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# *CL&P Outage Map Enhancements*

*An Overview for State, Municipal, Regulatory and Legislative Leaders*

**September 2013**

# Outage Map Enhancements: Showing a Storm's Path & Restoration Progress



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*When storms bear down on New England, customers of CL&P head to CL-P.com to view our interactive outage map. After the number of storms experienced in CL&P's service territory over the last several years, and based on feedback from town leaders, regulators, legislators and customers, CL&P is striving to enhance the level of detail provided in the outage map.*

The map is a primary tool to show a storm's impact on our state, and CL&P's around-the-clock restoration progress following all outage events. The map helps people plan and respond to the affects of severe weather events.

- ❖ State, local and town officials plan for resources their communities will need while out of power
- ❖ Customers use the map to see outage numbers and gauge a storm's magnitude
- ❖ Members of the media continually refer to the map when reporting power restoration updates

Two updates will more clearly show a storm's impact on our state and resulting customer outages:

1. Replacing the current use of 11 map colors ranging from black to yellow with a clearer 8-point scale to depict the degree of storm impact and CL&P's progress in restoring power state wide.
2. Replacing the use of "percentage of customers out" in each community as the basis for the town map color with "actual number of customer outages" per community. The change is needed to eliminate the confusion caused by showing multiple communities with contrasting customer outage numbers as equally impacted by a storm. This change also correctly depicts the deployment of resources and restoration priorities.

*The "percentage of customers out" information by town is still readily available through the mouse-over on the map and in the detailed outage report for all town outages.*

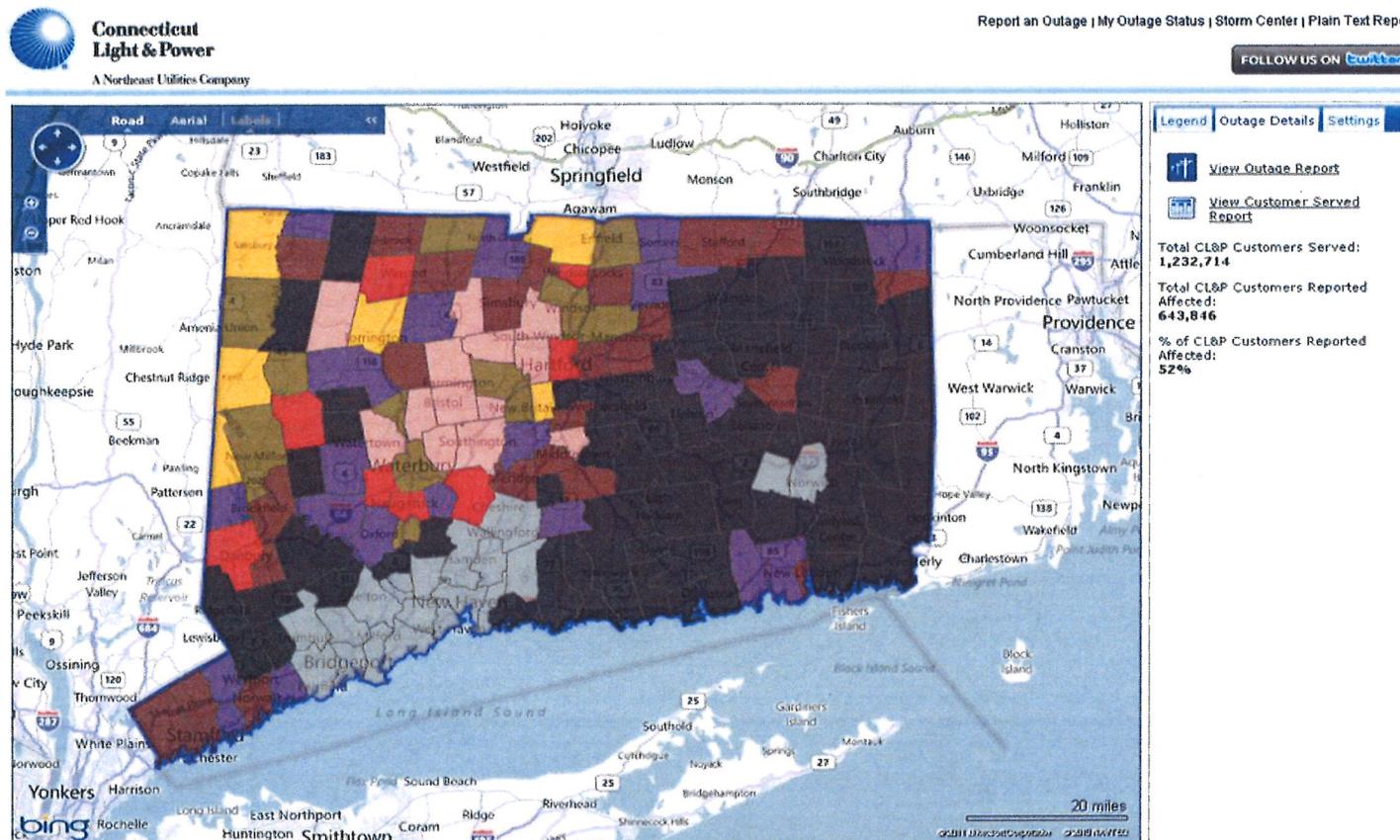
# Hurricane Irene – Original Map Colors & Scale



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Original map color coding based on the percentage of customer outages in each community, resulting in an unclear picture of actual storm impact.



This sample of the original map shows the 11-point scale and the percentage of customer outages in each community.

Hurricane Irene, August 28, 2011 at peak with original map scale and colors

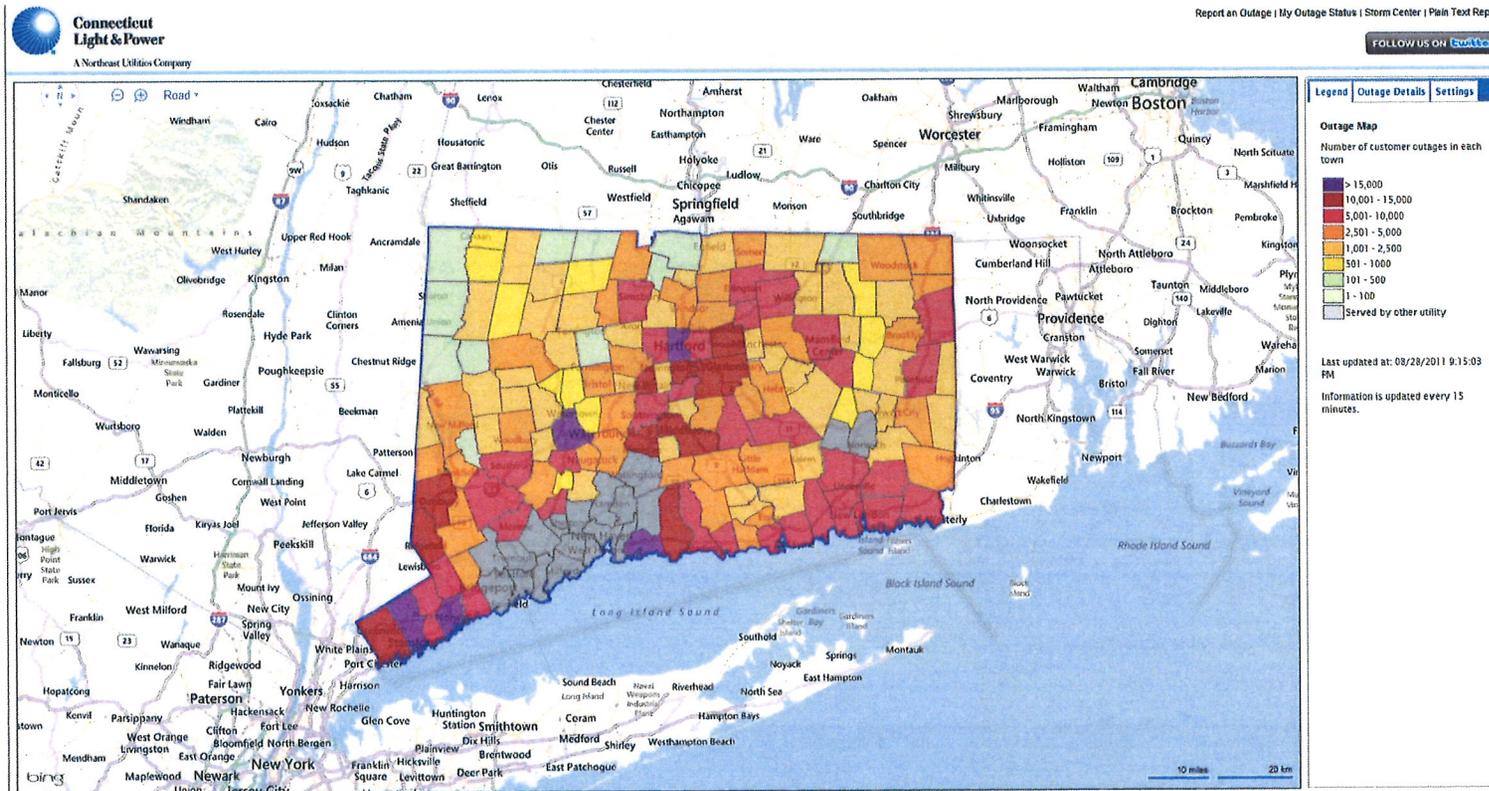
# New Map Colors: 8-Point Scale & Actual Customer Outage Numbers



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*The new scale and colors provide a clearer picture of actual customer outages in each community, and where the most customers have been impacted.*



This sample of the revised map shows the 8-point scale for the number of customer outages in each community.

**Hurricane Irene, August 28, 2011 at peak with revised map scale and colors**

# New Map Colors: Showing 100 Percent Statewide Impact



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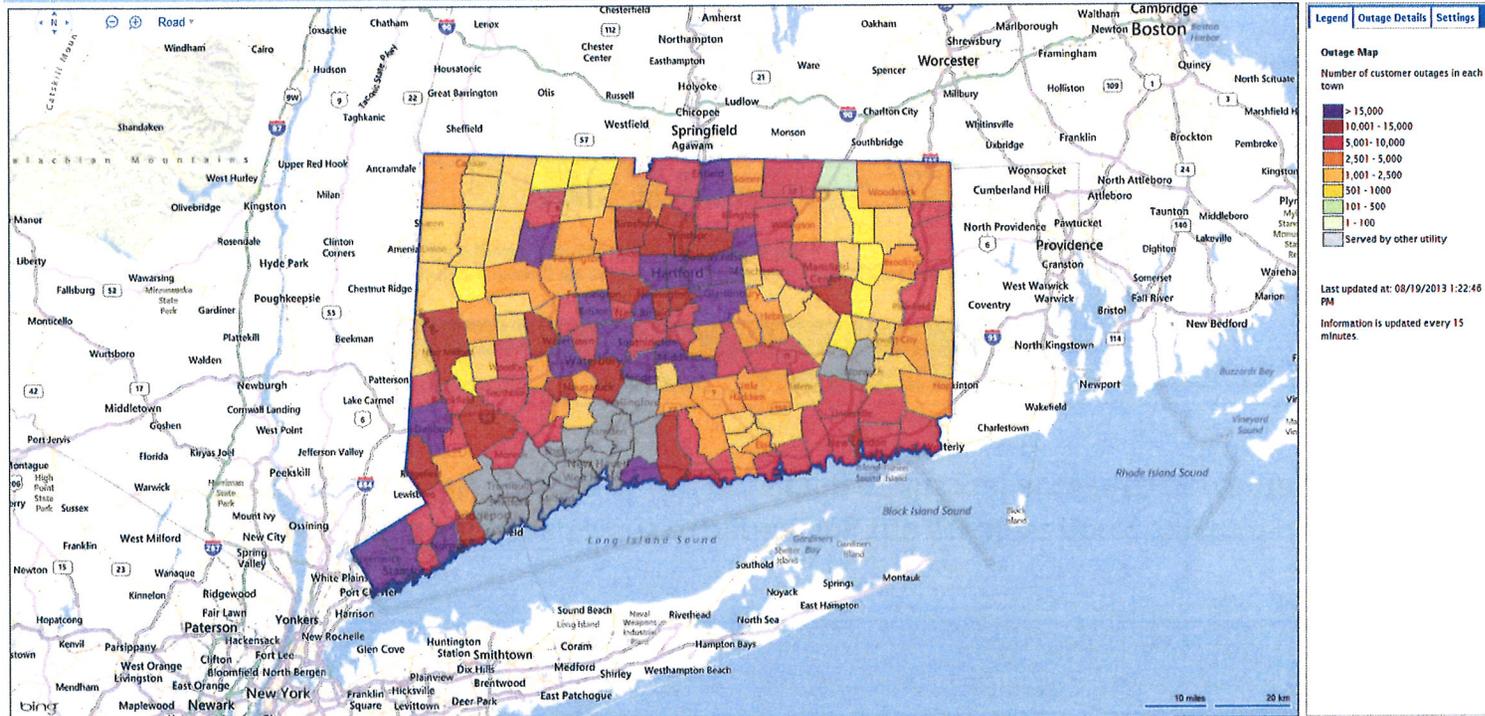
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*The 8-point scale enables a clear view of customer outages statewide. In the event of another historic storm impacting the majority of our customers, this is the statewide view of that hypothetical impact.*



[Report an Outage](#) | [My Outage Status](#) | [Storm Center](#) | [Plain Text Report](#)

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This new approach replaces what would have otherwise been shown by the use of black across the entire state.

**Map depicting 100 percent statewide outages**

# New Feature: “Towns with Largest % of Outages”

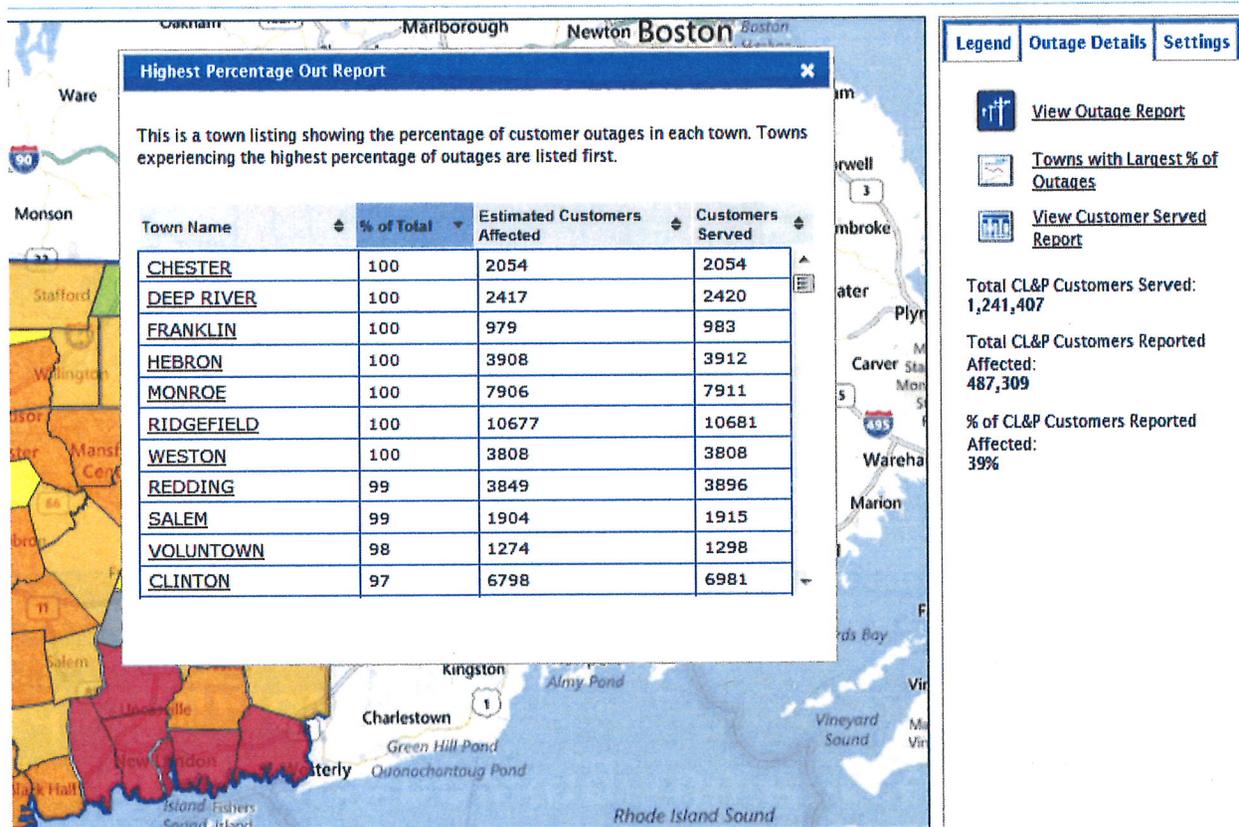


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This chart is a new tool on the outage map home page. The town-by-town listing begins with the towns experiencing the highest percentage of outages.

- The full listing begins with the towns experiencing the greatest percentage of outages
- All town outages are listed in the chart, providing additional access to percentage information



# Popular Information Remains Readily Available

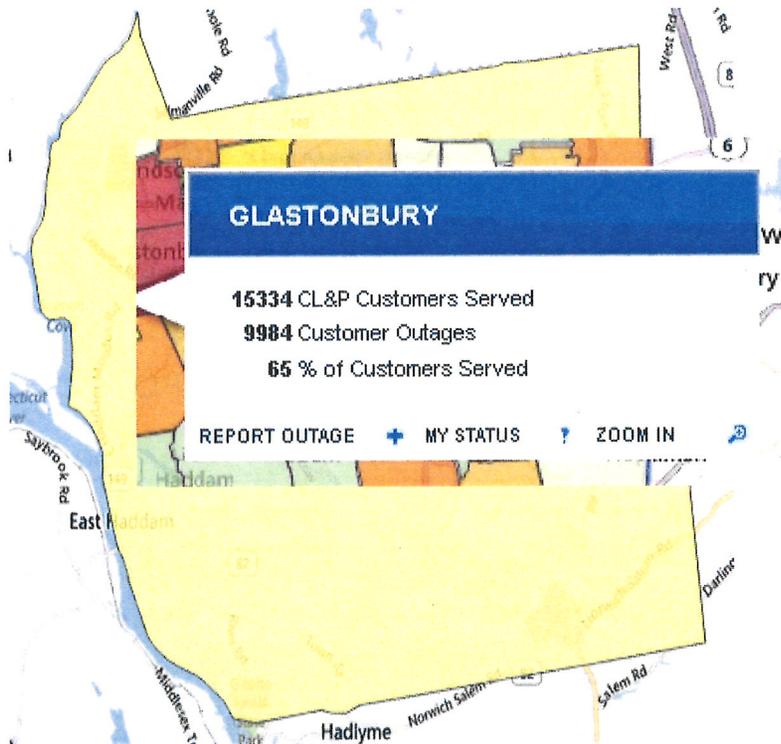


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The map's 'mouse over' town view and the detailed outage report continue to show clear and meaningful information for each town where outages have occurred. As shown below, the town's name, number of customers served, number of outages, and percentage of customers affected by a storm are readily available.

Mouse over view:



“Plain Text Outage Report” view:

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**CL&P Outages**

Note: This information is estimated.  
Updated: 2/5/2013 12:07:49 PM

Town	Total Cust.	Cust. Out	% Out
COLCHESTER	7033	436	6
EAST HADDAM	4821	1	0.02
NEW BRITAIN	34228	1	0.00
<b>Total Customers Affected</b>		<b>438</b>	<b>&lt;1</b>

[www.cl-p.com](http://www.cl-p.com)  
Call to report a power outage. 1-800-286-2000  
[Report an Outage](#)  
[My Outage Status](#)  
[twitter](#)

# Popular Information Remains Readily Available



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The total number of customers affected will continue to appear in the Outage Details section to the right of the map, with the percentage of customer outages in each town listed in the View Outage Report link.

Outage Details screen showing total outages:

Legend | **Outage Details** | Settings

- [View Outage Report](#)
- [Towns with Largest % of Outages](#)
- [View Customer Served Report](#)

Total CL&P Customers Served:  
1,243,658

Total CL&P Customer Outages:  
35

% of CL&P Customers Served:  
<1%

View Outage Report with all town-level information:

**Outage Report** [X]

A listing, by town, of total CL&P customers; the reported number of CL&P customers without power; and the percentage of CL&P customers reported without power.

Please note that CL&P does not serve all Connecticut towns and that some towns are served by other electric utilities, in addition to CL&P.

[Export Outage Data](#)

Town Name	Customers Served	Estimated Customers Affected	% of Total
<a href="#">EAST HADDAM</a>	4821	1	0.02
<a href="#">STAMFORD</a>	55762	1	0
<b>Total Customers Affected</b>		<b>2</b>	<b>&lt;1</b>

# Our Next Steps



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- ❖ Follow-up meetings with a group of town leaders to share the updated map and gauge the effectiveness of the proposed map enhancements.
- ❖ Our goals are to enhance the level of detail in the outage map to:
  - Provide a clear view of a storm's impact
  - Display the number of customer outages in each community
  - Color-code the outage numbers to indicate a storm's magnitude
  - Show how power restoration is progressing in each community
- ❖ Your feedback will help to ensure our customers see the impact of a storm and our restoration progress.

*Thank you for your comments on this important initiative.*

*Questions? Feedback? Observations?*