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Various Ct mayors and others have attributed CL& P's abysmal emergency preparedness and anemic storm response to recent outages to their cost cutting staff reduction of 400 linemen, cost cutting overtime policies that send line crews home, overuse and over dependency on slow responding sub contractors, and on a dysfunctional communications process that limits actual communication . Even given the huge number of other people who suffered this latest outage with Irene, and the general communal misery, my father had some experiences that might clearly illuminate or be instructive on why reforms to CL & P are long overdue.

My father is 88 years old, is a WWII veteran, lives alone, is handicapped, and lives in Branford. Even so, he is probably not more deserving of power, or of faster power restoration, than anyone else. But he does deserve to be treated in a decent and professional manner by his public utility, as do we all, and CL & P is simply not structurally or functionally capable of doing that.

Irene caused a neighbor's tree to fall on my fathers service drop (pole to house power line), which made it sag very low over one side of the road. My father promptly notified CL& P that the line was sagging into the road, and that it would certainly be hit by vehicles. This was apparently unimportant to CL & P, so the line was repeatedly hit by vehicles, especially at night, for a number of days. I personally saw a red mini van smash into the power line with it's windshield, so it is not just a matter of my father hearing vehicles hit the line. Obviously the strain relief on the house was pulled loose, as was the weather shield, and some of the wiring clips.

Mid week, a non CL & P sub contract line crew with a policeman came out to prepare the road for restoration of electricity. I was there at the time, and I spoke with them. They cut his service drop at the road, and coiled it up on the lawn. They told me that we needed to cut the line just on the power company side of the weather shield, and reattach the torn loose wiring clips on the house. They told me not to reattach the insulated strain relief on the house, as the power company line crew installing the new service drop would be doing that. I did exactly as they instructed me to do. I don't know which state the crew came from.

A neighbor came by a couple days later and said that somebody from CL & P with a clipboard had come to the neighborhood, which is Orchard Hill Road in Branford. They said the CL & P official said he normally worked inside the office, knew nothing about wiring, but had been forced to go out in the field. He told the neighbor that he had looked at the wiring at my father's house and thought it looked "funny" (installed in 1953). They claimed that he said he was intending to block restoration of power to my father's house because of that . They said that he suggested that my father was delaying restoration of power to the neighborhood ??? (since my father's line was cut at the pole, that is just malicious non-sense). He did not talk to my father. He did not call him on the telephone, which was functional, and CL & P had the number. He did not leave a note on the door. He may have knocked on the door, which my father might not hear. But he really sounds like the sort of individual that would push the doorbell button in a power outage, when it couldn't work, and then conclude nobody was home. And it's not like the lights were on...

Question to CL & P: What was the name of this CL & P individual? We want to place a complaint into his personnel file about poor judgment, and unbecoming conduct.

Question to CL & P: Why would the only CL & P official to be seen at any time during the outage apparently have no industry knowledge, or be so unprofessional as to think it would be smart to boast about that?

Question to CL & P: After the previous storm outage, CL & P management promised improved customer communications. Why would any CL & P official think that gossiping with neighbors constituted appropriate or improved channels and mechanisms of communication?

Question to CL& P: I am not an electrician, but I know enough about electrical wiring to know that no electrical entity has ever recognized "wiring looks funny" as being any sort of valid evaluation of electrical wiring. Why would CL & P ever send anyone into the field in any capacity who wouldn't know that?

I telephoned CL & P to try to find out what the specific problem was, given that I did exactly what CL & P's sub contractor linemen told me to do. All I got was an automated telephone system that gave me no options to be able to talk to a human before hanging up on me. I have a hard time thinking this represents the promised improvements to CL & P communications.

Indeed power was restored to the road, but not to my father's house: 38 Orchard Hill Rd. Branford. Since we could not find out any information about the reasons the CL & P official had told neighbors that he intended to block power restoration to my father's house, or even what sort of issues he thought he saw, ("funny wiring is non descriptive"), I found an electrician willing to come out right away, albeit at a price. He installed a new wire from the meter to soffit (the old one was better), installed a new strain relief, and installed a new weather shield to the soffit (same sort, just 58 years newer), and charged my father around \$550. Nothing was different in any way: merely newer looking.

A week after losing power another non CL& P sub contract crew showed up and installed a new service drop.

This is not about losing power. A half million angry voters did. Everybody suffered the same privations. Everybody wants remedial action, and a lot want punitive action.

This is about CL & P management utilizing unskilled staff whose conduct and lack of professionalism, lack of common courtesy, and lack of judgment borders on willful malfeasance in an egregious way. This is about a bad CL&P communications system that doesn't let you opt to talk to humans. This is about an outage where you never see a CL& P line crew because NU is too busy eliminating them and cutting overtime in order to pay it's executives obscene salaries and bonuses. And this is about a public utility that cannot and has no intention of reforming itself in any way, and therefore needs to be reformed by brute force on behalf of the public good by swinging the proverbial lead pipe of the legislative process just as hard as possible.

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