "yes" when asked to assist during the restoration period.

He worked at the Myrock Avenue office in New London, phoning town officials and keeping them apprised of the situation at regular intervals. He also handled numerous customer calls during the 15- to 18-hour days he worked.

He suggested that NU contact retired employees who might be willing to serve during future emer-

gencies. Such a pool of talent could augment any similar restoration effort. "I was flattered to be asked, and proud to help," Everson said.

Also in the New London area, Everett Voelker worked with Hydro-Québec crews and other outside crews, as a field supervisor. Voelker was a senior field technician when he retired from NU.

"It was good to get back in the groove," he said. "I worked 18-hour days and at times it caught up with me, but I wouldn't hesitate to get involved again."

In Western Region, Raymond W. Shove, Jr., sat in a familiar position—behind the dispatcher's microphone. Formerly supervising dispatcher, Waterbury, Shove got right back into things, and he proved a nearly tireless worker, putting in 16- to 18-hour days.

"I got the call from Joe Weir [regional supervisor—Dispatch Center]," Shove said. "I dispatched

crews to outage areas for most of the time I was needed."

In Willimantic, Clarence Hinckley, formerly line construction foreman, played a vital role by determining the circuits out of service, based on addresses given by customers when they reported no electricity. His efforts saved valuable hours in dispatching line crews.

In Madison District, Walter Sopkiw acted as line crew supervisor, the title he held during his years as an active employee. He went where needed and was happy to be of help.

"I was without power for several days, so I know how uncomfortable other customers were," Sopkiw said. He added that getting back into the field was a good experience, giving him a chance to help the company once again.

14,000 Calls A Day -



John Tetuan takes a rare break—at his work station.

It takes a lot to get Bill Dawson riled. Even 14,000 phone calls pouring into the customer service center at Madison every day couldn't do it.

"The three words you have to keep in mind at all times during an emergency are patience, patience, patience," Dawson said with an easy smile. He admitted that everyone's being so patient was not easy following Hurricane Gloria.

Dawson is manager of the Regional Customer Service Center, which is housed on the top floor of the Madison building. It services the entire Eastern Region, which runs from Branford to Stonington.

The Eastern Region was hardest hit by the debilitating storm. It was more than ten days before the last individual service was restored. For the first seven days, more than 14,000 calls a day flooded the phone lines at the Madison CSC. Even though there are 65 phone lines coming into the center, the system was taxed beyond its limits.

If you said the Madison CSC was "swamped," you wouldn't be using too strong a word. On an average weekday, about 1,200 calls are handled in a 24-hour period.

- But Who Counted?

BY JIM MALERBA

"Sometimes, callers were even getting a busy signal," said Paul L. Broga, supervisor—Customer Information Center, Madison. "This shouldn't happen, but the phone lines were so overworked that customers' calls weren't even getting beyond the equipment in the telephone company's building. That's why they were getting busy signals."

To get a real feel for what went on during the restoration, though, just ask the professionals who handled the calls. How could they survive such an onslaught, especially with a number of unhappy people at the other end of the line?

For starters, you have to know that normal shift hours were extended. All customer service representatives worked 12 hours a day, or more.

HANDLING EVER-INCREASING PRESSURE

John Tetuan is a customer service representative who usually works the midnight-to-8 a.m. shift. During the emergency period, his hours were extended well beyond mid-morning.

Like most of his fellow reps, Tetuan is a patient, understanding person. You have to be, when you know that every time the phone rings it isn't someone calling to wish you "happy birthday."

For the first few days, Tetuan said, he handled more than 300 calls each day. "For the most part, people were understanding," he said. "After the third day, though, they got a bit nastier. One woman, in fact, really cursed me out."

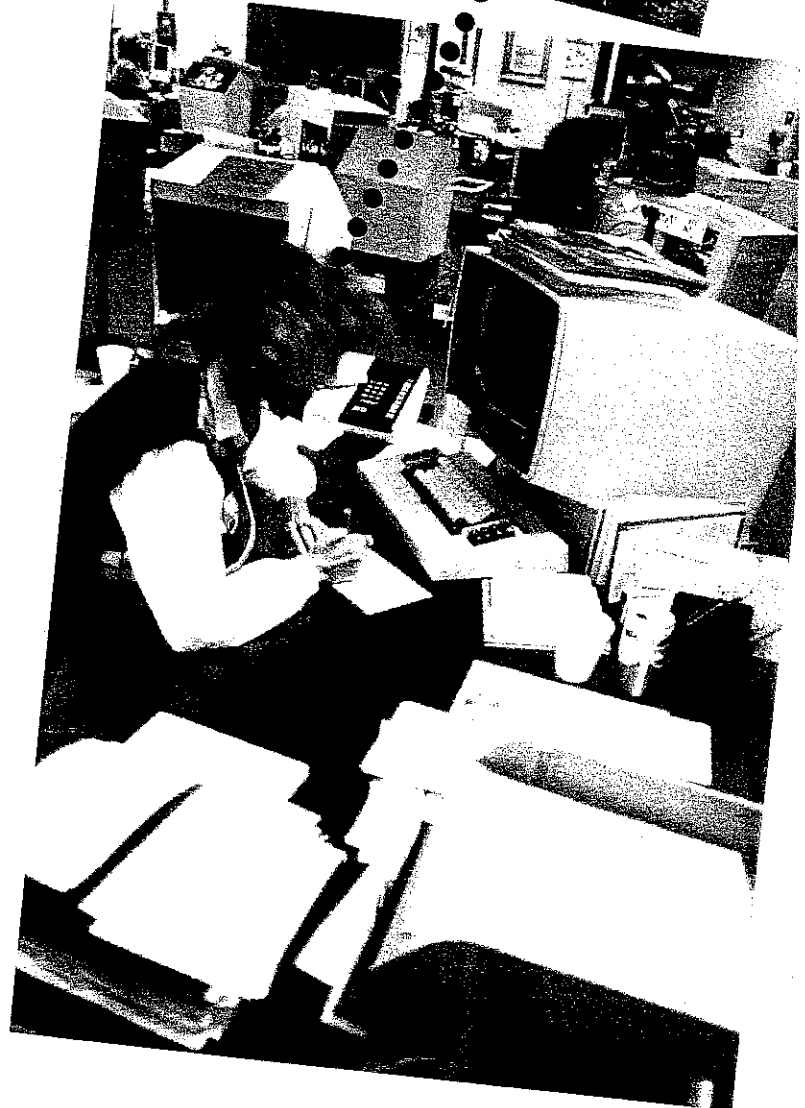
Tetuan added that the pressure increased significantly toward the end of the week. People began calling regularly and did not neglect to tell him that this was their sixth or seventh call.

Nearly three weeks after the hurricane, Tetuan said, he was still receiving calls concerning individual services. "Some homeowners were having problems because of salt spray on their lines; that's why they were losing power again," he said. He added that some customers—quite a few, in fact—said they thought they were entitled to a discount on their monthly service charge because of the outage.

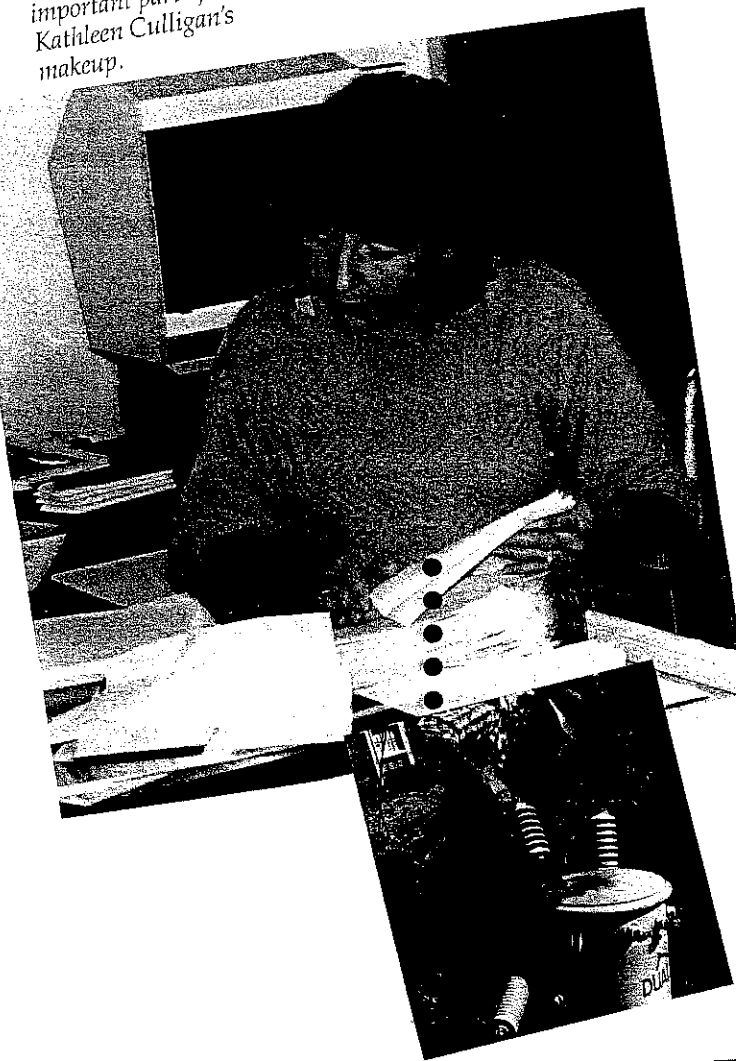
HAVING NINE CHILDREN HELPED

"Serene" is probably the best way to describe Grace Barbour, another of Madison's customer service representatives. On the phone, her voice is soothing, friendly. No matter how strident the caller becomes, Barbour keeps

It's always nonstop action at Madison—and other customer service centers—even during non-emergency times.



Empathy is an important part of Kathleen Culligan's makeup.



her cool and tries to make the other person see NU's position—or problem.

Grace Barbour has had years of practice in developing her patient ways. She has nine children. "I once told them, 'I don't know how I could have done this job [CSC rep] without all you kids driving me crazy!'" Barbour said.

Actually, there is a more practical attitude that has made Barbour an effective CSC representative. "You can only take one call at a time," she said, "so if you hear each person out and try to understand their problem, you won't let yourself get upset. Most customers become much calmer if they see you have an interest in them."

Barbour, who has worked in the Madison CSC for more than four years, said that doing the midnight-to-noon shift during the restoration had its interesting moments. "One woman called early every morning—about 3 a.m., as I recall—just to scream at us for not restoring her power. She admitted to one of the reps that she set the alarm just for that purpose."

Life in a customer service center is seldom dull.

MOST PEOPLE UNDERSTOOD

For Edna Brycki, one of the most positive results of her extended participation in the CSC was a letter from a customer saying how courteous she was during a lengthy phone contact. "If you explain the situation to the best of your ability, customers understand. Most understood what we were trying to do," Brycki said.

During all of her 28 years with HELCO and NU, Brycki has dealt directly with customers. She began working for



Nine children helped Grace Barbour cope with anxious customers.

HELCO at Myrock Avenue in New London, as a switchboard operator. When the switchboard was removed, she took a customer service representative's position in Madison. She's been there ever since.

To Edna Brycki, it isn't enough to just *like* dealing with the public; you have to have a sincere interest. To every caller, she displays a politeness that almost always has a positive impact on customers. It has served her well.

AFRAID OF THE DARK

What do you do with customers who are afraid of the dark? Try to soothe them, but not get too deeply involved, since so many others are waiting for assistance.

Kathleen Culligan, senior customer service representative at Madison, had many calls from Eastern Region customers who admitted they were frightened to be without lights. "They'd always call late at night," Culligan said. "I really felt sorry for them and tried to be as helpful as possible."

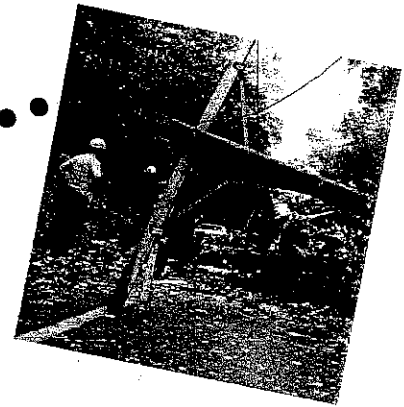
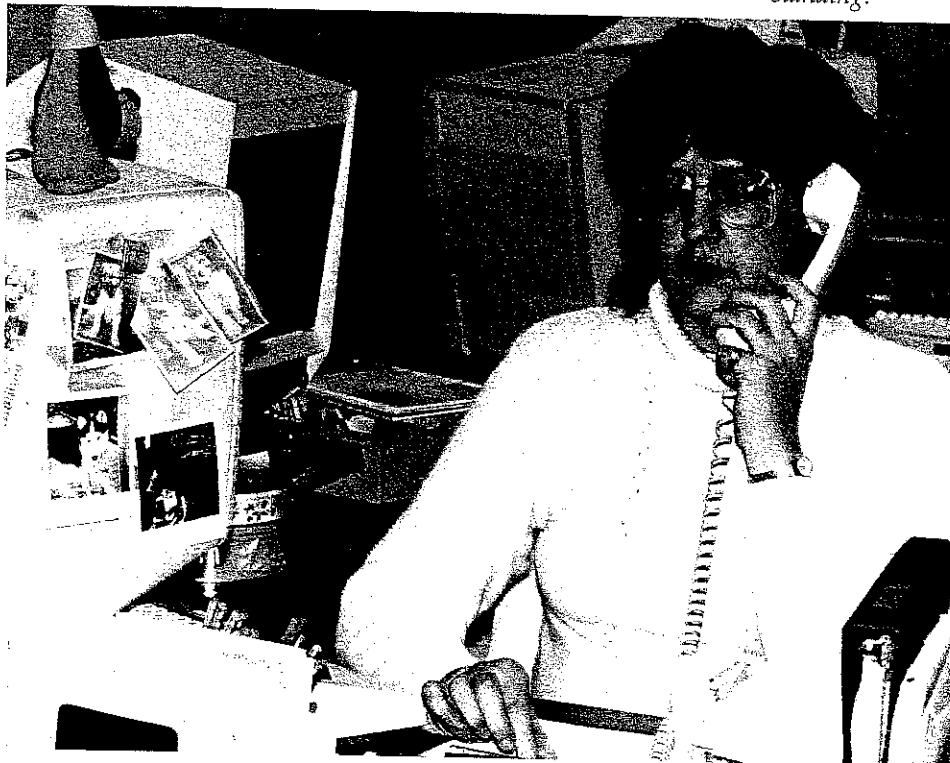
Most callers, she said, were understanding, though there were many—especially after the third day—who were less-than-gracious. "I handled the more difficult calls, and you could see the threads of patience wearing thinner as the week went on," Culligan said.

Some calls were from her neighbors, none of whom realized who it was taking the call from them. "After the restoration was over and they suddenly recognized my voice as the one they heard on the phone, they were very apologetic," Culligan said. "I heard them out, knowing what they had been through. There were no hard feelings on either side," she said.

Paul Broga, customer information supervisor, assists Pat Czepiel, senior customer service representative.



Edna Brycki—most people were understanding.



Never Were So Many Fed By So Few

(Note: Some NU employees were responsible for arranging food and room accommodations for the thousands of people involved in the restoration effort. In many instances, their ability to secure rooms at the eleventh hour was almost miraculous. The employees highlighted in this article are representative of the tremendous effort put forth by all, who performed these duties.)

In the company's regions, the task of locating rooms for outside crews, and restaurants willing to set aside space for feeding the workers, fell upon personnel from the Energy Management Services Department (EMS). Often, hard-hit areas were not exactly overly endowed with room space.

If Gary Van Voorhis, nuclear trainer—Nuclear Training, Berlin, ever decides to go into the innkeeping business, he's had a good start.

Perhaps a little too good.

Assigned to Danielson for the emergency period, Van Voorhis was asked to help get room accommodations for the incoming crews. Since the Danielson area was one of the harder hit areas, several hundred personnel would be needed.

Now, northeastern Connecticut is not a mecca of tourism, though it has sufficient room accommodations to handle "normal" traffic. Then again, not all situations are normal.

"We were getting more people every night," Van Voorhis said, "and I didn't know where we were going to put them."

Van Voorhis and his coworkers at Danielson got on the phone and made arrangements with every inn and motel in the surrounding area. Eventually, rooms were reserved as

far away as Worcester, Massachusetts.

"You never knew from day-to-day who was coming, or how many," Van Voorhis said. "Most nights, we had to double up men in a room, but we always managed to get a roof over everyone's head."

Persistence had paid off.

MEANWHILE, IN STAMFORD . . .

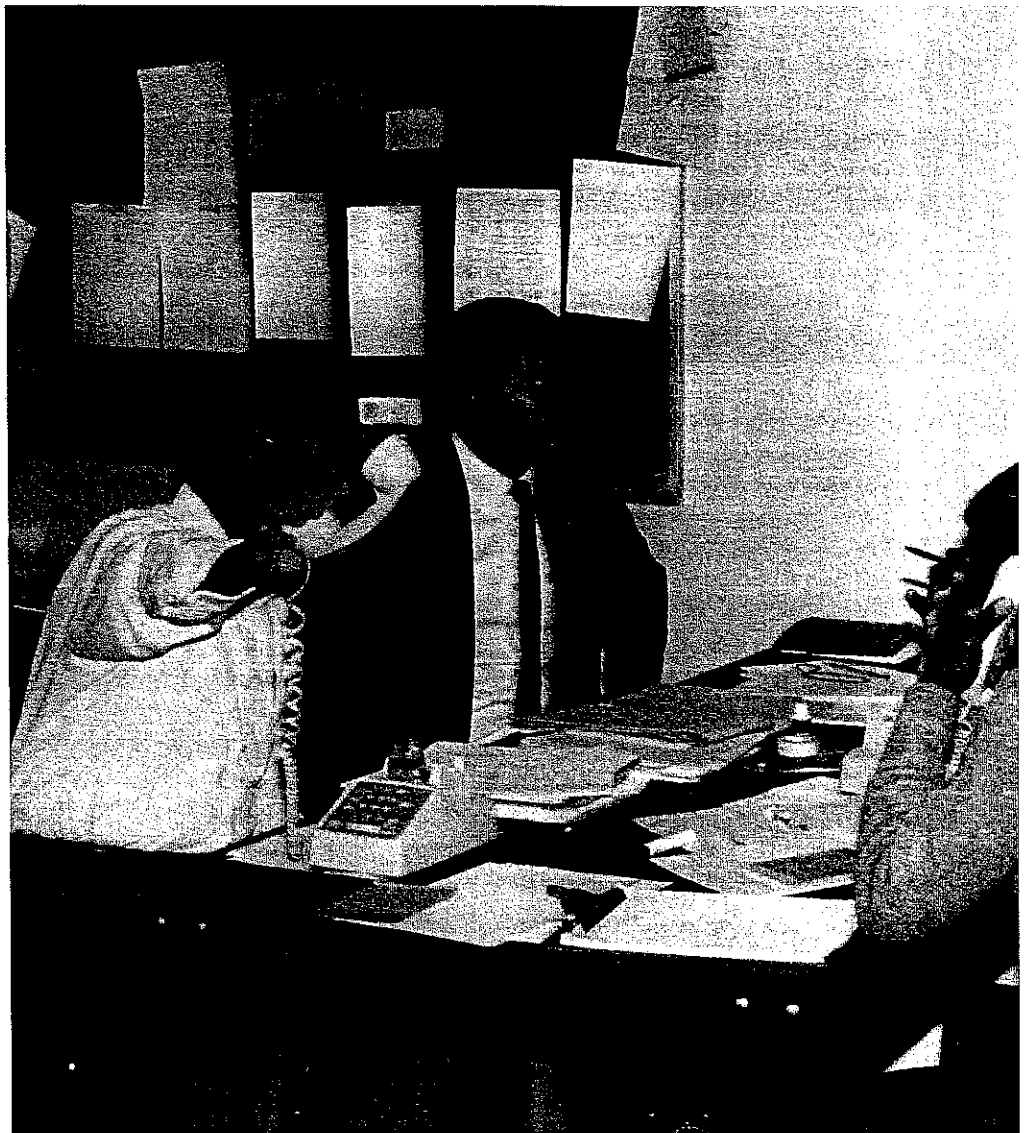
Marlene Springer, secretary B,
Energy Management Services

(EMS), Stamford, was one of NU's "reservations agents" during the restoration period. She was on the job in this capacity even before Hurricane Gloria struck.

During the emergency, Springer found herself in an even more unusual situation—several EMS exempt employees were reporting to her.

It was all in a week's work.

Realizing the impending hurricane could necessitate the bringing in of outside crews, Southern



Region personnel activated their emergency plan ahead of the storm. Springer was assigned the job of getting rooms for a couple of hundred people. By Friday, the day of the storm, she had managed to secure 300 rooms in the Stamford area.

In addition, Springer arranged for large areas to be set aside in local restaurants, to feed the emergency workers. She also arranged—with one of these restaurants—to have food brought into the Glenbrook Service Center, where the Emergency Operations Center (EOC) would operate.

"The cooperation was incredible," Springer said. "Not one restaurant charged more than they usually would; not one hotel or motel raised its normal rates. One restaurant, in fact, opened on Sunday for us. They're always closed on Sunday."

Springer worked closely with

Stanley Czernel, energy consultant—EMS. He logged all booking information onto the department computer and kept Springer advised on the status of rooms. If someone needed lodging, Czernel could advise his "boss" immediately as to what was available.

Also reporting to Springer during the restoration period were Richard Matthies and Ted Milone, consultants—EMS, and John O'Brien, collector—Business Office.

Springer's day always began at 6:00 a.m., when she would direct the crews to their work assignment. At night, she stayed at her work station—often past midnight—until the last crew member was at his assigned place of lodging.

What stands out in Marlene Springer's mind about the emergency is the way all the employees pulled together. "Even though we knew we had a job to do, it was

great to see the way people forgot about everything else and worked so enthusiastically," she said. "There were no managers, department heads, or clerks—everyone was a worker. It was just super."

DINNER FOR 16,900

Several weeks after Hurricane Gloria's damage had been fully repaired, Thomas Jennings, EMS manager, Eastern Region, calculated the number of meals served to crews and other emergency workers. The total was 16,900.

Jennings handled restaurant reservations and transportation needs for the workers. He also collected laundry and delivered it to a local laundromat (and not one piece was lost).

When you serve that many meals, though, you know you have quite a contingent on hand. Feeding, housing and transporting them is not very easy. Oh, yes—Jennings also hired buses toward the weekend, since rooms along the shore were becoming scarce.

"We had to find housing for the crews, because local motels had other commitments for the weekend" (of October 4-6), Jennings said. "We housed them in Hartford and Rocky Hill, then hired 12 buses to transport them back to the Madison area to work."

Thanks to permission from the ranger at Hammonasset State Park,



Many hours of steady phoning resulted in rooms for every member of the line and tree crews in need of lodging for the weekend of October 4-6. Making arrangements were (left to right): Leon Magiathlin, senior vice president—Regional Administration; Leonard Mediavilla, manager—EMS, Northern Region; Mack W. Jacobs, senior community relations program coordinator; and Sara S. Ellison, director—Community Relations. Ellison kept Francis L. Kinney, vice president—Public Affairs, (right), apprised of the situation.

the 140 crew trucks had a safe "home" for several days. Millstone 3 personnel sent a generator to the park, so security lighting could be run.

Even early into the emergency situation, Jennings was inventive. He learned that a local caterer had a lot of food on hand, because a party had been canceled, due to the storm. It was more than enough to feed emergency workers in the Madison EOC. "He was able to keep us supplied for the next 48 hours, in fact," Jennings said. "We hooked up a generator at his place of business and left it running until his power was restored."

Working alongside Jennings was Henry Werksma, energy consultant, EMS, Madison. At the peak of the restoration operation, he was trying to locate rooms for more than 700 workers.

"We were competing even with local residents," Werksma said. "The problem was, just about everyone was out of power for a time, and many residents were trying to rent

motel rooms. Also, they were piling into the restaurants at all hours."

Werksma admitted he did some "fast shuffling" to get all crew members housed. On more than one day, it was after 8:00 p.m. before this was accomplished.

"The weekend was the real problem," Werksma said. He had additional help, though, from the EOC at South Broad Street. There, Sara S. Ellison, director-Community Relations, and Leonard J. Mediavilla, manager-EMS, Enfield, made numerous phone calls, to assist Werksma, so he could meet the need for rooms. Camp O'Neill in Niantic was used for the weekend.

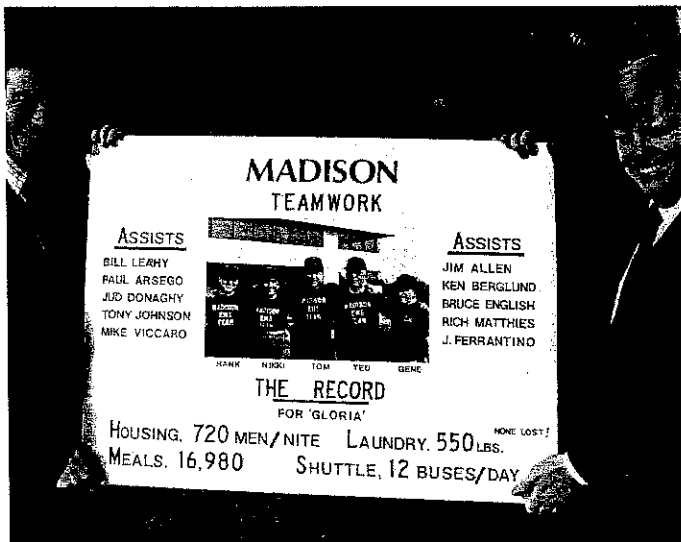
New London District also came through. Personnel there managed to find rooms in Mystic and booked them for the crews.

No one, assuredly, would like to repeat the reservations experience in the near future. They probably would agree, though, that meeting the challenges of getting beds and meals for everyone was a source of immense satisfaction.

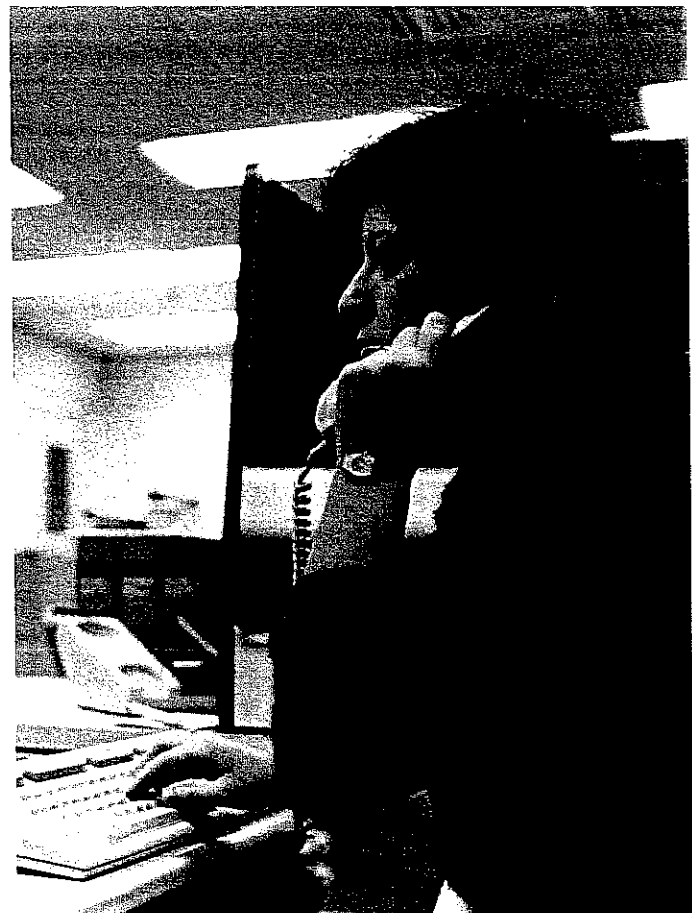
It wasn't easy; in fact, lodging was obtained as far away as Worcester, Massachusetts, but Gary Van Voorhis and others on the job in Danielson succeeded in their mission.



Thomas Jennings (left) and Henry Werksma arranged to feed and house more than 700 workers assigned to emergency duty in the Madison area. Others involved in the task were recognized in this poster.



In Stamford, Marlene Springer and other EMS employees worked long hours to house and feed crews.



They Wrote To Us- To Praise You

Because you did your job so well, hundreds of customers expressed their appreciation, by sending letters, cards and notes—some of them written on bill statements. Town and state officials and other leaders also wrote to praise your work following the devastating storm.

Customers' sentiments, overwhelmingly positive, told us that we can hold our heads high. Following are just a few of the comments received. We think you'll enjoy them.

Excerpts of Letters from Public Officials

"I want to say thanks for the fine way your people performed during and after storm Gloria. The magnitude of the job, and the trying conditions under which they worked made for unprecedented problems, but your people did the job in commendable fashion.

"Gene O'Neil was most cooperative, as was Bill Mayer, and I have nothing but kind remembrances of their help."

Warren E. Kingsbury
Former Mayor
Town of Berlin

★★★★★★

"I wanted to take a moment to thank you and your staff for the wonderful cooperation with the Department of Health Services during this recent crisis.

"I would especially like to single out Roberta Bromberg and Bob Carberry, who tirelessly answered questions and assisted my staff in trying to pinpoint critical power outages in health care facilities and water companies. Their calm and patient assistance was particularly appreciated during times of great tension and stress.

"While some of the pundits may be critical of Northeast Utilities' restoration efforts, I think you folks did a fantastic job."

Douglas S. Lloyd, M.D., M.P.H.
Commissioner
Department of Health Services
State of Connecticut

★★★★★★

Thank you for all you [Russell F. Newton, manager—Simsbury District] and your entire staff did for the Town of West Hartford and especially for the public schools in the aftermath of the hurricane.

"Against all adversity you worked tirelessly for us to restore full service. I personally want to thank you for your excellent communication with me. It was gratifying you were available every hour of the day and night and that ... you remained dedicated to putting our schools back on line as soon as possible."

Peter D. Relic
Superintendent
West Hartford Public Schools

"I think Northeast Utilities has done an excellent job in restoring power to Stamford's numerous citizens who had experienced the loss of electricity due to the storm. Your staff and work crews are to be commended.

"I also would like to thank you for lending us Mike Guarneri who, as you well know, spent the day with us on Monday. The calls into this office regarding power outages were many and Mr. Guarneri was able to handle them with much expertise."

Thom Serrani
Mayor
City of Stamford



"I am writing to congratulate you and your crews for a fine job of power restoration in Farmington in the aftermath of Hurricane Gloria.

"... I was very impressed by the rapidity of the restoration work and in the effort expended ... by your crews. I was particularly gratified and impressed with the cooperation between your field crews and the town crews. The effect was the most rapid restoration of power possible under the circumstances.

"I congratulate you and your entire organization for a job well done."

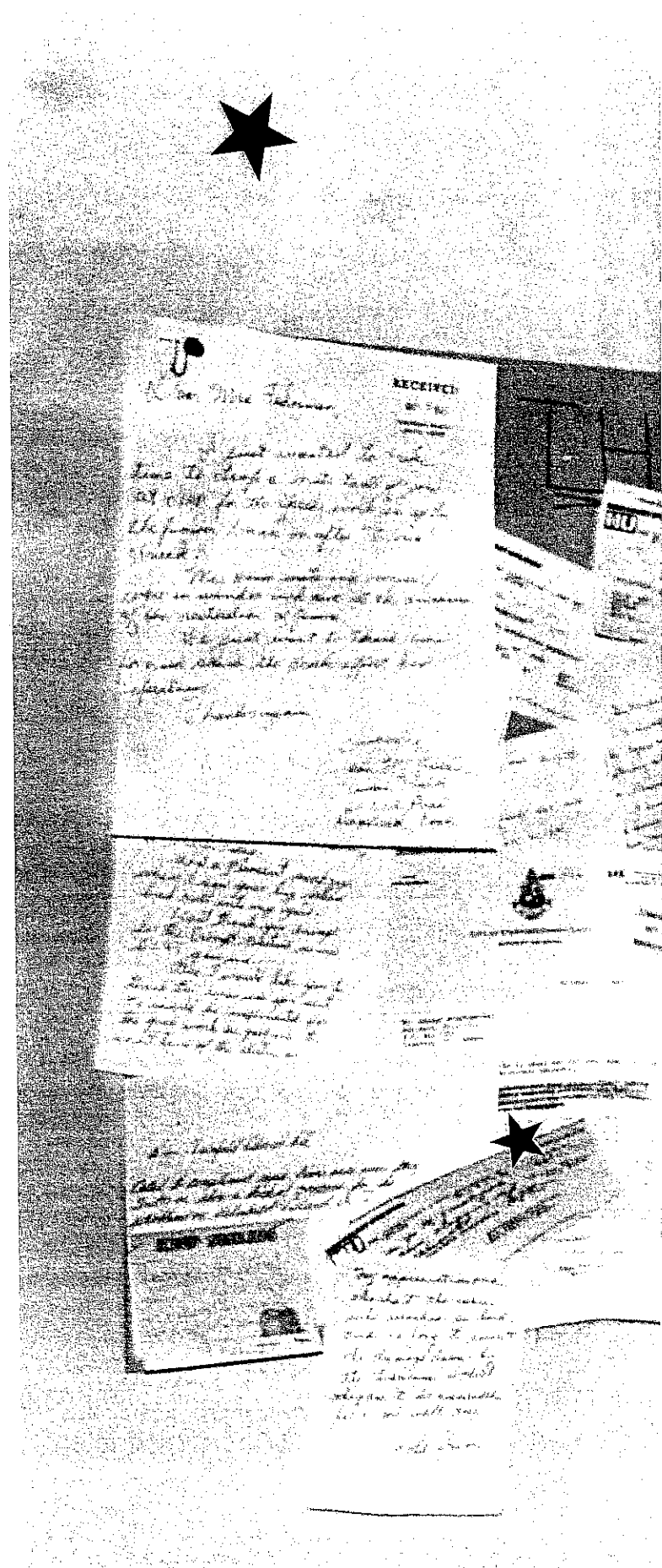
Thomas J. Wontorek
Town Manager
Town of Farmington



Excerpts of Letters from Customers

(from Hebron)

"We won't say we didn't mind the inconveniences of being without electricity and water for four days, four hours and ten minutes, but we can say we never felt that NU was insensitive or lax in their efforts to restore vital services ... Much of the credit should go to the NU people who masterminded an ambitious but accomplishable catastrophe response plan and those who worked with the media to communicate immediately and honestly the progress of your restoration work. Despite their own personal hardships, the crews we talked to and heard about were the epitome of grace under pressure. Your company's people—as well as those terrific folks from Pennsylvania, New York and Canada—deserve the heartfelt gratitude of the residents of this state."



(from Watertown)

"A sincere thank you from this CL&P customer, who recognizes your supreme effort during Gloria. I appreciate my electricity even more, and I truly appreciate your help. Thank you."

★★★★★★

(from Weston)

"I know you probably are getting nothing but complaints over Gloria and people not having power. But I, for one, would like to tell you I am more than satisfied with the service which you provide. Being in business for myself, I can imagine what you all have been going through. Thank you."

★★★★★★

(from New Canaan)

"Please accept my grateful thanks to the management and to each and every employee who took part in cleaning up after Gloria. The job is horrendous. You can be proud of the hard work you have done."

★★★★★★

(from Windsor)

"I, fortunately, was not one of the thousands of customers who experienced power failures resulting from Gloria . . . But I do have . . . family who were. Somehow they all survived and were patient in waiting for the return of their power. I want to commend all the men and women of Northeast Utilities who spent long, hard hours trying to restore the power back to normal. A large percentage of these employees had families themselves they had to leave behind while they performed their emergency procedures. With all the negative publicity Northeast Utilities has been receiving lately, I think you should know there are some citizens who appreciate and respect all that the Northeast employees are doing to return the comforts of life to their customers. Congratulations!"

★★★★★★

(from Sherman)

"Good job & well done. We are proud of the way our public utility has responded."

★★★★★★

(from Brookfield)

"You guys have done a bang-up job in fixing up after Gloria. Thanks."

(from West Redding)

"A note of thanks and appreciation to the over-worked, weary crews (local & out-of-state) and service operators for the wonderful job they did after Gloria's 'memorable visit'."

★★★★★★

(from Guilford)

"The restoration of power has been accomplished with amazing speed, considering the extent of damage to the power system. I have been irritated to hear complaints from politicians and the media, who appear to have forgotten what caused the loss of power and who appear to ignore the dedicated efforts of the Northeast personnel. I was particularly impressed with the mutual aid program that brought in crews from New York, Virginia, Florida and Canada. I also wish to mention the courtesy and cheerfulness of the Northeast personnel with whom I have dealt . . . I write this even though power has not been restored to my own home and probably will not be for several days. Power was restored on my street several days ago, but a tree is down on the service lines to my house. We certainly wish this were not the case, but we understand that priority must be given to large areas without power, before dealing with individual service lines . . . I believe Northeast has done a fine job in dealing with a very difficult situation."

★★★★★★

(from Clinton)

"We never know how much electric power means to us until we have to be without it for a few days."

★★★★★★

(from Jewett City)

"Thanks for the great job of restoring electricity to outlying parts of Connecticut. Your dedication, skill and perseverance deserve a special commendation."

★★★★★★

(from West Hartford)

" . . . The work, stress and strain I'm sure you endured are very much appreciated. I know you worked for hours on end, taking you from your own families and loved ones during a very difficult period of time."

★★★★★★

(from Columbia)

"You CL&P people are the greatest. God Bless you all."

(from West Hartford)

"May we commend you and your tireless workers who have been working round-the-clock to restore power in Connecticut after the hurricane. The officials who complained about Northeast Utilities seemed totally unaware of the magnitude of the job your people have been facing ... I think you would need 700,000 repair people to complete the job as quickly as people seem to want ... Please pass on our thanks for the people who have risked their lives during the storm ..."

★★★★★★

(from Brookfield)

"Just a note to let you know that someone knows what a dynamite job your crews have done during this storm. My family really appreciates and acknowledges your hard work."

★★★★★★

(from Plantsville)

"Keep up the good work!"

★★★★★★

(from Greens Farms)

"Thank you for the great job you are doing, cleaning up. It's appreciated."

★★★★★★

(from Lyme)

"Nice job after Gloria."

★★★★★★

(from Southington)

"Excellent job during Hurricane Gloria!!"

★★★★★★

(from Tolland)

"You're beautiful! You're wonderful! You're marvelous! You're spectacular! You're electricity!"

★★★★★★

(from Newington—a former politician)

"I feel that the entire state, and in particular the utility companies, have done a superb job during this emergency. It reminds me of war, and everyone coped in a masterful fashion. I have said this to a reporter ... who wanted to know 'how Governor O'Neill did.' Well, he did o.k., but it was all those troops out there who made him look so good."

(from Canton)

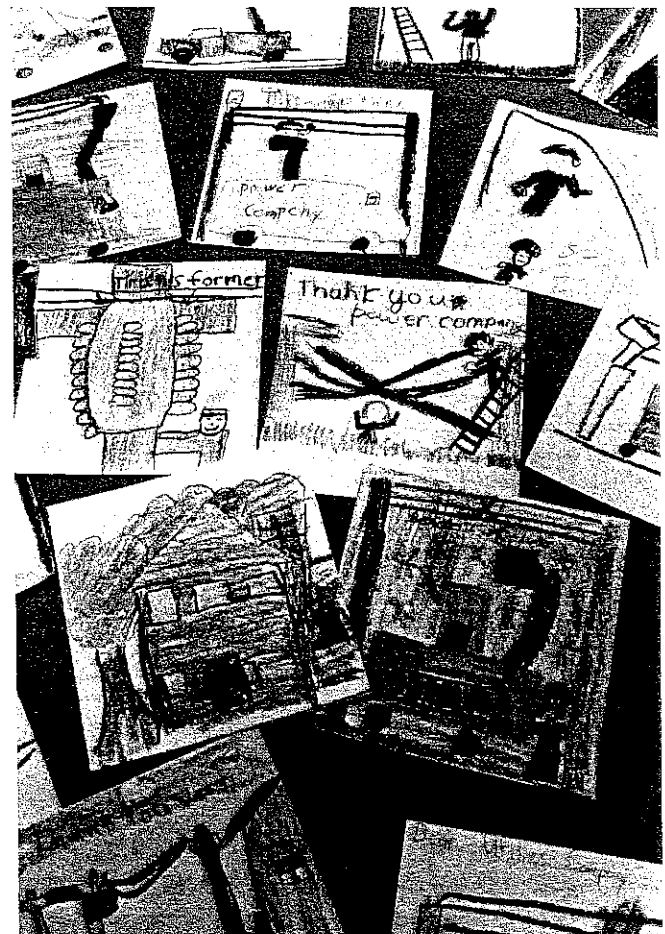
"In these days of negatives, I want to give all of you a pat on the back. Your ... getting us back with electricity was outstanding, considering all the trees, branches and whatever else was down ... Keep up the good work!!"

★★★★★★

(from Greenwich)

"Once again Northeast Utilities has done a grand job ... When I called to report our outage, I spoke with polite ladies and gentlemen. How do you manage to employ such courteous people? They must have been inundated with calls and yet their concern was remarkable."

A third grade class in a Madison District school expressed its appreciation.



Not all the letters we received were as complimentary. Some took the company to task. Here are several, followed by one from the daughter of an NU employee that, perhaps, puts everything into the best perspective.

(from a Connecticut State Senator)

“During the past few days, I have been distressed by reports from my constituents . . . who are still without power from your company . . . The lack of meaningful communication your firm has shown your ratepayers is extremely difficult for me to understand . . . it appears that few steps were taken to anticipate the heavy influx of calls to your company—calls which should be answered promptly and with care . . . Additionally, I believe that greater numbers of power crews could have been lined up in advance of this serious storm to deliver service to Connecticut . . . I will oppose any rate increase . . . until your firm develops and implements a comprehensive, improved plan to cope with future times of emergency . . . Without such a plan in place, I must report to the Department of Public Utility the critical problems your lack of communication has caused the residents . . . in recent days.”

★★★★★★

(from Norwalk)

“This is to bring to you my written complaint about the poor and at times callous disregard for the welfare of your customers on our grid whom you chose to go without electricity for . . . 72 hours as a result of Gloria . . . Our problem was an oak that had taken the service off a home . . . this was reported to your phone operators on day one of the outage. I contend that NU did nothing until after 72 hours has passed . . . I hope this will bring about a rethinking of your priority system but I do not hold high hopes for any improvement in your disaster response.”

★★★★★★

(from Durham)

“This is the sixth night with no lights or water . . . To me, your priorities are disgusting. If people had a choice to pick out what power company they could use, you would be at the bottom of the pile . . .”

★★★★★★

(from Wilton)

“Your efforts during Gloria were pitiful. Anyone else operating in this manner would be out of business.”

(The following letter was published in *The [Danbury] News-Times*)

Utility crews have exhausted selves

To The Editor:

I am writing in reference to readers' comments regarding the power outage due to Hurricane Gloria.

Everyone always complains about the loss of power, but no one ever sees the other side to the situation.

My father has worked for CL&P for almost 30 years. During this storm he had not been home for four days (and was still out as I wrote this). He and the other workers have averaged nine to 12 hours of sleep in the past 84 hours. The thought that someone who is so exhausted could very easily make a mistake and touch a live wire is devastating.

A few of the men are diabetic, like my father. The possibility that they may have an insulin reaction due to irregular eating and sleeping habits is very real and frightening.

This seems to me to be something to really worry about, not what to do with 60 people for a christening, as some did. This storm was predicted well. The party could have been postponed almost a week in advance, as the possibility of being without power for several days was forecast.

These men work very long, hard and exhausting hours to repair power to all who are without it. The emotional and verbal abuse these men take is very uncalled for and undeserved. They work as fast as they can—they want to get home, too. Many towns were hit very badly—Bethel and Danbury were very lucky—but CL&P serves many towns, some of which were not so fortunate.

Give these men and their families a break. Maybe this letter will make all the selfish people see the other side of the story. The next time one sees a CL&P lineman repairing the lines, why not say, “It’s nice to see you. How are you holding up? Can I get you a cup of coffee?”

DIANNE COOK
Danbury

Proud Moments; Unusual Rewards

"It didn't matter whether you were exempt or nonexempt, union or nonunion—everyone did their best without batting an eye, until the job was completed."

—Wendy Manemeit, Rocky Hill

As is the case in virtually every emergency situation, stories of exceptional service, even valor, are revealed after everything has returned to normal and employees are back to their regular work assignments. There were many such moments during the restoration following Hurricane Gloria. Some were humorous; some were touching; some were inspiring.

All were worth mentioning.

The following anecdotes reveal that indefinable "something" that our people always possess when in service to others. It's a special kind of spirit and camaraderie that make everyone's job not only easier, but also more rewarding.

We thank everyone who submitted ideas and examples, about themselves and others. Without their help, this article would not have been possible.

On The Job—No Matter What

Meter readers helped electrical contractors to replace individual services at customers' homes. Several Madison meter readers, along with electricians and tree crews from Virginia, even got a moment of public recognition. Upon entering a Guilford restaurant—in uniform—they were accorded a standing ovation from the other patrons.

Kim Desjardins, chief clerk, Mail and Reprographics, Berlin, was not assigned to emergency duty. She volunteered to work at the Civil Defense office in Meriden on the day of the storm. The next day, she volunteered her services at Berlin Central Warehouse and worked there until the emergency was over.

John Harrington, civil engineer, Building Projects Engineering, South Broad Street, volunteered to work in Madison—the area of greatest need—and was gladly accepted. His assignment was to work with Hydro-Québec crews, which were sent to restoration areas by Marcel L. Archambault, area supervisor—Lines, Pittsfield.

Mary T. Ronzo, office supervisor, Connecticut Yankee, was on vacation the day Gloria hit. She and her husband live in Old Saybrook and were evacuated early Friday morning to Old Saybrook High School. Not people to sit idly, Ronzo and her husband volunteered their services. She registered evacuees; her husband directed people to different locations in the building.

Kevin Dumas, a serviceman at Norwalk, was coming to work early one morning when he saw a truck on fire, on Interstate 95. He stopped his vehicle and raced to assist the injured driver. He and another passing motorist dragged the truck's driver to safety only seconds before the truck exploded in a ball of flame.

Tribute To A Fallen Comrade

On Friday, October 4, Lineman Dorville F. (Toby) Simpson died tragically in the line of duty. Upon hearing the news from Gregory Lattanzio, senior field technician, East Hampton, a group of crews from West Penn Power, working in the East Haddam area, knelt in the center of the road and offered a prayer for their fallen brother.

The Hydro-Québec crews learned of Toby Simpson's death and immediately took up a collection for a floral arrangement. The card accompanying the arrangement to the funeral home read, "From your companions at Hydro-Québec."

Notre Amis Du Nord

For the first time ever, NU personnel had the opportunity of working with crews and other employees from a Canadian utility. Wendy Manemeit, employee benefits and services representative B, Compensation and Benefits, Rocky Hill, helped guide the Canadians in Portland and Middletown. The crews presented her with flowers and a plant.

Though he had never studied French, Robert Eppinger, senior engineer, Nuclear Safety Engineering, Berlin, copied some vocabulary pages from his daughter's French textbook. During the time he worked with Hydro-Québec crews, Eppinger became a quick learner. He never needed a translator.

NU employed some local residents as interpreters during the visit by Hydro-Québec. One of these was a woman who lives in Colchester. Her surname is Webster. Her first name? Gloria, of course.

Perhaps few employees will remember the storm's aftermath more than John Johns, formerly senior field technician, Madison. His retirement party was supposed to be held on Friday, October 4. Unfortunately, restoration work was still underway and the party had to be postponed. Somehow, the Hydro-Québec crews with whom Johns was working in the Saybrook area learned of his impending retirement and his birthday. They secretly arranged for Johns' wife to be present at a local restaurant, bought a cake and had it held at the restaurant for their arrival. Oh yes—Johnny Johns retired on October 6, but worked more than a full shift on October 5.

Exceptional Service By NU and Others

One man in Old Lyme, not an NU employee, patrolled sections of Routes 82 and 156 in Lyme after the storm. He noted pole numbers where wires were down, then flagged down an NU crew and handed them his findings, which he had printed on the back of an unopened insurance statement. "I don't need the statement; you keep it," he told the grateful NU crew.

One Simsbury employee brought in waffles, juice, bacon, and eggs one morning and cooked for each shift. While this was a thoughtful gesture in itself, it was made more so in light of the fact that she had not had power in her own home for five days.

In Granby, a resident had power restored at 4:00 a.m. on Wednesday, October 2. He set out right away to make ice and then contacted NU and asked if he could help others who still lacked electricity.

Humor Always Rises

No emergency is totally without its moments of humor. Despite the seriousness of the situation, a couple of laughs not only relieve tension, but also seem to make the awesome task a bit easier.

An inventive customer in Stamford came to the Glenbrook office two days after the storm. He talked with Robert Entwistle, manager—Energy Management Services, Southern

Region. The man asked politely, when service might be restored to his area. Entwistle explained the seriousness of the situation but promised everything possible was being done. The man thanked Entwistle, asked for his name, and left. Two days later, Entwistle was told by a Stamford lineman that he had been stopped by a local resident. The resident, the lineman said, assured him "Bob Entwistle lost all the paperwork concerning the outage on our street and that I [the lineman] was to go directly to his house and hook up his service." The lineman did no such thing, of course, but he couldn't resist sharing the story with Entwistle.

Patient customers also provided a heart-warming—and sometimes humorous—touch. One elderly man in Scotland, Connecticut, received his power more than five days after the hurricane. When the NU crews asked if he had called in his outage—he lives in a remote area—the man said, "No, I knew you'd find me sooner or later!"

A bride-to-be got an unexpected, and pleasant, surprise during the restoration period. An NU line contingent trudged into a Southington restaurant to take a short lunch break. In an adjacent room, they noted a bridal shower in progress. Almost spontaneously, a collection was taken up and the linemen presented the young lady with \$50.

One of the most unusual incidents occurred in Salem, Connecticut, involving a crew from New York State Gas and Electric company. The crew's foreman, Jim Cross, was approached by Salem's first selectman, who asked when a "hardship" area in town would be restored. Cross said it would be in service by 2:00 p.m. that afternoon. So sure was he of his estimate that Cross jokingly made a bet with the first selectman. If the work was completed by the self-imposed deadline, the first selectman would do the crew's laundry. Otherwise, Cross would do it. The first selectman agreed—and lost. At 1:57 p.m., the area in question was energized. The first selectman held to his end of the bet, all in the name of good sportsmanship.

At least two employees made the newspapers during the restoration. Thomas Newton, station technician A, Connecticut Yankee, was featured in a front-page article on *The Saybrook Pictorial*, for his work as a supernumerary police officer. Newton and another officer cruised the shoreline area as the storm increased in intensity, warning people to evacuate and, later, arresting an assault suspect.

Nicholas Gorra, financial analyst, Berlin, directed tree crews in New London. In an editorial, *The (New London) Day* called Gorra "a

symbol of the massive effort underway to make things right again." In praising NU, the editorial went on to say, "Those who complain should consider how efficiently and, in some sense, miraculously, the workers have performed . . . these men and women have worked diligently to make our lives better as soon as possible. We ought to take every opportunity to thank them."

Finally, there was the family in Willimantic, who received service back after a week. One of the first things they started to do was reset all the electric clocks. This turned out to be unnecessary. The family quickly discovered the power had been off exactly one week—to the minute.

The Saybrook Pictorial

October 1, 1985

Volume 22, Issue No. 50

Valley Shore cleans up Gloria's mess



OFFICER Thomas Newton announces the police speech over the P.M. when coming people to evacuate. The panic in a heavy inventory, Sergeant Thomas Newton.

The Day

Nick Gorra, who ordinarily spends his time as a financial analyst for Northeast Utilities, stood on New London's Glenwood Avenue directing a lineman in a cherry picker as he cut limbs from overhead wires. Gorra was among the countless Northeast employees sent into the field to do anything and everything they could to clean up the mess from Hurricane Gloria. He was, in fact, a symbol of the massive effort under way to make things right again.

Nick Gorra and Tom Newton were mentioned prominently in newspaper articles while on duty.

HURRICANE GLORIA AND NORTHEAST UTILITIES

By Joseph L. Ireland

South African coast September 1985

Hurricane Gloria came alive

Creeping across the Atlantic

She developed into a category five.

Threatening the East Coast

With wind and rain

People were preparing

From Florida to Maine.

She was certain to land

But where would it be

Everyone was praying

She would die at sea.

She came to Connecticut

As an unwelcome guest

And laid waste to the land

In pursuit of her quest.

She hurried on North

Leaving death and destruction behind

May we never again

See the likes of her kind.

NU employees

Eight thousand strong

Were at the ready

When Gloria had gone.

Assessing the damage

Of the disarray

A half million customers

Without electricity that day.

From surrounding states

And Canada too

Came utility crews

To help me and you.

The work day was long

Sixteen hours and more

The last customer was restored

Ten days after Gloria came ashore.

One NU lineman died

While doing his share

Please take a moment

In silent prayer.

Great employees Great efforts

Great accomplishments Great company

During the storm and for all eternity

These are the employees and the company

Northeast Utilities.

(Joseph L. Ireland is manager—Energy Management Services, Cheshire.)

Reflections from Employees

Many employees had positive comments on their experiences during the restoration process. Some are reproduced elsewhere in this special publication. Two others, received after normal work routines had been established again, perhaps best sum up that special kind of spirit our people possess.

Miles Cochran, cost and schedule analyst, Generation Projects, Berlin: "I've been at this for the past 12 or 13 years. This was the worst storm in both manhours and physical damage. I will be out whenever they call or a storm hits, as long as I can help out. I feel all personnel with whom I worked did their jobs as hard and as safely as they could, under the conditions at the time."

Warren A. DeMartin, field analyst, Distribution Operations, SBS (in a memo to Robert Cowell, area supervisor—Lines, Amherst): "... I had the distinct pleasure of working with Crew Supervisor Doug Bysiewski, Doug Richardson, lead lineman, Bob Reyor, lineman, Gary Fischer, line mechanic, and Mike Osciak, lineman. ... I have seen none better. I say this with 29 years of field experience, working closely with the overhead and underground departments in the Central Region. Their ability to work as a team and their true concern to restore service to the customer undoubtedly expedited the restoration process, while cutting no corners in safe work practices ... their unselfish cooperation with our tree crew was excellent. ... They worked hard and long and exemplified what this utility's foundation is

made of. I was deeply impressed and proud to be a small part of it."

A New Twist To The Marital Arts

"See you after this is all over."

So said Charles Deranleau to his wife, Marianna, after both were called to emergency duty following Hurricane Gloria. They would not see each other for nearly ten days.

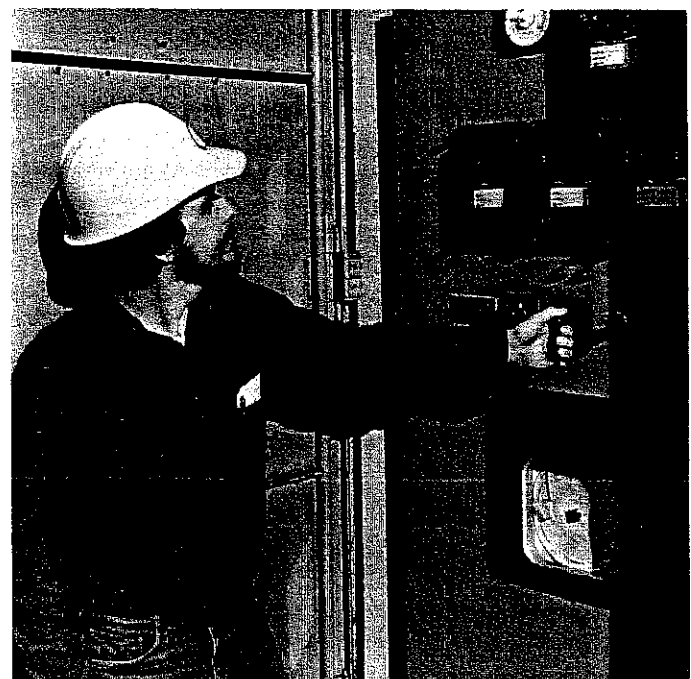
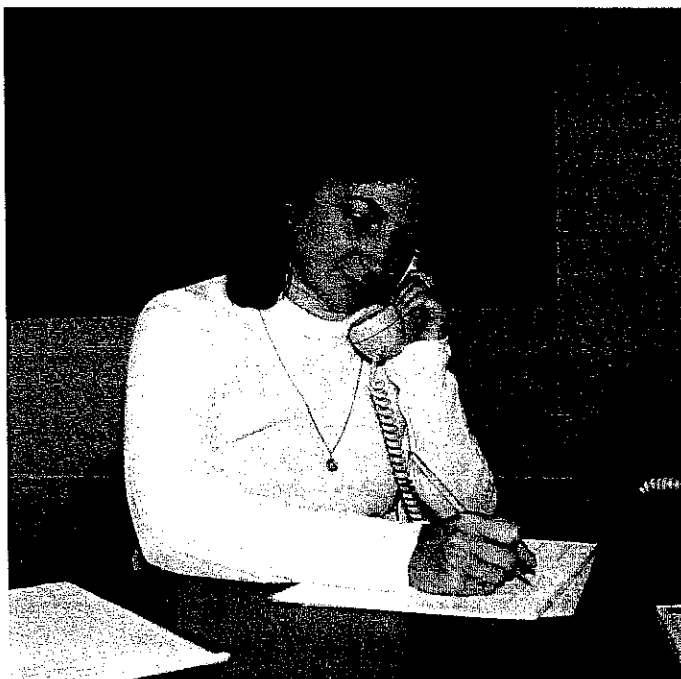
It is not unusual for two people, both working for NU or one of its companies, to meet, fall in love and marry. What is a bit different, though, is when the couple must go its separate ways during an emergency.

Two such couples found this to be the case after Gloria. For one, it was their third storm apart; for the other, the experience was brand new.

The Deranleaus are no strangers to emergency duty. Marianna, usually an engineering technician A, Distribution Systems Engineering, SBS, spent the better part of ten days in the "War Room" at SBS, taking outage reports from Southern and Western Massachusetts Regions. Charles, a substation electrician, Sheldon Street, worked long hours repairing damage to substations and related facilities in the Hartford area.

Since they are "veterans" at emergency duty, being prepared for the hurricane was no big deal. "We just shut down the house and went to our assignments," Marianna said.

Charles concurred. "You have a job to do and you do it. It's as simple as that." He added with a smile, though, "When it was over and we



Marianna and Charles Deranleau at work during the restoration period.

were together again, we celebrated with a bottle of champagne."

For Susan and John Woron, separation was no less difficult. John, telecommunications technician, Telecommunications Engineering, SBS, was assigned to Danielson, where he assisted NU electricians who were putting up individual house services. Sue worked in the War Room, handling outage report calls from Northern Region.

"I stayed in Worcester, Massachusetts, during the outage effort," John Woron said. "There was not much hotel space in the Danielson area."

For Sue Woron, handling and transmitting outage reports was interesting and challenging. "It was my first experience doing this kind of work. It also was tough, being separated from John, but we survived," she said.

For the Worons, the miles shrank rapidly after the emergency was over. They both said that working under emergency conditions was trying for what it did to their family life, but both agree such duty is part of working for NU.

"When you're needed, you go," they said.

This editorial, praising the restoration effort, was published by a Connecticut newspaper.

Maybe it's because there was no overwhelming property damage and loss of life. Maybe it's because we have grown soft and unaccustomed to our creature comforts. Probably it's because there has to be a scape goat. Whatever the reason, the utility companies have been taking a beating because of Hurricane Gloria. Calls for investigations, blaming of line crews and utility officials are appearing. Even though there was no physical personal property damage as a result of the storm, the damage to the electric utilities is staggering. Officials say it is the greatest damage to the electric companies ever announced in the state and the cost will probably exceed \$200 million. At the worst point over 750,000 customers were without power. Why do people think that all it would take to repair such devastation would be the flick of a switch? All at once we gave some credence to the unspoken indignation of the storm, the line crews and the back-up staff. And how would you like to have been the individual making the telephone call at the company offices? It must be more than a little frustrating to the Connecticut utility workers to see all the attention given to the out-of-state and Connecticut news. Have we forgotten these people were working double shifts for a week, taking a real abuse from incidents impatience to have their power restored? Have we forgotten just what hazardous jobs they were doing? The death of the lineman on Essex should not be a tragic reminder of just what these individuals were doing when they climbed a pole. The communications tower for Hartford and my own doing, I remember dedicating of information, but let's understand what these utility companies have endured. A disaster is disaster, that is no point of planning could have prepared for this difficulty for those without power for 2 weeks. It became a fact, but maybe they should have been around for a number of weeks and seen roads where there were no roads, and a road was a hundred feet instead of a single feet. They were there covered when the utility employees of the state and out.



Sue and John Woron - together again.

Twoscore and Seven Years Ago . . .

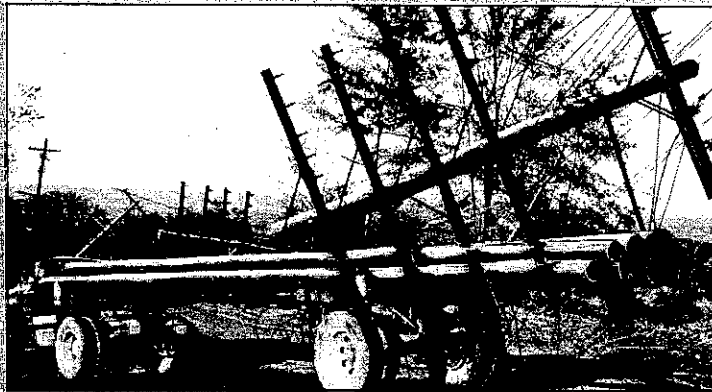
It was 1938—47 years ago—that the worst storm of any kind roared into Connecticut. Called The Great New England Hurricane, it destroyed or heavily damaged properties all over the state. Damage to utility facilities was particularly severe.

But some things never change. The dedication and determination of CL&P's line crews—assisted by out-of-state crews—resulted in the distribution, transmission and generating systems being brought back to full restoration as quickly as humanly possible. As was the case following Hurricane Gloria, employees rallied immediately to help out in whatever way they could.

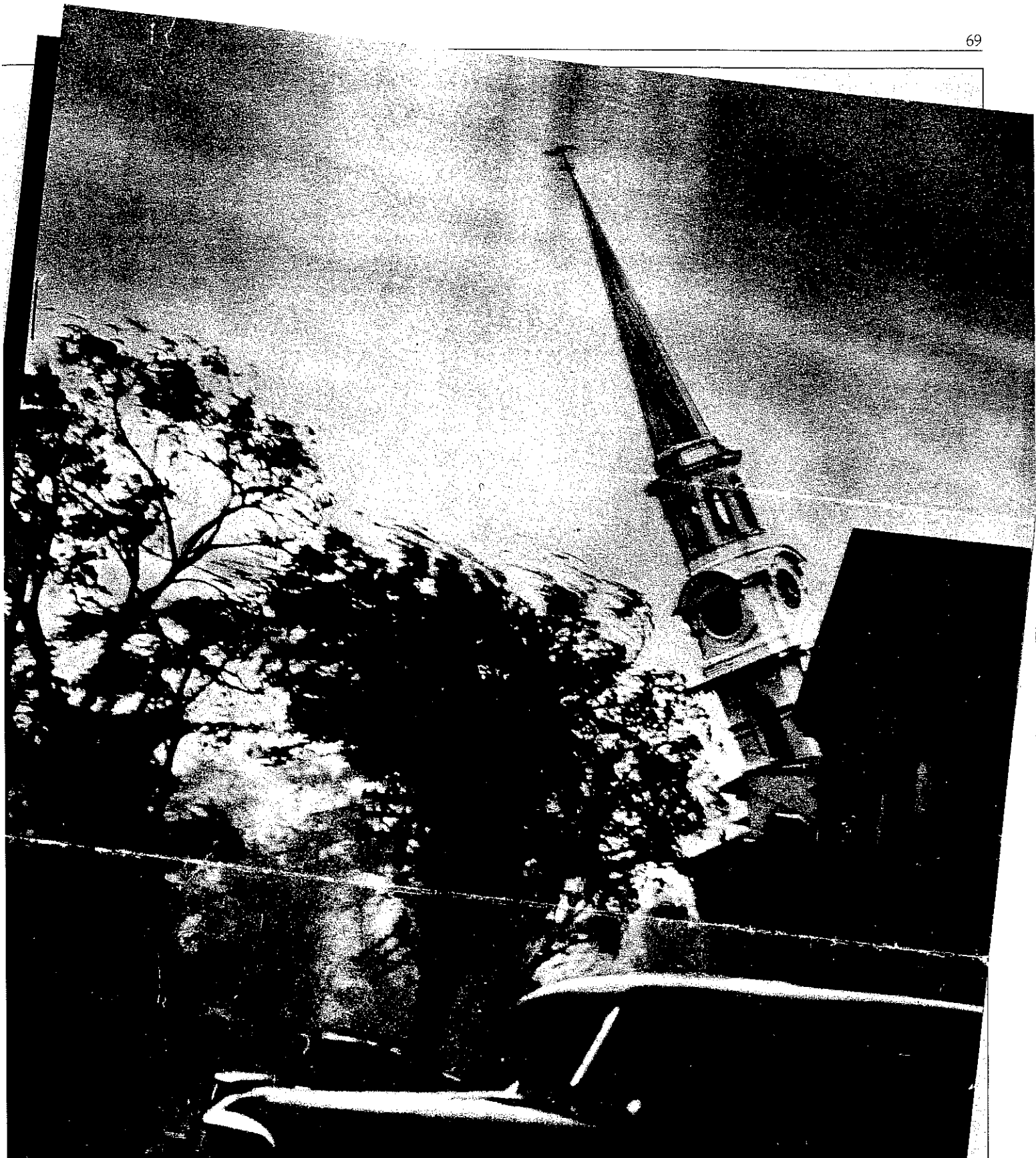
CL&P issued a special booklet to customers, depicting some of the massive effort that was required to put things back in order. Some of the photos from that booklet are reproduced on these pages.

Clarence L. Campbell, then CL&P president, wrote in the booklet: "We are proud to learn that you share our confidence in the men and women who form our organization. This booklet gives you an idea of the conditions they faced as a united, valiant band, and the splendid manner in which they tackled the tasks of rehabilitation."

**ONE TRUCKLOAD OF
A TRAINLOAD OF** poles purchased to replace those snapped off by the high wind. Money has been no consideration in speeding the vital work of restoring service.



(Our thanks to Keith R. Maroin, director—Purchasing and Materials Management, for providing us with the booklet.)



**When the Great Hurricane
of 1938 swept Connecticut**



DISRUPTED were electric, gas and water services in Rockville. Company men are repairing two.



DOWN — ON THE FARM. Every effort was made to restore service promptly to farmers, but their isolation made task doubly difficult.

PICTORIAL HIGHLIGHTS OF DETERMINE THE CONNECTICUT LIGHT AND POWER



MEN MUST EAT, and at New Britain service building the company fed its workers and housed many of them.



ONE OF FIVE sub-stations halted by flood. The other 71 similar plants functioned continuously.



WASH-OUT at La one of the company.



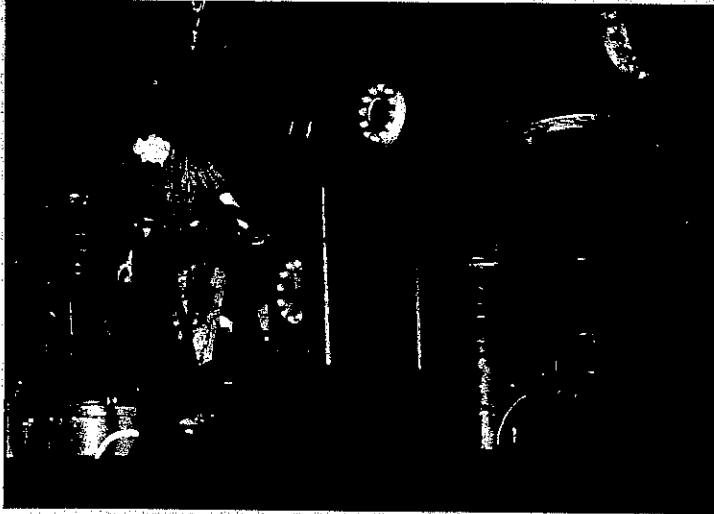
THE PITCHING ARM of the company's sales manager in Danielson was vital in maintaining service to the hospital there. Across 300 feet of turbulent Quinnebaug River waters, he hurled a rock to which first a light line, then rope, then wire was attached.

HOSPITALS, fire stations, and other essential public services were attended to first in restoring electricity.





P&MM Kept Stock—By Land and Air



LASHED BY TIDAL WAVE outside, Devon Station was calm within. Electricity was made here uninterruptedly during crisis.



TWENTY HOURS A DAY during the emergency this clerk at Essex remained at the switchboard.

TRUGGLE BY THE MEN AND WOMEN OF PANY TO RESTORE ESSENTIAL SERVICES



Salmon River, where arms let go.



SHOULDER TO SHOULDER with men employees the women worked, doing all manner of unusual tasks.



TWELVE HOURS AFTER HURRICANE these transformer-laden Boston trucks arrived in Waterbury.



TEMPORARY REPAIRS were made first, as a rule. Permanent reconstruction will require many weeks to complete.



NORTHEAST UTILITIES

THE CONNECTICUT LIGHT AND POWER COMPANY
WESTERN MASSACHUSETTS ELECTRIC COMPANY
HOLYOKE WATER POWER COMPANY
NORTHEAST UTILITIES SERVICE COMPANY
NORTHEAST NUCLEAR ENERGY COMPANY

General Offices • Berlin, Connecticut

P.O. BOX 270
HARTFORD, CONNECTICUT 06141-0270
(203) 665-5000

WILLIAM B. ELLIS
CHAIRMAN AND CHIEF EXECUTIVE OFFICER

October 7, 1985

Dear Employees:

The aftermath of Hurricane Gloria was, without question, the most intense and challenging period NU has ever had.

And, you were outstanding.

NU had planned for disasters. We had procedures in place. We had routines and checklists and fallback positions. As the storm approached, we made the proper telephone calls, manned the key positions. In many ways, our success could be credited to that planning, preparation and organization.

But it's not the planning we feel best about.

What made it all work beyond all expectations was you--all of you. Line crews in bucket trucks, dispatchers and runners in work centers, secretaries and mappers on line patrols, buyers and stock clerks who kept needed parts coming, mechanics who maintained trucks, support staff of all ranks who did the thousands of jobs that had to be done quickly and efficiently. To paraphrase another speaker about another crisis: "Uncommon effort was a common virtue."

Through it all--the long hours, the unfamiliar jobs and locations, the occasionally short rations; through too much work and too little sleep, too many phone calls and too much time away from family--you kept your sense of humor, your patience and, above all, your determination to see the job through. And, out of the urgency, the intensity, the fatigue and even the tragedy, came a sense of camaraderie, pride and a renewed awareness of just how valuable Northeast Utilities is.

We went into this crisis a good company. We're coming out of it a great one.

I've never been more proud to be associated with anybody.

Bill

Northeast Utilities
System Communications
P.O. Box 270
Hartford, Connecticut 06141-0270

Bulk Rate
U.S. POSTAGE
PAID
Permit No. 4917
Hartford, Conn.

SCOPE

Special Issue Hurricane Gloria/1985

RETURN POSTAGE GUARANTEED

Published for the employees and retirees
of NU system companies and their families
by: SYSTEM COMMUNICATIONS

EDITOR James F. Malerba
STAFF WRITER Marjorie H. Minervini
PHOTOGRAPHER George J. Betancourt
DESIGN Harry Rich Assoc., Inc.

SCOPE ADVISORY BOARD

Marilyn T. Brossmer Jan F. Morris
Jose A. Chavez Henry B. Prescott, Jr.
Georganne Grant William F. Semanie

SCOPE

Northeast Utilities P.O. Box 270
Hartford, Connecticut 06141-0270
Telephone (203) 665-5193 or (203) 665-5192





1937 - 2011

International Brotherhood
of Electrical Workers

Local 420

550 Wolcott Street
Waterbury, CT 06705
Tel 203-757-9639
Fax 203-757-9426

'E' Mail: IBEW@SNET.NET

Business Manager
& Financial Secretary
Frank E. Cirillo

Assistant Business
Manager
John K. Unikas

President
Richard Golembiewski

Vice-President
John Burke

Treasurer
Robert J. Lanese, Jr.

Recording Secretary
Joseph A. Malcarne

Executive Board
Members
Chairman
David Stockmal

Vice-Chairman
Douglas Allen

Recording Secretary
Steve Casper

Doug Allen
Steve Casper
Angelo Coppotelli
Tammy DiJoseph
Jeff Laviana

Marcos Lugo, At Large
John Mihalov, At Large
Robert Russo
David Stockmal, At Large

William J. Stolba, II
Darryl Vailonis
Trustees
John Burke
Marcos Lugo
Sean Scanlon

(J)

November 18th, 2011

Good afternoon distinguished members of the two storm panel assembled by our Honorable Governor Dannel Malloy.

Thank you for taking the time to hear our concerns. My name is John K. Unikas. I was hired as a Lineworker in 1971 and worked hundreds of storms for 33 years until 2004 when I became a full-time Union representative. The area Local 420 of the International Brotherhood of Electrical Workers represents is the Western portion of our State. (See map).

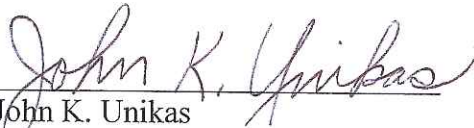
Since 2009, (the arrival of Jeffrey D. Butler) Connecticut Light and Power Company has handled storm restoration in a different manner than in previous years. The March, 2010 storm that caused outages in the Southwest region of Connecticut, the June 2010 storm that hit the greater New Milford area, Tropical Storm Irene, and the latest October, 2011 snowstorm; these four storm events all seemed to take much longer to restore power than usual and this is my humble opinion why.

First and most importantly, the number of lineworkers have been greatly reduced over the years. Secondly, restricted hours worked and mandating at least 8 hours off resulted in longer restoration of electric service.

Previous to 2009, linemen worked 18-20 hour days with 6 hours off for storm restoration. The past four storm events, workers were restricted to 16 hours of work and at least 8 hours off. This, in my humble opinion, resulted in our customers having to be in the dark for more days than necessary.

I will be more than happy to explain my stance and answer any questions the Committee might have.

Thank you.



John K. Unikas
Assistant Business Manager
LU 420 - I.B.E.W.

JKU/mbr
Opeiu 376 afl-cio

THE CONNECTICUT LIGHT AND POWER COMPANY
COMPANY PROPOSALS FOR A NEW JUNE 1, 1995 AGREEMENT (BLUE BOOK)

WITH
LOCALS 420 AND 457 - I.B.E.W.

1 of 1
from Co.
7/3/95
TOPIC

TEN-HOUR FOUR-DAY SCHEDULE FOR DISTRIBUTION CONSTRUCTION PROJECTS (BLUE BOOK)

Scope of Assignments

The work assignments will be made on all facilities owned or operated by Northeast Utilities.

Definition of Distribution Construction Projects

Projects that exceed 64 on-site estimated man-hours involving line rebuilds, new line construction, high voltage conversions, and reliability improvement. *Changed with new proposals*

Selection of Employees

All qualified employees in the following classifications will be eligible to participate in these projects:

- Lineman (Lead & Chief)
- Splicer (Lead & Chief)
- Transmission Line Mechanic (Lead & Chief)

Assignment to these projects will be on a voluntary basis senior to junior and assignments to projects will be made on a junior to senior basis.

Overtime Rotation

A separate overtime list will be maintained for distribution construction project assignments. As far as practicable, overtime will be distributed equitably among qualified employees who are in the job classifications required to perform the work.

Call-outs and Prearranged Overtime

Employees assigned to projects will not normally be required to take trouble calls for the duration of the project assignment and will not be assigned prearranged overtime that will conflict with project schedules.

Labor Relations
July 3, 1995

2
(6 pages)

DRAFT

Prepared Testimony Of
David W. Forrest, Director - Operate and Restore
The Connecticut Light And Power Company
Presented On Behalf Of Northeast Utilities

Regarding The
U.S. Department of Transportation
Proposed Hours Of Service Regulations
Docket No. FMCSA-97-2350

Introduction

Northeast Utilities ("NU") serves an area of approximately 11,335 square miles and delivers low-cost energy throughout 407 communities in Connecticut, Massachusetts, and New Hampshire. NU is one of the 20 largest utility systems in the country and the largest in New England. NU strongly supports the need for safe work practices, and through its operating companies in Connecticut, Massachusetts and New Hampshire strives to provide its 1.7 million customers with safe and reliable electric and natural gas service. We have approximately 9,000 employees of which 1,854 are affected by the U.S. Department of Transportation (USDOT or Department) Hours Of Service (HOS) regulations. Also affected by these regulations are 776 commercial motor vehicles.

Background

On May 2, 2000, the Department began a procedure to issue new regulations intended to promote highway safety by limiting the number of hours commercial motor vehicle drivers can work. NU applauds the USDOT Federal Motor Carrier Safety Administration (FMCSA) for promulgating regulations designed to improve driver and roadway safety. Further, we appreciate that the Department recognizes the need to separate drivers into distinct categories. The fact that not everyone who drives a truck is a "truck driver" is an important consideration. One size does not fit everyone.

NU is concerned, however, that the USDOT's proposed regulations would classify drivers of utility service vehicles in the same category as delivery truck drivers. These proposed regulations would significantly impair the ability of NU and other utilities to respond to undeclared emergencies and to provide safe and reliable electric or natural gas service to their communities. Thus, the USDOT's proposed regulations contradict its own goal of enhancing public safety.

The USDOT's proposed regulations "Hours of Service of Drivers; Driver Rest and Sleep for Safe Operations" (Proposed HOS Regulations) not only reduce the driving hours of utility workers, they would also reduce the total daily and weekly hours that utility workers can be on duty for any reason.

Utility workers often drive vehicles in connection with their duties, but the predominant portion of their working hours are devoted to utility work such as service restoration, emergency repairs, and other activities incident to the operation and maintenance of electric and natural gas systems. Because the Proposed HOS Regulations do not recognize the difference between utility driving and other utility work, and do not recognize that any utility worker can be a driver, the Proposed HOS Regulations would make it extremely difficult to provide a timely response to undeclared emergencies. These Proposed HOS Regulations would also conflict with many existing state rules and regulations concerning how utility workers do their jobs.

NU believes the Proposed HOS Regulations should be revised to classify utility workers in the same category with firefighters, ambulance drivers, and other emergency response workers. This classification would appropriately reflect the public service nature of the utility business.

The Proposed HOS Regulations Do Not Comprehensively Consider Public Safety

The Proposed HOS Regulations will have a negative impact on society's health and well being because they do not comprehensively consider public safety. At times, NU's utility service vehicle drivers are required to provide emergency response outside "normal" working hours. For example, an evening thunderstorm can create literally hundreds of potentially life-threatening situations requiring immediate NU response. Many times during the year situations like these arise where live wires are down, traffic signals are inoperative, critical life-support customers are without electric service, house fires might be ignited, and emergency shelters are required. Additionally, roadways are often blocked by trees entangled with energized utility wires, thereby hampering the ability of town or state crews to open the roadway for other emergency providers such as police, fire or ambulance services. If utility workers are not classified similar to firefighters, ambulance drivers, and other emergency response workers, NU will be prevented from providing timely response to these emergencies, and the public will suffer.

The need for utility service vehicles to be used in connection with emergency response is critical to safe and reliable operations. In Connecticut, for example, the Department of Public Utility Control (DPUC) has clearly recognized the critical importance of NU's ability to provide emergency response. The DPUC's February 5, 1999 Decision in Docket No. 98-01-02 stated that "continual improvement of the Company's internal emergency response system is an integral component of ensuring public safety." The DPUC also noted NU's participation on an emergency response task force with fire and police personnel in the northeastern part of Connecticut, and its promotion of a statewide communications system for emergency response. Clearly, emergency response and 24 hour coverage is critical to all utility operations. However, the Proposed HOS Regulations would substantially compromise NU's emergency response, and would hinder NU's service restoration efforts (including commitments to its state regulators and the public). The risk to public safety by curtailing these efforts far outweighs any benefit of the Proposed HOS Regulations. Accordingly, NU suggests that utility workers be classified in a manner similar to firefighters, ambulance drivers and other emergency response workers.

NU's utility service workers protect life and property when they respond to disasters, emergencies, and other power outages. When power outages occur, we have two immediate public safety concerns: 1) removal of potential hazards created by fallen energized power lines; 2) prompt restoration of electricity. A power outage could shut down power to streetlights, city water supplies, sewage control facilities, hospitals, communication facilities, government offices, police stations, traffic control devices, mass transit facilities, elevators, the elderly, home bound, and nursing homes. For example, within Connecticut there are 5,565 specifically-identified individual customers with serious illnesses or other life-threatening conditions for which the reliable provision of electric service is crucial. We have 1,559 such customers in Massachusetts and many in New Hampshire as well. Additionally, rescue, fire fighting, police, and medical personnel depend on NU to provide immediate response when disasters and emergencies occur. Similarly, NU's gas utility workers respond to emergencies, often working closely with local fire, police and emergency management personnel. Their participation in ensuring the safety of our customers and the general public is critical.

Even with a determined, concerted effort to make emergency repairs in cooperation with other emergency response workers, there have been several fatalities associated with NU equipment. For example, two firefighters, in two separate situations both acted on their own before NU could respond and make the area near a fire safe. They were electrocuted. In another case, a police officer was electrocuted when he walked on an energized, live wire while waiting for an NU line crew, and in yet another case a home owner, attempting to render aid at a vehicle accident was electrocuted. In that case, two people were in a vehicle accident involving a pole and wires down. The emergency responders could not rescue the vehicle's occupants without having an NU line crew make the area safe. The car burst into flames before the NU line crew arrived. NU believes the number of these situations would increase due to the restrictions imposed by the Proposed HOS Regulations since the number of qualified workers able to respond to life-threatening situations in off hours would be reduced. Because of these factors, NU suggests that utility workers be classified in a manner similar to firefighters, ambulance drivers and other emergency response workers.

One example of the impact of the Proposed HOS Regulations is that limiting employees to 13 hours on duty in a 15-hour period and the requirement for 9 consecutive hours of uninterrupted rest will reduce the number of qualified employees that we have available to respond to power outages. For example, a typical summer thunderstorm occurs in the late afternoon, say around 4 p.m. after a normal 8-hour work day has been completed. A storm of this nature would cause 25,000 to 30,000 customers to be without electrical service and hundreds of emergency situations such as wires down, house fires and medical emergencies. Under the Proposed HOS Regulations, NU's line crews would only be able work five additional hours and then be required to rest for nine hours. This would halt all work at 9 p.m. potentially leaving as many as 20,000 customers without power and many wire down emergencies not made safe. In this case, work would not resume until 6 a.m. thus extending full restoration until the late afternoon of the next day and leaving many emergency situations unattended. This example is not a rare occurrence. During the five year period from 1995 to 1999 NU needed to provide emergency response during 272 storms. In each case, thousands of customers were without power and thousands of emergency situations needed immediate attention. During this period, there were thousands of

locations where wires were down blocking roads preventing fire and police response to fires and life-threatening situations. Very few of these storms resulted in exemptions to the existing HOS Regulations.

Another example of the impact on the Proposed HOS Regulations is that they effectively limit NU to six-day a week operations. Because the Proposed HOS Regulations require that the 32 hours of off duty time include two consecutive midnight to 6 a.m. periods, the driver is removed from service at least one day each workweek. NU's operations must run seven-days a week, for 24 hours per day. For example, due to substantial regular work associated with providing new electrical service, NU has been requiring its workers to perform overtime work on Saturdays. The Proposed HOS Regulations require a weekend off duty period that would remove most workers from the overtime roster. On Sunday, in the event of an emergency such as a thunderstorm, NU would be unable to provide timely emergency response. This situation would be made worse by the fact that many of our workers are normally unavailable on weekends due to personal commitments, vacations, etc.

The Ability of Utilities to Provide Mutual Assistance Requests by Other Companies will be Diminished.

NU incurs risk when lending assistance to other utilities during emergency conditions. The risk is that we could experience our own emergency during the time when our staffing is diminished. Since the reliability expectations of our customers and regulators are increasing, providing mutual aid is becoming more difficult. The extended rest periods required in the Proposed HOS Regulations will significantly exacerbate the situation and will force NU and other utilities to reassess our ability to respond to mutual assistance requests and limit the manpower committed. The public will suffer because restoration times will lengthen.

The Proposed HOS Regulations Ignore The Safety Culture At NU

NU, together with our entire industry, has a heightened focus on employee safety and a deeply-ingrained safety ethic. Our employees routinely work with energized high-voltage equipment and work under adverse weather conditions. Therefore, to ensure the safety of our employees and the public, we have long implemented aggressive safety programs. These programs include weekly safety meetings, electrical and natural gas safety training programs, driver safety training and safety awards. The result of these efforts is that our workers perform safely.

Electric and natural gas utility service workers are closely supervised. Our supervisor does not assign work to employees who either are fatigued or have exceeded their capacity to perform a job safely. Supervisor also encourages employees to ask to be relieved from work including driving whenever necessary.

NU's focus on safety extends into the area of driver safety. For example, in 1999, NU employees with commercial motor vehicle licenses drove over 6.6 million miles and recorded 32 DOT-reportable vehicle accidents. None of these accidents resulted in a fatality or a serious injury.

There are Issues Regarding Other Federal and State Regulations.

The USDOT in executive order 13132 page 25599 of the NOPR specifically indicated that the Proposed HOS Regulations “would not preempt any State law or regulation.” This may or may not be true. NU notes that there are other federal and state agencies such as Federal Energy Regulatory Commission (FERC), National Energy Reliability Council (NERC), individual state regulatory commissions, and others regulating electric utilities in their service performance, reliability and emergency response. Even though these agencies do not regulate driving, USDOT regulations directly affect our Company's reliability indices and costs that are mandated by these agencies. All impose stringent regulations and standards for public safety and reliability of service and the rates that utilities may charge.

The Proposed HOS Regulations are not Compatible with the National Environmental Policy Act of 1969, as Amended.

The Proposed HOS Regulations will affect the environment because they will hinder our ability to respond to environmental emergencies. Many times during the year oil spills from high voltage electrical equipment and must be cleaned up on an emergency basis. These oil spills are usually caused by vehicles striking utility poles or falling trees hitting poles with oil-filled electrical equipment on them, the oil-filled equipment ruptures, and oil spills to the ground. Occasionally this oil-filled equipment is PCB-contaminated, presents an immediate threat to the local environment, and must be cleaned up immediately. The NU system experienced 938 oil spills during 1999.

The Proposed Regulations Recognize the Differences Between Utilities and Trucking Companies

The Proposed HOS Regulations appear to be based primarily upon work practices in the long haul trucking industry. Work practices at NU, and in the electrical utility industry, are different.

At NU, 1,854 employees drove 776 commercial motor vehicles more than 6.6 million miles in 1999. This equates to an average of less than 3,600 miles per driver and an average of less than 8600 miles per vehicle. Additionally, NU workers perform far less overtime work than long haul truck drivers. The average electrical worker at NU worked 500 hours of overtime during 1999. This is substantially less than the approximately 1200 overtime hours per year for long haul truck drivers noted in the Proposed HOS Regulations. Further, since NU's workers are paid by the hour (not by the mile, as in the long haul trucking industry) NU's management substantially restricts overtime work to limit costs.

Also, the vast majority of NU employees affected by the Proposed HOS Regulations can be classified as utility servicemen. Utility servicemen are individuals whose primary responsibilities are to provide, maintain, and restore electric and gas service. Typical workdays consist of various tasks such as setting poles and handling high voltage conductors, as well as installing, inspecting, operating and maintaining natural gas piping and appurtenances. They spend the majority of their workday engaged in electrical or gas work and drive an average of less than one and one half-

hours per day. Additionally, utility servicemen drive even less at night. Their night driving is almost totally related to emergency calls from customers due to unexpected service interruptions and similar emergency responses.

Federal and State Electrical Utility Operations, Identical to NU's, are Exempted.

Footnote (3) of "Table 1. -- Applicability of FMCSA Hours of Service of Drivers Rulemaking" exempts transportation performed by the Federal government, a State, or any political subdivision of a State. Many towns and cities within Connecticut, Massachusetts, and New Hampshire operate their own electrical systems and perform work identical, in all respects, to that of NU. The Proposed HOS Regulations are thus inconsistently applied.

Summary

The USDOT Proposed HOS Regulations are a step in the right direction to reduce fatigue-related vehicle accidents, however adjustments must be made that allow NU to "keep the lights and heat on". The Proposed HOS Regulations must be written to allow the electric and gas utility industries to unilaterally respond to emergency situations such as power outages without declaration of an emergency. We must be placed in the same category as firefighters, and ambulance drivers as found in the existing regulations of 49 CFR § 390.23. Public health and safety will be better served by efficient restoration of electrical service to hospitals, medical facilities, police stations, traffic lights, communications companies, government buildings, water plants and elimination of accident-related electrical hazards from roadways.

- MARKETPLACE**
- > Find a job
 - > Buy a car
 - > Find real estate
 - > Rent an apartment
 - > See Classified ads
 - > Place Classified ad
 - > Go shopping
- News**
- Columnists
 - Connecticut
 - Education
 - Health
 - Latest News
 - Lottery
 - Nation/World
 - Photo/Video Gallery
 - Politics
 - Special Reports
 - Today's Courant
 - Towns
 - Traffic
 - Weather

- Entertainment**
- Arts & Theater
 - Attractions
 - Columnists
 - Dining
 - Events
 - Movies
 - Music
 - TV & Radio

- Sports**
- Auto Racing
 - Baseball
 - Basketball
 - College Sports
 - Columnists
 - Golf
 - Football
 - High School Sports
 - Hockey
 - Husky Hardcores
 - Scores & Stats
 - UConn Football

- Business**
- Columnists
 - Real Estate
 - Technology
 - Web 100

- Lifestyle**
- Books
 - Celebrity
 - Columnists
 - Food
 - New England Guide
 - Northeast Magazine

Home Page

Unplugged: Blackout Turns Up The Heat At CL&P Central

■ When The Lights Went Out Thursday, Emergency Planners Powered Up

August 17, 2003

By MATTHEW KAUFFMAN, Courant Staff Writer

Jim LaChance put in a full day's work Thursday, running Connecticut Light & Power repair crews through a simulated storm drill in Norwalk. It hardly mattered that there wasn't a cloud in the sky; with New England's punishing winter weather - and 18,165 miles of power lines for LaChance to worry about - preparing for the worst is a full-time job.

LaChance, director of emergency operations for CL&P, wrapped up the drill by mid-afternoon, and at 4:18 p.m., with a sweltering sun still high in the sky, he was pulling into his driveway in Guilford.

That's when the phone rang.

New York City was dark, a colleague told him. There were problems in Canada, problems in the Midwest. And the lights were going out all over southwestern Connecticut.

"What?" he yelled into the phone. "It's a nice day. What do you mean everything's going out?"

LaChance pulled back out of his driveway and raced to Berlin, where he readied for a marathon, sleepless night at CL&P's Emergency Operations Center, which he had helped design. On Friday afternoon, he was finishing his 31st consecutive hour on the job, dispatching electrical crews around Connecticut, coordinating with neighboring states, making sure hospitals and police stations had power.

LaChance's sleeves were rolled up. His eyes were wide and alert. His words were focused. And he wasn't watching the clock.

He won't say it in so many words, but he loves this stuff.

"We like what we do," LaChance said. "Sick as it may be, we're too dumb to go home."

The Emergency Operations Center is one flight down a lime-green stairwell in CL&P's headquarters on the sprawling Berlin Turnpike complex of its parent company, Northeast Utilities.

The basement room is modest in size, ringed by spartan desks. But it sports killer technology. On Thursday, ceiling-

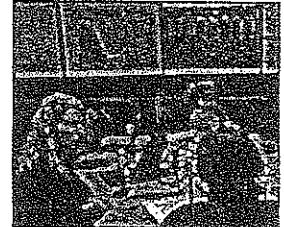
UTILITIES

- E-mail story
- Printer-friendly version

PHOTOS



Team effort (RICK HARTFORD)



Monitoring electricity (RICK HARTFORD)

RELATED

- [The Blackout of 2003](#)

PHOTO GALLERY



Blackout In Connecticut



Blackout In New York City

AD

givi
\$6
this

Pin
new

C

REGIS*

Chang
Ctnow.
being a
register
news s
to do a
FREE.
you'll a
to win
to see
Spring
16.
>> Reg
>> Why
>> Mor
>> Con

BUY TI

bro
Gite

See Br
at Rent
Sept. 11



1937 - 2007

International Brotherhood
of Electrical Workers

Local 420

550 Wolcott Street
Waterbury, CT 06705
Tel 203-757-9639
Fax 203-757-9426
'E' Mail: IBEW@SNET.NET

Business Manager
& Financial Secretary
John K. Unikas

Assistant Business
Manager
Frank E. Cirillo

President
Richard Golembiewski

Vice-President
John Burke

Treasurer
Robert J. Lanese, Jr.

Recording Secretary
William Stolba, II

Executive Board
Members
Chairman
David Stockmal

Vice-Chairman
Douglas Allen

Recording Secretary
Steve Casper

Carmen Accuosti
Doug Allen
Steve Casper
Angelo Coppotelli
Jeff Laviana

Marcos Lugo, At Large
John Mihalov, At Large
Robert Russo
David Stockmal, At Large

Edward Timreck
Darryl Vailonis
Trustees

John Burke
Marcos Lugo
Sean Scanlon

February 6th, 2007

Dear

We at Local 420 of the International Brotherhood of Electrical Workers, would like to express our opinion concerning *LCO No. 5818, Sec. 8; Sec. 16-32g; staffing levels.*

The Connecticut Light and Power Company conducted a large hiring campaign in the years of 1968 through 1973. The linemen hired in this era are eligible for retirement as you read this correspondence and, to our knowledge, the Company does not have a plan to replace or increase this aging workforce. "On the job training" is an integral part of a line mechanic's five year training program and the vast experience and knowledge of our senior linemen is in danger of not being passed down to a new generation.

The existing line departments in our districts have been systematically reduced and the following are a few examples of the areas represented by this local union.

- 1.) Stamford: In 1986 had 23 line mechanics. In 2006 - 17. Down 6.
- 2.) Norwalk: In 1986 had 28 line mechanics. In 2006 - 24. Down 4.
- 3.) Newtown: In 1986 had 39 line mechanics. In 2006 - 23. Down 17.
- 4.) Waterbury: In 1986 had 38 line mechanics. In 2006 - 31. Down 7.

Meanwhile, The Connecticut Light and Power Company customer base has grown dramatically since 1986 and miles of overhead and underground wire has been installed.

In 2006, the Company insisted that they needed 24 hour coverage for emergency power interruptions in the Waterbury, Norwalk and Newtown facilities. This resulted in creating a seven man Troubleshooter organization. These seven troubleshooters were taken from the already short-handed line departments in these three areas and placed on 24 hour seven day coverage with a rotating shift work schedule. This rotating shift reduced the everyday line department workforce and, therefore, reduced the number of new service installations, existing service upgrades and pulling of old utility poles out of the ground which was mandated to be done by the DPUC. The DPUC can also inform you of the numerous and frequent customer complaints concerning the long waiting periods to have a new service installed at residential and commercial locations. Without proper staffing levels to run wire and install meters, businesses cannot open and residential customers cannot move into their new homes.

4.)

(3 pages)

February 6th, 2007

Page 2

The line departments are not the only areas where worker reductions took place. Electricians and Cablesplicer numbers are also down. We are all too familiar with what occurred recently with the underground facilities in Stamford, Waterbury, Hartford, Meriden and New Britain. Most of these dangerous underground explosions, manhole fires and extended outages can be directly linked to a lack of routine maintenance and inspections of an outdated and overloaded urban underground electrical system.

In a previous rate case, Connecticut Light and Power Company was granted an opportunity to hire an additional 100 line mechanics, but for some unknown reason, failed to do so.

In 1998, the Company created a "*System Projects Department*" dedicated to working on large 3 phase wire running jobs of 120 man hours or more. This newly formed department will show an increase of 10 plus or minus line mechanics in Local 420's jurisdiction. These additional line mechanics do not respond to emergency outages or on call assignments; again they are dedicated to the large job sites of 120 hours or more.

Another situation that changed in late Summer of 2006, was the "*on call assignments.*" Historically, for the 35 years I have been working for Connecticut Light and Power Company, the call person was on call and ready to respond to emergencies from 3:00 p.m. Tuesday until 7:00 a.m. the following Tuesday; 8 straight days. Presently, line mechanics and electricians are only on call for Friday, Saturday and Sunday. This situation leaves Monday, Tuesday, Wednesday, and Thursday without a call person in the line and electrical departments. This practice is resulting in extended outage times and customer inconvenience.

One of our greatest concerns of low staffing levels is the fury of mother nature. In the early 70's, Connecticut experienced a state-wide and devastating ice storm. This storm disrupted power to thousands of Connecticut Light and Power customers for a long period of time. Some Connecticut Light and Power customers did not have electric service for over a week. In 1985, Hurricane Gloria wreaked havoc on the State and again, widespread damage and extended outages occurred. If any of these situations happened today with the inadequate staffing levels, the increased number of customers and additional miles of wire, the outcome would be dire straights. Electricity would be interrupted for weeks when (not if) another of these natural disasters occurs.

We need legislation and bills introduced by this committee and the DPUC to guarantee increased staffing levels in Northeast Utilities that will assure reliability and experienced service that the consumers of Connecticut deserve.

Finally, we would also like to add that these jobs would be steady, good paying positions for Connecticut residents.

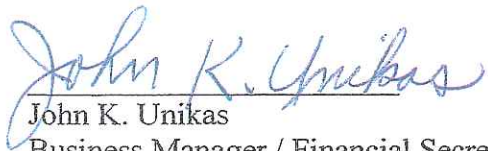
February 6th, 2007

Page 3

In closing, we would like to thank you for granting us this opportunity to express our ideas and opinions and we would be more than willing to discuss this with you further and answer any questions you might present.

We are looking forward to meeting with you.

Very truly yours,



John K. Unikas
Business Manager / Financial Secretary
LU 420 - I.B.E.W.



Frank E. Cirillo
Assistant Business Manager
LU 420 - I.B.E.W.

JKU/FEC/mbr
Opeiu 376 afl-cio

International Brotherhood of Electrical Workers

*Local 420 * Waterbury, Conn. 06705*

550 Wolcott Street

Tel. (203) 757-9639

Fax. (203) 757-9426

IBEW@SNET.NET



5.)
(2 pages)

February 13th, 2007

Good Afternoon Chairman and Distinguished Members of the Energy and Technology Committee:

We are here today to speak about the dangerously low staffing levels at the Connecticut Light and Power Company. We realize that staffing is a complex issue, but we are here to present facts and figures from 1975 to the present. These facts and figures were obtained from our numerous staffing meetings with the Connecticut Light and Power Company and from the Northeast Utilities annual reports.

According to the 1976 annual report, Connecticut Light and Power Company / Helco served 850,892 customers. According to our 1975 staffing records, Local 420's jurisdiction had approximately 430 Line Mechanics. In 2005, the annual report showed that Connecticut Light and Power Company/Helco, grew to 1.2 million customers, an increase of 349,108 customers in the State of Connecticut. Our staffing levels at the present, is approximately 190 Line Mechanics, a reduction of 239 Line Mechanics.

In the early 1970's, the State of Connecticut was devastated by an ice storm. Connecticut Light and Power customers were without power for days, and in some areas weeks. In 1985, Hurricane Gloria unleashed a fury on the State of Connecticut that interrupted service to over 500,000 Northeast Utility customers. (Please refer to our letter to the Committee dated February 6th, 2007). Restoration efforts lasted days and, in some areas, weeks. When (not if) storms of these magnitudes strike Connecticut again, the people of the State, will be without

February 13th, 2007

Page 2

power almost two to three times longer than 1975 and 1985. Again, we must mention, in 1975 we had 430 Line Mechanics. In 2007, we have 191 Line Mechanics. In 1975, we serviced 850,892 customers. In 2005, we serviced 1.2 million. These low staffing levels also contribute to a backlog of regular work that is usually contracted out. These could be great paying jobs for Connecticut residents.

We also represent many other job classifications, some of which have been dramatically reduced over time. These other classifications also play a vital role during emergency restorations.

Upon request, we will submit information pertaining to these other classifications. Thank you for your time.

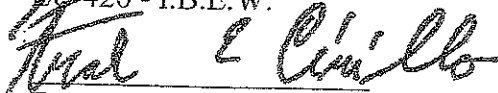
Respectfully,



John K. Unikas

Business Manager / Financial Secretary

LU 420 - I.B.E.W.



Frank E. Cirillo

Assistant Business Manager

LU 420 - I.B.E.W.

JKU/FEC/mbr

Opeiu 376 afl-cio

Please post in a prominent place or distribute to employees who do not have access to a computer.

NU Today *extra*

Wednesday May 27, 2009.

Contact us at [Employee Communications](#).

Forward

New CL&P president named

Dear Fellow Employees,



Jeffrey Butler

I am pleased to announce that Jeffrey D. Butler is joining Northeast Utilities on June 1, 2009. On July 1, 2009, he will assume the duties of President and Chief Operating Officer – CL&P. He fills the vacancy that will be left when Ray Necci retires after a 33-year career with NU.

Jeff brings a strong mix of leadership, management skills and 27 years of utility experience to NU. Formerly with Pacific Gas and Electric Company, headquartered in San Francisco, California, Jeff most recently served as Senior Vice President – Energy Delivery, with responsibility for all aspects of electric and gas utility operations for more than 10 million gas and electric customers. Jeff's diverse background includes leading Energy Delivery, Transmission and Distribution, Maintenance, Construction, Customer Field Services, and Metering activities.

"Jeff is a seasoned executive with a track record of excellence and accomplishments. He is knowledgeable of the challenges our industry faces. I am confident that Jeff will build upon the improvements CL&P has made under Ray Necci's leadership toward being a top-performing electric distribution company," said Lee Olivier, Executive Vice President and Chief Operating Officer – NU.

"I enjoy the utility industry and was impressed with the people I met at NU. Every job brings its own unique challenges, especially in our industry where the service we provide is essential. I am looking forward to this leadership role and to working closely with the CL&P and NU team. Working together, I'm convinced we can turn our challenges into opportunities," said Jeff Butler.

A Registered Professional Engineer, Jeff earned his Bachelor of Science degree in electrical and electronic engineering from California State University, Chico, California. Jeff's father also worked for Pacific Gas and Electric, where he was a lineman for 25 of his 38 years with the company. Jeff and his wife, Susan (Sam), will be moving to Connecticut. They have two children who are pursuing their careers and a nine-month-old grandson.

Please join me in welcoming Jeff to the NU team. As we continue to evolve as an energy solutions provider for our customers and the region, Jeff's leadership will play a critical role in delivering operational excellence and a positive experience for CL&P customers.

Sincerely,



Chuck Shivery
Chairman, President and CEO

NU TODAY EXTRA is produced by Communications, BMN1, Berlin. For more information on the items in today's edition, refer to the Employee Information Board or go to <http://nunet.nu.com/>. If you have news to report, please e-mail it to Employee Communications, fax it to Berlin Ext. 701-3614 or call Berlin Ext. 701-3072.

Copyright 2009, Northeast Utilities Service Company

Report backs fired CL&P whistleblower

BY ANDREW LARSON
REPUBLICAN-AMERICAN

WATERBURY — An inspection of Connecticut Light & Power Co.'s underground electrical system has revealed many deficiencies, including incorrectly installed equipment and mislabeled maps, but none that pose an imminent danger to residents, according to a report.

An independent consultant, Atlanta-based C. H. Guernsey & Co., issued its findings on July 18 after inspecting 54 randomly selected manholes in the city.

The report says "the system is generally safe and does not pose an immediate threat to the public." However, inspectors found deficiencies that would affect reliability and "inevitably contribute to service outages during routine maintenance."

The Department of Public Utility Control ordered CL&P, which provides service to Waterbury and most of the state, to hire an outside company to in-

spect the system after a former employee complained of dire safety flaws.

In 2008, CL&P hired William T. Billings as a supervisor of distribution lines to inspect lines as part of the company's upgrade to the Waterbury distribution network.

The utility was ordered by the DPUC in 2007 to upgrade the system from a "type B" crab system to "type A." It blamed the older system for a series of explosions in downtown Waterbury, one of which killed a contractor who was working in an underground vault.

Starting in April 2009, Billings noticed problems with the new system, according to his complaint. He and his crew members brought their concerns to their supervisors, but they were ignored, Billings wrote.

He told his supervisor that the \$10 million Waterbury improvement project was "a waste of money because it was not a true crab system and the manner in which it was being in-

stalled would create more significant safety problems and fire hazards than the old system."

On May 6, 2010, he was fired from his job.

Billings is suing CL&P for wrongful termination and has asked the DPUC and the Occupational Safety and Health Administration to investigate. The DPUC heard testimony from both sides and in February issued a decision not to reinstate Billings to his job.

The agency said there was no direct evidence that he was fired because he had complained about safety issues. CL&P claimed he was fired for a safety violation and then lying about it during an internal investigation.

Also, CL&P argued that Billings was not qualified to make judgments about the safety of the system.

The DPUC wasn't entirely convinced. In the February ruling, the agency ordered CL&P to hire a consultant to perform an independent inspection. The

report was due by the end of July.

Based on the report, some of Billings' observations seem to be accurate. The consultant found that eight of the 12 ring buses it inspected were incorrectly installed and two manholes were missing "crabs." Also, it found that the separation of phases in vaults often didn't comply with National Electric Safety Code standards.

Further, there were broken sump gates, untagged manhole covers and discrepancies between maps, some of which had not been updated since the 1960s.

CL&P wrote in a July 29 letter to the DPUC that it has already fixed most of the problems identified and is conducting a full inspection of its 131 manholes in Waterbury. The infrastructure will be brought up to code by the end of the year, the utility said.

Billings' law firm, Moore Leonhardt of Hartford, didn't respond to a request for comment Wednesday.

REPUBLICAN-AMERICAN
THURSDAY, AUGUST 4, 2011



Connecticut
Light & Power

107 Selden Street, Berlin, CT 06037

The Connecticut Light and Power Company
P.O. Box 270
Hartford, CT 06141-0270
(860) 665-2100
Fax (860) 665-3730
Email: butlejd@nu.com
www.cl-p.com

The Northeast Utilities System

Jeffrey D. Butler
President and Chief Operating Officer

August 12, 2011

William J. Pape II
Editor and Publisher
Republican-American
389 Meadow Street
Waterbury, CT 06722

Dear Mr. Pape:

One of the Local Unions representing our employees brought to our attention an error in a statement that may have been provided to your reporter, Quannah Leonard, during the storms that caused significant power outages in June. Accordingly, I wanted to take this opportunity to correct the error.

In the June 11 edition of the Republican-American, it was reported: *Some crews were ordered to go home Thursday night because they had worked 16 hours and were required by union contract to have eight hours of rest before they can work another 16-hour shift, Poirot said.* That information was not accurate. The practice of working 16 hours and then being required to have eight hours of rest before returning to work is not a requirement of the union contract. Rather this policy is part of CL&P's overall storm response strategy.

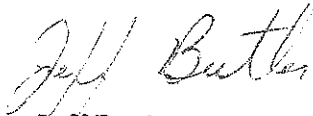
Specifically, when the company determines restoration efforts will take multiple days, company policy is to keep a small staff working through the night for "make safe" emergency conditions, and reserve the remainder of our employees for daylight hours – when they can be most productive. These daytime workers generally work shifts of approximately 16 hours and then have at least eight hours off prior to returning to work. This policy is intended to ensure our workers are rested, safe and productive during a long-duration storm.

Rec'd 8/17/11

For short duration storms or other emergency events, company employees will often work in excess of 16 hours up to a maximum of 24 hours, but will still be required to take at least eight hours off prior to their next shift.

Thank you for allowing me to clarify this information.

Sincerely,



Jeff Butler
President and COO
Connecticut Light & Power

cc: F. Cirillo, Business Manager – IBEW Local 420
R. Sank, Business Manager – IBEW Local 457
Quannah Leonard, Reporter, Republican-American



**Northeast
Utilities**

9.)
(2 pages)

2005 ANNUAL MEETING OF SHAREHOLDERS

Dear Shareholder:

It is my pleasure to invite you to attend the 2005 Annual Meeting of Shareholders of Northeast Utilities on Tuesday, May 10, 2005, at 10:30 a.m., at the offices of Public Service Company of New Hampshire, Energy Park, 780 North Commercial Street, Manchester, New Hampshire 03101 (directions are on the reverse side).

Information concerning the matters to be acted upon at the meeting is provided in the accompanying Notice of Annual Meeting and Proxy Statement. In addition, our meeting agenda will include a discussion of the operations of Northeast Utilities system companies and a question and answer period.

Whether or not you plan to attend the meeting, it is important that you complete, date, sign and return your proxy in the enclosed envelope, or vote by telephone or the Internet, as soon as possible. This will ensure that your shares will be represented at the meeting in accordance with your wishes.

On behalf of your Board of Trustees, thank you for your continued support and interest in Northeast Utilities.

Very truly yours,

CHARLES W. SHIVERY
Chairman of the Board, President and
Chief Executive Officer

March 31, 2005

EXECUTIVE COMPENSATION

The following tables present the cash and non-cash compensation received by the Chief Executive Officer and the named executive officers of Northeast Utilities (as described by the rules of the Securities and Exchange Commission) during 2004:

Summary Compensation Table

Name and Principal Position	Year	Annual Compensation		Long Term Compensation					All Other Compensation (\$) (Note 3)
		Salary (\$)	Bonus (\$)	Other Annual Compensation (\$) (Note 1)	Awards		Long Term Incentive Program Payouts (\$)		
					Restricted Stock Award(s) (\$) (Note 2)	Securities Underlying Options/Stock Appreciation Rights (#)			
Charles W. Shivery Chairman of the Board, President and Chief Executive Officer of NU (Note 4)	2004	799,380	200,000	3,754	866,244	—	—	43,150	2 mil -
	2003	554,616	674,000	8,946	220,004	—	—	16,639	
	2002	306,731	200,000	244,594	—	29,204	—	7,615	
John H. Forsgren Vice Chairman of NU, Executive Vice President and Chief Financial Officer of NU, PSNH and WMECO (Note 5)	2004	589,616	—	8,700	444,595	—	—	214,284	1.4 mil -
	2003	574,615	1,086,175	17,384	427,495	—	—	187,574	
	2002	556,154	165,000	—	—	54,400	—	179,674	
Cheryl W. Grisé President—Utility Group of NU and Chief Executive Officer of CL&P, PSNH and WMECO	2004	505,539	234,949	5,000	387,494	—	—	229,321	1.2 mil -
	2003	451,538	581,513	13,216	324,994	—	—	184,587	
	2002	409,231	280,000	—	—	39,600	—	180,523	
Gregory B. Butler Senior Vice President, Secretary and General Counsel of NU and NUSCO	2004	304,615	75,316	760	250,003	—	—	12,785	
	2003	244,615	232,200	4,473	109,995	—	—	6,000	
	2002	206,154	70,000	—	—	13,200	—	6,000	
David H. Boguslawski Vice President—Transmission	2004	217,308	42,957	—	75,206	—	—	9,006	
	2003	204,616	155,390	—	75,000	—	—	9,050	
	2002	190,654	75,000	—	—	8,600	—	5,720	
William W. Schivley President—Select Energy, Inc. (Note 6)	2004	359,908	—	3,684	155,002	—	—	14,598	
	2003	303,077	182,023	2,373	115,000	—	—	13,411	
	2002	275,769	—	450	—	17,500	—	8,273	

Notes:

- (1) "Other Annual Compensation" for Mr. Shivery includes \$144,000 of relocation expenses in 2002, per his employment agreement. "Other Annual Compensation" for other officers include miscellaneous items such as reimbursement for financial planning expenses.



Northeast
Utilities

10.)
6 pages

2011 ANNUAL MEETING OF SHAREHOLDERS

Dear Shareholder:

On behalf of the Board of Trustees and the management of Northeast Utilities, it is my pleasure to invite you to attend the 2011 Annual Meeting of Shareholders of Northeast Utilities to be held on Tuesday, May 10, 2011, at 10:30 a.m., at The Hartford Club, 46 Prospect Street, Hartford, Connecticut 06103 (directions are on the reverse side).

Information concerning the matters to be acted upon at the meeting is provided in the accompanying Notice of Annual Meeting of Shareholders and Proxy Statement. Our meeting agenda will also include a discussion of the operations of the Northeast Utilities system companies and an opportunity for questions.

On October 18, 2010, we announced our proposed merger with NSTAR. We mailed a joint proxy statement/prospectus regarding the proposed merger in January 2011. Shareholders of both Northeast Utilities and NSTAR approved the proposed merger at special meetings of shareholders held on March 4, 2011. **This Annual Meeting Proxy Statement does not ask you to consider any proposals related to the proposed merger.**

As we have for the last several years, we are again taking advantage of the Securities and Exchange Commission rule that authorizes us to furnish proxy materials to our shareholders over the Internet. This process expedites the delivery of proxy materials and allows materials to remain easily accessible to our shareholders.

On March 30, 2011, we mailed to certain shareholders our Notice of Internet Availability of Proxy Materials, which contains instructions for our shareholders' use of the Internet process, including how to access our 2011 Proxy Statement and our 2010 Annual Report and how to vote online. In addition, the Notice of Internet Availability of Proxy Materials contains instructions for shareholders to request paper copies of our 2011 Proxy Statement and 2010 Annual Report.

Whether or not you plan to attend the meeting, it is important that your shares be represented at the meeting. You may vote your shares over the Internet or by calling a toll-free telephone number. If you received a paper copy of the proxy card by mail, you may sign, date and mail the proxy card in the envelope provided. Instructions regarding all three methods of voting are contained in the Notice of Internet Availability of Proxy Materials and the proxy materials.

On behalf of your Board of Trustees, I thank you for your continued support of Northeast Utilities.

Very truly yours,

Charles W. Shivery
*Chairman of the Board, President and
Chief Executive Officer*

March 30, 2011

2011 yearbook

SUMMARY COMPENSATION TABLE

The table below summarizes the total compensation paid or earned by our Chairman, President and Chief Executive Officer (CEO), Executive Vice President and Chief Financial Officer (CFO), the three other most highly compensated executive officers other than the CEO and CFO who were serving as executive officers at the end of 2010 (collectively, the Named Executive Officers or NEOs). As explained in the footnotes below, the amounts reflect the economic benefit to each Named Executive Officer of the compensation item paid or accrued on his behalf for the fiscal year ended December 31, 2010. The compensation shown for each Named Executive Officer was for all services in all capacities to NU and its subsidiaries. All salaries, annual incentive amounts and long-term incentive amounts shown for each Named Executive Officer were paid for all services rendered to NU and its subsidiaries in all capacities.

Name and Principal Position	Year	Salary (\$) ⁽¹⁾	Bonus (\$) ⁽²⁾	Stock Awards (\$) ⁽³⁾	Option Awards (\$) ⁽⁴⁾	Non-Equity Incentive Plan Compensation (\$) ⁽⁵⁾	Change in Pension Value and Non- Qualified Deferred Compensation Earnings (\$) ⁽⁶⁾	All Other Compensation (\$) ⁽⁷⁾	Total (\$)
Charles W. Shivery Chairman of the Board, President and Chief Executive Officer	2010	1,035,000	—	1,905,964	—	3,757,050	1,525,310	31,050	8,254,374
	2009	1,035,000	—	1,574,915	—	3,280,650	1,812,023	31,050	7,773,638
	2008	1,067,404	—	1,891,430	—	3,257,929	1,627,493	35,397	7,879,653
David R. McHale Executive Vice President and Chief Financial Officer ⁽⁸⁾	2010	525,000	—	2,484,707	—	1,036,017	934,059	15,750	4,995,533
	2009	524,520	—	399,436	—	923,603	1,038,268	7,350	2,893,177
	2008	508,654	—	456,858	—	750,214	514,753	9,907	2,240,386
Leon J. Olivier Executive Vice President and Chief Operating Officer ⁽⁹⁾	2010	550,000	—	2,007,381	—	982,682	699,343	16,500	4,255,906
	2009	550,000	—	418,459	—	882,009	219,565	16,500	2,086,533
	2008	550,962	—	407,367	—	839,571	324,854	18,997	2,141,751
Gregory B. Butler Senior Vice President and General Counsel	2010	406,988	—	1,875,695	—	806,295	472,066	7,350	3,568,394
	2009	406,988	—	309,666	—	730,878	503,614	7,350	1,958,496
	2008	418,542	—	327,261	—	723,674	206,850	8,207	1,684,534
James B. Robb Senior Vice President Enterprise Planning & Development ⁽¹⁰⁾	2010	400,000	—	1,246,211	—	567,000	—	45,243	2,258,454
	2009	400,000	—	202,896	—	316,500	—	44,237	963,634

(1) Includes amounts deferred in 2010 by the Named Executive Officers under the Deferral Plan, as follows: Mr. Shivery: \$31,050; Mr. McHale: \$8,400; Mr. Olivier: \$110,000; and Mr. Robb: \$8,000. For more information, see the Executive Contributions in the Last Fiscal Year column of the Non-Qualified Deferred Compensation Plans Table.

We pay each of our salaried employees, including each of the Named Executive Officers, 1/26th of their annual base salary every two weeks. This bi-weekly pay schedule typically results in one extra pay date per year approximately once every twelve years. One additional pay date occurred in 2008. Accordingly, the amounts reported for Salary for each Named Executive Officer in 2008 reflect 27 pay dates, as compared to 26 pay dates in each of 2009 and 2010.

- (2) No discretionary bonus awards were made to any of the Named Executive Officers in the fiscal years ended 2008, 2009 and 2010.
- (3) Reflects the aggregate grant date fair value of restricted share units (RSUs) and performance shares granted in each fiscal year, calculated in accordance with FASB ASC Topic 718.

2011

Post-Employment Compensation: Termination Following a Change of Control

Type of Payment	Shivery (\$)	McHale (\$)	Olivier (\$)	Butler (\$)	Robb (\$)
Incentive Programs					
Annual Incentives ⁽¹⁾	1,987,200	608,517	601,494	458,320	339,000
Performance Cash ⁽²⁾	4,486,734	1,116,550	1,103,064	882,154	577,987
Performance Shares ⁽³⁾	2,620,237	664,557	696,193	515,186	337,573
RSUs ⁽⁴⁾	12,845,657	974,757	1,064,198	980,290	791,210
Pension and Deferred Compensation					
Supplemental Plan ⁽⁵⁾	6,553,109	1,355,288	—	611,833	—
Special Retirement Benefit ⁽⁶⁾	2,405,851	3,831,993	2,481,374	3,043,307	—
Deferral Plan ⁽⁷⁾	533,244	17,862	1,477,901	24,345	121,891
Other Benefits					
Health and Welfare Benefits ⁽⁸⁾	101,181	98,890	20,053	86,064	—
Perquisites ⁽⁹⁾	—	8,500	—	8,500	—
Separation Payments					
Excise Tax and Gross-Up ⁽¹⁰⁾	—	4,001,955	—	2,767,501	—
Separation Payment for Non-Compete Agreement ⁽¹¹⁾	—	866,251	907,501	671,531	300,000
Separation Payment for Liquidated Damages ⁽¹²⁾	—	1,732,501	907,501	1,343,062	300,000
Total	31,533,214	15,277,621	9,259,279	11,392,093	2,767,661

- (1) Represents the actual 2010 annual incentive award for each Named Executive Officer, determined as described in the Compensation Discussion and Analysis beginning on page 27.
- (2) Represents the actual performance cash award under the 2008 – 2010 Long-Term Incentive Program for each Named Executive Officer, determined as described in the Compensation Discussion and Analysis beginning on page 42, plus performance cash awards at target for each Named Executive Officer under each of the 2009 – 2011 Long-Term Incentive Program and the 2010 – 2012 Long-Term Incentive Program.
- (3) Represents the performance share award at target for each Named Executive Officer under the 2009 – 2011 and 2010 – 2012 Long-Term Incentive Programs, determined as described in the Compensation Discussion and Analysis beginning on page 39.
- (4) Represents values of all RSUs granted to the Named Executive Officers under our long-term incentive programs and the retention program that, as of the end of 2010, had been deferred upon vesting and remained deferred, or that had not yet vested according to their program grant vesting schedules. Under the terms of the long-term incentive programs, RSUs vest fully on termination following a change of control. Under the retention program, RSUs vest fully upon termination without cause of the Named Executive Officer and the value is reduced by any separation payments as described in notes 11 and 12. For Messrs. Mchale, Olivier and Butler, retention program RSU grants are fully eliminated when offset by separation payments. The values were calculated by multiplying the number of RSUs by \$31.88, the closing price of NU common shares on December 31, 2010.
- (5) Represents the actuarial present value at the end of 2010 of the benefit payable from the Supplemental Plan to Messrs. Shivery, Mchale and Butler upon termination. The benefit is payable as an annuity, and the present value was calculated as described in notes 1 and 2 to the Pension Benefits Table appearing on page 59. above.
- (6) Represents the actuarial present values at the end of 2010 of the amounts payable to the Named Executive Officers solely as the result of provisions in employment agreements, which are in addition to amounts



**Northeast
Utilities**



PROPOSED MERGER—YOUR VOTE IS VERY IMPORTANT

Each of the boards of trustees of Northeast Utilities and NSTAR has unanimously approved a strategic business combination in what we intend to be a merger of equals. Northeast Utilities and NSTAR believe that the proposed merger brings together two companies with complementary distribution and transmission assets, reputations for operating excellence and talented employees. The merger will create a larger company with total assets of approximately \$25 billion calculated on a pro forma historical basis as of September 30, 2010. The combined company will have 3,000,000 electric distribution customers and 500,000 gas distribution customers and will include 4,500 miles of electric transmission, 72,000 miles of electric distribution and 6,300 miles of gas distribution. Upon completion of the merger, the combined company will continue under the name Northeast Utilities.

On October 16, 2010, Northeast Utilities and NSTAR entered into an Agreement and Plan of Merger, as amended on November 1, 2010 and December 16, 2010, pursuant to which, Northeast Utilities and NSTAR will combine their businesses. The merger is subject to shareholder approvals and other customary closing conditions, including regulatory approvals.

Upon completion of the merger, NSTAR shareholders will receive 1.312 Northeast Utilities common shares for each NSTAR common share that they own. This exchange ratio is fixed and will not be adjusted to reflect share price changes prior to the closing of the merger. Based on the closing price of Northeast Utilities common shares on the New York Stock Exchange on October 15, 2010, the last trading day before public announcement of the merger, the exchange ratio represented approximately \$40.28 in value for each NSTAR common share. Based on the closing price of Northeast Utilities common shares on the New York Stock Exchange on December 31, 2010, the latest practicable trading day before the date of this joint proxy statement/prospectus, the exchange ratio represented approximately \$41.83 in value for each NSTAR common share. Northeast Utilities shareholders will continue to own their existing Northeast Utilities common shares. Northeast Utilities common shares are currently traded on the New York Stock Exchange under the symbol "NU," and NSTAR common shares are currently traded on the New York Stock Exchange under the symbol "NST." **We urge you to obtain current market quotations of Northeast Utilities and NSTAR common shares.**

Based on the estimated number of Northeast Utilities common shares and NSTAR common shares that will be outstanding immediately prior to the closing of the merger, we estimate that, upon such closing, former Northeast Utilities shareholders will own approximately 56.3% of the combined company and former NSTAR shareholders will own approximately 43.7% of the combined company.

Northeast Utilities and NSTAR will each hold special meetings of their respective shareholders in connection with the proposed merger.

We cannot complete the merger unless the holders of two-thirds of the shares of each company outstanding and entitled to vote approve the proposals made by such company. **Your vote is very important, regardless of the number of shares you own. Whether or not you expect to attend either special meeting in person, please submit a proxy to vote your shares as promptly as possible so that your shares may be represented and voted at the Northeast Utilities or NSTAR special meeting, as applicable.**

The Northeast Utilities board of trustees unanimously recommends that the Northeast Utilities shareholders vote "FOR" the adoption of the merger agreement and the approval of the merger, including the issuance of Northeast Utilities common shares to NSTAR shareholders pursuant to the merger, "FOR" the proposal to increase the number of Northeast Utilities common shares authorized for issuance and "FOR" the proposal to fix the number of trustees of the Northeast Utilities board of trustees at fourteen.

The NSTAR board of trustees unanimously recommends that the NSTAR shareholders vote "FOR" the proposal to adopt the merger agreement and approve the merger.

The obligations of Northeast Utilities and NSTAR to complete the merger are subject to the satisfaction or waiver of several conditions. The accompanying joint proxy statement/prospectus contains detailed information about Northeast Utilities, NSTAR, the special meetings, the merger agreement and the merger. **You should read this joint proxy statement/prospectus carefully and in its entirety before voting, including the section entitled "Risk Factors" beginning on page 28.**

We look forward to the successful combination of Northeast Utilities and NSTAR.

Sincerely,

Charles W. Shivery
Chairman, President and Chief Executive Officer
Northeast Utilities

Thomas J. May
Chairman, President and Chief Executive Officer
NSTAR

Neither the Securities and Exchange Commission nor any state securities commission has approved or disapproved of the securities to be issued under this joint proxy statement/prospectus or determined if this joint proxy statement/prospectus is truthful or complete. Any representation to the contrary is a criminal offense.

This joint proxy statement/prospectus is dated January 5, 2011 and is first being mailed to Northeast Utilities and NSTAR shareholders on or about January 5, 2011.

Subject to completion of the merger, Northeast Utilities intends to grant to each executive officer whose awards are paid on a pro-rated basis as described in the preceding paragraph an award of additional restricted share units with a value equal to the value of the executive officer's performance units outstanding at target immediately before the completion of the merger that are attributable to the portion of the applicable performance periods extending beyond the completion of the merger.

Summary Table

The following table shows, for each executive officer and each non-employee trustee, as applicable, as of October 29, 2010, (i) the number of restricted share units held by him or her (exclusive of the restricted share units granted as retention awards as described in the section entitled "— Northeast Utilities Retention Plan" on page 85), (ii) the value of such restricted share units assuming a value of \$31.28 per share of Northeast Utilities common shares (its closing price on the NYSE on October 29, 2010), (iii) the target value of the Northeast Utilities performance cash units held by him or her, (iv) the target number of Northeast Utilities performance share units held by him or her, and (v) the value of such performance share units assuming a value of \$31.28 per share of Northeast Utilities common shares (its closing price on the NYSE on October 29, 2010):

Name	Number of Unvested Restricted Share Units (1)	Value of Restricted Share Units at Assumed Share Value (\$)	Value of Performance Cash Units at Target (\$)	Number of Performance Share Units at Target	Value of Performance Share Units at Assumed Share Value (\$)	Total (\$)
<i>Executive Officers</i>						
Charles W. Shivery	79,567	2,488,856	4,269,384	81,535	2,550,415	9,308,655
David R. McHale	19,876	621,721	1,064,050	20,679	646,839	2,332,610
Leon J. Olivier	19,872	621,596	1,056,251	21,664	677,650	2,355,497
Gregory B. Butler	15,049	470,733	839,420	16,031	501,450	1,811,603
James B. Robb	9,991	312,518	549,987	10,504	328,565	1,191,070
Jay S. Buth	3,543	110,825	60,357	2,412	75,447	246,629
Jean M. LaVecchia	6,662	208,387	363,462	7,290	228,031	799,880
<i>Non-employee Trustees</i>						
Richard H. Booth	3,085	96,499	—	—	—	96,499
John S. Clarkeson	3,085	96,499	—	—	—	96,499
Cotton M. Cleveland	3,085	96,499	—	—	—	96,499
Sanford Cloud, Jr.	3,085	96,499	—	—	—	96,499
John G. Graham	3,085	96,499	—	—	—	96,499
Elizabeth T. Kennan	3,085	96,499	—	—	—	96,499
Kenneth R. Leibler	3,085	96,499	—	—	—	96,499
Robert E. Patricelli	3,085	96,499	—	—	—	96,499
John F. Swope	3,085	96,499	—	—	—	96,499
Dennis R. Wraase	3,056	95,592	—	—	—	95,592

(1) Exclusive of retention grants as described in the section entitled "— Northeast Utilities Retention Plan" on page 85.

Severance Arrangements

The executive officers of Northeast Utilities, other than Messrs. Shivery, McHale and Butler, are entitled to severance benefits upon a qualifying termination of employment (as described below) within two years following the approval by Northeast Utilities shareholders of the merger. Mr. Shivery is not entitled to severance benefits because he ceased being entitled to such benefits upon attaining age 65. Messrs. McHale and Butler are entitled to severance benefits upon a qualifying termination of employment without regard to whether Northeast Utilities shareholders approve the merger or the merger is completed because the merger does not constitute a change in

The following table sets forth, as of October 29, 2010, (1) the number of stock options held by each NSTAR executive officer and trustee whose vesting will accelerate upon the consummation of the merger and the weighted average exercise price of such options, (2) the total “in the money” value of those options assuming a value of \$41.71 per share of NSTAR common shares (its closing price on the NYSE as of October 29, 2010), (3) the number of deferred stock awards whose restrictions will lapse upon the completion of the merger (exclusive of deferred NSTAR shares awarded as retention grants as described in the section entitled “— NSTAR Retention Plan” on page 90) and (4) the number of performance shares (at the target performance level) whose restrictions will lapse upon the completion of the merger. The value of such awards could change depending on the price per share of NSTAR common shares immediately prior to the completion of the merger.

Name	Number of Shares Subject to Unvested Options	Weighted Average Exercise Price Per Option Share (\$)	Value of Options at Assumed Share Value (\$)	Number of Deferred Stock Awards(2)	Value of Deferred Stock Awards at Assumed Share Value (\$)(1)	Number of Performance Shares at Target	Value of Performance Shares at Assumed Share Value at Target (\$)(1)	Total (\$)
<i>Executive Officers</i>								
Thomas J. May	289,000	34.3282	2,133,330	70,400	2,936,384	102,400	4,271,104	9,340,818
James J. Judge	64,667	34.3618	475,189	15,767	657,642	23,350	973,929	2,106,759
Douglas S. Horan	62,667	34.3324	462,329	14,583	608,257	21,350	890,509	1,961,095
Werner J. Schweiger	62,667	34.3324	462,329	14,583	608,257	21,350	890,509	1,961,095
Joseph R. Nolan, Jr.	29,667	34.3500	218,349	7,633	318,372	11,300	471,323	1,008,045
Christine M. Carmody	23,000	34.5636	164,367	5,550	231,491	7,350	306,569	702,426
Robert J. Weafer, Jr.	16,000	34.3883	117,147	3,917	163,378	5,750	239,833	520,358
<i>Non-employee Trustees</i>								
Gary L. Countryman	—	—	—	—	—	—	—	—
Thomas G. Dignan, Jr.	—	—	—	—	—	—	—	—
James S. DiStasio	—	—	—	—	—	—	—	—
Charles K. Gifford	—	—	—	—	—	—	—	—
Matina S. Horner	—	—	—	—	—	—	—	—
Paul A. La Camera	—	—	—	—	—	—	—	—
William C. Van Faasen	—	—	—	—	—	—	—	—
Gerald L. Wilson	—	—	—	—	—	—	—	—

(1) Excludes value of dividends accrued since the date of grant.

(2) Exclusive of retention grants as described in the section entitled “— NSTAR Retention Plan” on page 90.

Severance Arrangements for NSTAR Executive Officers

NSTAR executive officers do not have employment agreements and do not participate in a formal severance program. Each NSTAR executive officer is party to a Change in Control Agreement, which provides severance benefits in the event of a qualifying termination of employment (an involuntary termination other than for “cause” or a resignation by the executive officer for “good reason”) within 24 months following a change in control. Each of Mr. Judge, Mr. Schweiger, Ms. Carmody and Mr. Nolan have acknowledged that the contemplated terms of his or her employment with the combined company, and similar terms and conditions, do not constitute “good reason” for a voluntary termination under the terms of their respective Change in Control Agreements. In the event of a qualifying termination of employment, the Change in Control Agreements provide that the executive officers of NSTAR are entitled to the following:

- a lump sum severance payment equal to three times (two times in the case of Mr. Weafer) the executive officer’s base salary at the higher of the rate in effect immediately prior to the date of termination or in effect immediately prior to the change in control plus an amount equal to three times (two times in the case of Mr. Weafer) the higher of the actual bonus paid to the executive officer under



1937 - 2011

International Brotherhood
of Electrical Workers

Local 420

550 Wolcott Street
Waterbury, CT 06705
Tel 203-757-9639
Fax 203-757-9426

E-Mail: IBEW@SNET.NET

Business Manager
& Financial Secretary
Frank E. Cirillo

Assistant Business
Manager
John K. Unikas

President
Richard Golembiewski

Vice-President
John Burke

Treasurer
Robert J. Lanese, Jr.

Recording Secretary
Joseph A. Malcarne

Executive Board
Members
Chairman
David Stockmal

Vice-Chairman
Douglas Allen

Recording Secretary
Steve Casper

Doug Allen
Steve Casper
Angelo Coppotelli
Tammy DiJoseph
Jeff Laviana
Marcos Lugo, At Large
John Mihalov, At Large
Robert Russo
David Stockmal, At Large
William J. Stolba, II
Darryl Vailonis
Trustees
John Burke
Marcos Lugo
Sean Scanlon

September 28th, 2011

State Representative Vickie Orsini Nardello
Legislative Office Building
Room 3902
Hartford, CT 06106-1591

1/1
(3 pages)

Representative Nardello:

Enclosed is information pertinent to my testimony on Monday, the 26th of September, 2011 along with our staffing levels at the present time of our Line Departments broken down into areas. I must be specific and inform you that this information is exclusively for I.B.E.W. Local 420 of Waterbury, Connecticut and not the entire State of Connecticut. Most important, is the draft prepared testimony of David W. Forrest-Director of Operate and Restore for Connecticut Light and Power Company in May of 2000 making an argument as to why our working hours should not be limited.

As stated in my testimony, employees were always allowed to work extended hours, for as far back as our records can indicate, until January of 2010. There is also some other pertinent information that we would like you to look at. Our recommendations are simple:

1. Hold the Company to minimum staffing levels for not just major events, but the hundreds of storms that come through our State on a yearly basis (hire more people eliminating contractors and creating jobs for Connecticut residents.)
2. Allow CL&P crews and outside crews to work extended hours if they so desire.

If employees are allowed to work more hours, restoration time would clearly be faster, resulting in savings on food and lodging, fuel, and outage time. During Tropical Storm Irene, the Company claimed they had 6,000 people working the storm. Two hours per day extra would have meant 12,000 more working hours in one day.

I must say as a life-long Connecticut resident, with the exception of 4 years of Navy service, a CL&P employee and Northeast Utilities Systems investor, I was extremely disenchanted with the presentations of UI and CL&P. As I testified to, our records indicate we have had 36 fatalities on our property since the late 1950's and only one was alleged to have had fatigue as a factor during Hurricane Gloria in 1985. The rest were on regular work days. There is no evidence anywhere that extended hours caused death to the workers. Please review Mr. Forrest's testimony from 2000. Mr. Forrest made the case for the need to work extended hours.

Everyday people around the Country are saddened when they watch the news and observe disasters. All first responders work hard and long hours until the jobs are complete. That should include utility workers as well.

CL&P executives talked about their "learning curves" on a couple of occasions. As I stated in my testimony, the companies that make up Connecticut Light and

State Representative Vickie Orsini Nardello

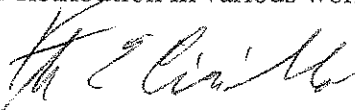
September 28th, 2011

Page 2

Power Company have been in business since the late 1800's. Another recommendation would be that if after 100 years of storm restoration and utility work, that the management engaged in "learning curves" should be replaced with people who know what they are doing. As a life-long resident of Connecticut, even as a child, I was aware of storm preparations. I cannot believe in the year 2011, that emergency first responder professionals were so ill prepared. I understand there is always room for improvements, but a "learning curve" is an insult to my intelligence and 27 year affiliation with CL&P. CL&P claims that they are going through the NU systems talking to employees, but their responsibility under the collective bargaining agreements is to talk to the exclusive bargaining agents (the Union). Local 420's intentions is not to bring down or demean the Company, simply to see that our members work safely and quickly restore power to the people of Connecticut.

Due to deregulation of generation, I'm curious to know where CL&P's losses are when the power goes out because when the Company was making all the money, they used to be very aggressive with restoration. For approximately two years now, the Company has been failing miserably on restoration efforts for single outages and the minor storms that impact Connecticut's communities.

I respectfully request a meeting with you and some of your colleagues if at all possible. We work closely with our members and have our finger on the pulse of what happens in the field. My 27 year affiliation with the Company, 20 of those years was field experience and overhead lines and customer service. My assistant has 40 years affiliation with the Company with 33 of those years as a lineman in transmission and distribution in various work centers in Western Connecticut.



Frank E. Cirillo

Business Manager / Financial Secretary

LU 420 - I.B.E.W.

FEC/mbr

Opeiu 376 afl-cio

cc: Governor D. Malloy

Atty. General D. Jepson

STAFFING

Area Work Center	Qualified Lineman	*Helpers	Total
WATERBURY	27	0	27
NEWTOWN	23	1	24
TORRINGTON BLUE	9	1	10
TORRINGTON GREEN	13	1	14
STAMFORD	16	2	18
SIMSBURY	26	2	28
NORWALK	22	1	23
NEW MILFORD	15	0	15
GREENWICH	10	4	14
FALLS VILLAGE	5	0	5
SYSTEM PROJECTS	9	4	13
TOTALS:	175	16	191

**TRANSMISSION LINE DEPARTMENT	27	2	29
---	-----------	----------	-----------

***Helpers are not qualified linemen and cannot work alone. They must be part of a crew with linemen and helpers have specific work restrictions.**

****Transmission linemen work solely on transmission lines but can be utilized during storm restoration on distribution system if no problems exist on the transmission system.**

Our testimony before the Energy and Technology Committee on February 13th, 2007, was not refuted by the Connecticut Light and Power Company. The same information was given to you on the day of our testimony in 2007 and is also included in this package.

In 2007, we had 190 lineworkers.

In 2011 (present), we have 191 lineworkers.



1937 - 2011
International Brotherhood
of Electrical Workers

Local 420
550 Wolcott Street
Waterbury, CT 06705
Tel 203-757-9639
Fax 203-757-9426
E-Mail: IBEW@SNET.NET

Business Manager
& Financial Secretary
Frank E. Cirillo

Assistant Business
Manager
John K. Unikas

President
Richard Golembiewski

Vice-President
John Burke

Treasurer
Robert J. Lanese, Jr.

Recording Secretary
Joseph A. Malcarne

Executive Board
Members
Chairman
David Stockmal

Vice-Chairman
Douglas Allen

Recording Secretary
Steve Casper

Doug Allen
Steve Casper
Angelo Coppotelli
Tammy DiJoseph
Jeff Laviana

Marcos Lugo, At Large
John Mihalov, At Large
Robert Russo
David Stockmal, At Large
William J. Stolba, II
Darryl Vailonis
Trustees
John Burke
Marcos Lugo
Sean Scanlon

September 29th, 2011

The Honorable Governor Dannel Malloy
State of Connecticut
State Capitol
210 Capitol Avenue
Hartford, CT 06106

Dear Governor Malloy:

As you are aware, the State of Connecticut deregulated generation in the late 90's. On August 29th, 2011, I sent you a letter along with testimony that was given before the State's Energy and Technology Committee on February 13th, 2007.

I know, personally, that you are aware of Connecticut Light and Power Company's management team's work habits from your days as Mayor of Stamford. If you recall, you had met with myself and other agents of our Local along with John Olsen from the State AFL-CIO and on that evening, there was an explosion and your lights flickered. Their lack of maintenance led to many explosions throughout the State and, in my opinion, a fatality in the City of Waterbury.

As I read the papers and watch the news, I am disappointed in what I see and hear. Many public officials and utility management people act like this is the first storm that has ever hit Connecticut. I cannot believe that people are finding out for the first time that trees get overgrown, blow down in the wind, take out all utility services and block roads.

One subject that has been making me very upset is people that seem to be concerned with our safety when it comes to working extended hours. Local 420 has been in Waterbury, Connecticut since 1937 and every time we were confronted in restoration efforts, we worked until the job was complete. That has changed in the last 2 years and it is my opinion, that deregulation and the fact that CL&P no longer generates, that there is no real incentive financially to restore the power.

Our records indicate that we have had 36 fatalities in CL&P from the late 50's to today. There was only one fatality during Hurricane Gloria where fatigue was just one of the factors. Most of the fatalities were during regular working hours and on nice days. So, maybe we should only work during regular working hours and nice days if people are so concerned about safety. Pardon the sarcasm. On normal working days, a large percentage of what we do is with energized equipment. During power outages, the majority of what we do is de-energized.

The Company reported at one point, that they had 3,000 crews working in the State of Connecticut. That would have been 6,000 people. Two more hours of work each day by that many people, would have restored people much sooner and much quicker, 12,000 man hours more.

12
12.)
(2 pages)

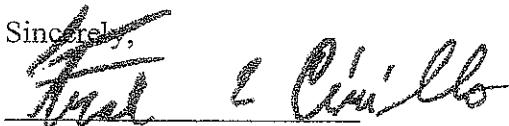
Governor Dannel Malloy
September 29th, 2011
Page 2

Again, I would like the opportunity to sit down and discuss this with you personally.

I have a 27 year affiliation with CL&P, 20 of those years field experience. My assistant has a 40 year affiliation with CL&P, 33 of those years of field experience.

We would like to arrange a meeting as soon as possible.

Sincerely,



Frank E. Cirillo
Business Manager / Financial Secretary
LU 420 – I.B.E.W.

FEC/mbr
Opeiu 376 afl-cio

*gave to Communion
& Co. 3/29/11
at Test + Tech
neg*

NU, NStar set up \$23M merger bonus pools

By Brad Kane
bkane@HartfordBusiness.com
03/04/11

Hartford-based Northeast Utilities and NStar in Boston have established bonus pools totaling \$22.5 million to retain at least the nine highest-ranking officers once the two utility companies merge later this year, documents show.

In November — a month after the two announced plans for a \$4.3 billion merger — NU and NStar separately set up \$10 million retention pools aimed at keeping top officers at each company around for at least three years after the merger is complete, according to the 2010 annual reports recently filed by both.

"It is standard during mergers to retain the top executives of the company," NU spokesman Al Lara said.

In addition, Charles Shivery, NU's chairman, president and CEO, stands to collect a \$2.5 million bonus for staying on to finish a previously arranged 18-month term as nonexecutive chairman of the new company, Lara said. He is subsequently due to retire.

Shivery's bonus would be on top of regular pay package. His 2010 base salary was \$1 million as part of his total compensation of \$8.3 million, filings show.

When he retires, Shivery will collect \$31.5 million in post-employment compensation, amassed during his tenure at NU, according to a filing with the Securities and Exchange Commission.

Shivery joined NU in 2002 and became CEO two years later.

The NU-NStar merger is expected to be completed this summer. It will create a utility holding company with four electric and two natural gas subsidiaries and 3.5 million customers in Connecticut, Massachusetts and New Hampshire.

The new company still will be called Northeast Utilities. NU's subsidiaries include Connecticut-based Yankee Gas and Connecticut Light & Power.

On Friday, NU's shareholders approved the merger, getting 98 percent of the shares voted in favor of joining with NStar.

NU established its \$10 million award fund on Nov. 16. It covers NU Chief Financial Officer David McHale, Chief Operating Officer Leon Olivier, General Counsel Gregory Butler and Senior Vice President James Robb, according to NU's annual report. Olivier also is CL&P CEO.

Each would collect the bonus in varying amounts in the form of restricted stock that vests three years after the merger.

NU's bonus pool is paid for strictly by shareholders, Lara said.

McHale took home \$5 million in total compensation last year, Olivier made \$4.3 million, Butler made \$3.6 million and Robb made \$2.3 million, according to the annual report.

NStar established its \$10 million bonus fund two days later on Nov. 18. Like NU's package, the employees covered only receive their funds if they stay on three years after the merger is completed, or if they die, become disabled or are terminated without cause, filings said.

NStar officers covered by the fund include: Christine Carmody, senior vice president of human resources; James Judge, chief financial officer; Joseph Nolan, senior vice president customer & corporate relations; and Werner Schweiger, senior vice president operations, according to NStar's annual report.

The bonus commitment to those four NStar officers represents 30 percent of the \$10 million, said NStar spokeswoman Caroline Allen. The balance of the bonus pool may be committed to more employees later on, Allen said.

NStar's filing did not spell out whether Chairman Thomas May is eligible for a retention bonus. In 2009, May's base salary was just over \$1 million and his total compensation was \$7.4 million, according to Forbes.com.

May is due to become CEO of NU after the merger. He will assume the chairman role once Shivery retires.



Special Committee to Review and Assess the Response of Connecticut's
Utilities to Tropical Storm Irene and Storm Alfred

Ladies and Gentlemen of the Governors Special review Panel. My name is William F. Henderson III and I am honored to be president of The Communications Workers Local 1298 located in Hamden, Connecticut - Representing all of the AT&T workers in Connecticut which includes Service representatives, linemen, cable splicers, installers, central office technicians, operators, garage mechanics, engineers, wireless technicians, wireless store sales people, and an as sundry of other titles too numerous to list. Additionally I represent AT&T workers in Rhode Island, Massachusetts, Vermont, New Hampshire and Maine, 4,800 in all. I have 41 years of experience working for SNET, SBC, and now AT&T. I am currently on administrative leave from AT&T with my last position, very appropriately, an Emergency Power Technician.

I would like to start off by saying that I was very put off by the remarks of AT&T spokesman, John Emmra, in his testimony to this panel this week when he stated that, "we have to get used to the fact that it's not the old telephone company that we've come accustomed to - the new **world wide** AT&T is a lot different." Well no one can disagree with that statement, telecommunications has sure changed since AT&T took over and not all for the good I might add. Service standards as we once knew them have almost disappeared (as exemplified in our handout). The DPUC has monthly Out of Service matrices that AT&T has failed to even come close to meeting over the last 10 years and finally the Public

Utilities Commission has just fined AT&T \$500,000 for their indifference to customer service. It is important to note that during this 10 year period, AT&T has eliminated 1622 jobs in CT. These jobs have not been back-filled. ⁵⁹²432 were crucial to customer network maintenance service, such as 611. This 611 repair service has been moved out of CT and now is located in Michigan and Texas.

Telephone voice is now, as AT&T pointed out, in transition. AT&T says that it now only services 44 percent of the homes in CT for landline. This is true, but AT&T is custodian of 95 percent of the 840,000 telephone poles in CT – each one vital – half of which are owned directly by AT&T. AT&T has not maintained these poles. This was certainly highlighted in these last storms when 1280 poles had to be replaced.

Many of AT&T's poles are marked with faded red x's – these were marked and scheduled for replacement 5 years ago. They are still waiting to be replaced. Many of these marked poles came down in the past two storms. AT&T has relied on substandard ill-equipped contractors to perform this replacement work...at the lowest possible cost to AT&T and the highest cost to CT – customer safety. Workers and the public have been put at serious risk. (refer to booklet).

As pointed out, these storms should not have had the devastating effect on our CT communities that it did. But the heavy damage was directly related to profits before service, in other words - running our network on a bare bones existence at the expense of the public. An example is AT&T's maintenance and refurbishing program named "First Mile" where 37 technicians were assigned maintenance duties over a

year ago and have only worked 2 days on preventive maintenance and the rest of the year “clearing customer troubles.” Tree trimming, pole replacement, and maintenance to the network are not non-existent – nor do we have the technicians available to do the necessary jobs.

AT&T’s response to these storms was like they had never dealt with a storm before. To begin with - the person put in charge was located in Ohio. Secondly - We know in this day and age it is obvious that in storm conditions emergency generators are necessary, yet those shipped to Connecticut were not even fully deployed until the Wednesday following the storm. To go on - Calls to AT&T service reps were so backed up that overflow calls went to India, Egypt, and the Philippines where workers had no idea of the serious conditions in CT. Qualified technicians were working on standard installs and repairs while critical cell sites and remote service locations were out of service. AT&T dispatching in TEXAS did not track work in a coordinated way. Nothing was coordinated – and technicians were bounced from town to town – unable to fix outages they could see clearly, because there was no process in place to create an immediate “trouble ticket.” Lack of coordination between AT&T and the Power Company put many technicians as well as CT residents in danger. Potential for accidents was overlooked by AT&T management with demands to just get the work done.

Workers at AT&T operated at a State of Emergency level from the beginning of the storm through November 5th – off until November 9th, then on to November 13th. An Emergency declaration at AT&T suspends overtime limitations. Apparently AT&T did not have the clear

understanding of the magnitude of the storm damage, nor a logical plan to get Connecticut up and running that it should have.

CWA recommends that AT&T staff a repair and dispatch center in Connecticut – for Connecticut customers. This should include a hotline for medical emergencies and damaged poles. All police dispatch centers would have access to the hotline with a commitment to dispatch necessary workers from AT&T. Connecticut had this type of center up until 2008. Its effectiveness was proven more than once. The response to emergencies was timely and efficient. Additionally, CWA recommends that AT&T develop a storm restoration policy that will capture the magnitude of the damage, identify the hazards that have resulted and efficiently dispatch help to where it is needed.

In Conclusion:

In conclusion: No one can disagree that these storms were devastating, imagine if we had real hurricane what the outcome would be. Clearly more government oversight is needed not less. Generators at every cell site should be the standard and it doesn't make sense to wait for them to be shipped in from King of Prussia Pennsylvania two days after the storm hits before we start the deployment. Preventative Maintenance has to be forefront Our utilities found the straw that broke the camel's back and it shouldn't have come as a shock to any one " ***when profits come before service and decisions are made in Michigan and Texas and not Hartford.*** Drills in Florida don't help Connecticut. We need a well-trained group of technicians on the ground in Connecticut and not to wait for help from Wisconsin or Florida to arrive by then it's too late. The issues are complex and the solutions are going to be tough ones but there is too much at stake to ignore them. The telephone workers of Connecticut are also it's residents and your neighbors we will be glad to work with this panel or any other body to get this train back on track

CWA LOCAL 1298

Irene Storm Assessment

Assessment document

Double Pole

DPUC response to 2002 layoffs

CWA Job Loss

DPUC Testimony 08-07-15

Contractor accident Labor Day 2010



Communications
Workers of America
Local 1298
AFL-CIO



William F. Henderson
President

3055 Dixwell Avenue
Hamden, Connecticut 06518

Office: (203) 288-5271 x30
Voicemail: (866) 596-1298 x 8611
Email: whenderson@cwa1298.org

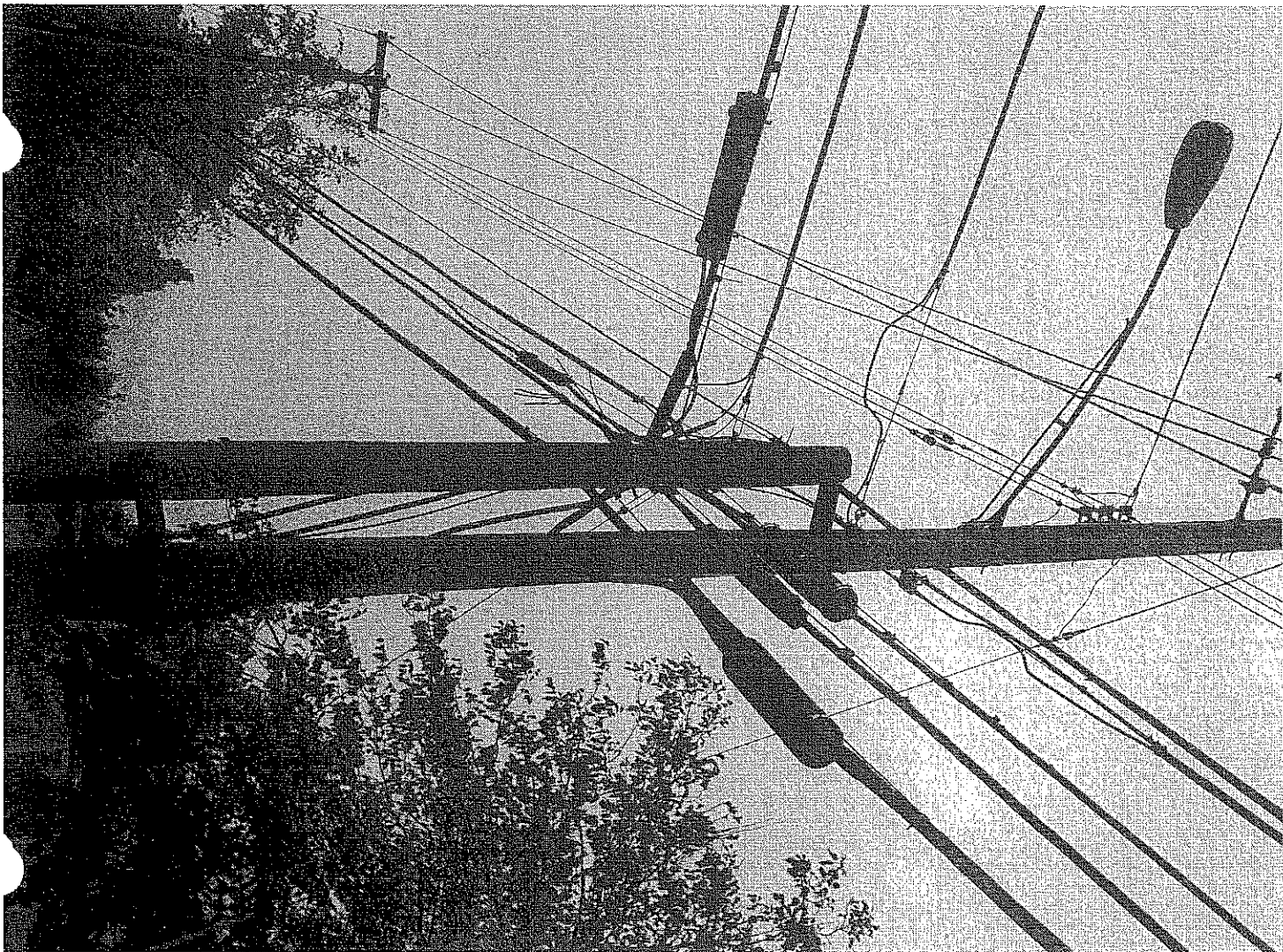


CWA Irene Storm Assessment

- Storm assessment cut short by Engineering, so assessment was not completed and OPTs brought wrong pole sizes to job. Automated dispatching does not work during emergencies.
- Dispatch completely ineffective – showed obvious lack of training and knowledge of the situation locally
- Multiple dispatches to same location. Six techs at the same time and location for power outages as well as phone failure. Problem from Dispatch not being local. Multiple tickets dispatched to known outage sites delayed generator deployment to those sites.
- Repair tickets were signed off in error when commercial power came on resulting in artificial reduction in total troubles.
- Job loss year over year resulting in bare bones operation with limited resources for maintenance
- Tree Trimming – trees should be trimmed routinely on a regular basis. The lack thereof was a contributing factor for the overwhelming power and phone outages from “Irene.”
- Overwhelming breakdown in coordination between the power and telephone companies. The massive power outages impacted the phone service and repairs.
- Issues surrounding the dispatching of generators.

- Wrong size generators for the remote terminals – Vrads, Remote Terminal Sites
- Mismatched equipment – components were not compatible. Trucks not compatible for towing – Safety trailer lights not working deployed anyway were returned by tow trucks and flatbeds
- Equipment old – broke down frequently. Example: Franklin – pole carrier’s wheel feel off.
- Cable Splicers sent on repair calls. However, Splicers were not allowed to go in to houses (no public service technician state license), therefore, couldn’t complete job.
- Managers were overwhelmed – they were downsized along with employees in dealing with storm-related issues. Straw bosses eliminated who worked with linemen to restore broken poles. Line force diminished over years
- Contractors did shoddy work to compound the overall problems at hand. For 5 years we’ve been complaining about short poles not far enough into the ground and other old poles not being replaced – and after 5 years they had not been replaced resulting hundreds of broken poles
- AT&T did their usual dog and pony show – look good no matter how poor the service is. Work with a sense of urgency, but don’t worry about fixing the problem.
- De-regulated vs. regulated. Internet Protocol (VOIP) service is not regulated under the DPUC. Many customers didn’t know they had VOIP – Worthy to note that Central Offices had immediate generator backup.
- Uverse customers received generator deployment before landline customers

- AT&T more interested in \$\$\$ than in providing reliable service. Cell towers didn't have generators due to zoning issues and cost cutting measures. Cell sites down – should have emergency power always available
- AT&T was more concerned with providing PR “lip service” than in expediting the resolutions of troubles.
- AT&T did not utilize the information provided by the Weather Bureau. After “Irene” hit the state, residents had to wait for help to get here from Wisconsin, Michigan, Ohio, Tennessee etc.



Double pole not
shifred by ATT.
POWER + CABLE
SHIFED.
HAMDEN, CT.
THIS HAS BEEN
LIKE THIS FOR
OVER 1 YEAR



December 12, 2002
In reply, please refer to:
UR&R:PAP

John S. Wright, Esquire
Assistant Attorney General
Ten Franklin Square
New Britain, Connecticut 06051

Re: Request of the Attorney General for an Investigation of the Southern New England Telephone Company's Proposed Layoffs and its Service Quality

Dear Mr. Wright:

The Department of Public Utility Control (Department) acknowledges receipt of the Attorney General's (AG) letters dated October 10, 2002, October 22, 2002 and November 22, 2002, requesting that the Department investigate the Southern New England Telephone Company's (Telco or Company) recent downsizing of its workforce and the effects that this downsizing will have on the Company's service quality. October 10, 2002 Letter, pp. 1 and 2; October 22, 2002 Letter, p. 2; and November 22, 2002 Letter, pp. 1 and 2.

Service quality standards have been a part of the Company's alternative regulatory framework (i.e., Price Cap Formula) since 1996 when they were adopted in the March 13, 1996 Decision in Docket No. 95-03-01, Application of the Southern New England Telephone Company for Financial Review and Proposed Framework for Alternative Regulation. In that Decision, the Department determined that adoption of various service standards provided the Department sufficient ability to monitor the Company's technology commitment, customer commitment and competitive response. March 13, 1996 Decision, Docket No. 95-03-01, p. 45. The Department also determined in Docket No. 95-03-01 that should the Telco's service performance fall below the minimum standard objective level for each measurement category for any five months within any rolling twelve consecutive month period, financial penalties would be imposed on that standard category and a negative adjustment, would be applied to the Company's Price Cap Formula. Id., pp. 48 and 49.

The Price Cap Formula was reaffirmed by the Department's May 16, 2001, Decision in Docket No. 00-07-17, DPUC Investigation of the Southern New England Company's Alternative Regulation Plan. The Department also incorporated the service quality levels adopted in Docket No. 99-07-28, Promulgation of Quality of Service Regulations for Connecticut Telephone and Certified Telecommunications Providers, in

the Price Cap Formula in the May 16, 2001 Decision in Docket No. 00-07-17.¹ Based on those service quality standards, the Department determined that any decrease in the allowed retail quality of service levels must be offset by an increase in the cost to the Telco for any failure to meet the stated standards. The Department further modified the manner in which local residential customers would be credited for the Telco's failure to meet the retail quality of service objectives. Specifically, the Department required that the Telco provide residential customers with a one-time monetary credit in those cases when the service quality standards for any five months within a twelve-month period are not met. Docket No. 00-07-17 May 16, 2001 Decision, pp. 30 and 31.

You have indicated that the Telco has consistently failed to meet its service quality performance objectives throughout the operation of its alternative regulation plan.² However, a review of the Telco's most recent performance reports (for 2001 and 2002-year to date)³ indicates that with the exception of Out of Service Repair Cleared within 24 hours (OOS Repair),⁴ the Company is either meeting or exceeding the remaining performance measures. The Telco's 2001 and most recent 2002 quality of service performance is as follows:⁵

	<i>01</i> <i>Target</i>	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Trouble Reports Per Hundred Lines	2.25	1.97	2.25	2.25	1.88	2.22	2.58	2.12	2.71	2.06	1.91	1.58	1.71
Maintenance Appointments Met	90.0%	99.27	99.17	99.17	99.27	99.34	99.14	99.04	99.14	99.02	99.24	99.43	99.27
Installation Appointments Met (Co.)	90.0%	92.7	94.3	94.3	93.6	90.6	89.6	94	92.5	93.1	93.8	94.3	92.4
Installation Interval (Completed W/ 5 Days)	95.0%	92.1	92.9	92.9	90.8	91.9	91	97.6	98.2	97.1	98.7	98.5	98
OOS Repair Cleared W/ 24 Hours	90.0%	64.4	59.2	65.5	66.3	55.6	45.6	56.4	53.4	59.8	74.4	52.8	62.6

¹ The regulations adopted in Docket No. 99-07-28 were subsequently codified at §§16-247g-1 through 16-247g-9 of the Regulations of Connecticut State Agencies (Conn. Agencies Regs.).

² November 22, 2002 Letter, p. 1.

³ The Telco's semi-annual performance reports were filed in compliance with the requirements of Conn. Agencies Regs. §16-247g-2(b).

⁴ The Department attributes the Company's inability to meet the 90% objective for the Out of Service Repair Cleared within 24 hours in part to the fact that those repairs requiring dispatch cannot be done during the overnight hours. Therefore, if a trouble report is received by the Telco during the evening or night-time hours, the Company cannot generally dispatch a technician until the morning, losing a number of hours of the 24-hour measurement period.

⁵ Pursuant to the Conn. Agencies Regs. §16-247g-2(b), all telecommunications service providers are required to file their service quality performance report with the Department on January 31st and July 31st of each year. However, because the Telco has been unable to meet the Out of Service Repair Cleared Within 24 Hours objective, it has been required to submit an exception report on a monthly basis reporting its performance for this service category. Conn. Agencies Regs. §16-247g-2(c).

	<i>02 Target</i>	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Trouble Reports Per Hundred Lines	2.25	1.50	1.39	1.58	1.61	1.72	2.01					
Maintenance Appointments Met	90.0%	95.7	96.0	95.3	94.8	94.1	94.8					
Installation Appointments Met (Co.)	90.0%	99.44	99.48	99.44	99.39	99.44	99.42					
Installation Interval (Completed W/ 5 Days)	95.0%	97.8	97.7	97.4	98.1	96.7	97.7					
OOS Repair Cleared W/ 24 Hours	90.0%	79.7	75.1	69.6	65.8	54.6	55.2	61.2	59.6	53.3	49.3	52.8

The Department concurs that the Telco has failed to meet its OOS Repair objective over the last two years.⁶ However, pursuant to the terms and conditions of the Price Cap Formula, the Company's inability to meet the OOS Repair objective will be addressed during the Telco's annual price cap filing with the Department and most likely result in the imposition of a financial penalty and a negative adjustment to the Telco's Price Cap Formula. The AG may participate in that proceeding when the Telco makes its Price Cap Formula filing with the Department.

The Department also believes the AG's request to investigate the Telco's service quality performance in light of the Telco's employee layoffs at the present time is premature. While these layoffs have occurred during the current reporting period, the Department does not believe that a decision to conduct an investigation is appropriate since the Telco's most recent performance measures do not warrant such an investigation. Similarly, no evidence or data has been presented which demonstrates that the Telco's service quality and performance has been impaired due to the employee layoffs. The Department recognizes that the Company's performance relative to the OSS Repair has been less than stellar. Nevertheless, the Company's performance in this area has been consistent, and in the opinion of the Department, not the result of the recent layoffs of Telco employees.

You have also indicated that the AG has received complaints from Telco employees concerning the number of hours of overtime that they have been forced to work in order to meet the Company's regulatory obligations.⁷ The Department attributes this overtime requirement to the level of importance that the Company has placed on customer service quality and the resulting financial impact it would experience should these objectives be missed (i.e., negative adjustments to the Company's Price Cap Formula and the imposition of financial penalties). Therefore, the Department believes that it would be disingenuous to investigate the Company's performance at this time when the Telco, with the exception of OOS Repair, is meeting all of the remaining

⁶ October 10, 2002 Letter, p. 2.

⁷ November 22, 2002 Letter, p. 1.

Wright Letter
December 12, 2002
Page 4

service quality measures. Accordingly, the AG's request to initiate a docket at this time is hereby denied. The Department will review the Telco's service quality performance report when it is filed on January 31, 2003. Immediately following that review, the Department will make a determination as to whether it will initiate a proceeding to investigate the Company's performance and the effects, if any, that the employee layoffs may have had on the Telco's service quality.

Sincerely,

DEPARTMENT OF PUBLIC UTILITY CONTROL

Louise E. Rickard
Acting Executive Secretary

CWA 508 Loss 2001-2010

JOB TITLE	2001	2002	2004	2005	2006	2007	2008	2009	2010	Total
CIRCUIT DESIGN TECH	5	3					20			28
CUSTOMER SERVICE TECH	9	18					32			59
SERVICE DELIVERY TECH	41	21						11		73
PUBLIC COMM SPECCLST	4									4
SERVICE REP	22			12	17		54			105
NTWK TRANSLATOR	5	1					1	3	24	34
MAINT ADMINSTRTR	14				7		160			181
NTWK ADMIN ASSC	3						23			26
DATA ASSUR TECH	2						1			3
GEN OFF ASSC	3	2	1		5	3	10	6	3	33
OPERATOR	32									32
SERVICE ORDER REVIEWER	10				1	1	2	2		16
SUPPORT SPECCLST		8		3						11
ASSOC TEL SPECCLST-COND		1								1
OUTSIDE NETWORK DESIGN		6	2							8
TELCOM SPEC-ONE		10	9				21			40
ASSIGNMENT ADMINSTR		13					38			51
CONSTR OFC ADM		2					4			6
FACILITY ASSGNR		15	5							20
SITE AQU AGT		2								2
TECH ASST-CPC		1								1
TECH ASST-GTAS		3								3
OFFICE ASST		1								1
PROV ASST-DFCC		2								2
NETWORK TECH-ELECTR		16				7	10	8		41
CENTRAL OFF ATTEDNT		14					21	20		55
SR FRAME ATTEDNT		1					1			2
CONDUIT INSPECTOR		1								1
NETWORK DELIVERY TECH		21								21
NETWORK DEPLOYMENT TECH		62					80			142

JOB TITLE	2001	2002	2004	2005	2006	2007	2008	2009	2010	Total
OUTSIDE PLANT TECHNICIAN		20					46			66
INSTALLATION REPAIR TECH		50							80	130
MAIL ADMIN ASST		1								1
MATL DIST DRIVER		1			1					2
SUPPLIES ATTENDANT		3					2		4	9
PUB COMM CONSULT PCS		1				1				2
PAY TELEPHONE TECH		1			4	3	6			14
COIN TEL COLLECTOR		1			3	2	1			7
BILLING INVEST REP			27				1			28
SVC NEG ANALYST			3							3
TREAS BOOKKEEPER-RPC			2							2
ADMIN SVCS REP-ITC			2			1				3
BALNCG ADMIN REP-RPC			10							10
BILL PAYMENT PROCESS-RPC			14							14
SVC ORDER REV-DBAC			1							1
INVEST ASST-DBAC			8							8
SALES ASSC					31					31
CASHIER					9					9
SERVICE CONSULT				2	5		2	2	2	13
SERVICE REP OCC					28		2	10	29	69
ENG ASST-BDLG-REAL ESTATE				1		5				6
SPEC SERVICES REP-CORP TLGM						1				1
NETWK TECH-MINI COMP										
PLACEMENT ASSTS						3				3
BILLING SERV REP							25			25
SR BILLING SERV REP							3			3
MAINT ADM -SPAN							2			2
PROCESS SUPPRT CNTR ADM			58				1			59
NETWK CONTROL ADM							5			5
SCHEDULING ADM							1			1
COIN TELE CONTRL SCHEDULER							1			1

JOB TITLE	2001	2002	2004	2005	2006	2007	2008	2009	2010	Total
COIN TELE TELLER							1			1
OFFICE ASST-COIN TEL							1			1
STATISTICAL ASST							1			1
REGULATORY OFFICE ASSC							1			1
FINANCIAL ASST							1			1
MOTOR EQPT INSP-MAIN			4				10			4
PUBLSHG SUPP ASST							10			10
ARTIST							10			10
SALES SUPP ASST							2			2
AD COPY EDITOR							3			3
CUST RELATIONS REP							6			6
TOLL ASSOCIATE							4			4
ALL DISTANCE SPECIALIST							2			2
SERVICE REP PSP							2			2
SERVICE REP SPAN							1			1
ADMIN ASSOCIATE IVR							1			1
OUTSIDE NETWORK ENG							8			8
TECH ASST-ONE							11			11
TELCOM SPEC-INE								4		4
TELEPHONE SALES SPEC								3		3
ACCESS SRVREQ CORR								1		1
TECH ASST-INE								1		1
DATA ASSUR TECH-911									2	2
AUTO MESSENGER									1	1
MAIL SERVICE MESSENGER									4	4
MATERIAL&LOGISTIC ASSIST.									1	1
TELEMARKETING SPECIALIST								3		3
ENG AIDE COMMLANG/ROUT COR								1		1
TOTAL	150	300	146	18	110	27	640	75	156	1622

**BEFORE THE CONNECTICUT
DEPARTMENT OF PUBLIC UTILITY CONTROL**

Petition of the Office of Consumer Counsel)
For Enforcement of Quality of Service Standards)
For the Southern New England) Docket No. 08-07-15
Telephone Company)
d/b/a AT&T Connecticut)

PREFILED DIRECT TESTIMONY OF DAVID E. WEIDLICH, JR.

**ON BEHALF OF THE
COMMUNICATIONS WORKERS OF AMERICA, LOCAL 1298**

Filed: January 30, 2009

1 **Q: Please state your name, position, and business address.**

2 A: My name is David E. Weidlich, Jr. I am a Vice President of Communications Workers of
3 America, Local 1298 (“CWA”). My business address is CWA Local 1298, 3055 Dixwell
4 Avenue, Hamden, CT 06518.

5 **Q: Please summarize your work experience.**

6 A: I have worked at Southern New England Telephone Company (“SNET”) or its successors since
7 1984, when I was hired as an installation repair technician. In 1989, I transferred to the job of
8 cable repair technician. I became active with SNET’s labor union in 1994 when I became a
9 union steward with the Connecticut Union of Telephone Workers (“CUTW”) (an independent
10 union prior to the union’s merger with CWA). From 1999 to 2000, I was the president of my
11 CUTW union local (Conn. Union of Telephone Workers). In 2001, I became a Vice-President of
12 CWA Local 1298, primarily responsible for outside plant workers.

13 **Q: Have you previously testified in any type of legal or regulatory proceeding?**

14 A: I have been a witness in several labor arbitration hearings.

15 **Q: What is the purpose of your testimony?**

16 A: I will respond to several statements made by witnesses for Southern New England Telephone
17 Company d/b/a AT&T Connecticut (“AT&T”) during the hearing on November 18, 2008, and
18 also to certain responses to data requests. Specifically, I will respond to statements made
19 primarily by Richard Hatch and Christopher Nurse concerning the operations of AT&T in
20 Connecticut.

21 **Q: On page 44 of the transcript, Mr. Hatch testifies that in September 2008 AT&T took steps**
22 **“to improve our dispatch philosophy” on a national basis. Based on your day-to-day**

1 **experience in Connecticut, are you aware of any changes that took place in September in**
2 **Connecticut?**

3 A. AT&T converted to an automated system called Dispatch Interface and System Control (“DISC”)
4 that was fully implemented in Connecticut in September 2008. Prior to the full conversion, I
5 believe that some parts of Connecticut were involved in the testing of DISC during the past two
6 years.

7 **Q: Do you have any data or experience to show the effect of that change on service in**
8 **Connecticut?**

9 A: Yes, I have both data and personal experience to show that any changes AT&T made in
10 Connecticut in September 2008 have had little if any effect on its ability to promptly repair out-
11 of-service (“OOS”) reports from customers. First, I have attached as Schedule DEW-1 copies of
12 AT&T’s exception reports for the months of September 2007 through November 2007 and
13 September 2008 through November 2008. Comparing AT&T’s performance in September
14 through November 2008 to the same months in 2007 shows that AT&T’s performance in 2008
15 was worse than its performance in 2007. Specifically, in September 2007, AT&T repaired 77.5%
16 of OOS reports within 24 hours. In contrast, in September 2008 – after AT&T supposedly made
17 changes to improve its dispatch – it repaired only 50.9% of OOS reports within 24 hours. Its
18 October performance was better in 2008 than in 2007 (but still well below the DPUC’s standard):
19 69.0% in 2008 compared to 56.4% in 2007. But November performance again deteriorated
20 compared to 2007: 66.7% repaired on time in 2008 compared to 73.0% in 2007.

21 My experience in Connecticut is consistent with AT&T’s reported data. AT&T’s
22 response to OOS trouble reports has not changed very much under the new dispatch system.

23 **Q: On page 47, Mr. Hatch describes the dispatch system used in Connecticut before**
24 **September 2008. In that description, he says that service technicians would be given a list**