



Richard DeAragon
Director - System Operations
Eversource Energy

Eversource Energy
Berlin, CT 06037

If you would like to speak to the person listed above, please request contact information from acc-info@asplundh.com.

Project Type

Respond, Operate and Restore Electric Service

Scope

Provide field resources and management to respond to emergency trouble calls on 2nd and 3rd shifts and weekends

Description

- Over 110 resources responding to emergency trouble calls
- 2nd and 3rd shift coverage on weekdays and all shifts on weekends
- Provide and maintain resource scheduling for all shifts
- Crews respond, coordinate switching and restore service for all type of emergency calls

Project Results

- Over 500,000 man-hours worked without a lost-time incident or significant event
- Achieved significant reduction in restoration times (CAIDI)
- Maximized efficiencies with the AC workforce on capital work when not responding to trouble calls
- Developed a highly trained trouble shooting team with strong field leadership

Project Completion

On-going since March 2014