Electric Utility Emergency Plan

(Filing pursuant to NYCRR Rules and Regulations of the Public Service Commission, Section 105 - Electric Utility Emergency Plans)

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Introduction

1.0 Purpose

PSEG Long Island's (PSEG LI) Emergency Restoration Implementation Procedures (ERIPs) and Logistics Support Emergency Procedures (LSEPs) govern the response to large scale storms and other natural disasters, civil unrest, major equipment failures, or other emergency events. The information contained in the ERIPs and LSEPs is not intended to be all inclusive. Some procedures are essential and must be performed, while others may or may not be pertinent to all divisions.

These procedures provide the tactical steps for establishing uniform readiness and guidelines for prompt, standardized action to ensure an efficient and coordinated restoration effort for the operations, communications, and logistics organizations. They establish a structure for determining an event's severity (classification) and define the required measures to be implemented during all aspects of elerctric service restoration by the operations, communications, and logistics groups within the organization. Overall, they have been designed to mitigate consequences when, in spite of vigilance to protect the T&D system to withstand the effects of storms, electric service interruptions do occur. PSEG LI strives to continuously improve its response to all emergencies, including storms and storm-like emergencies.

The ERIPs and LSEPs are intended to be scaleable and maintain the flexibility to provide for readiness and action as applied to events of severe, significant or moderate scope and varied geographic location. They detail organizational responsibilities and procedures to safely, expediently and efficiently restore electric service to our customers while keeping them readily informed of the status of restoration efforts. For clarity, and to avoid unnecessary confusion, the procedures generally parallel normal operating procedures. This also reduces the need for specialized training or work practices.

PSEG LI's ERIPs and LSEPs have been developed with input from all groups which have direct responsibilities within the organization during an Emergency Response event, and are to be adhered to throughout the Long Island Power Authority (LIPA) service territory in the event of large scale storm or other system emergency. They are reviewed regularly to ensure that they reflect current organizational structure, departmental functions and responsibilities, and executive personnel assignments. In addition, they are reviewed after being utilized during a large-scale storm event, in conjunction with a storm critique (After-Action Review) and the implementation of subsequent corrective actions.

In the event of an interruption of electric service, PSEG LI's crews work around the clock to restore power to customers. Their primary concern is the health and safety of employees, contractors and the public. Crews work to restore power to the largest numbers of customers first, taking into account "priority" customers, such as hospitals, police stations, fire stations, water/sewer facilities, communications facilities (Television/Radio/Telephone), and customers on life-sustaining medical equipment. At the same time, the utility restores power to transmission lines and substations or the "backbone" of the electric system, then proceeding to restoring homes and businesses, starting with the circuits serving the largest number of customers.

It is imperative that our customers, regulators, state, county and municipal agencies, emergency services and the media be kept fully informed as to the severity and impact of each event as well as the company's planned response, progress and estimated time of restoration. PSEG LI views communications as a key element in the overall restoration effort and strives to communicate timely and accurate information to our customers and stakeholders prior to, during, and following the impact of the weather event or other system emergency. Localized conference calls with municipalities, executive level outreach, as well as the utilization of both traditional and social media channels will all be utilized as tools to successfully deliver frequent and informative communications.

To be effective, it is vital that all elements of the ERIPs, LSEPs and accompanying attachments, be thoroughly understood by participating employees through proper training, regularly scheduled review sessions and scenario based drills and exercises. In addition, PSEG LI believes that continuing efforts to harden the company's infrastructure and improve the ability of the electric system to withstand, anticipate and prevent interruptions to our customers' electric service are essential.

The procedures have application to virtually all electric emergencies and will be used accordingly. They comply with the rules and regulations of the Public Service Commission to 16 NYCRR § 105 - Electric Utility Emergency Plans.

2.0 Structure of Electric Utility Emergency Plan

Emergency Response Implementation Procedures (ERIPs) and Logistic Support Emergency Procedures (LSEPs)

The Electric Utility Emergency Plan is divided into three groups:

- Operations ERIPs
- Communications and Media ERIPs
- Logistics LSEPs

The ERIPs/LSEPs provide activity and role level details to be adhered to throughout the LIPA service territory in the event of large scale electric service interruption or other electrical system emergencies. They offer detailed procedures to be used for mutual assistance, mobilization, and instructions for communication and logistical support to be adhered to throughout the LIPA service territory whenever interruption of electric service occurs.

Each procedure contains detailed descriptions of its purpose, and defines responsibilities, precautions, prerequisites, actions and associated references. Detailed checklists are included as an attachment where applicable.

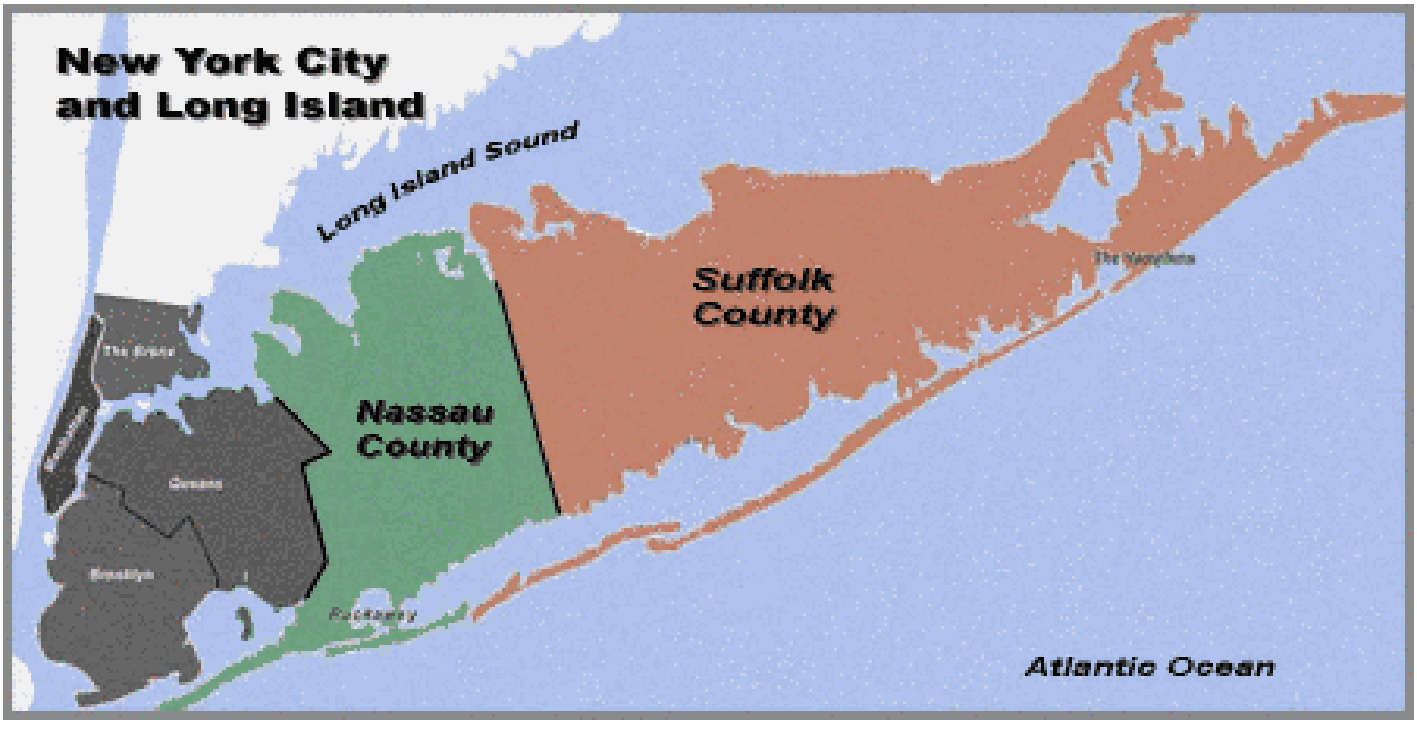
3.0 Service Territory

Background

Long Island is the largest island adjoining the continental United States, extending approximately 118 miles east-northeast from the mouth of the Hudson River. It is separated from the mainland on the north by the Long Island Sound and bounded by the Atlantic Ocean on the south and east. Twenty miles at its widest point, Long Island is composed of low plateaus on the north, longitudinal ridges of glacial moraine through the central parts of the island, and gently sloping plains to the south. The East End of the island is made up of two peninsula forks. The North Fork, terminating at Orient Point, is approximately 28 miles long. Plum Island and Fishers Island lie northeast of Orient Point. The South Fork, terminating at Montauk Point, is about 44 miles in length. Peconic and Gardiners Bays separate the two forks. Shelter Island lies between Peconic Bay and Gardiners Bay and Gardiners Island is located in Gardiners Bay.

Totaling 1,377 square miles of land area, Long Island is divided into four counties: Kings (Brooklyn), Queens, Nassau, and Suffolk. Suffolk is the easternmost and by far the largest of the four, covering an expanse of 911 square miles. Following Suffolk is Nassau with 287 square miles, Queens County with 109, and Kings with 70 square miles, the westernmost County. Kings and Queens Counties are synonymous with the Boroughs of Brooklyn and Queens, which are within the jurisdiction of New York City.

Long Island Map with Counties – Fig. 1



In December 2011, pursuant to a Request for Proposals for a new services agreement released by the Long Island Power Authority (LIPA) for operating LIPA, PSEG LI entered into an Operations Services Agreement (OSA) to provide the day-to-day management and operation of LIPA's electrical transmission and distribution system (T&D System) in the counties of Nassau, Suffolk and the Rockaways portion of Queens. The OSA provides for the Service Provider (PSEG LI) to begin operation of the T&D System on January 1, 2014.

System

As service provider, PSE&G LI serves more than 1.1 million customers within the LIPA service territory which consists of Nassau County, Suffolk County and the Fifth Ward of Queens County. There are also three municipally owned utilities within the territory whose customers are not directly served by LIPA. These municipalities are Freeport, Rockville Centre and Greenport. The LIPA service territory is divided into four (4) Divisional Areas (Queens/Nassau, Central, Western Suffolk, and Eastern Suffolk) which are manned around the clock by the Transmission and Distribution Operations Department (See Fig. 2).

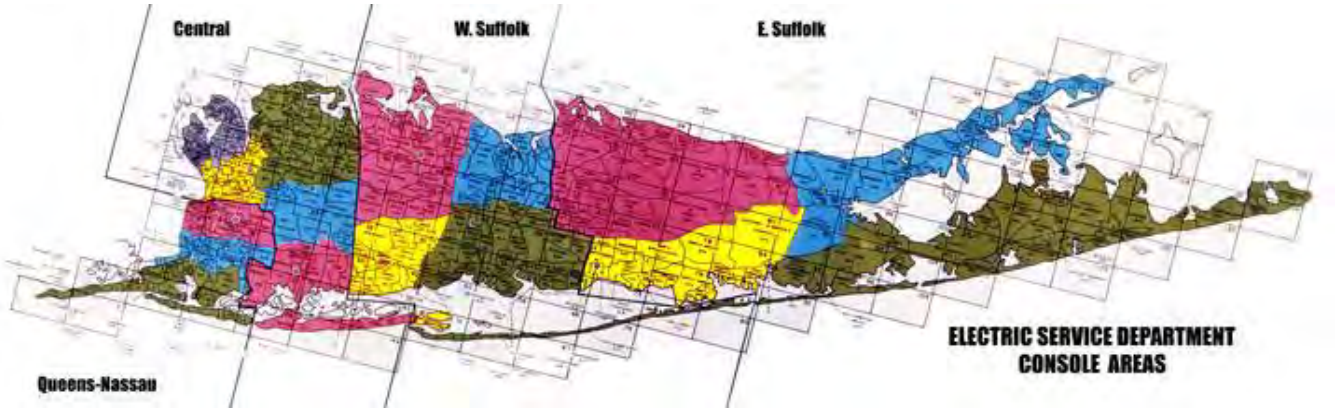
PSEG LI Electric Service Territory – Fig. 2

Operating Divisions

Each Operating Division encompasses a number of towns and municipalities. In the event of a large scale storm or system emergency, PSEG Long Island works closely with local government officials to coordinate electric restoration efforts and to provide on-going information regarding restoration progress.

Console Areas

During an emergency, PSEG LI further breaks the Divisions into Console Areas to facilitate better control of the workforce and better coordination of restoration efforts. (See Fig. 3)



PSEG LI Division Console Areas – Fig. 3

4.0 Activation of the Emergency Response Plan

There are two scenarios under which the PSEG LI Emergency Response Plan and associated ERIPS and LSEPs may be activated:

1. Mobilization to prepare for a major storm headed expected to impact LIPA's service territory: Weather advisory has been issued by the National Weather Service which indicates a major storm will impact the LIPA service territory within the next 3 to 5 days.

2. Mobilization due to a small storm which grows in intensity or a forecasted small storm which hits with more severity than predicted.

5.0 Storm Severity Level (Emergency Classifications)

Whenever interruption of electric service occurs, the Emergency Response Organization (ERO) shall be activated to the level required to efficiently and effectively manage the event. The classification of an emergency is dependent upon how severe and geographically widespread the emergency is. It is not correlated to the activation level or staffing of the ERO.

- Responsibility: It is the responsibility of PSEG LI VP Transmission & Distribution Electric Operations (Incident Commander) and the Chief Coordinator to closely monitor all emergencies and to evaluate their size, scale, and complexity. The importance of evaluation cannot be overstated and must be made at the earliest possible moment of occurrence. The PSEG LI VP Transmission & Distribution Electric Operations (Incident Commander) and the Chief Coordinator have the responsibility to implement emergency procedures within the affected Division commensurate with the size, scale, and complexity of the emergency.

- Preliminary Weather Reports: It is of great importance that the weather be monitored closely, particularly during periods of impending adverse conditions. Forecasts may be obtained from weather websites, Governmental Agencies such as National Oceanic and Atmospheric Administration (NOAA), and PSEG Long Island's retained weather service provider. The latest weather projections from TelventMxVision Weather Forecasts and other Weather Services will be used to determine operations readiness and response.

- Standby: Forecasts of severe weather may dictate the need to alert key supervision; convene storm conference calls or place personnel on standby status. PSEG LI VP T&D Electric Operations (Incident Commander) and Chief Coordinator shall determine the standby status and personnel to be notified.

The following guidelines have been developed to determine the severity of emergencies and their classifications:

Storm Class of Readiness

Condition III White	Normal Operations And Minor Storm Events
Condition II Blue	Major Storm Events
Condition I Red	System Disasters

The system is sufficiently versatile so that a smooth transition may be made from one condition to another as weather changes.

Condition III “White” - Restoration using division resources

Under Condition III “White”, the severity of the resulting damage is moderate, consisting mainly of localized or limited system damage. It includes Normal Operations and Minor Storm Events. Expectation is such that complete restoration of system circuits and stations interruptions can be accomplished, utilizing existing divisional manpower within an eight (8) hour period. T&D Operations Department is able to affect repairs to the electric distribution and transmission systems with minor additional assistance from the division’s Overhead/Underground Lines Department. Events in this classification typically possess any of the following characteristics: gusty winds, heat, rain, freezing rain, snow and/or lightning. The T&D Operations Department maintains an around-the-clock, emergency organization in each of its four operating divisions consisting of a Distribution Service Operator to provide overall direction of the organization on shift; Dispatchers to initiate job assignments and direct the movement of the Serviceman; Emergency Servicemen and Service Foreman in the field to investigate electric problems and make repairs. The Customer Operations Department also maintains an around-the-clock Customer Assistance Center, which coordinates closely with the Operations dispatch organization.

Operations

The Distribution Dispatchers utilize the “CARES” (Computer Assisted Restoration of Electric Service) System to diagnose electric distribution system problems, create job assignments for field personnel and develop restoration estimates for customers out of service. Recorded telephone messages may be created for incoming customer calls during special situations such as lockouts.

Additional Help

If the workload is greater than can be handled by personnel on shift, additional T&D Operations personnel may be called in from home and help may be requested from the Overhead/Underground Lines Department. During Regular Business Hours Line Crews are provided by Overhead/Underground Lines Department within their respective areas through contact with Area Supervisors. During Off Hours, Standby Supervisors are provided by the Overhead/Underground Lines Department on an around-the-clock basis. Line Crew help is available to the T&D Operations Department at any time through these supervisors. Under Condition III “White”, additional Line Crews are dispatched by the T&D Operations Department (usually five or less crews per division).

Condition II "Blue" - Restoration using company resources

Scope

The severity of the resulting damage is significant, consisting mainly of extensive localized damage or moderate system damage throughout the entire service territory. It includes major storm events. Expectation is such that complete restoration of system circuits and stations interruptions can be accomplished, using available company resources, within a twenty-four (24) hour period. When storm damage makes it necessary for the T&D Operations Department to request substantial assistance from other organizations within the company, the state of readiness is shifted from Condition III – "White" to Condition II – "Blue". This escalation ordinarily occurs by divisions as soon as the assistance of more than five Overhead/Underground Lines crews is required in any one division. Events in this classification can possess any of the following characteristics high winds over a prolonged period, heavy rain, freezing rain, sleet, wet snow, ice, and/or heavy lightning. As needed, the Customer Services Department can increase the Customer Representative staffing of the Customer Call Board after consultation with the T&D Operations Department.

Operations

The T&D Operations Department shifts to Console Operations. This reduces geography and customer count managed at each console simplifying the increased workload. The consoles conform to municipal boundaries whenever possible and are equipped with a CARES workstation. Console Operators are mobilized to perform trouble analysis utilizing the CARES workstations to produce jobs to be dispatched to Line Crews or Emergency Servicemen. Each Operations Division is subdivided into color coded console areas which are the same areas assigned to Group Coordinators under –Condition I "Red".

Additional Help

- Line Crews: The Overhead/Underground Lines Division(s) mobilize their own dispatching group(s) and begin dispatching job assignments to Line Crews. Long Island based contractor Line Crews may be mobilized to support the Condition II Blue restoration efforts. T&D Operations division boundaries are used to define repair responsibility. An Overhead/Underground Lines dispatching facility is maintained at each division headquarters near the Distribution Operations Dispatch Room. Overhead/Underground Lines may also mobilize their own "makeup" crew organization which is staffed from their underground Splicing Group.

- Two-Man Makeup Crews: The Substation, Protection & Telecommunications Department has been assigned the responsibility for the two-man makeup crew organization. This special force has been trained to make low voltage repairs such as house services and transformer secondary connections. Many can also perform high voltage switching at ground operated switches. Some can re-fuse primary cutouts.

- Survey: A wire down survey operation is usually implemented in Condition II "Blue". Qualified PSEG LI personnel are dispatched to confirm whenever wire down reports are generated from customer or police reports of wires down. This serves to expedite the repairs by confirming the event and collecting the data to dispatch the appropriate crew type, material and equipment. It also serves to eliminate any reports which may be incomplete or erroneous such as cable and telecommunication wires, and poor addresses which could result in unnecessary visits by repair crews. Wire down surveyors are different from Condition II "Red" Survey Teams. They usually ride alone during the day and double up only after dark. They are furnished by the Engineering Department along with their own survey dispatch organization.

- Lockout Organization: If weather conditions continue to deteriorate or if weather is predicted to be severe, the Transmission Operations Department may elect to man certain substations to assist in information gathering and substation operation. When this mode of operation is authorized, the situation is approaching Condition I "Red". The Lockout Information Center is concurrently mobilized. This group assists the District Operators with the dissemination of transmission and distribution lockout data to the four Distribution Operations Divisions and to the Emergency Restoration Preparedness Organization's (ERO) Lockout Coordinator.

Condition I "Red" - Restoration requiring assistance of non-company resources

Scope

The severity of the resulting damage is severe and/or widespread, consisting mainly of extensive localized damage or acute system damage throughout the entire service territory. It includes System disasters. Expectation is such that complete restoration cannot be accomplished in a twenty-four (24) hour period utilizing all Company resources and requires assistance from other utilities, contractors, etc. Events in this classification include: severe storms such as hurricanes, prolonged high wind events, heavy icing, accumulation of heavy or wet snow, severe lightning, flooding, straight-line wind events, or other conditions which produce widespread outages, high customer call volume, extensive damage and a large number of circuit lockouts. When any or all of the following actions are taken, Condition I "Red" is in effect:

- One or more substations are mobilized to perform Rapid Survey.
- Foreign crews are called in to augment the PSEG Long Island repair force.
- One or more substations are placed under Local Operation Control to direct the repair operations.

Normally, the declaration of Condition I "Red" is made by the Chief Coordinator (T&D Operations Senior Manager) after consulting with the Vice President of PSEG Long Island Transmission and Distribution. In the absence of the Vice President of PSEG Long Island Transmission and Distribution, the Chief Coordinator is authorized to make this decision.

Operations

The Operations organization is comprised of two groups with their support staff. The Operations and Survey Control group mans the substations, surveys for damage and coordinates restoration activities. The Crew Control group mobilizes the crews and makes the repairs. It manages the considerable logistical requirements associated with fielding PSEG Long Island, contractor and foreign utility crews.

Additional Help

- Rapid Survey: When sufficient damage information affecting the distribution facilities of one or more substations has occurred or is anticipated, these substations may be placed in Condition I "Red" to perform Rapid Survey. Rapid Survey is defined as a patrol of the main line three phase distribution facilities while control of the system is maintained by the System Operations Department. Mobilization for Rapid Survey may be immediate or scheduled at a subsequent time.

- Calling in Foreign Crews: When damage assessment indicates that the restoration effort will exceed 48 hours using only PSEG Long Island crews, requests will be made to obtain Foreign Crews. The initial number of foreign crews requested will be based on the extent of damage suggested by the lockout information and adjusted to account for other factors such as wind speed, accumulation of ice, etc. The number of crews will be modified as surveys proceed and additional intelligence is gathered.

- Substations placed under Local Operational Control: Substations placed under local operational control provide compact geographic areas as reporting locations for Foreign Crews. Foreign Crews will be assigned to only those substations that are under Local Operational Control. PSEG Long Island crews may also be assigned to substations under Local Control. Grouping Foreign Crews from each company together within console areas is desirable because it provides a means for their own supervision to maintain better crew control.

6.0 Severity Appraisal

An early appraisal based on known conditions, general experience and prior storm experience, is a major component of effective restoration. PSEG LI will make every effort to ensure that an immediate commitment to proceed with obtaining personnel can be made through assessments made by the Incident Commander and supporting storm organization.

Each storm presents varying types and degrees of intensity, and produces damage which varies considerably in severity and extent. The slow build up in an ice storm results in a substantially different damage situation and restoration challenge as compared to a hurricane. Similarly, strong summer thunderstorms yield very different damage and restoration needs than do winter blizzards or nor'easters.

If an effective and short time restoration effort is to be made to repair the damage resulting from these varied storms, it is essential that the scope and extent of the damage be recognized and planned for at the earliest possible time. PSEG LI employs various tools and analyses in conjunction with active weather monitoring to position itself to be best prepared for impending storm events. This awareness and planning allows for appropriate decision making in terms or readying the system, ensuring adequate resources to efficiently affect the damage sustained and keeping employees and customers informed.

In particular, if the storm covers an extensive area, many other utilities may also sustain severe damage. Accordingly, if the severity is such that outside help is required, there will be serious competition for trained personnel from companies which have been unaffected. This further points to the need for an appropriate and timely appraisal of the expected extent and severity so that the Company can be best positioned for an effective restoration effort.

Weather Monitoring Policy and Procedure

It is PSEG LI's policy to obtain weather information and alerts from a variety of sources and to disseminate the information to the appropriate personnel so that all relevant parties are made aware of any impending weather events that have the potential to affect the electric Transmission & Distribution system on Long Island. Forecasts of inclement weather may cause PSEG LI to take preparatory actions including the possible alert or mobilization of various components of the storm restoration organization.

Weather data and forecasts are received and reviewed by the Electric Transmission and Distribution Operations Department on a daily basis. Reports and advisories are received from the National Weather Service and Schneider Electric's Telvent DTN Meteorlogix Weather Service. The National Weather Service, a government agency, provides weather bulletins from its New York office. Weather information is received for the entire country with two reports per day specifically forecasting weather conditions for the State of New York. Supplementary to these reports, local weather forecasts for Nassau and Suffolk Counties are received at varying intervals as changes appear. Copies of the reports are made immediately available to the appropriate departments and key personnel are notified when a bad weather report is received.

In addition, weather maps are received by the Electric System Operations Department from the National Weather Service and, during hurricane season, the National Weather Service Hurricane Center. These maps cover the entire United States and the tropical Atlantic and are received at varying intervals as changes appear.

Weather information and advisories are also obtained from the following services on a daily basis:

- Subscription Services
    - Schneider Electric Televent DTN Meteorlogix (Internet, email I text notifications and verbal discussion with a meteorologist)
    - Accu Weather (Internet)

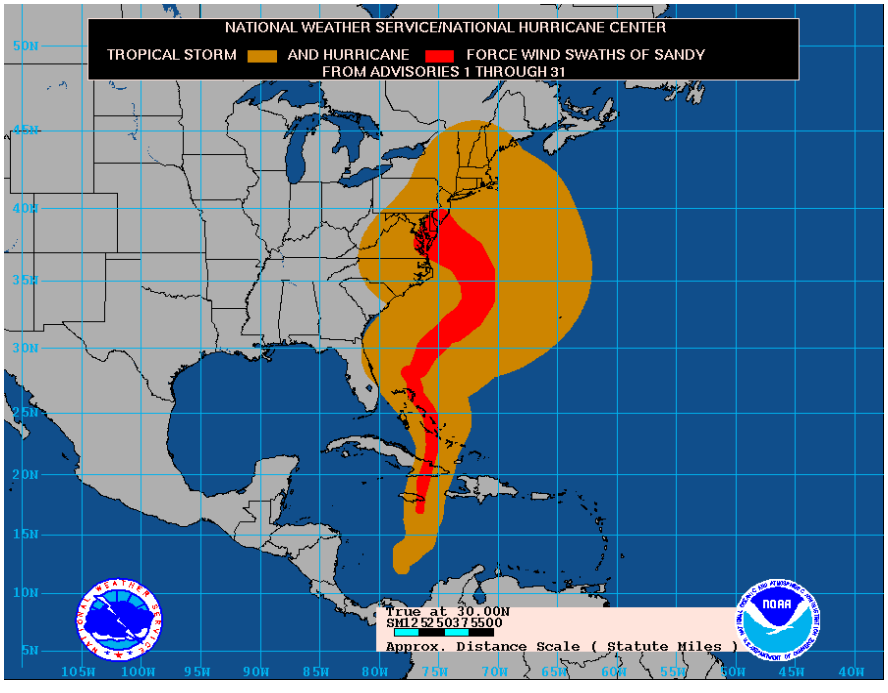
- Non-subscription services
    - National Weather Services (Internet)
    - The Weather Channel (TV and Internet)
    - Weather Underground (Internet)

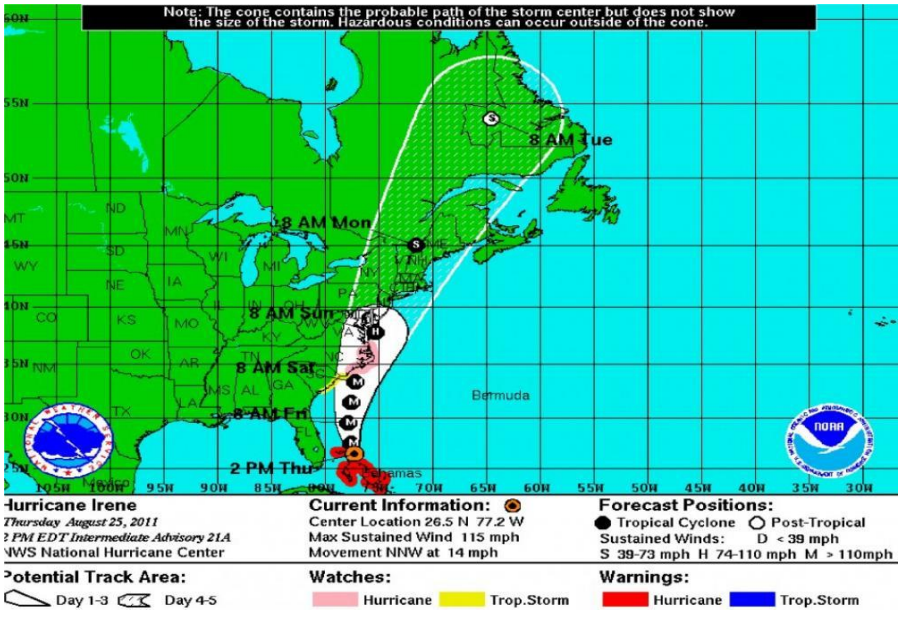
Key field locations across the service territory are provided with access to the Schneider Electric services for monitoring and receiving automated weather alerts for their respective service areas. Weather summary briefings are provided on daily operations calls and on every conference call conducted prior to and during an event.

When warranted, contact is also made with other utilities in the path of the storm to ascertain its intensity or other characteristics which may be of concern. The Electric Transmission and Distribution Operations Department normally contacts electric utilities along the Atlantic Coast south to Baltimore, as well as companies to the north and west of Long Island.

Should a tropical storm or hurricane develop, the National Weather Service issues forecast advisories and public advisories every six (6) hours. When coastal watches or warnings are in effect, intermediate public advisories are issued every three or two hours, depending on proximity to land. In addition to special bulletins, meteorologists from Televent DTN Meteorlogix are available for consultation should there be a need for clarification of data or additional interim reports. PSEG LI staff provides in-house analysis of storms and assesses the accuracy of the outside forecast.

Hurricane Tracking Maps are maintained and are updated as new data is received. Analysis of the changing storm positions is of key importance in making decisions relative to restoration preparedness. Samples of Hurricane Tracking Maps are shown below.





Hurricane Irene
Thursday August 25, 2011
PM EDT Intermediate Advisory 21A
NWS National Hurricane Center

Current Information:
Center Location 26.5 N 77.2 W
Max Sustained Wind 115 mph
Movement NNW at 14 mph

Forecast Positions:
Tropical Cyclone Post-Tropical
Sustained Winds: D < 39 mph
S 39-73 mph H 74-110 mph M > 110mph

Potential Track Area:
Day 1-3 Day 4-5

Watches:
Hurricane Trop.Storm

Warnings:
Hurricane Trop.Storm

Types of Storms

The application of tools and analyses and most importantly, the use of experienced judgment, are key elements in applying these procedures to the various types of storms experienced in our service area. Given its geography and location, Long Island is susceptible to a variety of storms that can yield damage to its electrical facilities and result in electrical outages to its customers. These include:

Tropical Cyclones (Including Tropical Storms and Hurricanes)

Hurricanes have three phases. Damage to the system occurs as the leading winds move across the Long Island territory. If the eye (calm center) passes over our service area, the intensity will drop off, after which another period of severe damage with winds in the opposite direction will be experienced until the storm moves away. The extent of the damage will vary with the wind velocity and the speed at which the storm moves across our service area.

Such storms require appropriate mobilization in advance of the arrival and plant damage severity appraisal as the storm intensifies. Storm severity will also usually require application of the "cut clear" phase and include significant tree removal before effective restoration operations can begin.

Nor'easters

Like tropical cyclones, nor'easters bring heavy rains and strong winds that often create significant damage to the electric transmission and distribution system. Damage is often widespread affecting all parts of the electrical system. Significant downed wires and pole damage often results from falling trees and limbs as well as the strong winds associated with such weather events.

Major Sleet, Ice, or Wet Snow Storms

Such storms build up slowly with damage continuing over a period of several days. The area affected is often localized in ice storms and widespread in wet snow storms. Because of their slow, prolonged buildup, severity appraisal is difficult, unless the total plant damage has been unusually severe. The important aspect of such storms is that the majority of plant damage usually occurs to house services. Therefore, maximum mobilization of house service restoration crews and tree crews should be instituted as soon as possible.

Severe Widespread Thunderstorms

The effect of these storms, which are widespread, is moderate damage to the primary and sub-transmission plant and some damage to individual house services or secondary.

Moderate Localized Thunderstorms

The effect of these storms is to the primary and sub-transmission plant rather than to individual house services or Secondary.

Damage Predictions

The ability to accurately predict damage associated with impending storm and weather events is essential to preparing for and executing a successful restoration effort. PSEG LI employs various tools and analyses as well as drawing from its wide breadth of institutional knowledge and experience of its personnel to develop these accurate predictions of damage. Weather is closely monitored and its projected intensity is weighed in conjunction with data from past similar events to help prepare accurate predictions. In the case of tropical cyclones that provide days of advance warning, analyses are continuously updated as the storm approaches to refine damage predictions and allow for proper preparation.

The accuracy of damage predictions has far reaching consequences. Specifically, it is used to develop initial estimated times of restoration which are utilized to properly communicate with employees and set expectations with customers and key stakeholders. Additionally, it helps to define material and crewing requirements early on such that appropriate decisions can be made with respect to securing such resources. Finally, it helps to define logistical needs in terms of securing facilities and pre-positioning materials at the appropriate locations to speed restoration efforts once the storm has passed.

7.0 Major Priortization Objectives

The following are the major prioritization objectives of PSEG LI's storm restoration efforts where the storm damage is of such severity that available utility construction forces cannot cover the entire volume of T & D system damage locations, efforts will be focused on the following:

- Responding with appropriate resources to address emergency and life threatening conditions.
- Clearing of downed wires to facilitate prompt clearing of public hazards and opening critical transportation corridors. Coordination with municipalities to open critical roadways by clearing electric facilities that prevent the removal of downed trees as well as removal of electric facilities from Long Island Rail Road right-a-ways.
- Restoration of LIPA Transmission Lines and Substation Facilities. Emphasis will be placed on restoration of service to LIPA Transmission lines feeding substations with a loss of supply.
- Restoring feeder breaker lockouts to restore large numbers of customers.
- Restoration to Critical Infrastructure/Facilities/Customers: Service will be restored to critical service locations and facilities as quickly as possible. These circuits and locations will be placed at the top of the restoration priority.
- Communications with Customers and key stakeholders: It is vital that early and accurate communication of system conditions be made known, and continuous updating occurs as the storm restoration activities continue. It is essential that our customers be kept informed of the status of restoration (i.e., global, regional and localized Estimated Times of Restoration [ETRs]).
- Minimum Restoration Time: This procedure has been formulated to set forth actions to complete restoration to all interrupted customers following a severe storm area as quickly as possible.
- Process improving continuously: Following a storm restoration effort steps are in place to establish a plan/procedure improvement process that will help to further strengthen PSEG LI's response to future storms or interruptions of similar nature.

Prior to assigning jobs, repair work must be categorized, coded and sorted in priority order. All outage information is analyzed by restoration personnel, and a determination is made as to the job priority for restoring electrical service on the distribution system. Work is to be assigned in accordance with the following set of general priorities:

1. Eliminate unsafe conditions.
2. Restore distribution system lockouts.
3. Proceed so that each hour of work will return the maximum number of customers to service.

The job priority classifications, as listed above, are designed as a guideline in determining the priority of the outage job to help achieve the restoration goals. Assigning jobs using these priorities will maximize the restoration effectiveness while ensuring that restoration time is minimized.

Critical Facilities

Critical facility customers are additionally coded, within the outage management system, and are given electric service restoration priority in accordance with the New York Department of Public Service (DPS) Critical Facility Levels.

Level 1

Critical Facility Level 1 is critical to public health and safety. They include:

- Hospitals and Emergency Medical Facilities
- Emergency Shelters and Cooling Centers
- Fire, Police, Paramedics, and Rescue Facilities
- Emergency Management Offices
- Water pumping stations and Wastewater treatment plants
- Critical Utility and Communications Facilities
- Fuel Transfer and Fuel Loading Facilities (ports)
- Mass Transit (tunnels, electric drawbridges, ferry terminals, major rail facilities/rectifier stations)
- Airports
- Military Bases
- Critical Flood Control Structures

Level 2

Critical Facility Level 2 may include some of the same types of facilities described for Level 1 depending on the event type. These facilities provide significant public services but are considered to some extent less critical by government agencies. They include:

- Nursing Homes and Dialysis Centers
- Facilities to support other critical government functions
- Prisons and Correctional Facilities
- Communications (radio, TV, etc.)

Level 3

Critical Facility Level 3 facilities provide public services but are considered to some extent less critical than Level 2 by government agencies. They include:

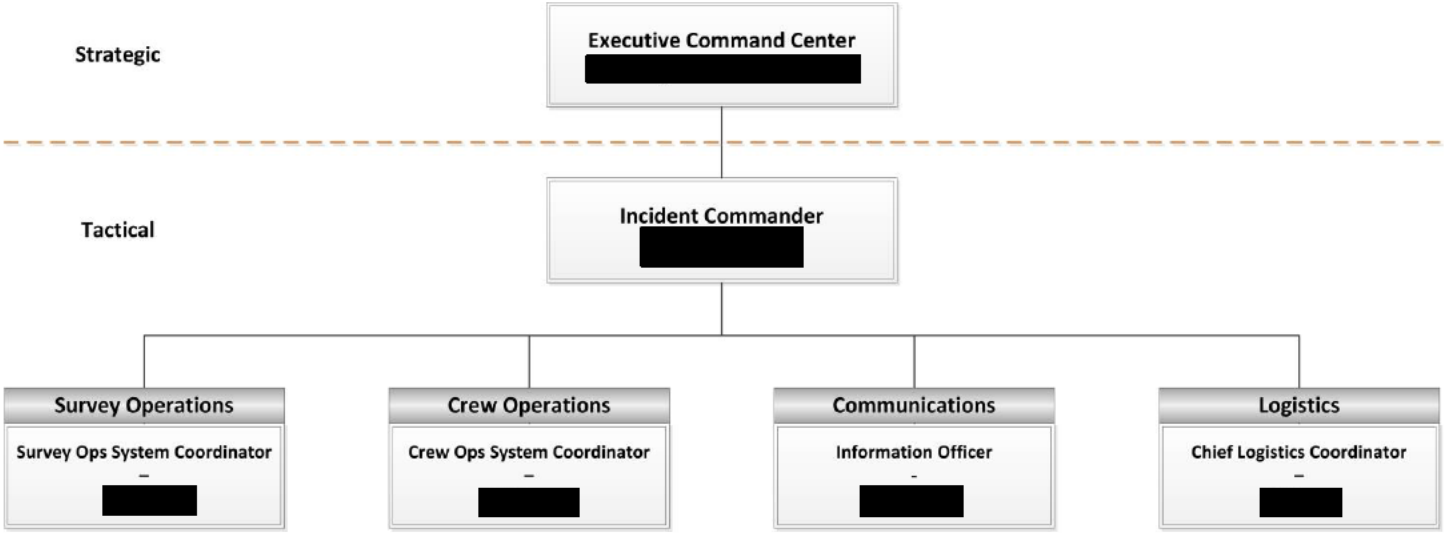
- Event Specific Concerns
- High-Rise Residential Buildings
- Customers providing key products and services (food warehouse)
- Managed Accounts, Large Employers, and Other Key Customers
- Other Government Buildings, Schools, and Colleges

The Critical Facility listing includes facility name, address, city, state, 24/7 contact phone number, account number, type of facility, priority code, circuit number, line number, pole number and whether back-up power /generator is available.

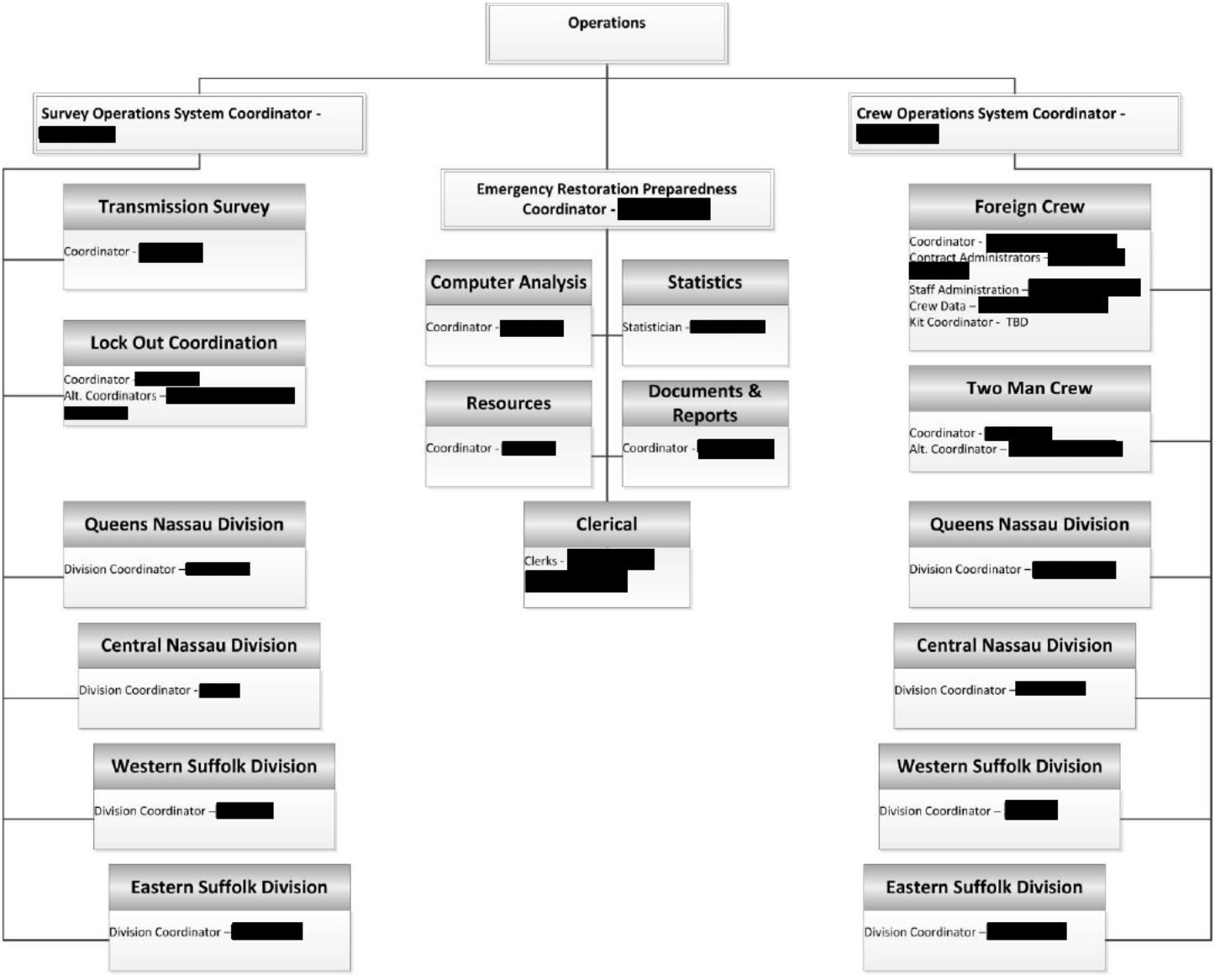
8.0 Organizational Structure

This section outlines the organizational structure of the various positions that form PSEG LI's Storm Restoration Team. An orderly and consistent flow of information between System Headquarters and Division Headquarters is an absolute necessity during emergencies. The organization charts indicate lines of authority and the interrelation between organizational groups. In the event that designated personnel are unavailable, an alternate will be designated to assume all responsibilities with a similar level of authority to ensure that all activities are fulfilled without any interruption to the outlined process.

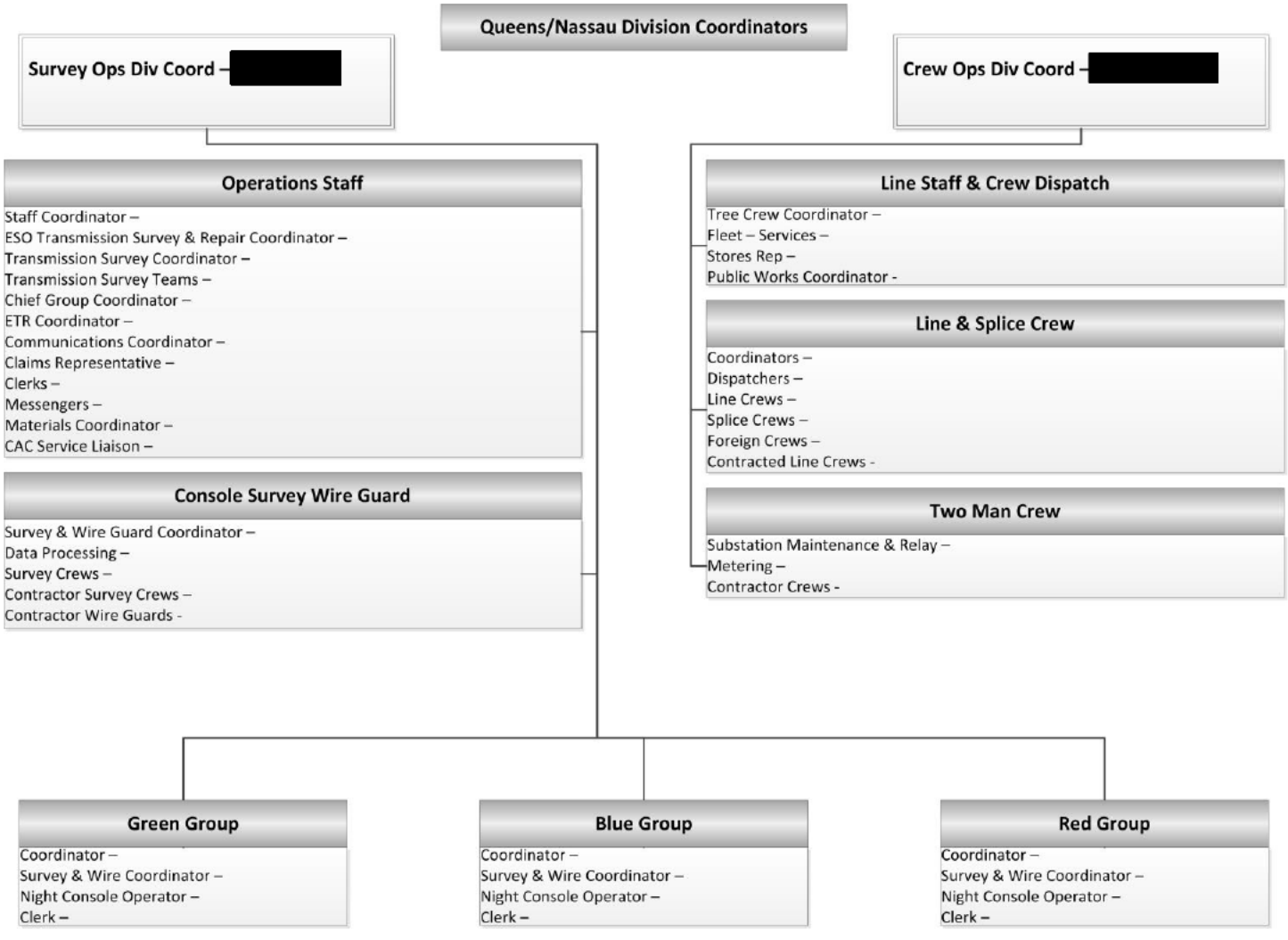
Strategic & Tactical - Executive Command Structure



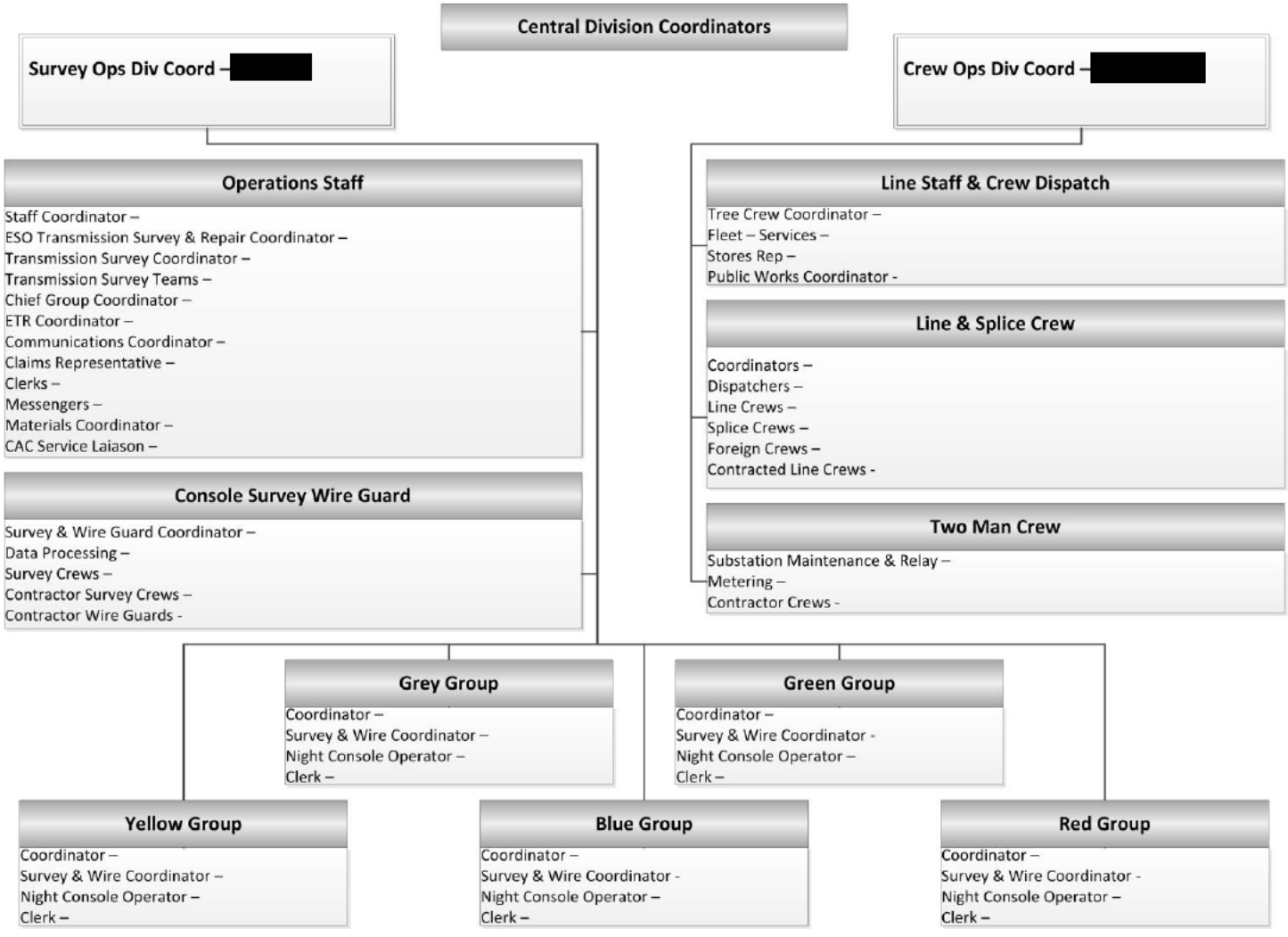
Tactical - System Operational Command Structure



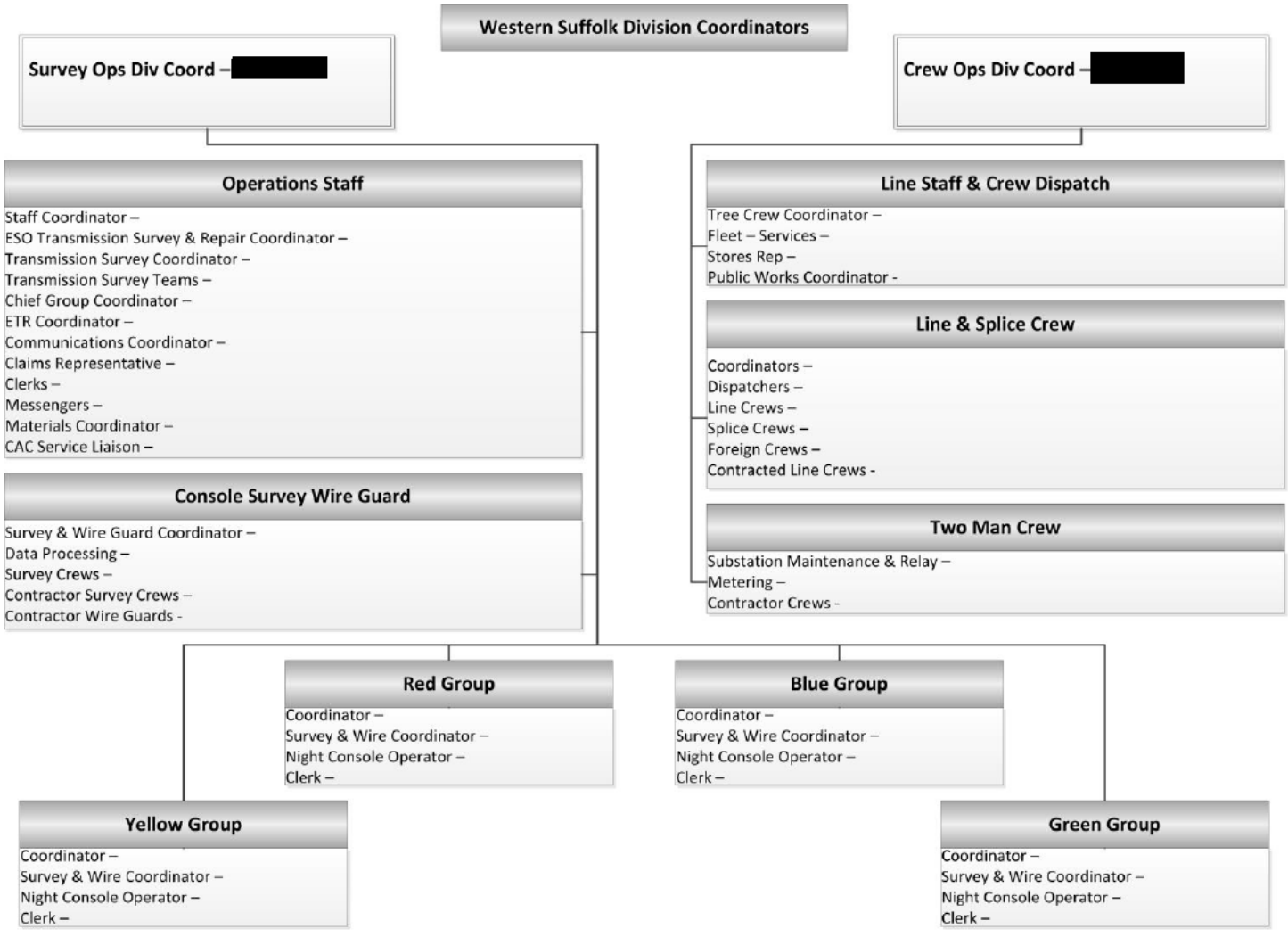
Tactical - Division Operational Command Structure: Queens/Nassau Division



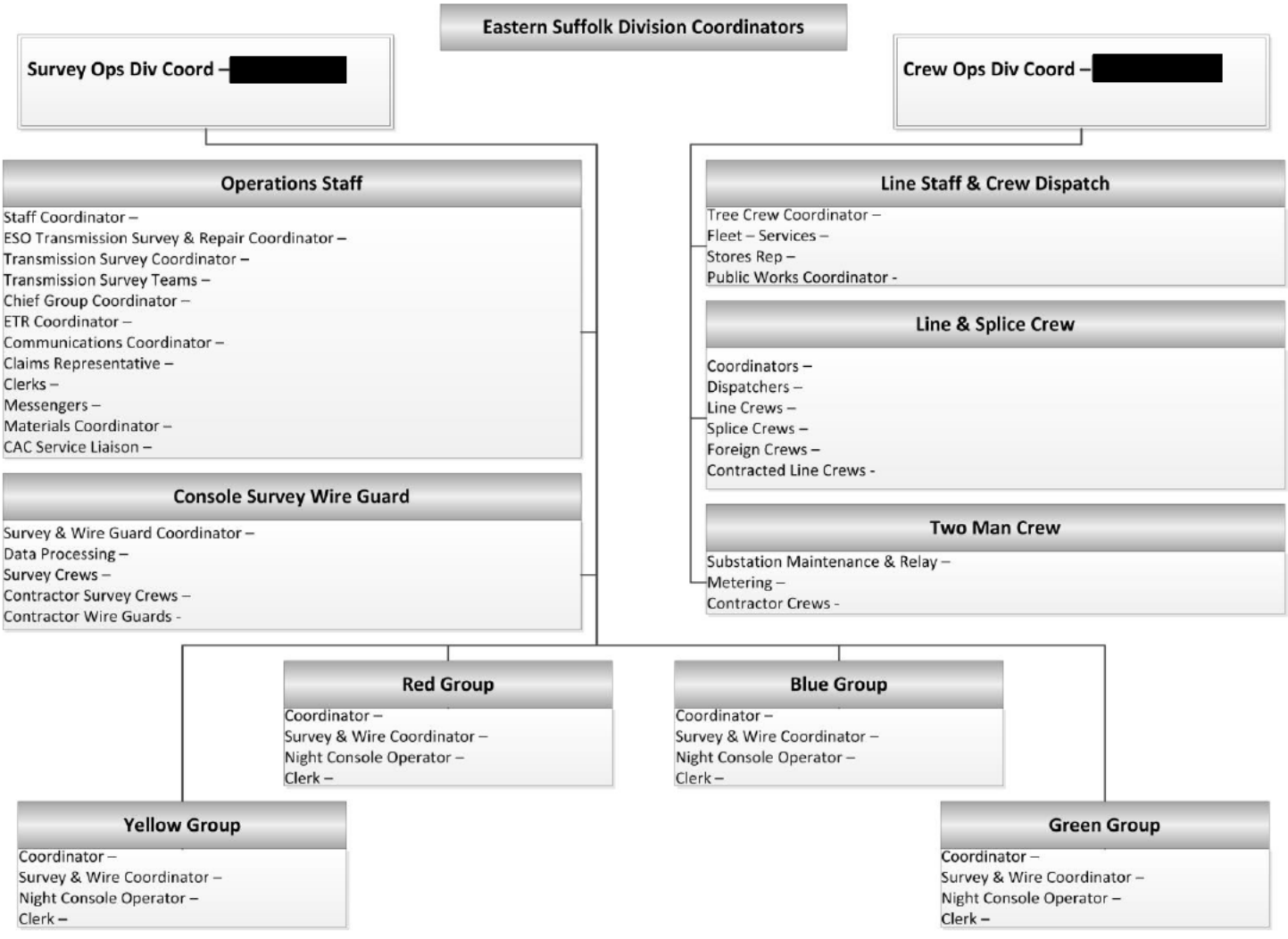
Tactical - Division Operational Command Structure: Central Division



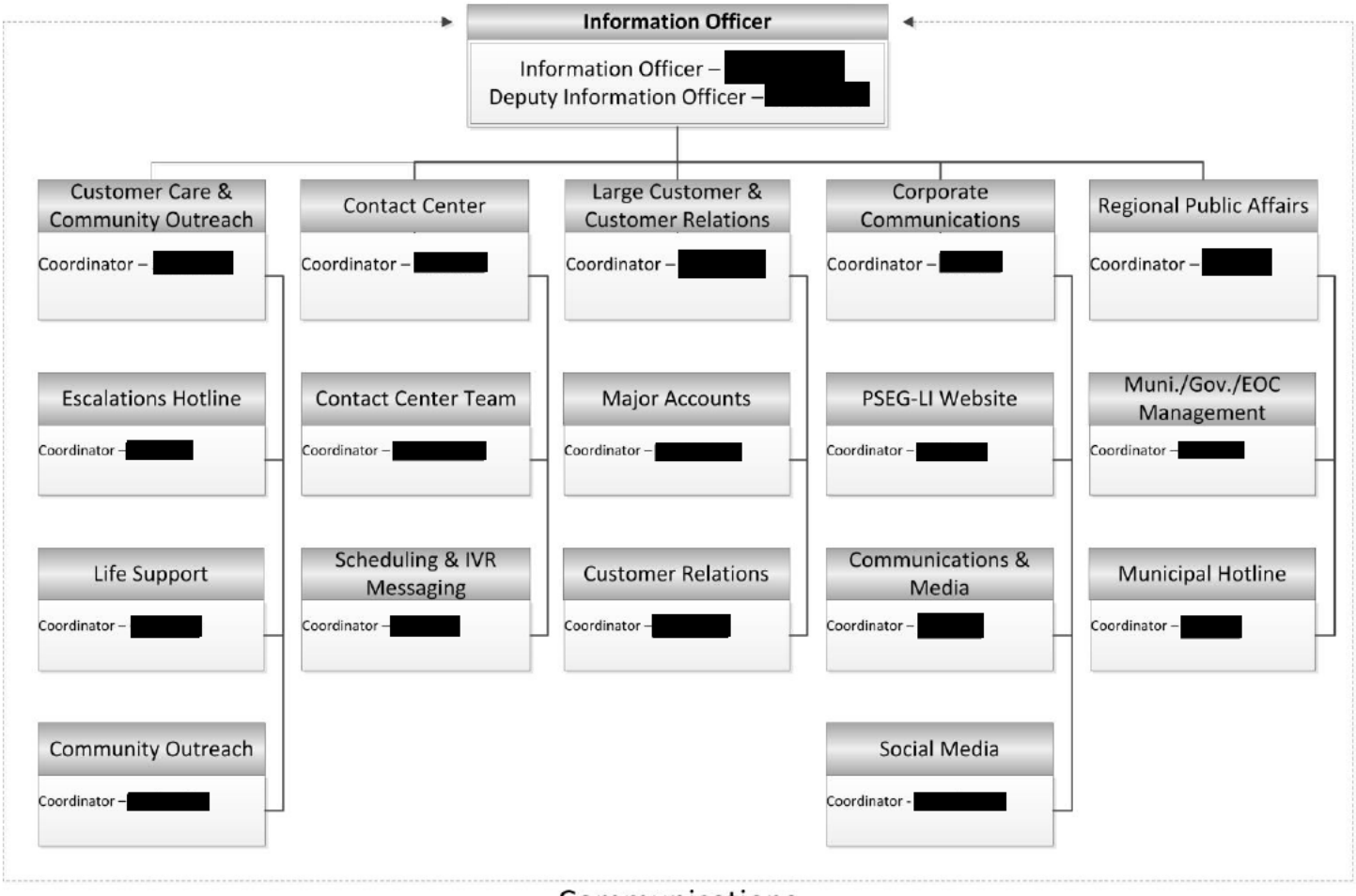
Tactical - Division Operational Command Structure: Western Suffolk Division



Tactical - Division Operational Command Structure: Eastern Suffolk Division

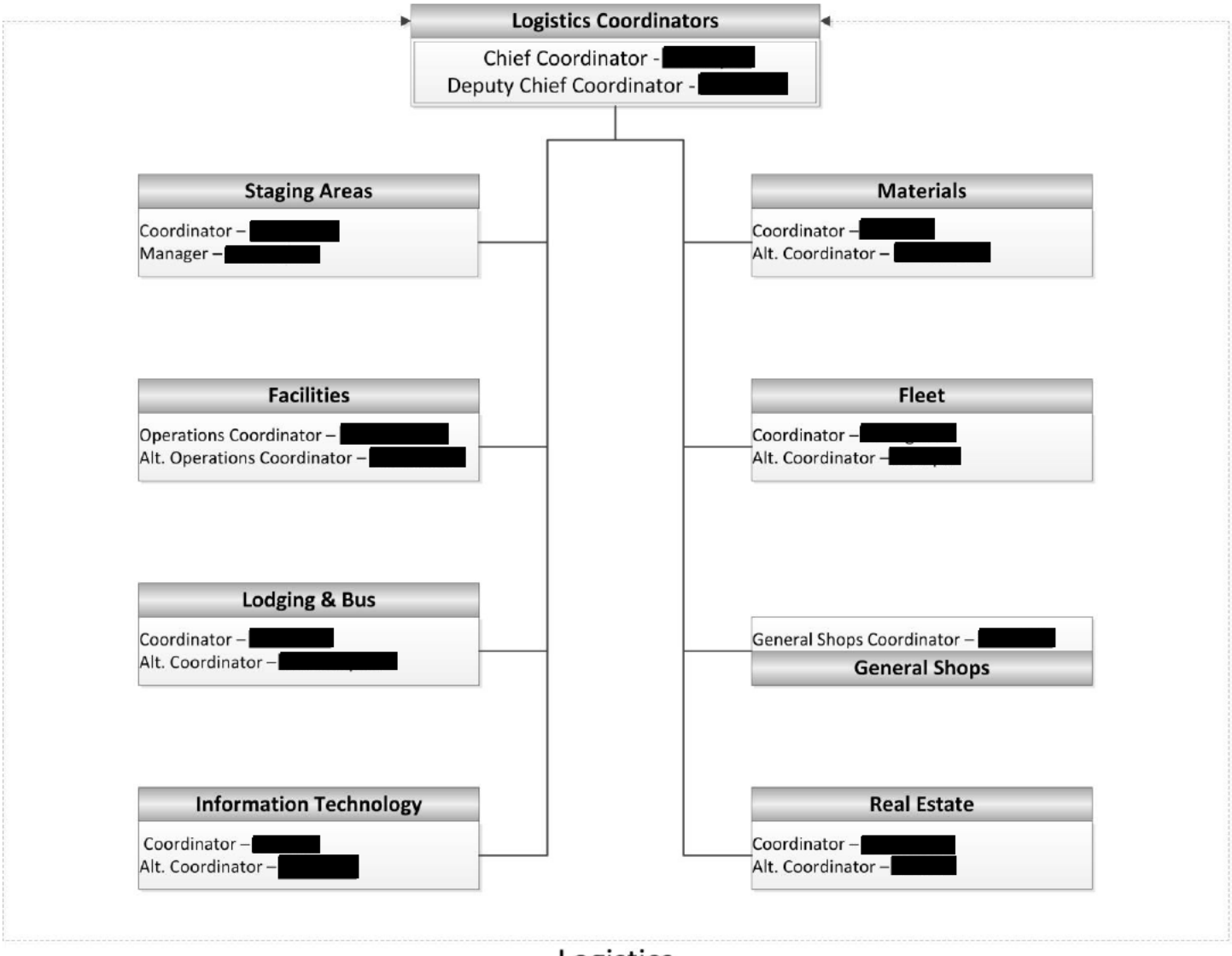


Tactical - Communications Command Structure



Communications

Tactical - Logistics Command Structure



Logistics

9.0 Advanced Planning & Preparation

Maintaining a state of readiness for any eventuality is of critical importance for the prompt restoration of our customers due to storm emergencies. Ensuring all personnel, equipment, materials, and procedures for a state of readiness is essential and there is no time to prepare when the imminent arrival of a storm is expected.

PSEG LI maintains ERIPs and LSEPs which outline preparation for emergencies including advanced planning, logistics, and drills and training. Preparation for a storm emergency may be separated into two major areas, long term and short term.

- Long term preparation may be described as those efforts which are ongoing throughout the year to maintain a state of readiness and availability of personnel, material, equipment, and facilities.

- Short term preparation may be described as those immediate action steps taken when there is a good possibility of the impending arrival of a storm.

Roles & Responsibilities

Assignment to the Emergency Restoration Organization

It is company policy that all PSEG LI employees are required to be assigned in the Electric Operations Emergency Restoration Organization. The only exceptions are those employees whose regular duties are of a critical nature during severe storms.

The Emergency Restoration Preparedness (ERP) Department is responsible for maintaining the Electric Operations Emergency Restoration Organization in a constant state of readiness. The ERP Department performs an ongoing review of the Emergency Restoration Organization in order to keep abreast of the various assignments set forth within the procedure. At all times, Emergency Restoration Organization assignments are available to be viewed by all PSEG LI employees on the company intranet and are kept current by the ERP Coordinator.

All PSEG LI personnel available for Emergency Restoration duty, but not immediately given a specific assignment, shall be placed on an Emergency Restoration manpower roster, pending a permanent assignment. When a vacancy occurs in the Emergency Restoration Organization, it shall be filled by withdrawal from the manpower roster. The manpower roster will be reviewed by the ERP Department to locate a qualified replacement. Consideration shall be given to proximity of the assignment to the employee's home or divisional work location.

The ERP Department shall notify the appropriate Coordinator of any deletions, additions or changes, resulting from the above replacement.

The ERP Department shall notify the individual (the replacement) of their assignment by sending them or their direct supervision an Emergency Restoration Assignment notice. This notice shall detail their assignment, assigned location, responsibility of the position and any other information that is pertinent, including scheduled training.

Individuals with assigned leadership roles and responsibilities (as referenced above) within the PSEG LI Emergency Response Organization must maintain a level of preparedness to facilitate an effective response to an emergency. This includes a regular review and understanding of the ERIPs and LSEPs and the responsibilities referenced within, participation in training and exercises as covered in the procedures and additional year-round and Pre-Event responsibilities noted throughout the Procedures. The Manager, Emergency Preparedness has the responsibility to ensure that such training activities are executed.

The ERP Department continually plans for future personnel requirements of the Emergency Restoration Organization, and ensures that the necessary personnel are appropriately trained and prepared.

The ERP Department prepares lists of employees who require initial or refresher training and forwards them to Learning and Development for scheduling.

Emergency Restoration Organization Contact Lists

PSEG LI maintains contact lists for personnel, companies and agencies it utilizes and/or coordinates with during an emergency. The level to which these entities are utilized or coordinated with depends on the circumstances of the emergency and the requirements of PSEG LI during an emergency. These contact lists will be maintained and updated semi-annually by the person identified in the table below.

Responsible Party	Contact List
Customer Care and Community Outreach Coordinator	All utility personnel assigned service restoration responsibilities
Senior Manager of the Overhead & Underground Lines Department (Chief Crew Coordinator)	Mutual aid companies and contractors
Customer Care and Community Outreach Coordinator	All life support and other special needs customers
Customer Care and Community Outreach Coordinator	Human services agencies
Director, Corporate Communications	Print and broadcast media
Purchasing Buyers	Operators/managers of motels, restaurants and dormitories, etc.
Director of Government and Public Affairs	State, county and local elected officials, law enforcement officials, and emergency management and response personnel
Large Customer and Customer Relations Coordinator	Medical facilities
Purchasing Buyers	Vendors

Coordination with Other Utilities – (Telecommunication, Cable Companies, Etc.)

Coordinating with other utilities, such as Telecommunication and Cable providers, as part of regular communication is part of the PSEG LI planning process and critical to emergency response. PSEG LI will make every effort to request and obtain critical facility information for telecommunications, cable, wireless, gas, water and sewer providers. PSEG LI will also request that the other utilities add information regarding the Company's critical infrastructure to their respective systems for proper prioritization.

PSEG LI targets bi-annual meetings with neighboring telecommunication companies to update procedures and outline working arrangements between the two organizations during emergency restoration efforts, including the placement of a their respective Coordinators in PSEG LI EOC's.

Training

In preparation for large scale storm events, the Emergency Restoration Organization (ERO) conducts training and mobilizes all substation and console personnel annually for a one-day exercise during the April-June timeframe. Nearly all PSEG LI company employees (across all lines of business) have an emergency restoration role that is assigned upon hiring and practiced as part of these drills. All substation and divisional restoration personnel are mobilized at their substations to drill in their assigned restoration roles, which includes a thorough patrol of each substation's distribution feeders to familiarize themselves with the circuits, locate any substandard conditions and maintain their skill at documenting and cataloging damage assessment data as it would be addressed during a real storm event. On-going training for all support personnel (Substation Area Coordinators (SACs), Alternate Substation Area Coordinators (ASACs), PC Operators, etc) is routinely provided and also tested as part of these drills. Additionally, given the establishment of newly adopted Communications ERIPS, two separate communications drills were held to orientate and drill affected personnel on the revamped procedures.

The ERO also conducts on-going training for most of the job positions in the Operations Group. All training modules for the training of the Survey organization are developed and maintained by the Emergency Restoration

Preparedness organization. These modules include lectures, exercises, and video presentations. New personnel assigned to the Survey organization are provided two-day sessions to initiate them into the program. Experienced personnel are provided one-day refresher training sessions each year to review procedures and drill the skills necessary during restoration. The training program is organized in modular form and is enhanced with a number of video presentations and classroom exercises.

The Crew Control Organization prepares training modules and conducts the training for Crew Guides and Two-Person Crew personnel. Additionally, the Foreign Crew Management group holds an annual drill to review the roles, processes and systems.

Supplemental Contact Center staff also receive annual refresher training on call handling and system procedures via an E-Learning course. Additionally, the day prior to the event, all supplemental team members were provided a refresher course and an on-boarding session in the Contact Center.

Finally, the company engages in comprehensive Hurricane Preparedness drills each year, fully simulating all planning, execution and follow-up activities associated with such events. Such drills are extremely valuable as they permit all operational, logistical and communications activities to be practiced and subsequently fine-tuned during non-emergency conditions. Real world scenarios are developed by the Emergency Planning group and drilled, requiring participants to make real time decisions as if they were responding to an actual event. Various Emergency Response Organizations, members from other utilities and local public officials are invited to participate in the drill which helps to ensure the thoroughness in testing all activities. As part of this exercise, systems utilized to support restoration efforts are also tested.

Lessons Learned

Following a major event or interruption, an after-action team will review performance. Thus, drill objectives and scenario details change each year to challenge the management team with objectives focusing on lessons learned from prior actual events. The effectiveness of the drills and training programs are established through a lessons learned process as a result of best practices or post incident assessments.

10.0 Operations Procedures

Well prepared and effectively implemented procedures, which enable an accurate early assessment, will greatly enhance the operations related to the actual restoration of service. Of prime importance to our customers is the receipt of reliable information on the status of their restoration. Continuous transmittal of accurate information on current conditions to key players in the restoration effort is essential.

The Operations ERIPs 1.0 detail comprehensive procedures for the restoration operations associated with a severe storm or disaster and are intended to be used during various emergency types. The sections of this procedure cover the responsibilities and supporting activities of many groups, each of which contribute to the overall restoration effort. The Operations group is responsible for safely and efficiently restoring electric service during emergencies and includes the mobilization and direction of the Emergency Restoration Organization which surveys for damage and performs repairs to the transmission and distribution systems. Foreign utility crews and contractor crews are also utilized via the EEI Mutual Assistance Agreement to support PSEG LI repair forces. The Operations group maintains a liaison with the NYS Department of Public Service during emergencies.

ERIP Section 1.1, System Headquarters

- The System Headquarters section of the Emergency Restoration Procedure encompasses those actions and procedures that are put in place in anticipation or in response to a system disaster. It also includes those procedures and decisions that are made at the system level which provide for the resources, logistics, reporting and the mobilization of manpower that is required to successfully restore power during a Condition I "Red" event.

- When the track of a hurricane or other major storm threatens the LIPA service territory, the PSEG LI Vice President Transmission & Distribution (T&D) convenes a meeting with key Company Executives and Directors and representatives of the Long Island Power Authority to discuss and direct implementation of preparatory measures for the potential disaster. All preparatory actions are included on the Storm Anticipation Checklist.

- Once all preparatory measures have been initiated, the procedure provides for the orderly notification and mobilization of the Emergency Restoration Organization. The Chief Coordinator, with the approval of the PSEG LI Vice President Transmission & Distribution (T&D), will declare Condition I "Red"."

- Concurrent with the mobilization of company resources during Condition I "Red", PSEG LI requests outside assistance from foreign utility and contractor line and tree crews. This is accomplished through participation in the North Atlantic Mutual Assistance Group (NAMAG). As part of this process, PSEG LI will also coordinate with PSE&G in New Jersey regarding the mobilization of available operations, communications and logistical resources to support restoration efforts on Long Island and in the Rockaways. As warranted, the Incident Commander will initiate actions to secure other support available through the Municipal Utilities and the National Guard.

- This section also includes the procedures that describe the steps necessary to establish which substations should be placed into substation dispatch authority (SDA) or local control, and in what order. Following the decision by the Chief Coordinator to place substations into local control, the procedure provides for the assignment of crews, crew guides, and logistics needs.

- Additionally, included is the procedure that provides for the collection of restoration data and the periodic reporting to the company's Communications Organization that provides for the timely dissemination of restoration information to employees, customers, government and municipal agencies and the media.

- Finally, this section includes the procedure that covers the safe operating conditions with Independent Power Producers (IPPs), before, during, and after the passing of a severe storm.

ERIP Section 1.2, Division Headquarters

- The Division Headquarters Section of the Emergency Restoration Procedure details those procedures and actions that are undertaken at the Division Operating Headquarters, in anticipation or following the declaration of Condition II "Blue" and I "Red". Included are procedures for: Division Reports to System Headquarters, Patrol and Restoration of Transmission Circuits, Processing of Rapid Survey Information, Mobilization of Restoration Manpower and Dispatch of Personnel, Material Delivery Instructions, Division Support Instructions, Activation of the Telco-PSEG LI Joint Restoration Agreement, Damage Repair Tracking and the Division Console Operation Procedure.

- Prior to the impact of a major storm, the Electric Service Division Manager is responsible for initiating a Pre-Storm Checklist. The Pre-Storm Checklist has been developed to assist the Operation and Service Supervisors to check all items that will be important should a storm effect the service territory.

- The Electric T&D System Operations Manager, in consultation with the Overhead/Underground (OH/UG) Lines Manager, notifies them of the OH/UG Lines console operation and that mobilization of the 2-Man Make-up Crew organization may be required to support the restoration effort.

- Following the declaration of Condition I "Red," the Electric T&D System Operations Manager is responsible for notifying and mobilizing their restoration organization at the local division level.

- Instructions on the operation of the Electric T&D System Operations Division Storm Console are included which describe the method of tracking damage and repair jobs at the Division Headquarters Console using the outage management system, CARES, as well as manual methods, and the responsibilities of the ETR Coordinator for managing substation job level ETRs and customer messaging.

- Additionally, this section includes the procedure that addresses the distribution, collection and inventory of the Restoration Substation PC Kits.

- In summary, Substation Area Coordinators (SACs) and Alternate Substation Area Coordinators (ASACs) operate under and report their restoration efforts at the substation level to their respective Division Operating Headquarters. Their primary point of contact at the division level is the Group Coordinator for their particular console.

ERIP Section 1.3, Substation

- The Substation Section of the Emergency Restoration Procedure identifies those procedures and actions that are undertaken by Staff who report to a substation following the declaration of Condition I "Red". Procedures implemented are for damage survey activities, processing damage information, and if required, taking local control or substation dispatch authority, directing restoration crews, damage and repair tracking, emergency switching on the distribution system and developing substation and circuit level Estimated Time of Restoration (ETRs).

11.0 Communications Procedures, ERIP 2.0

The Communications ERIPs 2.0 outlines the strategic objectives for communicating storm-related information, and outlines the tactical procedures that need to be taken before, during and after restoration.

Herein, PSEG LI provides an overview for establishing and maintaining external communications exchanges regarding damage and restoration progress with customers in general, human service agencies, the media, the Department of Public Service, the State Emergency Management Office and other state agencies, county and local governments, emergency response services, and law enforcement agencies, etc.

PSEG Long Island's communications procedures are intended to meet the stringent targets of the NYDPS and enable the organization to perform at a high level with respect to our ability to receive and disseminate information related to the impact of the storm/outage and restoration activities. The need for communicating with customers, general public, news media and local officials is of utmost important during emergency conditions, such as storms. Therefore, we will measure the sharing of information with respect to several communication vehicles (calls, press releases, social media, etc.). During an extended power outage, it is important that timely and accurate information be provided as widely as possible. Before, during and after a storm, PSEG Long Island will issue periodic reports through press releases, e-mails, text messages, social media and our website.

Information shared typically includes, but is not limited to, contact information to reach us, number and general location of outages and wires down, estimated times of restoration, updates on crew activity and locations for provisions such as dry ice.

Objectives

- To provide, when possible, advance notice of storms that may cause power outages, as well as storm preparation tips.
- To provide the most timely and accurate information available to news media and the public regarding the extent of power outages and estimated restoration time.
- To establish early and effective communications with local governments and municipalities in advance of, during and following a storm or event in order to prioritize and promptly address road blockages, dangerous situations and restoration of Critical Facilities and infrastructure.
- To communicate the extent of the resources that PSE&G LI is bringing to bear on storm restoration, and to reinforce the fact that restoration is taking place as quickly and safely as possible and that every effort will be taken to minimize inconvenience to customers.
- To ensure that all information being provided (both internally and externally) is consistent.

Methods

The above objectives will be accomplished utilizing several methods of communication:

- Direct Press Calls: Throughout storm preparation and restoration, PSEG Long Island spokespeople will be in contact with various Long Island, New York City, and other broadcast media outlets to give storm preparation tips and the most current storm outage numbers and restoration updates.
- After-Hours Beeper: PSEG Long Island's spokespeople will be accessible to the media through the company's, round-the-clock emergency beeper.

- Municipal Government Support:

    - Maintenance of a Municipal Hotline number 24 X 7 to provide immediate access to agents throughout the year with augmented staffing prior to, during and after storms or events to ensure prompt logging of issues. PSEG Long Island has also established a team of Municipal Liaisons that will be deployed to local town halls and government facilities across the island to provide face to face access and support for municipal leaders.

    - A system has been developed to capture, record, track and respond to escalated issues and priorities reported by municipalities through the municipal liaisons, the municipal hotline, or the managed accounts teams.

    - Municipal Liaisons will meet routinely with government officials throughout the year to develop strong working relationships and to establish a clear understanding of local needs and priorities.

- Press Releases and Advisories: PSEG Long Island will provide press releases and advisories throughout the day updating various Long Island and New York media as to the most recent outage numbers and restoration estimates.

    - Press releases will also contain various tips for preparing for a storm and for coping with resulting outages.

    - When a potential for flooding exists, press releases and the website will include recommendations for preparing for flooding, safety precautions, and suggested steps to take when requesting a flooded home be re-energized after repairs are made.

- Inbound customer phone calls: The Corporate Media Relations Department will distribute a copy of internal communications including all press releases and advisories that are issued to the media. In the event that numbers are updated and a press release is not issued (after hours or overnight), every effort will be taken to ensure that the most up-to-date information is being given to customers.

- Internet: The homepage on **www.psegliny.com/stormcenter** will contain outage information as soon as possible after we are notified of a forecasted storm or as soon as possible after a storm has caused outages to provide accurate and timely storm-related information.

    - Additional communications will also be performed through press releases, outreach programs, and social media at **www.facebook.com/psegli** and **www.twitter.com/psegli**.

12.0 Logistics Support Emergency Procedures (LSEPs)

The Logistics Section Organization is scalable and the extent to which it is mobilized to the areas supported during an emergency will be determined based on the needs of the emergency response organization. The Emergency Classification Guidelines included below provides a reference to initiate any type of response action requiring logistics support. These guidelines provide the mechanism for rapidly assessing and evaluating the extent of mobilization required.

Emergency Event	Emergency Classification Logistics' Response Level		
	Stage I **Logistics Support Organization Alert & Notification** • Alert & Notification of Key LSO Personnel • Activation of the Logistics Section Center is not required	**Stage II** **Partial Logistics Support Organization Activation** • Possible Activation of Logistics Section Center • Partial Mobilization of Personnel	**Stage III** **Full Logistics Support Organization Activation** • Full Activation of Logistics Section Center • Full Mobilization of Personnel
Electric Restoration	Storm Anticipation Condition I,II, III	Condition II Blue and I Red Storm	Condition I Red Storm
Oil Spill Response (See Attachment 1)	Class I - IV Spill	Class IV Spill	Class IV Spill
Emergency Evacuation/ Business Continuation (Corporate Facility)	Partial Loss of Facility	Partial Loss of Facility	Total Loss of Facility
Other Types of Emergencies	Situation Dependent	Situation Dependent	Situation Dependent

The Logistics Support Emergency Plan (LSEP) is developed to provide a coordinated response in supporting logistics requirements in any type of corporate emergency. This Plan:

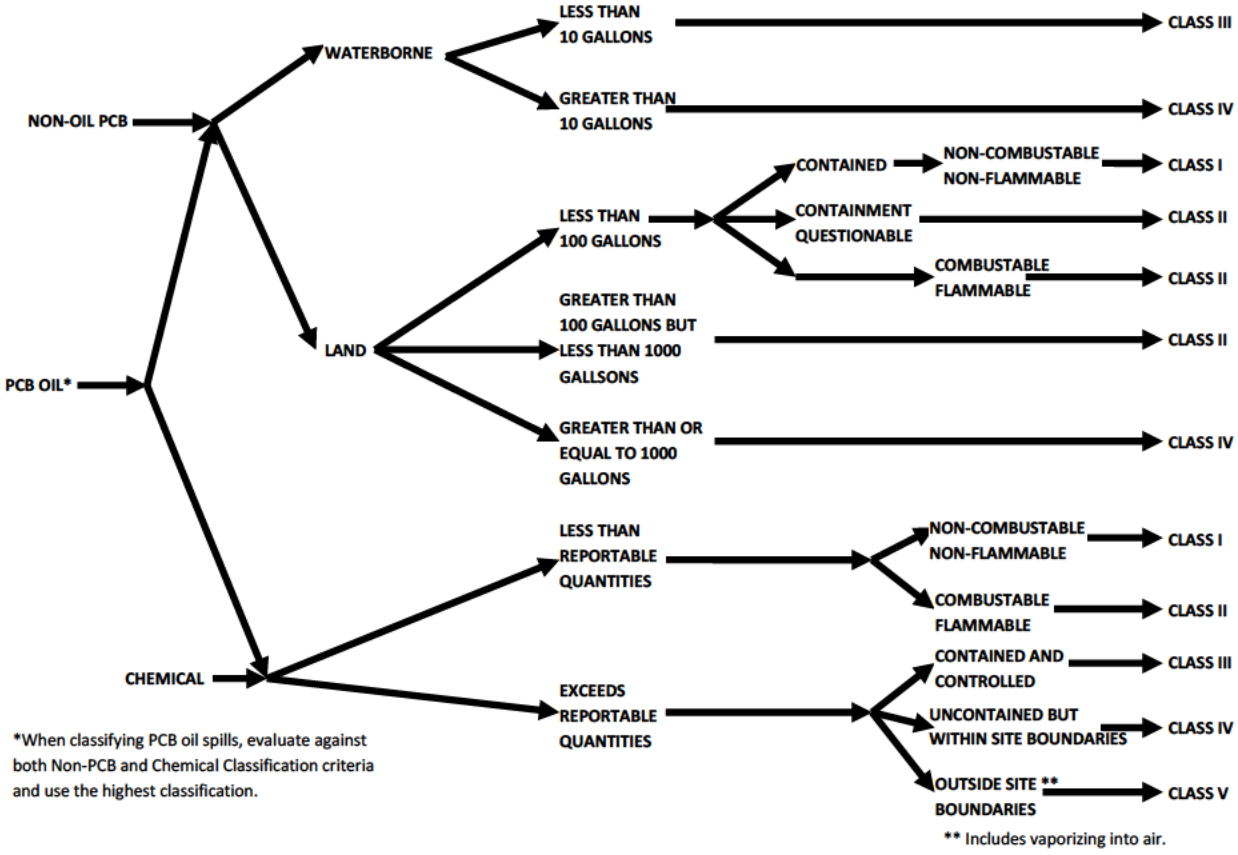
- Defines the role of the Logistics Support Organization (LSO) in enhancing corporate-wide response to any type of emergency.
- Establishes a classification and notification system for mobilizing key personnel involved in logistics support through the activation of the LSO.
- Facilitates the logistics (procurement, distribution, maintenance, transportation and replacement) of materials and mobilization of logistics personnel during emergencies.
- Provides the mechanism for enhancing coordination among the various departments directly involved in logistics arrangements throughout our service territory.
- As needed, mobilizes and activates Foreign (off-Island) Crew staging sites (utilizing contracted services, if necessary) and secures lodging for off-Island crews.

As further preparation for such events, the Inventory Management organization maintains stock of required restoration materials at pre-established storm stock levels. These levels, originally set to meet the demands from the

devastation experienced during Hurricane Gloria on Long Island in 1985, were re-examined as part of a review performed in 2005/06 as a result of the hurricanes experienced in Florida. Adjustments were made to update this stock to more accurately reflect the current materials being utilized on the T&D system. Additionally, levels were adjusted in accordance with the establishment of strategic partnerships with key vendors whereby certain materials are now stocked at these vendor sites, with the ability to have them quickly delivered on-site in short order.

ATTACHMENT 1

SPILL CLASSIFICATION CHART



*When classifying PCB oil spills, evaluate against both Non-PCB and Chemical Classification criteria and use the highest classification.

** Includes vaporizing into air.