

# Preparedness Briefing

## CONNECTICUT



Monday, March 12, 2018 – 11:15 a.m.

### *Eversource Maintains Its Readiness as Third Nor'easter in 11 Days Approaches*

**Readiness Condition:** Emergency

**Event Level Preparedness:** Level 4 event for 10-29% (between 125,000 and 380,000) customers

#### OVERVIEW AND SYSTEM STATUS

- Eversource remains in emergency response mode as the third nor'easter in 11 days approaches, bringing more snow to Connecticut tonight and into tomorrow. The entire state is now under a Winter Storm Warning.
- Storm-weakened trees from consecutive nor'easters are the greatest threat to the electric system, so today we are focused on patrolling major circuits to remove undetected storm debris that could pose a threat to electric reliability.
- Eastern Connecticut, particularly coastal communities, is expected to receive higher wind gusts and a heavier snow consistency. Weather details for each part of Connecticut, as provided by our contract weather service, DTN, are included in the table at the end of this document.

#### OPERATIONS

- Storm preparedness calls have continued since prior to the first nor'easter, which arrived on March 1.
- Eversource Incident Command and Emergency Operations Centers remain activated.
- Staffing:

Full complement of electric line and tree crews, wire guards and damage assessors remain activated	Customer Contact Center fully staffed
Liaison Organization activated and prepared to support our communities and local/state officials	Natural Gas Operations – Fully staffed, prepared to respond

- With the expectation of significant snowfall, but no disruptions in service to natural gas customers, Gas Operations will prioritize the clearing of the equipment that receives natural gas from the regional pipeline. That equipment also regulates natural gas pressures in the unlikely event of a system emergency.

#### PUBLIC INFORMATION

Sharing storm information:

- This Preparedness Briefing is being issued this morning to communities, including state regulators and the Connecticut Division of Emergency Management and Homeland Security.
- Media – Our proactive media outreach continues. Our media team is sharing preparedness and storm safety messaging with the media, and on social media.
- Website – Eversource.com features our “Eversource Ready for More Winter Weather” banner that links directly to all storm safety and preparedness information, plus sign-ups for outage alerts and text reporting.
- An outbound preparedness call will go out today, March 12, to approximately 20,000 customers who rely on electricity for medical reasons.
- Information access is a priority, and important updates are readily available:

- Call us at 800-286-2000 to report an electric outage, and at 877-944-5325 to report a gas leak. Visit us online at [www.eversource.com](http://www.eversource.com).
- Follow us on Twitter (@EversourceCT) and Facebook (facebook.com/EversourceCT).
- Customers are encouraged to sign up to receive storm outage updates on the channel of their choice (text, email, phone call) at [www.eversource.com](http://www.eversource.com).

**SAFETY INFORMATION** (always worth repeating):

**Electric:**

- If the power goes out, we want customers to stay safe and comfortable. Get ready for the storm by visiting Outages & Storms on Eversource.com, then click on Storm Preparedness.
- All community first responders are reminded to contact Eversource immediately in the event of a downed wire. Maintain a distance of at least 10 feet until Eversource arrives to make the area safe.

**Gas:**

- If you smell a gas odor in your home or business, leave immediately. From a safe place, call Eversource to report the leak at our 24/7 emergency number 877-944-5325, or call 911. Please remain outside until Eversource can check the source of the odor.
- Gas customers are reminded to keep natural gas meters, all gas appliances and outdoor vents clear of snow and ice buildup to maintain safe operation and access.
- Flooding, although not considered a threat for this event, can cause damage to your gas furnace or other natural gas appliances. If floodwaters reach gas-operated appliances, customers should call Eversource to have their service shut off for safety considerations. Do not use these appliances until inspected by a licensed plumber or contractor. Once it is determined that your appliances are safe to operate, please call Eversource to turn on the gas at the meter and/or relight your appliances.
- Some natural gas heating systems may be impacted in the event of a power interruption. Do not use your gas stove as a heating source – use only approved heating sources.
- If you suspect carbon monoxide is present in your home, go outside immediately and breathe deeply; then call 911.

**Gas and Electric:**

- In the event of a power outage, if you use a generator, always operate it outdoors, as far from the house as possible. Keep it away from doors, windows and air vents to avoid carbon monoxide poisoning.
- The symptoms of carbon monoxide poisoning are similar to the flu and may include headaches, weakness, confusion, chest tightness, skin redness, dizziness, nausea, sleepiness, fluttering of the heart or loss of muscle control. If you suspect carbon monoxide is present in your home, go outside immediately and breathe deeply; then call 911.

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*Hello, this is an important preparedness message from Eversource. With more winter weather coming our way tonight, Eversource is ready and we want you to be ready too. Please prepare now for the potential for power outages. This includes switching to a back-up power source, or moving to an alternate location, if necessary. While we are unable to prioritize restoration for individual customers, information on emergency disaster services—including shelters—is available by contacting the American Red Cross at 877-287-3327 or online at [ctredcross.org](http://ctredcross.org). Being there for you when you need us is at the core of who we are. Please know that your Eversource team is always ready to work around the clock for you and all our customers. Thank you for listening to this message. Good bye.*

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**Approved by:**

Michael Hayhurst  
Incident Commander – Electric

Kevin Kelley  
Incident Commander – Natural Gas

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**Weather Details – Connecticut**

Event Forecast Table for Eversource CT, 3/12/18

Low Temperatures	Northwest Hills	Southwest CT	Central	Northeast Hills	Southeast CT
Minimum Temperatures	28F	30F	30F	29F	31F
Snow Amount	8-12"	4-8"	6-12"	8-12"	4-8"
Start Time	03/12 2000	03/12 2000	03/12 2000	03/12 2000	03/12 2000
End Time	03/15 0000	03/15 0000	03/15 0000	03/15 0000	03/15 0000
Snow Character	Normal-Dry(12:1)	Normal(10:1)	Normal-Dry(12:1)	Normal-Dry(12:1)	Normal(10:1)
Chance Snow > 6"	80%	40%	70%	80%	40%
Chance Snow > 10"	50%	20%	40%	50%	20%
Chance Snow > 12"	20%	-	20%	30%	-
Strong Winds ( > 35 mph )	Northwest Hills	Southwest CT	Central	Northeast Hills	Southeast CT
Average Gusts	24 mph	30 mph	24 mph	24 mph	30 mph
Coverage of Potential Wind Gusts	%	60%	%	%	60%
Start of Max Gusts	-	03/13 0700	-	-	03/13 0700
End of Max Gusts	-	03/13 1700	-	-	03/13 1700
Max Gusts	35 mph	35 mph	35 mph	35 mph	40 mph

DAYS 2-3 OUTLOOK FOR CONNECTICUT: Snow will continue Tuesday through Wednesday night. Moderate to heavy snow, with snowfall rates of up to 1" per hour will be possible between 03/13 0300-1500. Snow consistency for Southwest and Southeast CT may start as a fluffy and stickier snow at the onset, but the majority will be normal snow. Winds will become breezy through the day Tuesday, with highest gusts along the coast. See table above for additional details on snow and wind gusts. Wrap-around snow will continue Wednesday, although will be much lighter and drier. Total event accumulations are listed above, but the main accumulation period will be Tuesday.