

When I looked at the Intellicast weather report on Tuesday morning, August 4, I wasn't overly concerned. Rainfall in Southington, where I live, was expected to be only about ½" to 1", wind speed 25 to 30 mph with gusts up to 45 mph. Just a typical summer storm, or so I thought.

We lost power for five days after storm Isaias. When Eversource came out to restore our power, the linemen and field technicians, from both Eversource and its contractors, were exceptionally courteous and professional. Safety and craft were their top priorities. They did not rush through the job of reconnecting our service, but instead, they showed pride in their work by repairing our service neatly, skillfully, and safely.

Considering the forecast did not accurately predict the severity of the storm, and the number of power outages was over 600,000 customers, I believe Eversource performed an incredible job of restoring power. Additionally, any obstacles or restrictions imposed by the COVID-19 pandemic should also be considered when evaluating restoration time.

Despite the lack of warning of the severity of storm Isaias, Eversource restored power 33% faster in comparison to its performance after storms, Irene and Sandy.¹⁻² A job well done.

Michael DeFrancesco
Southington, CT 06489

¹ <https://www.ctpost.com/middletown/article/Utilities-fixed-Isaias-outages-within-the-15512741.php#:~:text=%E2%80%9CDespite%20the%20damage%20being%20more,was%208%2C%E2%80%9D%20Gross%20said.>

² <https://www.eversource.com/content/ema-c/about/news-room/connecticut/newspost?Group=connecticut&Post=ever-source-restoration-substantially-complete-following-tropical-storm-isaias>