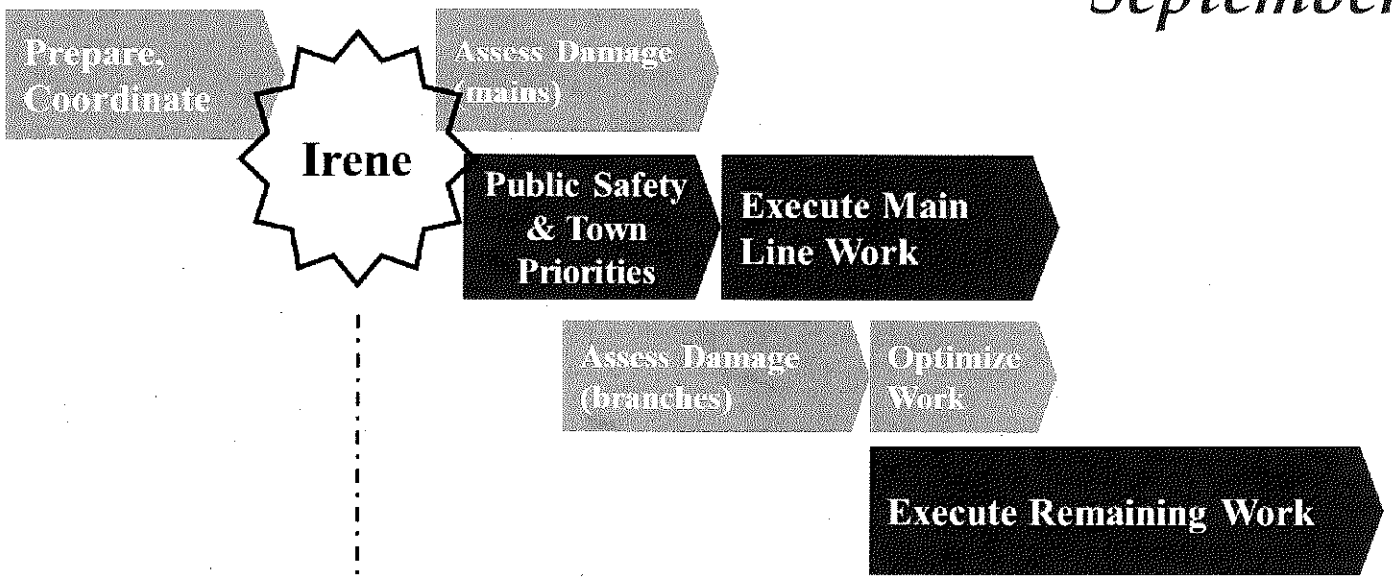
Connecticut Legislature Tropical Storm Irene Hearing September 26, 2011



Prior Week	Su, 8/28	M	T	W	Th	F	Sa	Su

Preparations, e.g.:

- Model predictions
- Mutual assistance coordination
- Communications to government leaders
- Notify towns – 4-7d outages likely

Damage Assessment: ~ 9500 locations

Work: ~ 10,000 locations to sequence & execute work

Lessons learned – Now and Pre-Event

1. As well as we did, restoration could be shorter if damage can be reduced by a ...
   a) *More aggressive tree management policy in collaboration with the State, Municipalities and local officials:*
      - *Trim "envelope"*
      - *Cycle and duration*
      - *Unhealthy tree administration*
      - *Right tree – Right Place*

2. We didn't always meet the information-expectations of our customers and government leaders:
   a) *Need to further develop and add methods & processes for conveying useful information ... Given the restrictions and reality of the first 36–48 hours after the event*
   b) *Utilize technologies to more effectively & efficiently turn data into information, i.e. implement UI's Road-Map*

3. Conduct customer survey(s) to further understand needs and communications channels

4. Meet with each of our towns/cities to further collaborate on the areas for improvement
   a) *Process and priorities of the town*
   b) *Method and manner for "wire-down" and tree-related road closures*

5. Complete our after action assessment

6. Continued training and education across the municipalities and Company
   a) *1St Responders*
   b) *EOCs*

7. Further explore staffing resource requirements for large-scale events like Irene
   a) *Line Contractor - Current partnership Thirau*
   b) *Tree Clearance Contractor – Current partnership with Lewis Tree*
   c) *Electrical 'Service' Contractor*
   d) *Patrolling Services*