



OFFICE OF THE MAYOR
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JOSEPH P. GANIM
Mayor

August 11, 2020

Dear United Illuminating:

The City of Bridgeport began emergency response and recovery planning for Tropical Storm Isaias on Friday July 31st. UI did not adequately plan based on the National Hurricane and Weather Service predictions and potential damages. It is clear that UI was aware of the storm, issued detailed storm warnings to cities and towns, but remained ill-prepared.

When the storm hit and left thousands of customers with extensive damage and power outages, UI did not provide restoration planning efforts. UI did not communicate with city officials to provide updates on outages. City officials were prepared and attempting to meet the needs of the community but were also in the dark due to lack of communication. UI stated their focus was solely on Make-Safe procedures. The lack of communication, ill-prepared emergency response, and delay in restoration of power in the City of Bridgeport left a wake of residents in harm's way.

Due to outages, residents were left without the ability to cook food or power medical devices; trapped in the dark in high-rises that did not have working elevators, and in sweltering apartments without air conditioning in a heat wave. As a public service entity, it is your obligation to be prepared and meet the needs of recovery in times of disaster to ensure the safety of residents, especially those at-risk, vulnerable populations.

Costs associated with the restoration of power in the City of Bridgeport must not be the obligation of UI customers. Many customers are residents on a limited income that lost their month supply of refrigerated groceries as a result of the extended power outage. I'm asking UI to give those customers a \$100 gift card to begin to replenish their household's food losses.

During a time when people are out of work and effects of COVID-19 have caused financial hardships, it's our job as city officials and utility companies to be responsible and serve our community in a meaningful way. While your delayed response during this time was disappointing—I expect that we will work closely to guarantee it never happens again.

Now is the time to demonstrate that your company cares for the well being of its customers.

Sincerely,

Joseph P. Ganim
Mayor, City of Bridgeport

cc: Anthony Marone, UI President & CEO
Maritza Estremera, Lead Analyst, Non Wires and Non Pipe Alternatives
Ted Novicki, Manager Key Account Management