

**THESE MINUTES ARE SUBJECT TO BOARD APPROVAL AT THE NEXT  
ESSEX ECONOMIC DEVELOPMENT COMMISSION  
ESSEX TOWN HALL  
APRIL 10, 2013 - 4:00pm**

The Essex Economic Development Commission was held on Wednesday, April 9, 2013 at 4:00pm. In attendance were Lon Seidman, John Beveridge, David Winstead (4:01Arrival) Robert Laundry, Mark Sousa, Ed Cook (4:03Arrival) and Mark Uihlein. Also in attendance was Kelley Frazier, Secretary to the Board. Absent:

**CALL TO ORDER**

The meeting was called to order by Mr. Seidman at 4:07pm.

**APPROVAL OF MINUTES**

Upon a motion made by Robert Laundry and seconded by John Beveridge in the Commission unanimously **VOTED** to approve the minutes from the March 2013 Essex Economic Development Commission meeting.

**Visitors:**

Mr. Ward Feirer from SCORE. SCORE (Service Core of Retired Executives) is a free mentoring service for small business. He encouraged the Board to let him know if anyone knows someone who might volunteer. Mr. Feirer address is 18 Industrial Road; PO Box 205; Centerbrook, CT 06409. His email is wfeirer@gmail.com.

**Guests:**

Susan Malan was present as were members of Connecticut Light and Power.

**COMMUNICATIONS/PUBLIC COMMENT**

**Update from CL&P Representatives on Electric Reliability**

Cathy our representative from CL&P noted that she listened to what was said at the last meeting regarding reliability and customer service calls not having adequate information. She introduced Chris Aiello who works on the circuits. He noted that he expedited investigations of the circuits for Essex and some things needed to be changed. The issues have been addressed. These improvements should translate to better service. He also stated that more in depth work will be completed to enhance service to the Essex Industrial Park. This will be done before the summer. Dave Winstead said that he has had problems during the summer with machines loosing power and running slower. This will be researched to verify that the equipment is working correctly.

Mr. Walt Szymanski, manager at the newly opened CL&P Business Call Center gave a presentation. This call center is for business calls only. He is focused on better communication. There is coverage 24 hours a day for emergencies. Mr. Seidman noted that he is frustrated with Customer Service not having accurate information. Mr. Szymanski a new program and call center for business customers. He did note that an additional call will have to occur for the business owner to get the information regarding when service will be restored, but that information may not be available during a storm. Additionally the call center will be open from 8 a.m. to 5 p.m. Mr. Uihlein noted that this system is not granular enough for a small business owner. Mr. Uihlein suggested receiving a text to inform the small business owner the approximate length of the outage. Mr. Seidman stated that he wants to know that someone knows there is a problem and that it is being addressed. He noted that Comcast is able to let customers know how long the outage will be. He would like CL&P to have the same information available. Mr. Cook also he needs this information to make staffing decisions for his company. It is frustrating to not have this information available. It was noted that when a major storm occurs, it is much more difficult to pinpoint the length of outage. Mr. Seidman noted that he feels that business owners need more information than an average residential customer. The outage map is not enough information. Mr. Sousa suggested being able to get additional information by typing in your account number. Mr. Winstead suggested having CL&P come back in a month or so to report on the progress of solving these problems.

**REPORT FROM TOWN HALL**

No Update

**COMMUNICATIONS/PUBLIC COMMENT**

None

**NEW BUSINESS**

**Site Visit Report**

Mr. Seidman reported on a site visit that he and First Selectman Norm Needleman visited Bell Power Systems earlier in the month and met with the company's new owner.

**OLD BUSINESS**

None

**STEAP Grant Award**

The surveyors are completing their work. Mr. Beveridge noted that the Civic Campus is now underway.

**Town Website Update**

The Commission briefly discussed placing information on the Town Website. The Commission is in agreement that this should only be government information.

**CT Main Street Membership**

No Update

**ADJOURNMENT**

On motion duly made and seconded, the Essex Economic Development Commission unanimously **VOTED** to adjourn at 5:14pm.

Respectfully Submitted,

Kelley S. Frazier, Essex Economic Development Commission Clerk