TOWN OF KILLINGLY

DEPARTMENT OF PUBLIC WORKS
TOWN ENGINEER
172 Main Street, P.O. Box 6000, Danielson, CT 06239
Tel: 860-779-5360 Fax: 860-779-5326

September 21, 2011

Mr. Jeffrey D. Butler
Chief Operating Officer
Connecticut Light & Power
P. O. Box 270
Hartford, CT 06141-0270

Re: Storm Irene

Dear Mr. Butler,

I realize by now you must have received comments on the CL & P's performance during tropical storm Irene. I would like to add my comments: the town liaison program you initiated for the storm worked well. There was never a day that went by that I wasn't contacted by your liaison and your people in the operations center in Danielson—up to as many as six or seven times a day. I would like to commend the three people I worked with for the duration of the storm up to and including Labor Day: Mr. Ed Davis, the liaison, was always there and was out in the field with us daily. Mr. Jim Paganetti and Mr. Peter Casarella in the operations center were of immeasurable help, and without them we would not have completed the job.

Peter Casarella called on the first day after the storm and asked me to come to the operations center, where he introduced me to Jim and Ed (we exchanged cell phone numbers at that time). Peter, Jim and Ed stayed with me for the duration and tried to get the needed line crews so we could "clear and make safe" and get our streets open.

We received our first line crew on Tuesday afternoon; we made progress and were able to have our streets open by Friday. It seemed to me that dispatching line crews and other assets was problematic and lacked continuity and we never received the same crew again. In the following days, we were delayed for many hours waiting for crews to arrive and delayed more waiting for approvals to "ground" certain power lines. In time of emergency, accurate/consistent/**timely** decisions need to be made in the field quickly and should not have to wait for clearance from "headquarters" (one day it took almost 3 hours).

I hope some of these comments help and if I can be of any assistance please contact me.

Yours truly,

Bruce J. Chimento, P. E.
Director of Public Works, Town Engineer
bchimento@killinglyct.org