

**Tropical Storm Irene Hearing**  
**Questions**  
*Town of East Haven, CT*

**Municipalities**

- Communication
  - How was the communication between local government and utilities or other disaster relief entities? UI was available during the storm at our EOC however; in the days following they were impossible for customers to reach which drove a flood of calls to my office.
  - What worked? What didn't? Communication was improved for my office after we received a call from CT Energy Commissioner. It took his intervention to make a difference in the speed of reconnect.
  - How can this communication be improved? Customers need an active number they can call with a live person to speak to so they do not overwhelm local gov staff with questions that we cannot answer. We also need a better contact for PW Supers to speak with UI line crews; we had not only electricity but also road access cut off to an entire section of town and could not get thru to UI to remedy this problem. UI line crews need to work in concert with local PW crews. Maybe pair up Supers; one UI line Super dedicated to work with PW super for the town.
  
- Reverse 911
  - How familiar/comfortable are towns with this system/process? Very
  - Was there an effort in the week preceding the hurricane to encourage the public to sign-up for Reverse 911? No but we will consider that.
  - What is the standard for using it?
  - Did towns use it? If not, why? We did
  
- Preparation
  - What was your procedure for disaster preparation before the storm occurred? Meetings with FD, PD, PW, Health Dept. Called for Mandatory Evacuation (FD assisted with door-to-door and loud speaker).
  - What were your assets and resources to restore service? CT Dept of Energy and UI CEO's secretary.
  - What was the experience with Hurricane Irene? 25 house total loss another 20 uninhabitable.
    - Outages? How long to restore? Power outages for up to a week.
  - What could have been done differently? Would like UI to field the calls from their customers instead of Mayor's Office.
  - What could have been done differently by others? (Local or state government) State of CT and Gov Malloy gave the Town of East Haven every resource possible including Urban Search and Rescue Team, State PD and CTNG. Sate provided OUTSTANDING services to our town. I cannot thank them enough.