Connecticut Legislature
Tropical Storm Irene Hearing
September 26, 2011

Prior Week

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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

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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