

Good afternoon, my name is Bobby DiBella. Since 1974 I have been the Emergency Management Director in Glastonbury. In the past both great relationship and great response were what C L & P offered. However, with this recent Tropical Storm Irene things were different; the service was slow perhaps due to lack of work crews, despite CL & P's efforts. 94% of 15,400 C L & P customers in Glastonbury were out of power: initially restoration was very slow with complete restoration 9 days after the storm.

Lately we all speak of "communications" with C L & P being a problem; however, we did have a C L & P representative at our Emergency Management Command Center from the day after the storm through the 9th day of the storm. We provided him with information on outages and he electronically forwarded it to the C L & P "war room" in East Hampton.

I'd like to point out that the underground circuits to neighborhoods were without power for 8 days as locating the problem and digging for repairs was difficult and required special crews. Please look into upgrading these problem areas.

Glastonbury immediately made water available to all residents, at our Firehouses for those who needed it, for drinking, flushing toilets, etc. as homes with wells and pumps could not function without electricity. Showers and charging stations for cell phones, blackberries, like devices and laptops were available at the High School and Town Hall had these charging stations available as well. This information was announced on our local low power radio station, our phone bank and website for those who were lucky enough to have the use of phones and digital devices.

We did not use the Everbridge reverse 911 system, as we witnessed cell towers dying out to little service and it was the first time that I witnessed phone wire line systems failing due to no commercial power, to recharge the batteries that power them.

Everbridge or Reverse 911 would have kept pinging to the phones, and that would inundate the system, when service was restored, then with dated information, so then the information shared was not accurate and was outdated.

We had our social networks, police, fire dispatch, town hall and the Emergency Management Center phone bank handling thousands of calls from our citizens for information.

Governor Malloy updated the media and his conference calls to towns and cities were very helpful to us in understanding the situation and our giving feedback. But, still with slow restoration the citizens became very frustrated.

I asked on the State Conference Bridge about residents having special needs, as there was no place set up regionally to assist and house them. We understood it was supposed to be taken care of by the state and region. There still is no place to properly care for our state special needs citizens. Please Legislature let's do that!

Yes, we went to Rentschler and received MREs (Meals Ready to Eat) and water and made them available, including delivery to the residents, the same day that they became available to us.

All our municipal services functioned well; we used the regional Shelter services of East Hartford Emergency Management; actually sheltering 5 East Hartford Residents and none from Glastonbury.

Trees and branches fell on wires during the storm requiring C L & P to check to live wires of the fallen wires as town employees could not work with live wires. Until C L & P established that the wire was not live, our crews could not act upon this situation. Once the wire was determined to be dead, town crews went to work cutting the trees and then clearing the roads.

C L & P, please look into appointing a person to work directly with our crews, so that the work of restoring power can be expedited. Communications and articles in the press all stated, that service should be better to the towns and cities, a fact that Mitch Gross from C L & P did point out, in the media.

The State Emergency Management Department was great throughout the storm and had ice available three days into the storm. By the time we would have handed out the ice, it would have melted into water, as the outside ambient temperature was 85⁰ F.

The FEMA teams in town after the power was restored were great in giving information to the towns, businesses and persons for recovery funds.

Thank you!

