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Sent: Tuesday, September 20, 2011 1:32 PM

To: AfterIreneCT

Subject: United Illuminating's Complete and Total Failure to Properly Manage the After Period of Tropical Storm Irene

After incurring eight (8) days of no power in Southport and having the repairs take five a mere (5) minutes on the eighth day (9/4/11 @ 9:28 a.m.), United Illuminating demonstrated its total lack of competence in managing the power disruptions. UI completely "dropped the ball" in terms of its response, communications (or lack thereof) and management of the after-period of this tropical storm.

A list of ten things UI could have done to better manage the after effects of Irene are:

- (1) Set up free ice stations to provide residents ice to keep certain essential perishable items and medications on ice. Ice became a somewhat rare commodity and it would have been helpful to have a few locations providing residents with ice;
- (2) Set up a few free "charging" stations that would allow residents to charge essential communication devices like cell phone and blackberrys as well as to charge laptops;
- (3) Set up internet "hot spots" or provide lists to residents of free internet access sites. Residents often pay bills by computer and making these services available would alleviate residents' concerns over missed bill payments;
- (4) Have UI officials hold "town hall" meetings where residents could hear first hand from UI and town officials what the status of the disruptions are and provide a forum to answer questions from UI officials;
- (5) Set up complimentary laundry facilities. I am sure you have seen the "Tide" commercials where publicly available washing machines and dryers are set up for residents of effected communities. It is good "PR" for corporate sponsors and it is something that UI should have sought out;
- (6) Have common issues routed to a central hotline number. For example, routing all downed tree reports to one number; downed power lines to another number; concerns regarding water to a third number and power restoration questions to another number may ultimately centralize common information, avoid duplication of information and help to eliminate frustration caused by "ping ponging" inquiries between UI and various local agencies.
- (7) Set up a list of retailers who have generators in stock and reporting on their inventory. Many people engaged in "wild goose chases" in attempts at locating generators. The same information would have been helpful for retailers who had ample stocks of batteries, flashlights etc.
- (8) Create a opt-in registry of elderly and infirm people and a corresponding list of volunteers who would be willing to check-in on those who undoubtedly could use a little help during an event like this. The elderly and infirm often don't have access cell phones or other resources or cannot drive etc. Community outreach in a time of crisis would be worthy of the type of community we strive to be.
- (9) Set up a master list of all relevant telephone numbers: UI numbers, town agencies, utility phone numbers, cable, town emergency numbers, large box store retailers, disaster assistance numbers etc. and mail it to residents to keep "just in case."
- (10) Fire the CEO of UI. He was almost completely silent during the power outages and he is ultimately responsible for UI's complete debacle and mismanagement of the period after the storm. His total compensation is reported at \$2.2 million. His performance and efforts in the after period of Tropical Storm Irene do not justify the ridiculous compensation package he receives. At the same time, UI has the highest utility rates in the country, and yet we suffered from some of the worst service imaginable.

Respectfully,

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