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June 29, 2018

VIA ELECTRONIC MAIL

Hon. Kathleen H. Burgess
Secretary
New York State
Public Service Commission
Three Empire State Plaza
Albany, New York 12223-1350

Re: Case 14-E-0493- Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Orange and Rockland Utilities, Inc. for Electric Service

Case 14-G-0494- Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Orange and Rockland Utilities, Inc. for Gas Service

Dear Secretary Burgess:

Pursuant to the Commission's Order Adopting Terms of Joint Proposal and Establishing Electric Rate Plan, issued October 16, 2015 in the above-referenced proceedings, I attach Orange and Rockland Utilities, Inc.'s Bi-annual Reports for Workforce Development and First Responder Training.

Please contact me if you have any questions regarding this matter.

Very truly yours,

/s/ Enver Acevedo

c: All Active Parties in Cases 14-E-0493 & 14-G-0494 (via electronic mail)

Orange and Rockland Bi-Annual First Responder Training Report:

June 29, 2018 Update

Orange and Rockland Utilities, Inc. (“O&R” or the “Company”) has had a great start to 2018 with regards to First Responder Training with numerous sessions reaching hundreds of First Responders. In addition, we already have second half training sessions scheduled. O&R has continued to monitor the status of communication improvements and radio communications in Orange County, and continues to attend monthly meetings in Rockland to keep communication lines open. The details of the First Responder training and the progress on the communication infrastructure are set forth below.

Natural Gas Hazard Awareness

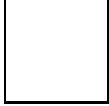
O&R has continued exactly where it left off at the end of 2017, we continue to receive requests related to Natural Gas Hazard Awareness training. In fact so far this year O&R has held ten training sessions for approximately 300 First Responders. E-mail seems to be the preferred choice of communication between the departments and O&R to schedule training. With the constraints of dedicated training nights there are a finite number of evenings when training can be conducted. O&R is prepared to train when and where needed, however most First Responder organizations meet and train early in the week: Monday – Wednesday evenings seem most popular. 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. Here are the organizations receiving training in the first half of 2018

- January 22 Kiryas Joel VFD – Orange County 39 attended
- February 12 Tappan VFD – Rockland 36 attended
- February 22 Warwick VFD – Orange 63 attended
- March 5 Orangeburg – Rockland 22 attended
- April 18 Nyack – Rockland 38 attended
- May 16 (AM) Rockland City FTC ORU101 13 estimated
- May 16 (PM) Rockland City FTC ORU 101 27 estimated
- May 17 Pearl River VFD 37 attended
- June 5 (AM) Orange cty ESCORU 101 06 estimated
- June 5 (PM) Orange cty ESC ORU 101 Unknown
- June 13 Sloatsburg VFD 19

The training has been well received with the instructors receiving compliments in the form of tweets to e-mails to the vice-president.

Congers FD

TWEET FROM: ORUConnect



Name: ORUConnect Posted on: Dec 19, 2017 03:18 AM

Followers: 3683 Following: 242

*This evening **Orange and Rockland Utilities** gas supervisors provided our department with training on responding to natural gas emergencies. We thank **@ORUConnect** providing our firefighters with the tools and knowledge to operate safely at natural gas emergencies. #congersfd <https://t.co/wCJ5P2M4iq>*

Tappan FD

Guys,

Thank you again for coming down tonight. The membership was very receptive and thought the content and format was very good. I couldn't agree more. We will look to work with you guys again when the weather warms up for field training. I have listed the names of the members who attended the class this evening. Thank you again.

-Tom
Captain, Tappan.F.D.

Chris Jensen – Rockland County Office of Emergency Management

I would like to take this opportunity to express my sincere appreciation for your invaluable assistance in trouble shooting the Carbon Monoxide issue at the Fountainview At College Road last night. Your ability to analyze as well as educate the first responders last night was instrumental in the development and implementation of the Incident Commander's Incident Action Plan. Your knowledge and communication skills instilled confidence with the first responders. I applaud you and your team's efforts.

Thank you, once again, for your continuing efforts in helping us to strengthen our response capabilities.

Chris

Many of the groups mentioned previously have inquired or scheduled follow-up field training since the weather has improved. Here are a few examples.

July 11 th	Sloatsburg VFD – training at Sloatsburg Gate Station
July 25 th	Pearl River VFD – training at the Pearl River Gate Station
July 30 th	Tappan VFD – training at the Tappan Gate Station

Also during the First half of 2018 at the O&R quarterly meeting with the PSC the First Responder training team made a presentation to the Gas Safety division, the feedback from that presentation was also positive

First Responder Exercises

With the weather improving O&R expects to participate in numerous First Responder exercises in the second half of 2018. Many are already in the planning stage and involve gate stations, apartment complexes and a retired propane peak shaving plant. The groups requesting awareness training will be provided First Responder Training. As noted above O&R has three gate station exercises already planned, that will bring the total to five gate station exercises in the 12 months. The trainers are gearing the training to the department's request and include awareness and response to critical O&R facilities in their jurisdiction. Training exercise options include but are not limited to:

- Fire cuts / Major Structure Fires
- Gas Fires / Damages
- Car vs Gas Meter
- Building collapse
- CO emergencies

Update on Leak Street construction and training.

The Rockland County Fire Center (RCFTC) Staff advises that leak street has been completed. The communication received from RCFTC is that the first training session conducted exposed some "bugs" in the system that need to be corrected. We have received reassurance that when the RCFTC is comfortable with the facility O&R will be invited to participate in the training exercises. 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 as of our last meeting in February an update meeting needs to be scheduled to better understand when the Fire Training Center staff believes their facility will be operational. Until the completion of that facility all First Responder training in Orange County will be conducted at the local firehouses.

Enhanced Radio Communications

In Rockland County the new protocol between the O&R first responder and the Fire Chief on location of an event went live 1/1/2018. At this time no concerns have been raised at the monthly utility meetings attend by O&R and held at the RCFTC.

O&R met with Orange County Emergency Service on February 8th to discuss the status of their radio upgrade project. At that time Commissioner Brendan Casey indicate his expectation is that the radio system will be ready for testing in the spring of 2019. The next meeting with Orange County Emergency Services will be to discuss the necessary frequencies O&R will need to program once the radio system upgrade has been completed.

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 2nd 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 e 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. 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 / 1st 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 1st 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

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.

Orange and Rockland Bi-Annual Workforce Development Report:

June 29, 2018 Update

Orange and Rockland Utilities' Inc. Workforce Development Team continues to be committed to building a qualified pool of candidates by providing training programs to future utility workers that gives them the skills and qualifications required to enter the natural gas industry. The skills and qualifications will meet the needs of the increased leak-prone pipe replacement program; enhance the network; and prepare replacements for the potential loss of labor resources due to an aging workforce.

Orange and Rockland Utilities' Workforce Development Team has conducted a total of eight (8) training programs and trained over one hundred (100) individuals in which 95% of the students were offered employment in the natural gas industry.

On February 12, 2018 fifteen (15) students successfully completed a training program that was conducted at Precision Pipeline Solutions, New Windsor, NY. All fifteen (15) students were offered employment in the gas industry.

On May 14, 2018 Sixteen (16) students successfully completed a training program that was conducted at Precision Pipeline Solutions, New Windsor, NY. All sixteen (16) students were offered employment in the gas industry.

Contractors continue to reach out to the Workforce Development Team for qualified candidates. They seek to increase efficiency in hiring and retention. Workforce Development training helps to promote consistency in the recruitment and selection of qualified Mechanic B and General Construction Worker candidates. Contractors have advised us know that the supply of qualified workers cannot meet the current demands.

December 29, 2017 Update

Orange and Rockland Utilities' Workforce Development Team continues to be committed to building a qualified pool of candidates by providing training programs to future utility workers that gives them the skills and qualifications required to enter the natural gas industry. The skills and qualifications will meet the needs of the increased leak-prone pipe replacement program; enhance the network; and prepare replacements for the potential loss of labor resources due to an aging workforce.

On May 11th, O&R Utilities held a gas industry forum attended by over 25 people representing 16 contractors and related organizations to develop a more strategic partnership with the companies; to confirm current and future needs by job category, particularly those currently the focus of Orange and Rockland's Workforce Development mechanic "B" training program; and to ascertain interest and secure commitments from participating contractors.

- Forum participants noted that **general construction workers, mechanic "B" workers** and **mechanic "A" workers** (trainees), in addition to specific job skills and certifications, need to

possess a strong work ethic and willingness to learn as well as soft skills, including customer service and communication skills

- Forum participants reported enjoying the opportunity to discuss a broad range of issues that affect their businesses and indicated a strong interest in continuing communications with O&R Utilities.

Orange and Rockland's Workforce Development Team conducted three (3) Gas Operator Technician Training programs. Training programs run approximately three (3) weeks and students graduate with certifications which include Northeast Gas Operator Qualifications, Certified Excavator training, OSHA 10, Human Performance Improvement, Ergonomic training, Soft Skills, and O&R Procedure Onboarding.

- July 2017 training program was conducted at Local 17, New Windsor, NY. Eleven (11) students graduated and were all offered employment in the gas industry.
- August 2017 training program was also conducted at Local 17, New Windsor, NY. Fourteen (14) students graduated and all except one student was offered employment in the gas industry
- November 2017 training program was conducted at Precision Pipeline, New Windsor, NY. Ten (10) students graduated and all students were offered employment in the gas industry. The Workforce Development Team enhanced the November training program by adding First Aid/CPR training to the curriculum

Orange and Rockland's Workforce Development training programs have been so successful that many of the contractors continue to reach out to the Orange and Rockland's Workforce Development team with interest and are committed to interviewing and hiring qualified candidates. Contractors affirm that the supply of qualified pool of candidates cannot meet the demand of the gas industry.

June 30, 2017 Update

From February 27 to March 9, 2017 O&R conducted Leak Survey Technician training. There were 14 participants in the two-week program. O&R partnered with Precision Pipeline Solutions (PPS) for rental of the PPS training facility and a PPS trainer. O&R also partnered with the Orange County Fire Training center for use of their classrooms. The participants received certifications and training, including OSHA 10, Certified Excavator training, Ergonomic training, and Soft Skills. Offers of employment were made to 12 of the 14 participants. Seven of the participants accepted the offer and are now working in the gas industry.

As discussed in the December 30, 2016 update, the Company has taken steps to expand the Workforce Development efforts. On May 11, 2017, O&R conducted a Workforce Development Forum. The forum was facilitated by Rich Gross Solutions, and held at the Mahwah Sheraton Crossroads Conference center. Over 25 individuals participated, representing 16 contracting companies. The participants were asked a series of questions in a closed-response format, followed by a group discussion and closed confirmation. Rich Gross Solutions sought to identify ways in

which O&R's Workforce development team can better support the workforce needs of the gas industry as it relates to the installation and maintenance work on O&R's infrastructure. A final report including the tabulated results will be provided to O&R upon completion by Rich Gross Solutions.

On June 26, 2017, O&R conducted the orientation and testing of 21 candidates for the spring 2017 Gas Mechanic B Workforce Development program. Fourteen participants were selected to begin the training scheduled to begin on July 10, 2017. The spring program is scheduled to run for a little over three weeks. O&R has partnered with Local 17 to rent the use of their training facility. The eight days of technical and hands-on training will take place at Local 17's training center. Trainee testing is scheduled to take place at O&R's facility in Spring Valley. The spring program will provide the participants with certifications and training, including Certified Excavator training, OSHA 10, Human Performance Improvement, Ergonomic training, Soft Skills, and O&R Procedure Onboarding.

O&R is looking forward to seeing the results from the Workforce Development Forum. The results will provide the information needed to conduct the most requested type of program in early August 2017.

December 30, 2016 Update

In October 2016, Orange and Rockland ("O&R"), in partnership with Rockland Community College, conducted its second workforce development program ("Fall program"). Ten individuals participated in the Fall program and all graduated. Similar to the Spring program, hiring entities, including local unions, attended the job fair held at the conclusion of the training. To date, fifteen of the graduates from the Spring and Fall programs have been offered jobs directly or indirectly supporting O&R's leak prone pipe replacement program. To support the workforce development program, O&R hired an individual, on a part time basis, to administer the workforce development program and evaluate the benefit and need for new programs. In early 2017, O&R will facilitate, with input from stakeholder representatives, a resource needs assessment to determine the value of expanding O&R's workforce development efforts.

June 29, 2016 Update

After months of planning and marketing, Orange and Rockland Utilities, Inc.'s ("O&R") first collaborative workforce development program commenced with an orientation on April 5, 2016 at Rockland Community College's satellite campus in Haverstraw, NY. Seventeen prospective participants attended the orientation and ten were accepted into the program based on a combination of their scores on math and English assessment tests and demonstration of mechanical aptitude.

A two-week training program, designed to provide Hudson Valley residents who are unemployed, dislocated or underemployed with an introduction to gas technical work through classroom training and hands-on, practical experience, was held from April 18, 2016 through April 29, 2016 in collaboration with Rockland Community College and Orange County Community College. The training was conducted at both O&R's gas training facility and Rockland Community College's main campus. The program consisted of seven days of technical and hands-on training, including operator qualification training. There was one day of OSHA, Competent Person in Excavation Safety training and one day of soft skills training where competencies such as resume writing and communication skills were taught. The program was funded through a federal grant secured by Orange County Community College. We will continue to look for opportunities to enhance the program with the funding included as part of the electric rate plan adopted by the New York Public Service Commission in its Order Adopting Terms of Joint Proposal and Establishing Electric Rate Plan, issued October 16, 2015 in Case 14-G-0494.

Upon completion of the program, students gained the knowledge and credentials needed to seek entry into the industry's workforce, along with a transcript of their Operator Qualifications. At the end of the program, a job fair was held where every graduate of the program had the opportunity to talk with hiring entities and learn about employment opportunities.

Currently, eight of the graduates are employed in the gas industry as contractor inspectors for leak prone pipe replacement work conducted by O&R contractors.