



STATE OF CONNECTICUT NEWS RELEASE

Consumer Counsel Elin Swanson Katz

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Contact: Elin Swanson Katz: 860-827-2910

CONSUMER COUNSEL ISSUES STORM RESTORATION SURVEY

(January 11, 2012-New Britain, CT) - The State of Connecticut Office of Consumer Counsel (OCC) has issued a survey today to Connecticut towns in order to evaluate the communication and restoration efforts of the state's electric, water, cable television and telecommunication companies during and after Storm Irene and the unprecedented October Nor'easter.

The OCC is partnering with the Connecticut Conference of Municipalities (CCM) to gather data regarding the overall experiences of the towns, common occurrences among the towns, and specific situations that may have been unique to particular towns in working with the utility and telecommunication companies on storm preparation and response.

This information will aid in the OCC's participation and will help shape its recommendations in the Public Utilities Regulatory Authority's (PURA) ongoing proceeding to review the service response and communications of the state's utility and telecommunication companies (Docket Number 11-09-09, "PURA Investigation of Public Service Companies' Response to 2011 Storms").

The survey, which is due to be completed and returned by towns by January 31, 2012, will provide data regarding key issues being investigated in the PURA proceeding, including communication issues between the towns and the companies, and the provision of assistance to towns in road clearance and other "make safe" efforts in the early days following the storms.

The OCC is investigating the storms from this perspective in order to identify what the most significant challenges were, as well as which response efforts worked well.

Consumer Counsel Elin Swanson Katz commented on the agency's efforts. "We are looking forward to using the information we obtain from this survey to enhance our investigation. The participation and resulting input from our cities and towns is crucial to our efforts to achieve a higher standard in the future."

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The Office of Consumer Counsel (OCC) is the State of Connecticut's advocate for all utility ratepayers. OCC seeks to ensure just and reasonable rates and reliable utility service for customers of Connecticut's electric, gas, telephone, and water utilities and reasonable protection for cable television customers. For more information, visit www.ct.gov/occ.