TESTIMONY OF JEFFREY D. BUTLER
THE CONNECTICUT LIGHT AND POWER COMPANY

Tropical Storm Irene

Connecticut General Assembly
September 19, 2011

INTRODUCTORY COMMENTS

Good morning. My name is Jeff Butler, and I am President and Chief Operating Officer of the Connecticut Light and Power Company. I am pleased to be here today to share with you information regarding Tropical Storm Irene and CL&P’s efforts to restore electric service.

In CL&P’s 100-year history, no storm has caused as much damage or as many outages as Tropical Storm Irene. The combination of wind and flooding rains ravaged 15 states along the eastern seaboard. The storm left as many as 7 million customers from the Carolinas to Maine without electricity, with over 1 million of them from Connecticut.

I believe that CL&P’s preparedness for and response to this storm was appropriate, effective and strong. Today’s hearing, and further analysis by various state agencies, provides us an opportunity to pause and review the storm, our preparedness and our restoration efforts. From my perspective as CL&P’s president, I want to share information with you about the storm and how we performed in greater detail.

To help illustrate my comments, please turn to the presentation package attached to my testimony, and I will walk you through the information.
With widespread damage affecting all 149 cities and towns we serve, as I said earlier, I believe CL&P's response was appropriate and strong. We literally rebuilt entire sections of our distribution system. In 9 days, we safely restored as many outages as we typically would in 11 months. For our electric system, this storm was the worst in history — worse than hurricanes "Gloria" in 1985 and "Bob" in 1991.

As with any major disaster, we will all learn from examining the impacts of this storm, and we hope to work with the state and its communities to make continuous improvements in our restoration processes. We are actively soliciting feedback from stakeholders, including municipalities, to improve our communications with both the towns and the customers we serve. We welcome a dialogue with state and municipal leaders and the Public Utilities Regulatory Authority to discuss improvements we can all make in vegetation management, as trees created the vast majority of outages during this storm.
Storm Irene's Path of Destruction

- Storm track initiated (mile wide)
- Approximately 600 outward up to 290 miles
- Force winds extending with tropical storm center (180 miles wide)
- 90 miles from the extended outward up to hurricane force winds
- Katrina size to hurricane
- Irene was similar in

England and eventually engulfed N.J.'s service territory

Irene's path broadened as it moved up the coast toward New
Storm costs are currently estimated at $12 billion across the eastern seaboard.

- Including 1 person in Connecticut.
- 45 people were killed along the East Coast in eight states.
- Area on September 2.

President Obama declared Connecticut a major disaster.
Governor Malloy declared a state of emergency for Connecticut.

- The entire state of Connecticut took a direct hit.
- 2 million customers in New England lost power.
- Businesses from North Carolina to Maine.
- The storm cut power to over 7 million homes and

The combination of wind and flooding rains ravaged 15 states along the eastern seaboard.

The extent of Storm Irene.
<table>
<thead>
<tr>
<th>1 day prior to event</th>
<th>2 days prior to event</th>
<th>3 days prior to event</th>
<th>4 days prior to event</th>
<th>5 days prior to event</th>
<th>6 days prior to event</th>
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</table>
| All prep actions verified and completed on schedule  
Safety briefings for foreign crews performed | Airport planning secured  
Important safety Reminders and offered guidance for customers with medical conditions  
Made approximately 1.1 million automated calls to inform customers of our preparations, provided  
Social media posts on Facebook, Twitter and YouTube  
Broadcast public service announcements  
News Releases  
Registration | 
Storm hitting our service territory  
Our planning and preparation for Irene began 6 days prior to the storm  
Preparation for Storm Irene

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<th>4</th>
<th>5</th>
<th>6</th>
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| Corporate Center employees refresh online training  
Additional crew contined each day until September (3)  
Line and fleet crews begin to be secured through mutual aid or directly from contractors (requests for  
Aviation system command and overflight function  
Showrooms checked supplies and notified manufacturers for materials  
Organizational storm resources populated and validated  
Began tracking storm |
<table>
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<tr>
<th>Days to Complete Restoration</th>
<th>Date</th>
<th>Affected (approx.)</th>
<th>Event</th>
</tr>
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<tbody>
<tr>
<td>7</td>
<td>03/13/10</td>
<td>168,544</td>
<td>Windsstorm</td>
</tr>
<tr>
<td>3</td>
<td>07/22/61</td>
<td>201,455</td>
<td>Thunderstorm</td>
</tr>
<tr>
<td>4</td>
<td>08/08/11</td>
<td>209,455</td>
<td>Thunderstorm</td>
</tr>
<tr>
<td>3</td>
<td>09/26/86</td>
<td>209,658</td>
<td>Snowstorm</td>
</tr>
<tr>
<td>4</td>
<td>10/19/97</td>
<td>275,000</td>
<td>Hurricane Bob</td>
</tr>
<tr>
<td>10</td>
<td>09/27/85</td>
<td>506,150</td>
<td>Hurricane Gloria</td>
</tr>
<tr>
<td>9</td>
<td>08/28/11</td>
<td>1,024,000</td>
<td>Storm Irene</td>
</tr>
</tbody>
</table>

Employees, mutual aid and contractors:
- Approximately 7,500 people worked on the restoration (CL&P and NU).
- Approximately 1,024,000 customers restored throughout the duration.
- Approximately 671,000 customers out at peak.

Historical levels for our company:
- Storm Irene's magnitude of damage and resultant work surpassed.

**CL&P Major Storms Over Time**

**Storm Irene: Worst in CT History**
and wires across CT

- Over 7,600 roads were
downed
commercial services
residential and
- Well over 2,500
damaged
- Over 1,700 transformers
- Over 1,000 miles of wire
- About 1,300 poles were
broken

The extent of damage was

**-** and municipal electric utilities.

Shaded areas represent U.S. service territory
required to restore power to our customers.

Each red dot represents a trouble spot: work

**-** territory was spared
Damage was extensive, no part of the service

**-** trouble spots > 16,000
We follow the industry "best practice" priorities for restoring power to each service area.

**Damage assessment, road clearance and communication**

1. **Public Safety**
   - Assist road clearance
   - Make safe (clear wires down)

2. **Critical Customers**
   - Emergency response (911)
   - Hospitals
   - Fire departments
   - Emergency shelters
   - Wastewater treatment plants

3. **Customers as Quickly as Possible**
   - Convalescent homes
   - Police stations
   - Town centers and schools became a priority

4. **Complete Restoration**
   - Backbone lines
   - Sidetap lines
   - Individual service lines

**Note:** The diagram shows a prioritization flowchart with steps for addressing different priorities in the restoration process.
N & Support Personnel
- Approximately 4,000
- Nearly 600 tree crews
- Contractor crews
- Over 1,100 mutual aid

Resources were once received:
- Effective deployment
- Town Liaisons
- Communications
- Preparedness

The areas of:
- Southwest CT Storm
- Following the March 2010 restoration process
We made many

CL&P's Response was Strong

CL&P Restoration
250,000 CL&P customers
Made post-outage calls to confirm power was restored to approximately
CL&P customer mobile phones
Sent approximately 500,000 outage updates via text messages to
Responded to approximately 1 million CL&P customer calls over 9 days
calls, equivalent to 25 normal days of calls
In the first 24 hours, NL's call centers handled approximately 476,000
offered guidance for customers with medical conditions
customer of our preparations, provided important safety reminders and
Made approximately 1.1 million automated calls to inform CL&P

Call Center PERSONNEL and technology initiatives worked well

Customer Communications: Strong Performance
teams and senior management

- Bob Hybsch, VP - Customer Operations: Led EOC efforts

Liaison efforts with congressional representatives and coordinated town

- Bill Quinn, VP - Customer Solutions: Led communications

through daily press releases, morning media briefings and provided key messages

- Jeff Butler, President & COO - CL&P: Daily participation at Governor's Briefing Meetings and Press Conferences; held

Throughout the restoration process

Senior Officers led a comprehensive outreach

Throughout Restoration Process
• Ken Bowers, VP - Energy Delivery Services: Led the southwestern Connecticut restoration effort

• Jim Muntz, President Transmission Group: Led the northeastern Connecticut restoration effort

• Peter Clarke, President & COO - WMECO: Led the southwestern Connecticut restoration effort

With town leaders restoring in the hardest hit regions including kommunicating
Senior officers were deployed in the field to manage outage

CLR6 Adaptive Strategies and Tactics
Review mutual aid process to address resource adequacy
Provide customers and municipal officials with specific information
collaboration with municipalities
Review our make-safe process to expedite road clearing in
State and utility tree policies need to be re-evaluated

Early Observations for Improvement

Contributed to strong performance during Storm Irene restoration
Lessons learned from previous storms (March 2010 and June 2011)
Comprehensive communications
Outstanding safety performance
Restoration completed ahead of schedule

Overall Strong Performance

Post-Storm Irene Summary
Continuous Improvement

CLASP Outreach Action Plan

- Positive outreach to towns to identify lessons learned and opportunities to improve
- PURA review
- Legislative review
- Governor's review
- Will actively participate in performance
- Will determine lessons learned and improve future
- Critical self-analysis is under way — our normal process to
Service to our customers.

Thank you for helping us weather Storm Irene and restore messages.

The media who shared our important storm preparedness and safety services and supplies.

The hundreds of Connecticut businesses who provided essential services.

Police, fire and emergency crews.

Federal, state and municipal officials.

Operations.

The Connecticut Emergency Operations Center.

The Department of Energy and Environmental Protection and PURA.

Governor Dan Malloy who provided strong leadership.

and Canada, CL&P’s restoration effort was supported by: PSH, Yankee Gas and NUSCO, and mutual aid from at least 21 states.

In addition to approximately 4,000 employees from CL&P, WMECO,

Thank you from CL&P.
Columbia, Connecticut
Middleton, Connecticut