Breiner, Kirstin

From: James Leonaitis [leonaitis1@sbcglobal.net]
Sent: Monday, September 26, 2011 6:35 AM
To: AfterIreneCT
Subject: Power Problem

I live at 22 Stillman Rd in North Stonington CT. Power was restored to my home sometime Friday evening 2 Sept. On Sunday 4 September 2011 I returned home to the smell of an electrical fire. My investigation found the following. The ground wire or neutral from the pole to the house was broken. This had been identified by me to a person clearing the lines earlier in the week. The resulting damage to my house was in excess of $4000.00. Damaged were the following; two refrigerators, microwave oven, Stove/oven, three window A/C's , Bose stereo, HP desktop computer, all controls on Furnace, transformer for water purifier and several small items such as phones, radios, clocks. I had two separate licensed electrical contractors perform an inspection of my home's wiring. Several items were found and corrected. My insurance company is actively involved in helping me with my losses.

As an item of interest, I immediately notified our firs selectman when I returned and the electric company responded within 10 minutes. It took all of ten minutes to reconnect the line.

Opinion, had the electric company thoroughly inspected our wires, or had they had a trouble call list, they could have fixed my wire prior to energizing the street and thus prevented all of the damage.

Also all company's contacted have been excellent in their response to my situation with the exception of Sears. I am still without repairs complete to my stove. It took three weeks for my refrigerator to be repaired.

Thank you form this opportunity. V/r James Leonaitis

Breiner, Kirstin

From: Kmorrissey098 [kmorrissey098@aol.com]
Sent: Monday, September 26, 2011 6:28 AM
To: AfterIreneCT

I was out of electricity for 6 days with no generator. I think CL&P did a fine job considering how widespread the damage was. Remember, it was the whole east coast. People need to stop expecting instant results and lawmakers and especially Malloy need to stop all the nonsense and stop catering to the few noise makers. Life happens, adjust and stop being whiny, and be thankful we weren't hit full force. Also, the union workers would be the first to complain if one of them were injured or killed because they had to work over 16 hours to get the job done. This is a great safety measure that must be kept in place.

Breiner, Kirstin

From: Stephen Jennes [sjennes@yahoo.com]
Sent: Monday, September 26, 2011 6:00 AM
To: AfterIreneCT
Subject: public hearing

As a citizen of this state it shocks me as these public hearings were not first started in the local communities where people would have more acess to them as opposed to limited time in Hartford when most people work. This is just plain hypocracy you do not want to hear from the citizens otherwise the times of the hearings would have been changed to give more people a chance to speak. This is absolutely ridiculus from 9 to 12.

Steve Jennes

Breiner, Kirstin

From: RGTOMLCT@aol.com
Sent: Sunday, September 25, 2011 2:33 PM
To: AfterIreneCT
Cc: Janson.Rojas@cga.ct.gov
Subject: The Network is Too Fragile

Don't lose sight of the central issue ... CT's electrical distribution system is shockingly fragile!!!

Most of the state did not experience winds above 40 MPH. The resulting damage suggests that a 100 MPH hurricane (which is not unlikely) would require a total system rebuild.

There needs to be a long-term program to **harden** the network... vulnerable facilities migrated progressively underground, distributed power, network modularity, core asset redundancy, pad-mounted transformers, introduction of concrete poles, more stringent trim trimming and removal and a multi-step plan with incentives for the utilities for achieving goals. Modest but steady investment would make this achievement practical over a period of a few years.

Richard G. Tomlinson
Sr. Life Member, IEEE
rgtomlct@aol.com
Glastonbury, CT

Breiner, Kirstin

From: JSWCKW@aol.com
Sent: Monday, September 26, 2011 7:03 AM
To: AfterIreneCT
Subject: Hurrican

As I said on facebook considering all the damage left by the hurricane I would give the state and utilities a job well done evaluation. Problem with this generation of young families is they don't know how to survive without electricity. Go a week in cold weather as we did in the 70's without power and then you can complain.
John Watts
Ellington

Breiner, Kirstin

From: Mark Yash [yash@snet.net]
Sent: Monday, September 26, 2011 8:46 AM
To: AfterIreneCT
Subject: State response to Tropical Storm Irene

Much more needs to be done to coordinate emergency response between Utility workers, State and local governments. I live in the northern part of Shelton, CT. There are four main routes out of my area that were all blocked after the storm. There was only one way out which involved navigating several small/back roads. This could have been a disaster is someone needed fire or medical assistance during the several days that this situation existed. During that time, city workers were cleaning up fallen brush at the side of our roads, while the main roads were still blocked. These priority, main roads should have been cleared within hours to allow for emergency response.

I make the following suggestions:

1) Each city and town must have a list priority roads that get cleared first. The roads need to be cleared, not necessarily power restored. There should be a triage team (utility, government, tree) that goes to each blocked road, an assessment made as to live wire safety, then towns and utility crews can clear the debris to the side to open the roads. In this way cities and towns work together to clear priority debris to enable emergency response workers and citizens to get around.

2) Sufficient emergency tree and utility workers need to be planned ahead of any storm. For an east coast storm, there needs to be a plan for crews from the mid-west and west. All utility companies on the east coast tried to pull from each other and were not available since everyone was affected in a large area. Different scenarios and plans need to be put in place, and crews positioned prior to the storm, as storm damage would probably impede highway travel as well.

3) There needs to be more utility line workers in general on the payroll and fewer million dollar executives! High priced executives should not be tolerated and regulated per the rate request process. Suggested crew levels also need to be set.

4) Tree trimming used to be done on a regular basis to clear dead trees and branches hanging over power lines. I have not seen any crews in years and just by looking at the trees you can see no trimming has been done! A survey of major roads needs to be done by utility, state and local government to identify dying, injured trees that need to be taken down by government or property owners. Trees have taken over many of the roadways and while it may look nice, we all have experienced the affects first hand in recent storms.

Mark Yash

yash@snet.net

Home: 203-929-2540

Mobile: 203-209-6713

Breiner, Kirstin

From: Ward, Sheila (GE, Corporate) [sheila.ward@ge.com]
Sent: Monday, September 26, 2011 10:50 AM
To: AfterIreneCT
Cc: pccsheila@charter.net
Subject: State response to Tropical Storm Irene

Importance: High

I thought it was totally ridiculous that we were out of power for 8 days. It would have been easier to take if everyone around us was out, but the simple reason we were out was because there was a tree on one of our power lines and my neighborhood only consists of about 40 families...apparently that was not a big enough number for CL&P to "fit" us into their schedule. All of our neighboring roads were on that same Sunday or Monday the latest, but we had to wait until SATURDAY because fixing our lines would not have raised their numbers enough. Wouldn't it have made sense to fix each section at a time, rather than worry about the numbers. Because of the way it was done, we were put at the bottom of the list to be turned back on...to me this seems like a waste of man power...both the tree companies and CL&P were on Farrell Road at least 2 times each during the week, but they would not turn onto Patricia Lane and get the tree off because our wires only supported a small number of families. THIS WAS TOLD TO US BY YOUR WORKERS – TOTALLY UNACCEPTABLE and INAPPROPRIATE!!! When they finally did come out to remove the tree and turn the power back on, it was all of 30 minutes if that....now why couldn't this have happened on Sunday or Monday when both services were on Farrell Road?

Sheila Ward

Coordinator

Financial Leadership Development

T +1 203 373 2364

F +1 203 373 3128

E sheila.ward@ge.com

3135 Easton Turnpike

Fairfield, CT 06828

General Electric Company

Breiner, Kirstin

From: tlp115wtby@aol.com
Sent: Monday, September 26, 2011 11:33 AM
To: AfterIreneCT
Subject: clp response to Irene

I live at 115 Fern circle in Waterbury CT 06708 on the day Irene hit CT we lost power at 830 am that Sunday although no trees poles or wires had fallen on our the the street next to us lost 2 poles wires and transformers so at that point we thought we were in for a long haul.. On Monday at 330pm a assessment crew from clp came and we were told the fuse had blown on our street and it was a 10 minute fix...well Tuesday assessment crew stated the same thing but to my dismay the customer service center states we are out due to the outage and downed wires on Arden Road and the tree needs to be removed before the problem can be corrected. I reported what both assessment crews stated and than reported the pole number. On Wednesday I was hung up on by the customer service and than told by a supervisor that Fern Circle has power . this was the 3rd day in the dark for a fuse ??Finally after calls to my State representive, Mayors Office, and Dept of Energy I was again told to be patient.On Friday 6 days in the dark clp truck arrived at 443pm at at 508pm our fuse was fixed and we finally had lights I 6 days and nights for not even a 1/2 job to fix a fuse. I am a single mom ,I lost at least 500.$ in food from my freezer alone and I wouldn't have if clp had fixed our 10 min job on Monday or even Tuesday . I am very disappointed that I can not choose who supplies my power I do not believe that clp did or is trying to do their best for the customers. Thank you

Tara Puzacke
115 Fern clr
Waterbury ct 06708

Breiner, Kirstin

From: S W [raspberry6196@yahoo.com]
Sent: Monday, September 26, 2011 2:02 PM
To: AfterIreneCT
Subject: Mayoral Response - Naugatuck vs Wallingford

I must say KUDOS to the Mayor of Naugatuck, Bob Mezzo. My sister lives in Naugatuck and was out of power for several days. Mayor Bob used his Facebook page to communicate outages through the week following the storm. If you posted a question, he was there, regularly providing updates on what he knew about which outages, what was being worked on etc... I was able to provide that information to my sister so she knew why it was taking so long to get power back in her neighborhood. A superb use of technology during a very difficult time.

I live in Wallingford where we have our own electrical supplier so we are not subject to the CL&P and UI hooo haa. I believe there were some outages that were addressed in a timely manner. When I see someone like Mayer Bob, using all means possible to provide info to the people in Naugatuck, I am disappointed that the town of Wallingford isn't more in touch with technology. Heck, I can't even find an email address for anyone listed on the towns website.

Breiner, Kirstin

From: Smith, Erin
Sent: Tuesday, September 27, 2011 1:52 PM
To: AfterIreneCT
Subject: FW: Home Appliance Damages Caused by Hurrican Irene

From: Peter DiTomaso [mailto:ditopet@sbcglobal.net]
Sent: Friday, September 23, 2011 3:31 PM
To: Senator Leone
Subject: Re: Home Appliance Damages Caused by Hurrican Irene

Thank you Senator for your prompt response. I don't think I would qualify for the assistance you mention. I had heard that New York State had made available to it's residents approximately $8 million of it's FEMA funds for homeowners to make claims for damages incurred on their home appliances.

I was wondering if Connecticut had a similar program. What happened to me was that when the power came back on in my neighborhood the resulting power surge burned out the circuit board on my refrigerator. It cost me $375 to have fixed. The appliance repairman said he was getting calls like that all week.

CL&P should have issued a PSA telling customers that they should turn-off or unplug their refigerators during the power outage because when the power comes back on, surges can damage sensitive electronics in modern appliances. Refrigerators are most susceptible because even when the power is out, they remain in the "on" position.

Regards,

Peter

From: ditopet@sbcglobal.net [mailto:ditopet@sbcglobal.net]
Sent: Friday, September 23, 2011 8:24 AM
To: Senator Leone
Subject: Home Appliance Damages Caused by Hurrican Irene

First: Peter
Last: DiTomaso
Street: 32 Barmore Drive West
Town: Stamford
State: Connecticut
Zip: 06905

Phone: 203-322-9264
Email: ditopet@sbcglobal.net
Subject: Home Appliance Damages Caused by Hurrican Irene
message: Dear Senator Leone,

Can you tell me if the state is making any funds available to homeowners who had home appliance damage associated with hurricane Irene.

The circuit board on my refrigerator was burned out do to power surges when CL
NoReply: NO DATA ENTERED
Reply: yes

After Irene

I have an 87-year-old father and 86-year-old mother with dementia. They live in North Haven one house from Whitney Avenue a state road. They went without power until 5:00 PM September 3rd. Until you have someone in your family with dementia, you have no idea what this type of unsettledness can do to that person. They withdraw even more than normal because their life isn't. They become so agitated it is hard to settle them down.

We called UI Tuesday after the storm and we were told they were working on it. I explained the situation to the Customer Service person. She was very understanding and noted this on the file for my parent's home.

My brother called on Thursday and got the same response. We were able to get a generator so they could at least have some lights and the food wouldn't spoil but it cost $30.00 a day in gas to run. Will UI take that off their bill? I think not.

Saturday, still no power. My sister who lives in Madison got power back before my folks. My boss's daughter who lives in Cosey Beach got their power back before my folks. I call UI again and got the nastiest Customer Service person in the world. Shame on you UI for employing such a person! I would lose my job if I spoke to people like she did.

I hope that you never have to go through what my Mother did. I hope you don't have to deal with dementia and the backlash of totally disrupting a person with dementia life. I hope you take better care of the elderly because you really did a terrible job.

Katherine King
68 Woodin Street
Hamden, CT

Breiner, Kirstin

From: MacDonald, David
Sent: Tuesday, October 04, 2011 9:18 AM
To: AfterIreneCT
Subject: FW: storm Irene

From: Melissa Baskay [mailto:rnmom@optonline.net]
Sent: Wed 9/28/2011 9:24 PM
To: Sen. Duff, Bob
Subject: storm Irene

Hi,
I have been hearing people upset with the electrical issues from the storm, I thought you could hear our issue. I live on 120 East Rocks Rd just around the corner. We didn't see the electric company for 8 days. My husband and I took turns calling to hear they had our information and were given time, date, time as to when they accepted to hook us back up and was given the confirmation number all via the voice mail. My son lives in the home in front of us and had the power back late the next day. When we called in for service we explained a tree came down taking the wire off our home. Cable came out the second day and said to call back when the tree was removed. That was done later that day.I'm extremely my husband bought a generator the day before the storm hit, we had some power and a gas stove, so we were managing. If my husband had not been outside on Sunday September 4 who knows when we would have power. Bob got in his truck and literally followed CL&P until they stopped around the corner. He was told we were not on the list but he would come up and put power back to our home, all thanks to my husbands quick action. I was and still am home ill for the past 2 plus months, we managed but I feel the electric company really let us down.
Thanks for listening....
Melissa Baskay

Breiner, Kirstin

From: MacDonald, David
Sent: Thursday, September 29, 2011 3:08 PM
To: AfterIreneCT
Subject: FW: Storm Follow Up

From: Linda Heinig [mailto:lrhc21@gmail.com]
Sent: Thursday, September 29, 2011 3:08 PM
To: MacDonald, David
Subject: Storm Follow Up

Dear David,

My message may be too late for you meeting but it's something that I think should be address should we experience another storm such as Irene that crippled many of the CT coastlines. I sent a message to my representative, Noreen Kokoruda and she recommended I send an email to you. Below is the message sent to Noreen.

I was wondering and don't know who to address this to but in Guilford during Irene they used reverse 911 to call homes. This is not effective seeing many of us were without power, landline phones and cable let alone water and sanitation.

There should have been signs posted not only in town but in North Guilford maybe at Rt 80 and Route 1 of where to get water, or other means of help. I never saw, not saying they didn't come to our area, anyone from the town to observe the damage. Our neighbors got together to clear our road which otherwise would have been unpassable and is a deadend.

Thank God for my iPhone which didn't lose service I was able to get emails, calls and conduct business. Could there be another means to email people? call cell phones during a disaster such as this where communications were down?

I was lucky to have a generator, but it died during the storm, we were able thanks to Giant Oak Power Equipment to purchase a new one in a day.

Just some thoughts to present to our town officials and CL&P. We are without power a lot in our area, lines need to be upgraded along with poles. I have complained but it doesn't help.

Thanks for your time and consideration.

Sincerely,

Linda Heinig

--
Linda Ruocco Heinig
REALTOR
Century 21 AllPoints Realty Inc.

Breiner, Kirstin

From: MacDonald, David
Sent: Friday, September 30, 2011 9:31 AM
To: AfterIreneCT
Subject: FW: CL&P Response

From: strcomm@aol.com [mailto:strcomm@aol.com]
Sent: Friday, September 30, 2011 9:26 AM
To: MacDonald, David
Subject: CL&P Response

Mr. McDonald:

Marilyn Giuliano, our representative, suggested that you would enter these comments in the record regarding the response to the storm.

We live in Old Lyme. We were without power for three days but found CL&P's response to the storm exemplary. Those who criticize (and this includes many state legislators) have doubtless never considered either the enormity of the task, the complexity of the logistics, or the physical courage of the linemen. It would have been educational to compare the heroic response of the citizenry in the recent Midwest floods to the people in Connecticut complaining endlessly of inconvenience. Connecticut's reaction, including the hearings, is embarrassing in the extreme.

Marya W. Holcombe
73 Lyme Street
Old Lyme CT 06371

Breiner, Kirstin

From: Kristine Durocher [ctsinger@att.net]
Sent: Saturday, October 01, 2011 3:29 PM
To: AfterIreneCT
Subject: Hurricane suggestions

We were without power here in Thompson for 7 1/2 days. On Wednesday my daughter found one of the roads to 84 from here still blocked, and a neighbor found a road blocked on the following Friday.

Why did CL and P take so long to get the restoration process going?
Why were the trees in such bad shape and poorly maintained?

As we try to improve things for the future, I think we need to address both of the above. I also think that:
It was great that officials used the Internet to warn people, give shelter and emergency information.

However, some people do not own/know how to use computers, including some of the more vulnerable, like many elderly. Also, in Putnam, I am told the roads to the shelters were blocked (we have to do something about those trees!!)

I would like to see communities add to their emergency plans a piece that includes knowing where our most vulnerable live, and having a plan to notify them off Internet.

Since Northeast CT seems to be the last to be restored, due to its rural nature--and I agree it makes sense to restore the most populated areas first--then something should be in place to allievate the hardship that creates for rural areas--since many do not even have water when the power goes out, and many do not have generators. Perhaps a water delivery system can be initiated in severe storms and we could have travelling generators to periodically keep refrigerators cooled.

Finally--these trees!--it should be more clear cut as to who is responsible for keeping them maintained. We also seem to need a state or community plan for mass removing non-dangerous ones from the road in situations such as this--(maybe the people who plow for towns can plow the trees off the road. I heard that some people did exactly that with their plows.) A shelter does no good if people can't get to it.

Thanks for asking for our suggestions,
Kristi Durocher