

## **Orange and Rockland Bi-Annual First Responder Training Report:**

### **December 29, 2017 Update**

Orange and Rockland Utilities, Inc. (“O&R” or the “Company”) has made significant progress in many areas of its First Responder Training plan in the second half of 2017. In addition, O&R has continued to monitor the status of communication improvements and radio communications with both Rockland and Orange counties. The details of both the progress and the improved communication are set forth below.

#### *Natural Gas Hazard Awareness*

O&R has continued to receive request related to Natural Gas Hazard Awareness training right through the end of the year, in fact today 12/29 an e-mail correspondence was received from the Tappan FD requesting training in early 2018. As O&R responds to these requests for awareness training, we continue to solicit the other training products available, such as first responder exercises and first responder on-line. An update 2017 list of organizations that have requested training from O&R:

- Town of Chester Police Department – Orange County;
- Johnson Fire Department – Orange County;
- Washingtonville Fire Department - Orange County;
- West Nyack Fire Department – Rockland County;
- Hillcrest Fire Department – Rockland County; and
- Sloatsburg Fire Department – Rockland County.
- Fire Police of Orange County – Orange County
- Washington Heights ( Middletown) – Orange county
- Congers FD – Rockland county
- Orangeburg FD – Rockland County
- Kiryas Joel – Orange county
- Stony Point PD – Rockland county

#### *First Responder Exercises*

The groups requesting awareness training will be provided First Responder Training. Training provided in the 2<sup>nd</sup> half of 2017 worth noting. During the month of September a First Responder Training session was conducted at the Johnson firehouse in Johnson New York. The Johnson fire Departments responsibilities include two of Orange and Rockland gate stations Westtown and Minisink, the training session was directed at their request on how to respond to incidents at the gate station. In addition, the West Nyack fire department which has jurisdiction of the Palisades Center mall invited the O&R first responder training team to participate in the multi-commodity drill they directed, during the drill O&R demonstrated the isolation of the natural gas system in the event of a real emergency at the mall. The trainers are gearing the training to the department’s

request and include awareness and response to critical O&R facilities in their jurisdiction. The reviews have been very favorable.

Update on Leak street construction and training, the Rockland County Fire Center (RCFTC) Staff advises that the leak street they have constructed is 99% complete at this time. The facility currently requires some plumbing work to be completed before hands on training can be started. (RCFTC) staff advised O&R that they have training classes scheduled for early 2018 in anticipation of the completed work. O&R will be invited to conduct training as outlined in the 2017 implementation plan as well as the 2015 Rate Case once (RCFTC) staff gives us the invitation. In the interim, the O&R Emergency Response Group will continue to craft specialized training scenarios (hands-on) for those departments that have invited us to their Firehouses for training. The status of the Orange County leak street remains the same. The Orange County Fire Training Center staff indicates the construction of a Leak Street at their facility will commence in spring of 2018. Until the completion of that facility all First Responder training in Orange County will be conducted at the local firehouses.

#### *Enhanced Radio Communications*

(RCFTC) staff supplied O&R with the completed enhanced protocol this October and the reprogramming of the HT 1250 hand-held radios has been completed. The new protocol between the O&R first responder and the Fire Chief on location of an event will go into effect 1/1/2018.

Orange County continues to build infrastructure in the second half of 2017. O&R will continue to meet with OCFTC to monitor progress on the project.

#### *Communication Improvements*

Communication has been the key to successful implementation of the First Responder Training program. O&R will facilitate communication between the Fire Training Centers. Open and regular communication has been key to answering most questions that arise and will provide an understanding of the challenges that all the parties are facing as we attempt to implement the training. To facilitate communication, O&R has been attending the monthly meeting conducted at the RCFTC. This monthly meeting provides RCFTC leadership an avenue to provide feedback to O&R on how the events in field have been handling in the past month. (Phone and water utilities also attend.) (Rockland County only)

O&R was not able to attend the Battalion Chief Meetings in 2017. This will be something O&R makes a priority in 2017. The RCFTC feels this may be the most effective method for encouraging fire departments sign-up for Hands-on First Responder training.

Scheduled update meetings will continue into 2018, including meeting with RCFTC leadership to discuss progress on O&R specific initiatives, "Leak Street training", radio frequency upgrades. This

meeting provides the avenue for the parties to provide project status reports and details that O&R can then accurately relay to the PSC. (Rockland County only)

### *ORU 101 / 1<sup>st</sup> Responder Online Training*

On September 27, 2017, O&R Gas, Electric and Substation Operations, along with Emergency Management debuted their new Utility Awareness Training course, ORU101, at the Rockland County Emergency Operations Center in Pomona, NY. This course provides a “high level” overview of the Company’s system and its hazards while promoting safety and our ‘White Hat’ policy. There were two sessions offered (12pm-3pm & 6:30pm-9:30pm) to allow both full time and volunteers to attend, resulting in over 60 attendees. The goal of the course is to not only raise awareness, but to have these leaders bring the knowledge back to their respective departments. As part of the program, we offer to come into their respective locations, e.g., fire house, to provide a more detailed first responder awareness training. In addition, we provided attendees with an overview of the new Natural Gas First Responder eLearning training program available online. The course was based on a similar offering of the industry leader in 1<sup>st</sup> responder training National Grid. No dates for 2018 have been confirmed a time.

Going forward, this program will be offered at least annually in both Orange and Rockland counties and more frequently, if needed. No dates for 2018 have been confirmed a this time.

### June 30, 2017 Update

Orange and Rockland Utilities, Inc. (“O&R” or the “Company”) remains fully committed to enhanced first responder training and continues to strive for full implementation of the First Responder Training plan detailed in the letter to DPS Staff dated February 28, 2017. O&R made notable progress in many areas of its First Responder Training plan in the first half of 2017. In addition, O&R has communicated openly and regularly with DPS Staff to keep it apprised of the Company’s progress in implementing the initiatives set forth in both the 2015 Rate Order, as well as the O&R First Responder Training implementation plan. The details of both the progress and the improved communication are set forth below.

#### *Natural Gas Hazard Awareness*

O&R has received more inquiries related to Natural Gas Hazard Awareness training this year. As O&R responds to these requests for awareness training, we solicit the other training products available, such as first responder exercises and first responder on-line. At this time the following organizations have requested training from O&R:

- Town of Chester Police Department – Orange County;
- Johnson Fire Department – Orange County;

- Washingtonville Fire Department - Orange County;
- West Nyack Fire Department – Rockland County;
- Hillcrest Fire Department – Rockland County; and
- Sloatsburg Fire Department – Rockland County.

### *First Responder Exercises*

The groups requesting awareness training will be provided First Responder Training. As discussed with Staff during the April 25, 2017, meeting in Albany, the on-going construction of the Orange County and Rockland County owned Leak Streets and scheduling difficulties with the individual departments has impeded the completion of training scheduled for the second quarter of 2017. However, there are currently plans to complete this training before the end of the year. Rockland County Fire Training Center (RCFTC) staff has indicated that once construction of their Leak Street is complete and their internal instructors have had a chance to use the training site, O&R will be invited to conduct training as outlined in the 2017 implementation plan as well as the 2015 Rate Case. In the interim, the O&R Emergency Response Group will continue to craft specialized training scenarios (hands-on) for those departments that have invited us to their Firehouses for training. Notably, more than one agency has requested Awareness Training on the Regulator and Gate Stations located in their territories. At this time the Orange County Fire Training Center indicates the construction of a Leak Street at their facility will commence in spring of 2018. Until the completion of that facility all First Responder training in Orange County will be conducted at the local firehouses.

### *Enhanced Radio Communications*

Progress has been made in both Orange and Rockland counties regarding radio communications. As discussed with DPS Staff in April 2017, communication with the Rockland County first responders was curtailed for most of 2016/ 2017 while RCFTC coordinators finalized a new protocol manual, which all fire departments will follow during multi-agency events. With this protocol complete and the necessary radio frequencies provided to O&R, we have been working towards the reprogramming of the HT 1250 hand-held radios. The reprogramming and associated training should be completed by the end of 3<sup>rd</sup> Quarter 2017. In Orange County during the April meeting at the OCFTC, O&R witnessed the excavation for a radio tower that will be part of a \$25 million radio system upgrade in Orange County. Once these system upgrades are in place, O&R will continue to work with Orange County to develop a program similar to the existing program in Rockland. Implementation of this enhancement will depend on the county's ability to complete the system upgrades. O&R will continue to meet with OCFTC to monitor progress on the project.

### *Communication Improvements*

Communication will be the key to successful implementation of the First Responder Training program as envisioned by both the Company and DPS Staff. O&R will facilitate communication between the Fire Training Centers and DPS Staff. Open and regular communication will address most questions that arise and will provide an understanding of the challenges that all the parties are facing as we attempt to implement the training. To facilitate communication, O&R will continue to meet with stakeholders and build on the processes used in the first half of 2017, including the following:

Attend the monthly meeting conducted at the RCFTC. This monthly meeting provides RCFTC leadership an avenue to provide feedback to O&R on how the events in field have been handling in the past month. (Phone and water utilities also attend.) (Rockland County only)

Attend Battalion Chief Meetings – conducted by Fire Chiefs in geographic areas of responsibilities. The RCFTC feels this may be the most effective method for encouraging fire departments sign-up for Hands-on First Responder training.

Scheduled update meetings - required with RCFTC leadership to discuss progress on O&R specific initiatives, “Leak Street training”, radio frequency upgrades. This meeting provides the avenue for the parties to provide project status reports and details that O&R can then accurately relay to the PSC. (Rockland County only)

DPS Staff participation meetings – Consistent with past practice, DPS Staff, RCFTC and O&R will meet regularly to share ideas and concerns regarding First Responder Training. Benefits from both DPS Staff’s attendance at the April 2017 RCFTC meeting and the April 25, 2017 meeting in Albany with Staff were evident. (At DPS Staff discretion)

#### *ORU 101 / 1<sup>st</sup> Responder Online Training*

On May 24, 2017, O&R Gas, Electric and Substation Operations, along with Emergency Management debuted their new Utility Awareness Training course, ORU101, at the Orange County Emergency Operations Center in Goshen, NY. This course provides a “high level” overview of the Company’s system and its hazards while promoting safety and our ‘White Hat’ policy. There were two sessions offered (12pm-3pm & 6:30pm-9:30pm) to allow both full time and volunteers to attend, resulting in a total of 55 attendees. The goal of the course is to not only raise awareness, but to have these leaders bring the knowledge back to their respective departments. As part of the program, we offer to come into their respective locations, e.g., fire house, to provide a more detailed first responder awareness training. In addition, we provided attendees with an overview of the new Natural Gas First Responder eLearning training program available online. The course was based on a similar offering of the industry leader in 1<sup>st</sup> responder training National Grid. This online course provides all first responders an opportunity to take the seven training modules at their own pace and provides them with a certificate of completion (course time approximately 3 hours). The next ORU101 course is tentatively scheduled for September 27<sup>th</sup> and will be held at our Spring

Valley headquarters in Rockland County and will also offer an afternoon and evening session to accommodate our volunteer first responders. Going forward, this program will be offered at least annually in both Orange and Rockland counties and more frequently, if needed.

### December 30, 2016 Update

Orange and Rockland Utilities, Inc. (“O&R” or the “Company”) developed, coordinated and facilitated three emergency drills and exercises in 2016. The first was the required annual regulatory exercise held in April. This exercise simulated a storm event which had impact to Gas and Electric systems. The second was a multi-commodity tabletop exercise in September, which involved a cyber-attack and disgruntled employee. Responses of the different commodities and O&R Corporate Security were discussed and evaluated. Finally, in November of this year, O&R conducted a full-scale, multi-commodity exercise involving an active shooter at O&R’s Spring Valley facility. This drill involved the relocation of O&R’s Gas Emergency Response Center (“GERC”) to their Alternate Gas Emergency Response Center (“AGERC”). The AGERC, which was recently moved to O&R’s Blooming Grove Operating Center, proved to operate normally during the drill.

O&R utilized its Emergency Response Group (“ERG”) in many gas emergencies throughout the year. The ERG was particularly helpful in establishing incident command on the scene and acting in the capacity of Incident Commander or Communicator. At the request of Rockland Fire Coordinators, a natural gas safety training session was conducted at the Rockland County Fire Training Center (“RCFTC”) for volunteers that assist the RCFTC during large scale events. With events such as this, the ERG has helped Gas Operations build relationships and trust with local fire chiefs and other emergency response personnel in the communities O&R serves.

Radio communication between O&R and local fire departments continues to progress. In Rockland County, Fire Coordinators continue to develop a manual for all fire departments which will document the protocol for communicating during multi-agency events. Orange County is in the process of upgrading its radio system for emergency responders; O&R will leverage the new system to enhance first responder communication over the fire department radios.

Progress continues on the enhancement of training facilities in Rockland and Orange Counties. The RCFTC received bids for the construction of sheds on “Leak Street” and has awarded a contract. The RCFTC Coordinator is working to secure meter training equipment and expects to receive the equipment in the early part of 2017.

A proposal to build a natural gas training facility at the Orange County Fire Training Center has been finalized by the County and reviewed by O&R in December 2016. The Company has forwarded the proposal to Department of Public Service Staff for review and further consultation.

### June 29, 2016 Update

Orange and Rockland Utilities, Inc. (“O&R” or the “Company”) continues to strive for improvements in the training it supplies to the emergency services community, as well as establish protocols to enhance radio communications between the Company and the first responders in Orange and Rockland counties.

The O&R Training Department has offered training to all fire departments in the service territory. To date, O&R has provided training to the fire departments serving Florida, S. Blooming Grove, Johnson and Unionville. The O&R Gas Emergency Response Center (“GERC”) also continues to regularly communicate with local emergency operating centers as a means to enhance the understanding of one another’s operations.

O&R continues to employ its Emergency Response Group (“ERG”) in gas emergency situations in Rockland County. The ERG has been effective in establishing incident command on the scene and acting in the capacity of Incident Commander or Communicator. This position has the added value of helping building relationships and trust with local fire chiefs.

Radio communication between O&R and local fire departments has not yet been completely resolved but is progressing. In Rockland County, Fire Coordinators are working to develop a manual for all fire departments which will document the protocol for communicating during multi-agency events. Orange County approved additional funding for a new emergency radio system last year. It is expected that when Orange County has completed upgrading its radio system for emergency responders that O&R will leverage the new system to enhance first responder communication over the fire department radios. An update on the implementation of the new radio system is pending.

In March 2016, O&R hosted municipal information exchanges with representatives of Orange County and Rockland County emergency services organizations. The intent of the meeting was to share information and foster an open dialogue with these representatives.

On November 7, 2015 a multi-commodity, multi-agency drill was conducted in Orange County that involved first responders from the FD, EMS, OEM, and PD from both Orange County and municipalities within Orange County. In Rockland County, O&R participated in an OEM-led, full-

scale drill involving the mock derailment of a train transporting crude oil. O&R Gas continues to work with the emergency management personnel to develop meaningful drills for 2016.

Discussions were held between O&R and fire personnel in both Rockland County and Orange County regarding enhancements to their training facilities. O&R awarded the Rockland Fire Training Center ("RCFTC") \$150,000 to procure material to enhance their facility. On June 14, 2016, O&R inquired of the RCFTC as to the status of the project, as well as offering assistance. RCFTC stated that they are close to obtaining approval from the County to procure the needed material. O&R requested that it be kept informed of the progress and offered again to assist. O&R has been in close contact with the Orange County Fire Training Center ("OCFTC") regarding enhancements to their facility. O&R has suggested that the OCFTC work with the RCFTC so as to maximize the benefit of enhancing their facility.