



Tree Trimming and Debris Removal

Tropical Storm Irene and the October snow storm caused numerous trees and branches to fall onto overhead power lines. In responding to this, the Electric Division and/or its vegetation control contractor needed to cut up or trim these trees and branches in order to restore electric service or prevent future service interruptions from occurring. In these instances of cutting or trimming trees due to storm damage, the WED does not remove the tree debris. The Electric Division only removes tree trimming debris when it is the result of the Division's own routine tree trimming activities; removal of debris caused by storms or other damage to trees is the responsibility of the tree owner. This applies to the Town's Department of Public Works (for Town-owned trees) as well as private property owners. Additionally, while the WED will remove limbs and branches from individual overhead services, it is not responsible for the removal of these limbs or any associated debris from the property. This responsibility rests with the property owner. Finally, the WED does not trim trees around overhead telephone or cable TV lines, nor does it remove fallen limbs from these communication wires. Customers need to contact their telephone or cable TV provider about trees or limbs that contact these facilities.

PLEASE: Report Failed Streetlights!

The Electric Division maintains over 4,000 streetlights and we need to know when a streetlight is not working properly. Please call our System Clerk at (203) 294-2273 between 7:00 AM and 3:30 PM with a detailed description of the location, preferably the pole number (silver numbers at eye level). If the pole number is not safely accessible, especially at night, then the street name, nearest cross street and the address of the nearest home or business should enable us to find the correct street light. Thank you for your help!

Share A Time of Music

The Wallingford Symphony Orchestra invites you to share a time full of music. All events are held at the Paul Mellon Arts Center, 333 Christian Street, Wallingford, CT.

A Night at the Opera!

February 25, 2012 7: 30 PM
 Great arias, duets and choruses by Mozart, Verdi, Puccini, Leoncavallo, Mascagni, Bizet, Rossini, Donizetti, Offenbach and Gershwin featuring Connecticut's finest opera singers.

A Family Concert!

April 28, 2012 2:00 PM
 Music for the whole family featuring the winner of the Polly Noonan Shulga Concerto Competition. Selections from the great classical composers – Bach, Mozart, Beethoven, Schubert, Chopin, Dvorak, Tchaikovsky, Wagner, Debussy and music from classic Disney films, the music of John Williams and more...

The WSO on Broadway!

July 1, 2012 7:00 PM
 Featuring Connecticut's brightest and future stars of Broadway. Selections from classics by George Gershwin, Rodgers and Hammerstein, Cole Porter, Lerner and Loewe, Leonard Bernstein, Stephen Sondheim, Kander and Ebb, Andrew Lloyd Webber and more!

Generator Safety

With the extended power outages that occurred as a result of Tropical Storm Irene and Storm Alfred, many customers purchased gasoline or propane-powered generators to provide power in the event of further outages. Before the next event happens and you need to use that generator, please consider the following:

- Your generator should be connected to your home electrical system through a transfer switch that isolates your house from the Electric Division's power supply when the generator is connected. This eliminates any danger to others of your generator putting power into lines that require repair. Never connect the generator directly into your home's electrical system.
- Be sure that you have an appropriately sized extension cord for use in these types of storms. The cord should be rated for the load that you expect to connect to your generator.
- Do not overload your generator. You can test it by adding the most needed circuits and add a circuit at a time. If the motor starts to bog down, you'll know that the generator is straining to keep up. Test the load before the next storm so that you know what will work best for you.

Director's Message, by George Adair

This has been a challenging year for the Wallingford Electric Division (WED) and for our customers. Together we worked to recover from the impact of a once-in-a-decade tropical storm, followed by a once-in-a-century early snowstorm, all within a sixty-day period. Irene and Alfred each caused several thousand WED customers to lose power for one or more days. We want to take this opportunity to thank our customers for their patience and support following both storms.



photograph courtesy of customers Bruce & Karen Marquardt

We also want to acknowledge the efforts of the Wallingford Utilities Department staff, all of whom responded to both events with dedication and great energy. The WED team, along with outside forces, worked long days and nights to restore power as safely and quickly as possible. The Wallingford Water and Sewer Divisions were able to operate all pump stations and the sewage treatment plant without interruption following both storms. As part of a department of the Town of Wallingford the WED received the full support of the other town departments. Fire, Police and Public Works provided assistance

in identifying hazards and in clearing roads to provide access for the WED to repair damaged wires and poles.

We are still computing the cost for the two storms, but it is expected to exceed \$800,000 for the WED. The WED maintains a cash reserve in part to address such unanticipated expenditures, so the storms will not have any direct impact on WED customers' rates. The WED is seeking reimbursement from FEMA for all qualifying costs.

In addition to planning and preparing for disaster response, the WED works continuously to maintain the distribution system's reliability and its resilience in the face of storms such as Irene and Alfred. The WED provides electrical service to 24,600 customers in a fifty square mile service territory. The vast majority of the WED's primary conductors, secondary wires and individual building services are overhead. As our customers are aware, a significant portion of the WED's service territory is endowed with large trees. For these reasons, ongoing vegetation control (tree trimming) is essential to mitigating the effects of storms like Irene and Alfred.

In January the WED's contractor Asplundh Tree Experts will begin tree trimming in the portion of our service territory that lies within the Wallingford town limits, east of Route I-91. Per the requirements of the Connecticut General Statutes we will be requesting permission to trim trees on private property that affect the WED's primary wires. We urge our customers to support this effort to maintain the reliability of their electrical distribution system. Inside this newsletter you will find an article with more information about the WED's tree trimming standard.

Also in this issue of our newsletter we have included a number of articles that we hope will be helpful to our customers in dealing with the effects of future storms. Especially important in this regard is the section concerning electrical hazards. During the WED's restoration efforts following both storms safety was our primary concern. We urge our customers to

contact us any time they observe conductors on the ground or any other unsafe condition.

I also would like to direct our readers to the article that describes "who owns what" at the point of connection from the WED's overhead facilities to those of customers. We encourage all of our customers with overhead services to familiarize themselves with the location and configuration of their electric service. As discussed in the accompanying article, when customer facilities have been damaged, the WED can restore power only after all damage has been repaired.



photograph courtesy of customers Bruce & Karen Marquardt

Again, we thank our customers for their support of their Electric Division. We can all hope that events such as Irene and Alfred, or a severe ice storm, are not in our near future. However, we also know that such events will occur again at some time. The WED will continue its efforts to maintain the resilience of our system and to be able to respond effectively to future events. We urge our customers to do their part by being prepared to deal with an extended outage and always to put safety first.





Downed Power Line Safety

Storms and other natural or man-made disasters that compromise power lines pose many dangers, both of electrical shock or electrocution, as well as safety issues related to falling trees and limbs. Your home is the safest place to stay, until all power is restored and debris is cleared.

Most utility poles are shared by the electric, cable TV, and telephone companies. When power lines are severed from their connections they can energize these other lines, too, as well as everything in the area of the downed wires. Electric utility systems are designed to sense the high currents that usually result when power lines fall to the ground, and various circuit-breaking devices should react, but that does not happen one hundred percent of the time. If everything in

the area of downed power lines is wet with rain, any object and the ground itself can cause a risk of shock or electrocution. Metal objects such as fences, mail boxes or metal buildings and poles are especially dangerous, as metal is an excellent conductor of electricity. Puddles also pose a danger. The safest course of action is to stay as far away as possible from sagging or downed lines.

If you must drive during or immediately after a serious storm where there is tree damage and power lines are down, be aware of the many dangers on the roads before you. Never drive over downed power lines with your car. If the car comes into contact with a live wire, the car becomes energized. If this ever happens to you, do not attempt to leave your car unless there is a fire. You can use your cell phone to call 911 or open your window to call for help.

Wallingford Electric Division

100 John Street
Wallingford, CT 06492

Business Office hours
Monday – Friday
8:30 AM – 5:00 PM

Visit us on the web
www.wallingfordelectric.com

Customer Service
(203) 294-2020

To report a streetlight problem
(203) 294-2273

Outage-related calls
(203) 265-5055

Call Before You Dig
(800) 922-4455

Energy Conservation Programs
(203) 294-2280

Public Utility Commission
(203) 294-2263

Commissioners
Robert Beaumont
David Gessert
Richard Nunn

Director of Public Utilities
George Adair

General Manager
Electric Division
Richard Hendershot

Payment Locations

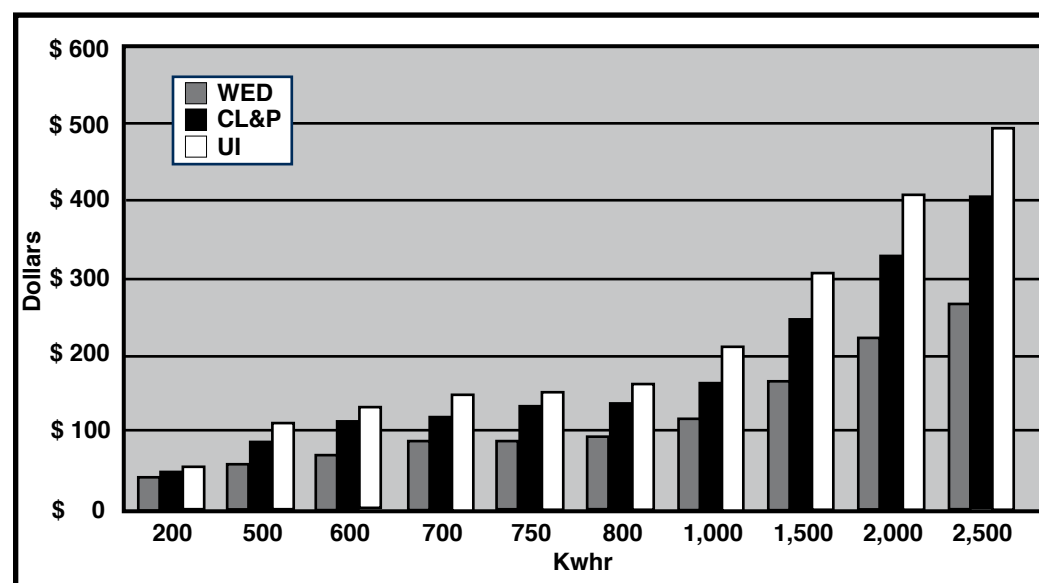
Tax Office, Room 209
Wallingford Town Hall
45 South Main Street

W.E.D. Business Office
100 John Street

Drop Box
Wallingford Town Hall
adjacent to Prince Street entrance

Residential Monthly Bill Comparison - November 2011

Customer under the Electric Division's Residential Rate No. 1
versus comparable rates as charged by surrounding private utilities.

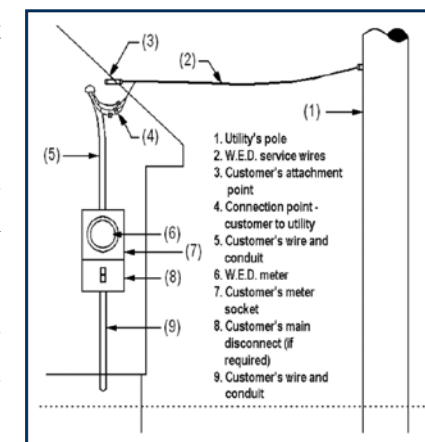


Monthly energy use in kWh

Note: CL&P and UI rates based on Standard Offer Service, Residential. Most recently revised 01/01/11.
WED Winter rate in effect, revised 11/01/11.
Includes: Power Cost Adjustment charge: \$.008415/kwhr. Energy Conservation Fund charge: \$.002500/kwhr.
** UI now requires customers that exceed 2000kWhr's in any month to automatically be placed on their rate RT (Time of Day), therefore the estimated total bill could be significantly different.

Ownership of Overhead Service Facilities - Who Owns What

During this year's storms, it became clear that not all of our customers understand "who owns what" regarding overhead electric services. To clarify, the Electric Division owns, and is responsible for, the wires up to the point where they are attached to a home or business. From that point on the customer owns all electric service wires, conduits, the meter base, etc. Only the electric meter itself is owned by the Division. This means that when these customer-owned facilities are damaged, it is the customer's responsibility to arrange for their repair or replacement. Electric Division workers may not work on customer-owned equipment. Also, depending upon the extent of damage, the Division may need to disconnect its electric service wires from the customer's equipment (for safety reasons) until the customer-owned facilities are repaired and inspected by the town's Electrical Inspector.




Operation Fuel, Inc.

**Help your neighbors.
Contribute to
Operation Fuel.**

Operation Fuel partners with communities, businesses, government and individuals to ensure that people in need have access to year-round energy assistance. It is committed to providing assistance to the residents of Connecticut who may have no other option to cover their energy costs. Approval is income based, but contributions of private dollars from citizens like you allow Operation Fuel to help all of Connecticut's citizens in energy crisis, regardless of income, at the discretion of the Operation Fuel Program Staff and Executive Director. Operation Fuel has been assisting the most vulnerable of Connecticut's citizens for over 30 years. They are devoted to responding to the energy needs of our communities and to providing warmth and light on the coldest, darkest nights of the year.

If you wish to make a donation, make your check payable to Operation Fuel, One Regency Drive, Suite 200, Bloomfield, CT 06002 or visit their website at www.operationfuel.org to make an online contribution.

Source: www.operationfuel.org



Preparing For An Extended Power Outage



- Charge your cell phones and have them ready to use. Be sure to have a car charger available for them as well.
- Have several flashlights loaded with new batteries. Try to avoid the use of candles, which are dangerous, especially when pets and small children are present.
- Get an all-weather radio that runs on both AC power and batteries.
- Have a first aid kit ready for accidents and burns.
- If you have a gas grill, have the propane tank filled and ready for cooking.
- Have plenty of canned and other non-perishable food and bottled water on hand in the event the power is out. You should have enough food and water for at least three days.
- If you own a portable generator, have engine oil and plenty of gasoline to be able to run it for a week if needed.
- If you are not on a public water supply, have at least ten gallons of water stored in buckets or other containers for toilet flushing.

