



**Connecticut
Light & Power**

A Northeast Utilities Company

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William J. Quinlan
Vice President – Customer Solutions

September 26, 2011

Good afternoon, my name is Bill Quinlan and I am the Vice President of Customer Solutions at The Connecticut Light and Power Company. I am joined here today by Bob Hybsch, our Vice President of Customer Operations.

We are pleased to be here today and want to thank the legislature for holding these informative sessions. We have listened closely to the constructive feedback that has been shared, particularly from our customers and the towns that we serve. As we continue to receive such feedback, we are factoring it into our plans for improving our performance in the future.

During and after the storm, we have been broadly soliciting feedback from other key stakeholders, including from the hundreds of our employees who were on the front lines during our restoration efforts. These self-critiques of our own performance provide invaluable lessons learned and help us drive continuous improvements.

We have also conducted comprehensive surveys of both our customers and municipal leaders. Last week, we launched a state-wide outreach program that will include a series of forums with all 149 towns and cities in our service territory. We are working with legislative leaders and the Connecticut Conference of Municipalities to make these sessions as constructive as possible. Through this process, we hope to develop and implement specific actions that will enhance our communications and coordination with the municipalities. Improvement in these critical areas is essential to forging stronger partnerships for the future.

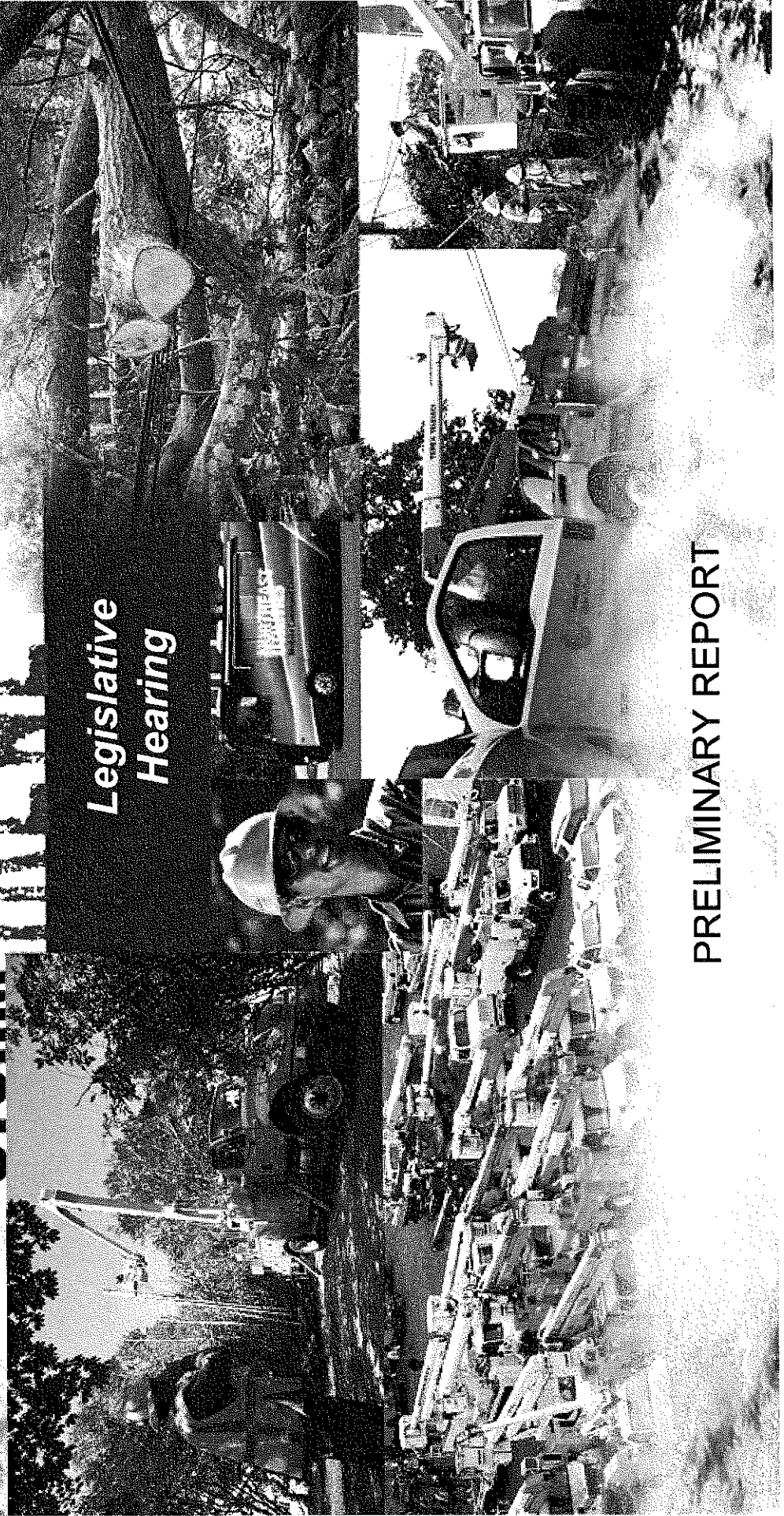
While our post-storm critique process is still in process, we have already identified several areas that need improvement and work is underway. We would like to share with you our progress thus far and then we are available to answer any questions that you may have.

Connecticut General Assembly

William J. Quinlan, VP – Customer Solutions
Robert T. Hybsch, VP – Customer Operations
The Connecticut Light and Power Company
September 26, 2011

STORM PREPARE

*Legislative
Hearing*



PRELIMINARY REPORT

Current Improvement Objectives: Municipalities

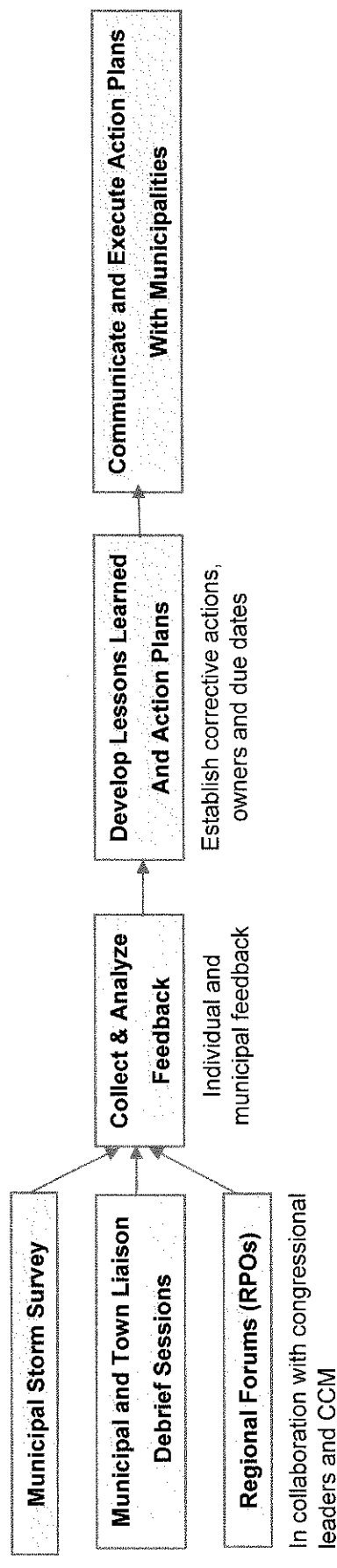
Strengthen Municipal Partnerships – Improve Communications and Coordination

- Achieve a common understanding of restoration process, including roles and responsibilities
- Increase alignment to municipal restoration priorities
- Convene task force to improve coordination of make-safe and road-clearing processes

Enhance Town Liaison Process – People, Processes and Technology

- Produce municipality-specific restoration information
- Provide enhanced training and technology to personnel (laptops, air cards, town maps)
- Pursue technology to provide impacts and restoration activities

Conducting Municipal Outreach – Comprehensive Action Plan Execution Under Way



Current Improvement Objectives: Customers

Improve Restoration Information – Timeliness and Accuracy

- Implement outage system technology enhancements
- Expand use of customer callbacks with restoration information
- Provide timely information to customers on restoration process

Expand Use of Communications Channels

- Extend use of Smart Phone and Web applications
- Leverage growing use of Social Media
- Expand use of outbound customer calls
- Enhance conventional, local communications approaches where necessary

Social Media Usage	
Facebook	8,354 likes
Twitter	6,390 followers
YouTube	11,395 viewings
Interactive Voice Response	749,587 calls
Web	1,228,591 hits
Texting	572,473 texts

Restoration Response Process Enhancements

Preliminary Lessons Learned

- Operations Storm Critique (in progress)
 - Formal face-to-face meetings with field operations personnel (16 completed, 13 scheduled)
 - Conducting surveys with functional specialty support groups (Wires Down Guards, Food and Lodging, Town Liaisons)
 - Capture input solicited from employees involved in the restoration effort, with a summary provided to each employee who participated
- Preliminary Findings
 - Cut, Clear, and Make-Safe Process → Work with state and local officials to formalize the plan to clearly define roles and responsibilities of all parties to ensure safe opening of public ways
 - Outside Line Resources → Standardize the definition of crew complement used when bringing in outside line crews
 - Communications Wires → Work with all electric, CATV and TELCO companies to develop a tagging process to identify downed communications wires to public
 - Outside Electricians → Formalize the new process of utilizing local electricians to complete house-end service repairs to speed overall restoration

Vegetation Management

Storm Irene Damage Confirms a Need for Improved Vegetation Management Throughout Connecticut

- CL&P currently has a robust vegetation management “maintenance” program as approved by the PURA
 - Funding currently supports a 5-year trim cycle
 - Annual O&M budget of \$21.5 million
 - CL&P typically spends an additional \$4 million or more in capital
 - Over 3,700 line miles trimmed; primarily maintenance trimming and some limited hazard tree removal
- CL&P supports convening a Connecticut task force to review and improve existing vegetation management public policy (including state, municipal and utility participation)
 - Evaluate improved coordination with municipalities for “make-safe” conditions
 - Increase hazard and diseased tree removal program
 - Review utility tree trimming specifications and trim cycle

Summary of Current Improvement Objectives

	Short Term	Long Term (> 6 months)
Municipalities		
Achieve common understanding of restoration process including roles & responsibilities	<input type="radio"/>	
Increase alignment to municipal restoration priorities	<input type="radio"/>	
Convene task force to improve coordination of make-safe and road-clearing processes	<input type="radio"/>	
Produce municipality-centric restoration information	<input type="radio"/>	
Provide enhanced training and technology to personnel (laptops, air cards, town maps)	<input type="radio"/>	
Pursue technology to provide impacts and restoration activities		<input type="radio"/>
Customers		
Implement outage system technology enhancements		<input type="radio"/>
Expand use of customer callbacks with restoration information		<input type="radio"/>
Provide information to customers on restoration process	<input type="radio"/>	
Extend use of Smart Phone and Web applications		<input type="radio"/>
Leverage growing use of Social Media	<input type="radio"/>	
Expand use of outbound customer calls	<input type="radio"/>	
Enhance conventional, local communications	<input type="radio"/>	

Summary of Current Improvement Objectives (cont.)

	Short Term	Long Term (> 6 months)
Operational		
Conduct internal storm critique	<input type="radio"/>	
Increase hazard and diseased tree removal process		<input type="radio"/>
Review tree trimming specifications and trim cycle		<input type="radio"/>
Develop tagging process to identify downed communication wires to public		<input type="radio"/>
Standardize the definition of crew complement used when bringing in outside line crews	<input type="radio"/>	
Formalize process to utilize outside local electricians to complete service repairs		<input type="radio"/>

Appendix

1. Resource Planning
2. Sample Town Briefing Sheet

Resource Planning

CL&P Utilized Over 1,300 Distribution Line Crews in the Storm Irene Restoration
(6 times our normal crew complement)

- CL&P began tracking, planning for and securing internal and outside resources before Storm Irene made US landfall
 - Began preparation for potential impact of Hurricane Irene on August 22; prior to the storm we:
 - Placed 100% of critical resources and internal line crews on call, cancelled vacations and requested an additional 500 outside crews
 - Storm Irene hits Connecticut on August 28
 - Began Storm Irene damage assessment, make safe/open roads and restoration
 - Utilized internal and outside crews
 - Requested an additional 700 outside crews (in total secured 1,130 out of 1,200 requested)
 - Restoration complete on September 6
- CL&P utilized its emergency management plan, which is based on the National Incident Management System, to prepare and respond to Storm Irene
 - Internal resources (distribution and transmission)
 - Mutual aid resources (NEMAG, NYMAG, etc.)
 - Other utility resources (non east coast utilities, e.g. AEP, Hydro-Québec, Louisville Gas & Electric, etc.)
 - Vendor alliances (Asplundh, Quanta and Lewis)