

Eversource Regulatory Briefing

Monroe Outages – March 25, 2022

Timeline & Key Points

- On **February 8**, icing on a power line created an issue that led to a substation switch failure. Hardware repairs were made to the switch and it was placed back into service.
- On **March 7-8**, a storm caused an outage and for a second time the same switch in the substation failed. This second failure was related to a software fault. The software was updated, and the switch was placed back into service.
- On **March 22-23**, while working to make additional updates to the circuit that experienced the previous outages, one of two circuits feeding the substation failed. Because we were working on the circuit, our switching capabilities were limited, and customers experienced brief outages.
- As of **March 24**, all repairs to the substation switch and the circuit are complete.

Details & Actions Taken

On February 8, during bad weather, ice built up on an insulator created a flashover. This flashover in turn knocked out one of the two circuits feeding the substation, resulting in an outage for customers on that circuit. The substation is designed with a switch to automatically restore power to customers by switching them to the functioning circuit. This switch unfortunately malfunctioned which caused the power for some customers to repeatedly go on and off for a short time. Eversource immediately replaced hardware in the switch which was put back into service shortly after the outage.

During a storm on March 7-8, a large tree fell on the circuit, again losing one of the two feeds into the substation and causing an outage. The switch at the substation again did not work properly causing another power outage, including some customers experiencing the on/off/on/off effect. The switch was analyzed and, in addition to a hardware issue, an underlying software condition was identified as the root cause. The hardware was replaced, the software was updated, and the switch was put back in service when tests indicated it was fully functional.

On March 22, while working to improve one of the two source circuits to the substation, Eversource experienced a fault on one of the circuits. This resulted in loss of power to the substation and a power outage impacting some customers.

On March 23, while Eversource was continuing our work to improve the circuit, one of the source circuits failed, causing an outage for some customers.

On March 22 and 23, the switch did not fail. As a result, customers did not see the on/off/on/off effect they experienced in previous events. The outages on March 22 and 23 occurred because Eversource was actively working in the area to make improvements and was thereby limited in our ability to switch customers over to another circuit automatically when the faults occurred.

As of March 24, all repair and improvement work necessary to stabilize the system and improve the circuit has been completed by Eversource.

As further protection, Eversource will be completely replacing the two source circuits that feed the Monroe Substation. This is a large project that will take Eversource several months to complete.