



# TOWN OF AVON

60 West Main St. Avon, CT 06001-3743  
www.town.avon.ct.us

**POLICE, FIRE & MEDICAL  
EMERGENCY - 911**

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Fax (860) 409-4368

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Fax (860) 409-4368

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**COLLECTOR OF REVENUE**  
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**TDD-HEARING IMPAIRED**  
Tel. (860) 409-4361

November 5, 2011

Dear Avon Resident,

Storm Alfred has presented the Town of Avon with an extraordinary challenge. The Nor'easter, which occurred on Saturday and continued into Sunday, deposited approximately 8" of snow on trees with full foliage. The snow load resulted in massive damage to the power delivery infrastructure. In the immediate aftermath of the storm, upwards of 30 town roads were rendered impassable – even to emergency vehicles. 100% of the Town lost power. Land line service utility poles were compromised and some cell towers were also impacted, resulting in spotty and unreliable coverage. At this time, a full six days after the storm, CL&P has restored service to approximately 50% of the Town and has promised to have the entire Farmington Valley restored to 99% power by midnight Sunday.

All of your town services have been working around the clock to meet the needs of our residents and manage the recovery. Our initial objectives were two fold: first, ensuring the safety of our residents; and second, the full restoration of local services and maintaining pressure on CL&P to ensure that the needs of our residents (their customers) are met as quickly but safely as possible.

A shelter was quickly established at the High School. The shelter has provided a safe haven for hundreds of residents. The facility provides overnight accommodations, charging stations, meals, showers and, perhaps most importantly, information. Again, Superintendent Mala's staff and my staff, ably assisted by many volunteers, have done an extraordinary job in ensuring that the needs of the community are met at this facility.

The Town's public works crews deployed immediately after the storm to clear what road blockages they could. The Town immediately requested line crews from CL&P to work with our Town crews to ensure the safe clearing of roads that

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were obstructed by brush entangled in power lines. Given the scale of the damage, the Governor activated the National Guard to assist in this effort. To be clear, Town crews cannot safely clear debris entangled in utility lines.

The Town has made and will continue to make all efforts possible to keep you, the resident, informed. Please know that communication with our residents was a top priority from the beginning. The damage to the Town Offices infrastructure was extensive and was not repaired for a significant period of time. Please know that we are taking all steps possible to provide regular updates regarding the status of the Town.

The recovery effort will be extensive. Please know that I met with the Deputy Director of FEMA yesterday to apprise him of the situation of the Town. All members of our state and federal legislative delegations have been on site. I spoke with Senator Blumenthal and Congressman Murphy at length on site yesterday. The President executed the necessary declaration yesterday to make this event eligible for partial federal reimbursement, subject to further legislative approval. Also, please know that the entire Farmington Valley has banded together to continue to pressure CL&P and coordinate and cooperate with respect to what promises to be a long and costly recovery effort.

The Town Council and Board of Finance held an emergency meeting last night to discuss the status of the Town and, specifically, the next steps with respect to debris management and removal. Please know that FEMA regulations do require careful handling of this debris and that a procurement process be conducted. Failing to take these steps may place the potential reimbursement in jeopardy. We are conducting a due diligence process and a request for proposals for these services will be issued as soon as possible. The Town Council and Board of Finance will be meeting again on Wednesday to discuss this matter further. The cost of this storm clean up could extend into the millions of dollars.

There have been many firsts this week. On behalf of the Town Council, I want to thank all of the residents for their understanding and cooperation.

Sincerely,



Brandon L. Robertson  
Town Manager