

Chairman Kevin M. DelGobbo
Public Utility Regulatory Authority
Dept of Energy and Environmental Protection
State of Connecticut
10 Franklin Square
New Britain, CT 06151

Dear Chairman DelGobbo and members of the Commission:

We, the undersigned, are the Chief Elected Officials for four Fairfield County towns served by Connecticut Light and Power, which were badly affected by the extended power outages in the aftermath of Storm Alfred on October 29, 2011 and Tropical Storm Irene on August 27, 2011. It is our collective opinion that CL&P failed its customers and the State of Connecticut by its inadequate response to restoration, which left hundreds of thousands of homes and businesses without power for over a week in each instance. This is totally unacceptable, and since PURA acts as the sole regulatory authority overseeing CL&P, we respectfully request that you take immediate action to ensure that CL&P's response to the next weather related outage is vastly improved.

We are now staring directly into the face of winter, when ice and snow storm related power outages are far more common than the two freak storms that have recently wreaked such havoc on our state. We must be able to assure our citizens that the monopoly that provides power to them is indeed accountable for their service, and up to the task, **prior to the next storm**. While systemic changes may be warranted, and supported by the eventual release of the ongoing storm response studies, we do not have the luxury of waiting for on-the-ground improvements to prevent another weeklong power outage in subfreezing weather. Consequently, we ask that you immediately:

- Review the current CL&P crew staffing levels for adequacy in a large scale power outage. CL&P has been allowed to reduce its workforce by 21% since 1998 and 16% since 2004, while the number of customers has increased. Clearly there is a disconnect here that needs to be addressed.
- Review the company's method for calling in mutual aid when necessary. Such mutual aid agreements should be examined and formalized to ensure rapid response when executed. No more "out of state crews may be on the way" days after the lights go out. Also, CL&P needs to improve the chain of command and management of these additional crews when they reach Connecticut. Our experience has proven that too often they arrive and waste very valuable time waiting for direction and/or partner crews to join them. For a multi-million dollar monopoly providing a basic life service to residents of our state, this is totally unacceptable.
- Require CL&P to provide the personnel necessary to restore power in a timely fashion without impact on the ratepayers. Connecticut already has the highest electric rates in the continental United States, and any improvements to bring CL&P to industry standards should be born by the shareholders, who enjoyed a 28.3% return in 2010, **not** by the public.

On behalf of our citizens, we express indignation at the way power restoration was handled in the two recent storms, and terror at the thought that this experience might be repeated soon during a winter storm when people would most certainly be put at risk by subfreezing temperatures. We do not have the capability to shelter our entire population, so CL&P must be forced to be better prepared to provide, maintain, and restore power. That is their business, and their responsibility. Please see to it that they do it...NOW.

Thank you,

Newtown First Selectman Pat LLodra

Redding First Selectman Natalie Ketcham

Ridgefield First Selectman Rudy Marconi

Wilton First Selectman William Brennan