



# 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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Tel. (860) 409-4300  
Fax (860) 409-4368

**ASST. to the TOWN MANAGER**  
Tel. (860) 409-4377  
Fax (860) 409-4368

**ACCOUNTING**  
Tel. (860) 409-4339  
Fax (860) 677-2847

**ASSESSOR'S OFFICE**  
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**COLLECTOR OF REVENUE**  
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Fax (860) 677-8428

**ENGINEERING DEPARTMENT**  
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Fax (860) 409-4364

**FINANCE DEPARTMENT**  
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281 Huckleberry Hill Rd.  
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**PLANNING & ZONING**  
Tel. (860) 409-4328  
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**POLICE DEPARTMENT**  
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Fax (860) 409-4206

**PROBATE**  
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Fax (860) 658-3204

**PUBLIC LIBRARY**  
281 Country Club Road  
Tel. (860) 673-9712  
Fax (860) 675-6364

**PUBLIC WORKS**  
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**REGISTRAR OF VOTERS**  
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**SOCIAL SERVICES**  
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Fax (860) 409-4366

**TOWN CLERK**  
Tel. (860) 409-4310  
Fax (860) 677-8428

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

November 7, 2011

## Letter to the Avon Community from the Town Manager

Dear Avon Resident,

The Town of Avon, along with the Farmington Valley, lost power on the evening of October 29<sup>th</sup>. We are now on the 10<sup>th</sup> day of this outage and, as I write this to you, at least 40% of the Town of Avon remains in the dark. To say that your town government, and the entire leadership of the Farmington Valley is frustrated is a gross understatement. The Town of Avon and the Avon School System under Superintendent Gary Mala have been fully engaged on all fronts since the immediate aftermath of this event. We have made every effort to ensure the safety and well being of our residents. We have used, and will continue to use, every means possible and necessary to continue to pressure CL&P to provide us with accurate information and realistic time lines. From day one-we have said that we can deal with bad news-but we do expect a realistic projection so that we can take the steps to keep our residents informed. Regardless of the reason, we have not received realistic projections and this has compounded the frustration.

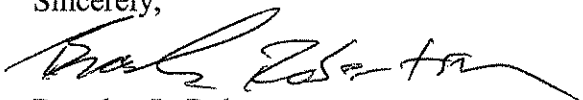
Please know that we have taken the following action:

- The shelter at Avon High School remains open and, to date, has provided shelter, comfort and information to hundreds of Avon residents.
- The Town's emergency operations center has remained in operation around the clock since the event. Daily multi agency coordination meetings are being held. We participate in multiple conference calls-including calls with the Governor and the President of CL&P daily.
- 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 crews to ensure the safe clearing of roads that were obstructed by brush entangled in power lines. To be clear, Town crews cannot safely clear debris entangled in utility lines. CL&P's inept response resulted in the fact that by Wednesday last week-a full 3+ days after the storm-28 roads remained inaccessible to emergency vehicles. Given the enormity of the task, the Governor activated the National Guard to assist in this task. CL&P crews were a no-show at locations where they were to rendezvous with town crews.

- The leadership of the Towns of the Farmington Valley (Avon, Canton, Farmington, Granby, Simsbury) have met continually to coordinate our efforts to hold CL&P accountable. We have been holding joint meetings with CL&P leadership daily to hold them accountable and press them for a realistic time frame leading to power restoration. We have held several press conferences to voice our collective frustration and anger at this situation.
- At the Town's request, the First Company Governor's Horse Guard was activated. The Horse guard has been deployed to distribute water and "meals ready to eat" at our public works department.
- Communication with our residents has been, and remains, of critical importance. Multiple reverse 911 messages have been sent. These have had limited success as telecommunications lines are down. We have used all means of electronic communication possible to try to keep our residents informed. We update the Town's web site multiple times a day. CL&P provided us with a map that indicated restored areas. The information proved unreliable so we took it down.
- We have met multiple times with our state and federal delegation on site. The Deputy Director of FEMA was on site to discuss our status and needs. As a result of the work of our federal delegation and the FEMA assessment-the President has executed the necessary declaration to qualify the Town for federal reimbursement for storm related costs.
- The Town Council and the Board of Finance held an emergency meeting on Friday to receive a storm update and directed that a request for proposals be issued as soon as possible for bids from companies prepared to remove the 100,000 cubic yards of debris created by this storm. An RFP was subsequently issued. The bids will be opened tonight. The Council and Board of Finance will meet again on Wednesday to discuss the results. The cost for this event may be well into the millions of dollars.

Many of you may be out in the community looking for trucks. I have personally spent considerable time driving the community looking for these crews and I have not seen anywhere near the number promised. We have asked where the crews are at a given point in time and we were told that their specific location was not available. You may approach CL&P workers, contractors and line watchers looking for updates. Don't bother. The information that you receive from these encounters is undoubtedly unreliable as these workers do not have the big picture. I encourage you to call CL&P directly at 1 800 286 2000. I also encourage you to temper your expectations.

Sincerely,



Brandon L. Robertson  
Town Manager