

State of Connecticut
HOUSE OF REPRESENTATIVES
STATE CAPITOL
HARTFORD, CONNECTICUT 06106-1591

REPRESENTATIVE SUSAN M. JOHNSON
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VICE CHAIRMAN
INSURANCE AND REAL ESTATE COMMITTEE

MEMBER
EDUCATION COMMITTEE
ENERGY AND TECHNOLOGY COMMITTEE
FINANCE, REVENUE AND BONDING COMMITTEE

September 3, 2011

Kevin DelGobbo, Chairman
Public Utilities Regulatory Authority
10 Franklin Square
New Britain, CT 06051

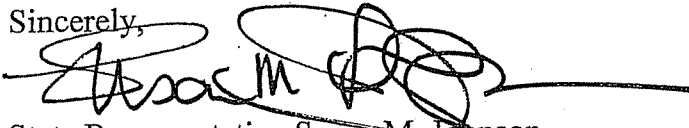
Dear Chairman DelGobbo,

This is a complaint regarding CL&P's slow response to the restoration of power in eastern Connecticut. The damage to eastern Connecticut by Hurricane Irene was much more extensive than in the western part of the state, but CL&P has put more of an effort restoring power there. I have heard from many residents in Windham who are now going into their 5th day without power and CL&P has not given any explicit answer as to when we can expect power to be restored in Windham.

I am concerned with the limited availability of information, slow response and decreased CL&P staffing levels and request that the Public Utilities Regulatory Authority conduct a review of the storm response by CL&P to ensure that CL&P will be better prepared if another storm of this magnitude hits Connecticut. Additionally, much of the damage could have been prevented if trees around power lines were better maintained or the power lines were placed underground. Is there a plan to place all power lines underground? Please investigate what transpired during the 24 to 48 hours after the storm hit with the deployment of the CL&P workers. Connecticut's six municipal electric utilities have restored power faster than CL&P and UI according to a Hartford Courant article dated September 2nd while providing their customers with lower electric rates.

Thank you for your attention to this issue and I look forward to your response to my request.

Sincerely,

A handwritten signature in black ink, appearing to read "Susan M. Johnson", with a long horizontal line extending to the right.

State Representative Susan M. Johnson

C: Governor Dannel Malloy
Commissioner Daniel Estey
Speaker of the House Christopher Donovan
Senate Pro Tempore Donald Williams
Majority Leader Brendan Sharkey
Senator John Fonfara
State Representative Vickie Nardello
Willimantic Chronicle
Hartford Courant
Norwich Bulletin
WLI Radio