



**Connecticut  
Light & Power**

The Northeast Utilities System

174 Franklin Street, Torrington, CT 06790

The Connecticut Light & Power Company  
P.O. Box 558  
Torrington, CT 06790-0658  
(860) 496-5217  
Fax (860) 496-5285

June 25, 2010

Paul Gibb  
Public Safety Task Force Program Coordinator  
339 Norfolk Road  
Litchfield CT 06759

The Northeast Utilities System

Alan Carey  
Assistant Operations Manager

Gentlemen:

Thank you for the opportunity to meet with you on May 19, 2010 and discuss your proposals related to communications and opening town roads during storm conditions.

Your two proposals were as follows:

- o During storms you requested a Connecticut Light and Power (CL&P) representative report to the Litchfield County Dispatch (LCD) center and act as a liaison between the town and CL&P to coordinate E-911 calls and make-safe calls.
- o During major storms and only after a town declares a state of emergency, you requested CL&P dedicate one line crew to be directed by your emergency operations center (EOC) to work along side your public works crews to open roads. Once roads were opened the line crew would be released.

CL&P is committed to continuing the actions outlined in Ray Necci's letter dated February 4, 2009 to the first selectmen of Colebrook, Goshen and Norfolk regarding working with towns to open roads. Taking that one step further our Customer Solutions organization can provide an account executive or other company representative to the LCD upon request from the LCD and when resources are available to act as a liaison between the LCD and the Torrington storm room.

However, CL&P can not commit to providing a dedicated line crew to a town, after the town declares a state of emergency, to open roads. Unfortunately, competing priorities such as level one (life threatening) calls, limited resources at the onset of the event and changing dynamics during storms demands that CL&P remain flexible to address priority calls in a safe, organized and timely manner. With that said, CL&P will consider requests from towns for a dedicated line crew to open roads on a case-by case basis.

Thank you for the opportunity to address your proposals. I value your feedback and look forward to continuing to work closely and collaboratively with the towns that you represent.

Sincerely,



Alan Carey  
Assistant Operations Manager CL&P Torrington

c: Bruce Bernier  
Mike Zappone  
Bob Axelrod  
Mike Viccaro  
James Farkus  
Jim O'Leary  
Richard Byrne  
Tom O'Hare



**Connecticut  
Light & Power**

**RECEIVED FEB - 9 2009**

107 Selden Street, Berlin, CT 06037

The Connecticut Light and Power Company  
P.O. Box 270  
Hartford, CT 06143-0270  
(860) 665-3700  
Fax (860) 665-3730  
Internet: [naccip@cnl.com](mailto:naccip@cnl.com)  
[www.cl-p.com](http://www.cl-p.com)

The Northeast Utilities System

Raymond F. Necci  
President and Chief Operating Officer

February 4, 2009

Mr. Thomas McKeon  
First Selectman  
Town of Colebrook  
P.O. Box 5  
Colebrook, CT 06021

Mr. Robert Valentine  
First Selectman  
Town of Goshen  
P.O. Box 187  
Goshen, CT 06756

Ms. Susan M. Dyer  
First Selectman  
Town of Norfolk  
P.O. Box 592  
Norfolk, CT 06058

Dear Selectmen:

This letter is in response to your correspondence addressed to Mr. Charles Shivery, dated December 19, 2008, in which you expressed concerns regarding Connecticut Light and Power Company's (CL&P's) operational response during the ice storm on December 12, 2008 which affected northwestern Connecticut, including the towns of Colebrook, Goshen and Norfolk.

I understand that a meeting was held on January 8, 2009 at the Goshen Town Hall attended by you, as well as Mr. Kenneth Bowes, Vice President - Customer Operations, Mr. Michael Ahern, Vice President - Utility Services, and Mr. Bruce Bernier, Director - Division Operations. This meeting was to discuss your concerns and to work with CL&P in a collaborative manner to ensure improvement and partnering to improve restoration of those without power and the opening up of your town roads for traveling access.

As we discussed at the meeting, the entire northeast section of the country was adversely affected by a major weather storm which also affected customers in our sister companies of Western Massachusetts Electric Company and Public Service of New Hampshire. Northeast Utilities executed a systematic approach to completing restoration of the December 12, 2008 ice storm in Connecticut before mobilizing crews into our neighboring states and completing restoration of our other customers. The widespread New York and New England power outages also put a strain on mutual aid resources which we would typically draw upon as those crews also moved north of Connecticut to assist with restoration. I would like to emphasize that our priority was restoration of the 50,000 CL&P customers impacted by this event.

We understand the concern you had with our communication effectiveness regarding the town's needs to open town road access and, as result of the meeting and the feedback you provided to CL&P, the following actions have been taken:

- A storm critique was held in our Torrington district office to review every aspect of our Emergency Plan. This included the specific feedback from you with respect to communication on the opening of town roads after the storm.
- A process review, re-training and re-affirmation with our storm room personnel was completed which emphasized timely and accurate communications regarding restoration efforts and working with the towns to prioritize resources to opening up town road access.
- We have established Mr. Bernier as a contact for the towns to discuss emergent needs.
- We would like to have Mr. Bernier follow-up on the discussions concerning a remote satellite/staging area location within the northwest corner of Connecticut to better serve your needs during multi-day events.

Let me reiterate that CL&P is ready to serve all the communities in Connecticut. We value your feedback and collaborative approach in providing us constructive feedback. We continually strive to meet or exceed our customer's expectations and will endeavor to continue to serve you in the best possible manner. If you have any other concerns or questions, please do not hesitate to contact me directly.

Very truly yours,

