Tropical Storm Isaias

Isaias at a glance
- 55 mph winds
- 69 mph wind gusts
- ~130k customer outages at peak of event
- ~2000 damaged locations
- ~1000 wires down
About United Illuminating Company

UI – 600+ employees serving ~339k customers in Southwest CT

<table>
<thead>
<tr>
<th>Service Area</th>
<th>335 mi² southwestern CT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population served</td>
<td>767,071</td>
</tr>
<tr>
<td>Electricity Service</td>
<td>17 communities</td>
</tr>
<tr>
<td>Electricity Customers Residential</td>
<td>338,654</td>
</tr>
<tr>
<td>Non residential</td>
<td>304,670</td>
</tr>
<tr>
<td>Miles of Transmission Lines</td>
<td>139</td>
</tr>
<tr>
<td>Miles of Distribution Lines</td>
<td>3,638</td>
</tr>
<tr>
<td>Substations</td>
<td>28</td>
</tr>
<tr>
<td>Electricity Delivered</td>
<td>4,978 GWh</td>
</tr>
<tr>
<td>Employees</td>
<td>644</td>
</tr>
</tbody>
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United Illuminating Storm Isaias - Highlights

The Emergency Response Plan: Plan, Identify, Assess and Recover from an Emergency Event

- Diagnosis of Level 3 Event
  - Early and ongoing monitoring of the weather forecast
  - Customer and media outreach

- Staffing to support Level 3 Event ~ 1200 Field personnel, zero Safety incidents
  - Mobilized our Employees & Contractors
  - Requested Mutual Aid

- Customer restoration 6 days post storm met Level 3 Event requirement 7 days, ~2000 damage locations
  - Global ERT
  - Individual Customer ERTs

We planned the work and then worked our plan
Restoration Process, Execution & Areas for Improvement

Successful Execution of Emergency Response Plan amid COVID-19 challenges

Most recent plan filed with CT Public Utilities Regulatory Authority 7/1/2020

Well defined restoration process

✓ Prioritize public safety and seeks to ensure swift, safe restoration
✓ Crews work night and day > 50k hours worked
✓ Dedicated municipal liaisons available 24/7
✓ Support cities and towns under municipal direction to clear roadways, remove hazards and restore critical facilities

System and Customer outage assessment - Technology in Use

✓ Smart Meter Technology helps to identify outages & deploy crews to assess damage to the system
✓ Focus first on fixing the backbone of our system, addressing outage events to restore the most customers at once
✓ Restore remaining smaller number of outages and then on to single-customer outages

Initial Findings

➢ Customer facing web-site issues due to power outage
➢ Woodbridge micro-grid was down pre-storm for service
➢ PURA Investigation Process we embrace the opportunity to collaborate on ways to get power back faster & mitigate impacts to our customers
Damage across Connecticut – August 4\textsuperscript{th}