

Preparedness Briefing

CONNECTICUT

EVERSOURCE

Wednesday, October 16, 2019 – 5:50 p.m.

Eversource Prepared for Heavy Rain and Strong Winds

Readiness Condition: Monitoring

OVERVIEW

- Eversource is preparing for potential wind gusts of 45 - 60 mph, combined with heavy rain, that could cause power outages Wednesday night, October 16, 2019, into Thursday in Connecticut. Winds will be strongest in the coastal areas of the state. Gusty winds will continue through the day on Thursday.
- Rain totals are expected to range from three-quarters of an inch to 2 inches, with isolated areas receiving 2 - 3 inches. The Eversource Safety team urges awareness of ponding and slippery conditions due to falling leaves.
- Eversource has crews ready to respond to any outages the wind and rain may cause.

OPERATIONS

- Emergency Operations Centers (EOCs) in Hartford, Newtown and New London will open on Thursday, October 17, 2019, at 7 a.m. The Incident Command Center in Berlin will also be activated and staffed on Thursday a 7:30 a.m.
- Connecticut is currently at a Level 5 (Emergency Response Plan).
- Operations and Contact Centers are staffing appropriately.
- Gas Operations does not anticipate any impacts but is monitoring the system in case they need to act due to flooding. Crews will be prepared to assist with electric restoration if requested.

PUBLIC INFORMATION

- We are contacting our customers in the southeastern part of the state who rely on electricity for medical reasons, so they have time to prepare for potential outages.
- Community Relations is reaching out to our community partners and is ready to assist with emergency planning, as needed.
- A safety briefing has been shared with field employees.
- Additional call center staff will be in place overnight.
- A message ran in our employee newsletter, *Today*, on Wednesday to remind employees to be prepared to fill their storm roles.
- We will launch other internal and external communications as appropriate.
 - This Preparedness Briefing will be sent to communities, including state regulators and the Connecticut Division of Emergency Management and Homeland Security.
 - Storm preparedness messaging will be on Twitter (@EversourceCT) and Facebook (facebook.com/EversourceCT)
- Customers are encouraged to download the Eversource mobile app to report outages or check for updates. You can also sign up to receive storm outage updates on the channel of your choice (text, email, phone call) at Eversource.com.

SAFETY INFORMATION

- If the power goes out, we want customers to stay safe and comfortable. Get ready for the storm by visiting Outages & Storms on Eversource.com, then click on Storm Preparedness.
- If you see a downed wire, call Eversource at 800-286-2000 or 911 to report it. Stay as far away as possible until Eversource arrives to make the area safe.
- Before you use a generator, make sure it is connected by a qualified electrician. Always operate it outdoors, as far from the house as possible. Keep it away from doors, windows and air vents to avoid carbon monoxide poisoning.

- If you smell a gas odor in your home or business, leave immediately. From a safe place, call Eversource to report the leak at our 24/7 emergency number, 877-944-5325, or call 911. Please remain outside until Eversource can check the source of the odor.

Outbound Call to Medical Customers

Hello, this is an important message from Eversource. Severe weather is expected in your area and may cause power outages. Please prepare a backup power source or move to an alternate location if necessary. Information on emergency disaster services – including shelters – is available at 211CT.org or by calling 211. Download the Eversource mobile app in the App Store or Google Play to easily report or check an outage and view the outage map. Our crews are prepared to restore power as quickly as safety allows. Thank you and stay safe. Goodbye.

Approved by:

Michael Hayhurst

Incident Commander – Electric

Kevin Kelley

Incident Commander – Natural Gas