
# Central Hudson Gas & Electric

## Electric Emergency Plan

December 15, 2013

## Statement of Compliance

The following document, entitled "Central Hudson Gas & Electric - Electric Emergency Plan" (the Plan) constitutes the policies, procedures and guidelines that will be followed by Central Hudson in response to a severe weather or other emergency event that results in, or is expected to result in, loss of power to a substantial number of customers in our service territory. In addition to the policies, procedures and guidelines that make up the Plan, the following principles of compliance, consistent with the New York Public Service Law, New York Compilation of Codes, Rules and Regulations, and the New York Public Service Commission's ("PSC") Orders will apply to this Plan:

1. The procedures, policies and guidelines herein will be followed by all personnel engaged in the emergency response, to the extent possible given the unique circumstances of the event.
2. The Plan will be saved electronically in a location accessible by all Company employees.
3. The Plan will be filed with the Secretary of the PSC annually on Dec. 15, or, if no changes are made from the prior year's plan, a statement to that effect will be filed with the Secretary.
4. Any additional plan requirements imposed by the PSC will be incorporated into the Plan as directed.
5. Copies of the Plan, and all related documents, will be provided to the Director of the Office of Electric, Gas and Water at the New York Department of Public Service.
6. A printed, spiral bound copy of the current Plan (phone numbers redacted) will be available at the Company's main headquarters at 284 South Avenue, Poughkeepsie, NY for viewing by the public upon request.
7. Modifications to the Plan will be filed with the PSC Secretary within 60 days following the modification.
8. If, under emergency conditions, the Company modifies our response from that in this Plan to the extent required to restore service in a safe and efficient manor, the modifications and the circumstances that caused them will be reported in writing to the PSC Secretary within 60 days from restoration of full service. Minor changes need not be reported, but should be made to the Plan as soon as practical.

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# 1. Overview

## 1.1 Introduction

The Electric Emergency Plan (EEP) is the guide for responding to emergencies which affect electric service to Central Hudson Gas & Electric Corporation (Central Hudson) customers. Our goal in emergency response is to protect the public, to restore electric service interrupted by the event as quickly as possible and to communicate our restoration progress to our customers, regulators and municipal officials.

New York State defines three classifications of electric emergencies, Class 1, 2 and 3. Central Hudson also defines a fourth category, called "Disaster Event" which is intended for use in major natural or man-made disasters. The following criteria are used to define Storm Classification at Central Hudson:

**2011 Storm Classification Guidelines**

| Description | Class 1 | Class 2 | Class 3 | Disaster Event |
|---|---|---|---|---|
| Number of Customers Predicted | 5,000 - 10,000 | 5,000 - 20,000 | 20,000 - 75,000 | > 75,000 |
| Number of Divisions Staffed* | 1 - 2 | > 2 | > 2 | All |
| Time to 90% Restoration | < 24 hours | 25 - 72 hours | 73 - 96 hours | 5 - 10 Days |
| Mutual Aid Crews | No | Optional | Yes | Yes |
| Type of Damage | Tree/limb contacts; few sections of primary down; very few broken poles. | More significant tree damage; numerous wire sections down; some broken poles. | Very heavy tree damage, substation breaker lockouts; significant wires down and many broken poles, damaged devices and equipment. Damage to transmission system. | States of Emergency declared; many distribution breakers open; several transmission outages; severe tree damage; large number of broken poles, downed wires and damaged equipment. |

**Operating Divisions are: Catskill, Kingston, Poughkeepsie, Fishkill and Newburgh. "Staffed" means that local operational control has been assumed (decentralized operations), however, overall storm responsibility and authority will remain with the Incident Commander (centralized control).*

If an event can be classified in multiple classes, the highest classification will prevail.

This Electric Emergency Plan is used as the basis for our annual storm drills and employee Emergency Response training.

## 1.2 Safety

During emergencies, the safety of the public and of our workers is our highest concern. Our public announcements include information on safe practices during outages and severe weather events. Field conditions that pose a danger to the public are given highest assignment priority.

Safety awareness is also enhanced during emergencies by the following activities:

- All foreign crews are given a safety briefing upon arrival at our headquarters
- The Safety Officer makes field visits to field and office workers throughout the event
- Daily conference calls begin with a safety assessment and message

In emergencies, as well as normal business, all employees are expected to perform their duties in accordance with our safety creed:

*Our job is to plan and perform every job safely. No job is done well unless it is done safely.*

## 1.3 Annual Storm Drill

In accordance with 16 NYCRR Part 105, Central Hudson will perform an Electric Emergency Drill prior to June 1 of each year. In order to satisfy the storm drill requirement, the event must include the mobilization of utility personnel with specific service restoration assignments and there must be contact with outside agencies, local governments and others.

Central Hudson will conduct a minimum of one annual storm drill simulating a response to either a storm, or other storm-like electric emergency that would be classified at the highest or next highest level of severity. Drill scenarios may also include wide-spread flooding as one of the emergency conditions.

The Storm Drill objectives will be to:

- encourage demonstration of "best practices" among each operating division
- provide participants with an understanding of how their assignments fit in with the overall response effort
- identify areas where communications and/or record-keeping can be improved
- discover new opportunities for improving the restoration process

Two weeks prior to the Storm Drill, the Manager, T&D Operations Services & Emergency Response or his/her designee will notify drill participants of the date, time and location of the drill. He/she will also notify PSC Staff of the drill plans at least two weeks prior to the drill. The drill scenario will simulate the main aspects of responding to a Class 3 event which includes the following actions:

1. Incident Commander is designated
2. Incident Commander informs Section Chiefs of impending event
3. Operating Supervisors complete Personnel and Equipment Availability Reports
4. Initial EIRS notification is prepared
5. NY State Office of Emergency Management is contacted
6. County 911 Representatives are mobilized to the County EOCs/911 Centers
7. Telecom company representatives are contacted and invited to participate in the drill
8. Storm organization is developed and positions are assigned

9. Simulated damage assessment information is reviewed and restoration plans are developed
10. Global and District ETRs are developed based upon the restoration plan
11. A simulated status conference call or meeting is held
12. PSC report forms (EORS) are completed
13. NAMAG conference call request is simulated - notification of drill in progress
14. Mock Municipal and Telecom conference calls are conducted
15. EORS updates are prepared
16. Press releases are prepared

Within two weeks following the conclusion of the drill, the Manager, T&D Operations Services & Emergency Response will issue a Drill Critique report.

By Dec. 15 of each year, Central Hudson will certify in a report filed with the PSC Secretary that within the past 12 months, we have taken the following actions:

(a) periodically verified telephone contacts with and updated its lists of names of internal and external contact persons identified in section 105.4(b)(5) the NYS Public Service Law
(b) conducted at least one storm drill or emergency exercise involving key company personnel assigned service restoration responsibilities.

## 1.4 Training

Emergency Response Training is performed annually for all employees who are new to the Company, or newly assigned to any of the Storm Positions described in Appendix B of this Plan. Training outlines and guidebooks are prepared by experienced Operations personnel and are used consistently for all groups trained. Classes are held in the fall of each year, and are taught by department supervisors, Emergency Response personnel and/or the Safety Officer. The Manager, T&D Operations Services & Emergency Response is responsible for managing and evaluating the effectiveness of the training program.

The training includes a review of the current Emergency Plan, and the location of where the EEP can be accessed is provided to all attendees.

Refresher training is required annually for key groups in the storm organization. These include: Alternate Call Center Personnel, Damage Assessment Coordinators, Damage Assessment Patrollers, Loop Crews, Crew Guides, Wire Responders and Wire Guards.

Training for Damage Assessment Coordinators and Damage Assessment Patrollers is also required within 30 days of a change to damage assessment procedures.

## 1.5 Contact Lists

Contact lists for key positions to the emergency response effort are maintained as needed (when changes are known), or at least semi-annually by various personnel at Central Hudson.

The responsibility for reviewing and updating contact lists is as follows:

- All utility personnel assigned service restoration responsibilities – updated monthly by Human Resources and provided to the Emergency Response department
- Mutual aid companies and contractors – at least semi-annually by the Manager, T&D Operations Services & Emergency Response

- Life Support Equipment (LSE) and Special Needs (EBD) customers – codes are updated on CIS accounts (see Section 7.3 – Life Support Equipment Customer Contact Procedure) when customer receives medical certification. LSE customers are required to recertify annually.
- Human services agencies – updated at least semi-annually by the Director, Community Relations and Consumer Outreach
- Print and broadcast media – updated at least semi-annually by the Director, Media Relations
- Operators/ managers of motels, restaurants and dormitories, etc. – updated at least semi-annually by the Purchasing and Stores Director
- State, county and local elected officials, law enforcement officials, and emergency management and response personnel – updated at least semi-annually by the New Business Services Supervisors in each of the operating districts
- Medical facilities – updated at least semi-annually by the New Business Services Supervisors in each of the operating districts
- Vendors – updated at least semi-annually by the Purchasing and Stores Director

Contact lists that are found in the appendices of this plan are: Community Aid and EMOs, Critical and Industrial Customers, Municipal Officials, Lodging and Restaurants, Office and Substation Listing, Company Employee Listing, Print and Broadcast Media Listing, ARCOS Callout Lists, Law Enforcement – Fire – Hospitals, CATV and Telephone Emergency Contacts, and Base Camp Suppliers.

## 1.6 Critical Facilities

Critical Facilities are those customers that provide essential services or functions for survival, continuation of public safety, and disaster recovery. Critical Facilities are coded in CIS with one of 25 codes that identify their critical customer type. These codes are as follows:

Critical Facility Level 1 facilities are critical to public health and safety. These include:

| CODE | DEFINITION | LEVEL |
|---|---|---|
| 2 | Hospital/Emergency Medical Facilities | 1 |
| 5 | Main Utility and Communications Facilities | 1 |
| 6 | Airports | 1 |
| 7 | Water and Wastewater | 1 |
| 9 | Emergency Shelters/Cooling Centers | 1 |
| 14 | Fire, Police, Paramedics and Rescue Facilities | 1 |
| 15 | Emergency Management Offices | 1 |
| 16 | Fuel Transfer and Fuel Loading Facilities | 1 |
| 17 | Mass Transit | 1 |
| 18 | Military Bases | 1 |
| 19 | Main Flood Control Structures | 1 |

Critical Facility Level 2 provide significant public services but are considered to some extent less critical than Level 1. These include:

| CODE | DEFINITION | LEVEL |
|---|---|---|
| 3 | Nursing Homes and Dialysis Centers | 2 |
| 20 | Support for Other Critical Government Functions | 2 |
| 21 | Prisons and Correctional Facilities | 2 |
| 22 | High-Rise Residential Buildings | 2 |
| 23 | Communications (radio, TV, etc.) | 2 |

Critical Facility Level 3 provide public services but are considered to some extent less critical than Level 2. These include:

| CODE | DEFINITION | LEVEL |
|---|---|---|
| 11 | Large Employers and Other Key Customers | 3 |
| 12 | Other Government Buildings, Schools, and Colleges | 3 |
| 24 | Event Specific Concerns | 3 |
| 25 | Customers Providing Key Products and Services | 3 |

Critical Facility account codes are maintained by the New Business Services Supervisors and are kept current as accounts change. New Business Services Supervisors also review Critical Customer lists semi-annually to ensure completeness.

## 1.7 Contact with Local Municipal Officials

Throughout the course of normal business, municipal officials such as highway superintendents, building inspectors and government leaders (mayors, supervisors) interact with New Business Services Supervisors. The New Business Services Supervisors are knowledgeable about the individual characteristics and needs of each municipality through these ongoing communications.

During storm events, this relationship is leveraged to enhance the communication of emergency needs and priority repairs between Central Hudson and the affected municipalities. New Business Services Supervisors maintain two-way communications with local municipal officials to coordinate repairs and provide status updates when available.

Central Hudson field personnel (foremen) will also often communicate directly with local highway superintendents so that road clearing efforts can be coordinated in the most efficient manner.

## 1.8 Customer Storm Preparedness Information

Throughout the year, storm preparedness information is distributed to customers by means of bill inserts, press releases and website and social media site updates. This information includes the number to contact to report loss of power as well as the following preparedness and safety tips:

- Pay attention to weather advisories and storm warnings.
- Keep a flashlight and fresh batteries handy.
- Have a battery-powered radio to keep informed of restoration efforts.
- Double-check your supply of food, and stock your pantry with packaged or canned foods that require no refrigeration or cooking. Avoid opening your refrigerator unnecessarily during outages, so food lasts longer.
- Be sure you have a non-electric can opener.

- If you have an electric water pump, always keep an emergency supply of bottled water on hand for drinking and washing. If a major storm is forecast, fill your tub with water as an added reserve.
- Remember, never use outdoor gas or charcoal grills indoors. They pose a fire hazard, and over time can give off deadly carbon monoxide gas. Use these appliances only outdoors with proper ventilation.
- Be sure you know how to open your garage door manually, if you usually rely on an electrically-operated, automatic, remote control door opener.
- Use home generators safely and accordance with manufacturer's instructions
- Contact Central Hudson if anyone in your home depends on electrically-operated life-support equipment.
- Stay clear of downed or low-hanging wires.

## 1.9 Mutual Assistance Group Membership

Central Hudson is a member of the North Atlantic Mutual Assistance Group (NAMAG). When additional resource needs are anticipated, requests for assistance will be made through this Regional Mutual Assistance Group (RMAG). Central Hudson will participate in all conference calls, discussions, meetings and drills conducted by this group throughout the year.

If the event is so large that resource needs cannot be fulfilled through the RMAG process, a National Response Event (NRE) may be declared by an executive of any utility affected. If an event of this magnitude is experienced at Central Hudson, the NRE declaration will be made by the CEO or his/her designee.

See Section 7.8 for additional information regarding mutual assistance and National Response Event procedures.

## 1.10 Storm Staffing

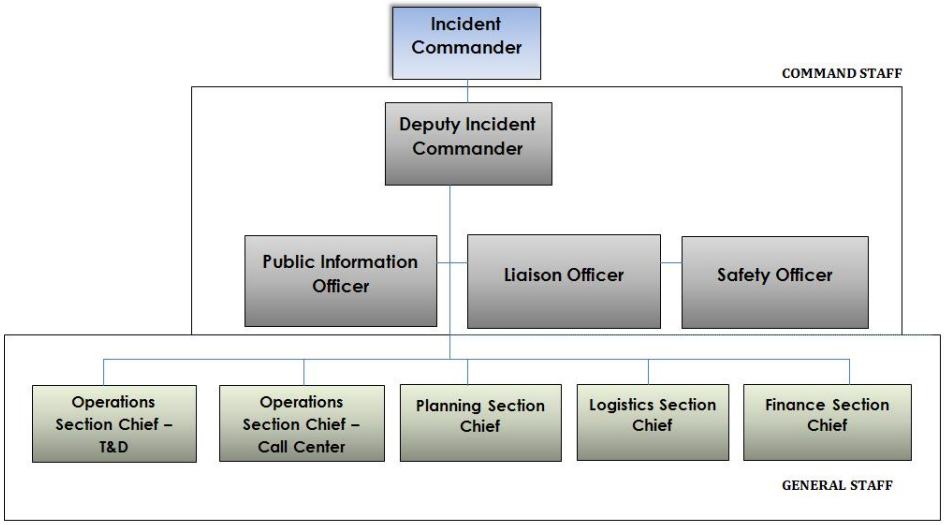
Each Central Hudson employee is assigned a primary and secondary storm role. These assignments are made through joint decision by representatives from the Emergency Response and T&D Operations groups. Assignments are updated as needed due to job movement, termination, and new hires, or at least semi-annually. The Emergency Response group has the responsibility to maintain the Storm Staffing list, to notify employees of any changes, and to ensure that the list is updated at least semi-annually. However, due to the varying needs of a storm, any employee may be asked to perform any storm restoration function for which they have been properly trained and equipped.

# 2. Incident Command System

Central Hudson's storm command structure follows the FEMA Incident Command System (ICS). This structure allows storm responsibilities to be easily understood, eliminates confusion regarding chain of command and improves communication during storm events. There are slight differences between the Central Hudson incident command structure and ICS which are a result of the unique nature of electric emergency response.

## 2.1 Organization Charts

The Incident Command Organization Chart is shown below:




Once an electric emergency has been declared, the Incident Command structure will begin to be put in place. Incident command may be transferred upwards through the chain as the original responders begin to narrow their responsibilities. When command is handed off, it will be clearly communicated by the person relinquishing command and the person accepting it.

As storm positions are filled throughout the organization, it is the responsibility of the person directly above each individual to clearly communicate what their storm position is, and ensure that they are familiar with their designated responsibilities.

## 2.2 Position Descriptions

The roles and responsibilities of each member of the Command Staff and Section Chiefs are found throughout each of the sections of this plan. Individual position descriptions for all storm positions are listed in Appendix B.

# 3. Pre-Event Planning

For those events where advance warning is received, e.g. severe weather events, Central Hudson will undertake preparedness steps. These steps are as follows:

## 3.1 Command Staff Responsibilities

Incident Commander

- Notify Section Chiefs of the possibility of an impending event that would result in large numbers of outages across our service territory.
- Conduct company conference call or meet with Command and General Staff to review preparations and assign storm positions
- Notify Safety Officer of impending event
- Notify Security Director or impending event. Security Director will initiate request for Taconic Parkway access, obtain additional security for district offices, and instruct Corporate Communications to remind employees that they will need to show identification in order to travel during a State of Emergency.
- Notify PSC Staff and the State Office of Emergency Management that preparations are underway for a major event. Confirm contact name and phone number where these groups can obtain information and request assistance.
- Participate in any scheduled North Atlantic Mutual Assistance Group (NAMAG) conference calls
- After reviewing available weather forecast information, the Incident Commander and Operations Section Chief – T&D will determine if additional external line resources should be solicited, and how many crews are needed. If the weather forecast has a high level of certainty, and the prediction is severe enough to warrant additional crewing, then the Incident Commander will follow Section 4.2.2 - Mutual Assistance to obtain the additional assistance.

Liaison Officer

- Notify critical facilities and municipal officials of impending event.
- Confirm name/phone numbers that facility managers and municipal officials should use to contact Central Hudson during the event.

Public Information Officer

- Develop news release and website messages to provide customers and municipal leaders with advance warning of the possibility of system damage and power outages. (See Section 6.6 – Press Releases)

## 3.2 General Staff Responsibilities

Planning Section Chief

- Monitor weather reports
- Participate in National Weather Service briefings as necessary
- Notify Section Chiefs of time/location of weather briefings
- Obtain Personnel and Equipment Availability Reports from T&D Operations, Call Center and Operations Services Groups
- Obtain Personnel and Equipment Availability Report from Intelligence Director
- Verify Storm Phone numbers

Operations Section Chief – T&D

- Participate in weather briefings as necessary
- Notify Contract Line and Line Clearance companies of the impending event; determine availability of crews
- Obtain a system status report from System Operations including status of all transmission lines and distribution breaker abnormal conditions.

Operations Section Chief – Call Center

- Participate in weather briefings as necessary
- Instruct Outreach Director to initiate outbound calls to Life Support and Special Needs (EBD) customers. See Section 7.3 - LSA Contact Procedures.

Logistics Section Chief

- Contact Information Technology to cancel routine system maintenance and provide notification of an impending event as per OMS Reliability Policy (Section 7.5).
- Request staffing plan for I.T. support
- Contact Drafting department to check circuit map inventory
- Arrange for testing of computers, radios and generators in all operating headquarters
- Obtain vehicles for Damage Patrollers
- Contact Wire Down contractors alerting them of the possible need for wire down personnel
- Contact Base Camp suppliers if need is anticipated
- Direct Transportation Department to ready vehicles and equipment; expedite repairs of equipment if possible, particularly aerial lift and pole setting equipment
- Instruct Purchasing Department to:
  - Check fuel availability
  - Check dry ice/bottled water availability
  - Review emergency stock levels
- Develop staffing plan for County EOC representatives

Finance Section Chief

- Evaluate the need to increase Purchasing Card limits for key storm personnel

Note: Personnel and Equipment Availability Report is found on the Central Hudson Wiki site under *Storm/Emergency Response, Storm Plan*. It is also included in the Appendix L of this plan.

# 4. During Event

When an electric emergency causes power outages in our service territory, an Incident Commander will be designated if one is not already in place. Incident command may evolve as the event unfolds, i.e. storm starts in one district, but then expands to other districts; command moves from the district Operating Supervisor to a central Incident Commander. Central control will be established when more than two operating districts are staffed during a storm event.

The Incident Commander will initiate response by developing an Incident Action Plan (IAP). The IAP will contain the following:

Event Classification – the Incident Commander will assess all available reports, maps and data on the event. Using this information he/she will classify the event in accordance with Section 1.1. – Storm Classification Guidelines. Based on the Storm Classification, the Incident Commander will also define the Start of Restoration time based on the Estimated Time of Restoration Guidelines (see Section 7.1).

Staff High-Level Storm Positions – the Incident Commander will identify personnel to fill Command Staff and General Staff positions.

Establish Strategy – the Incident Commander will confer with the Operations Section Chief – T&D to determine if the restoration can be accomplished using internal company resources, or if contract and/or mutual assistance will be required. The Incident Commander and Operations Section Chief – T&D will then set target times for reports, conference calls and ETR communication.

Once the Incident Action Plan is developed, the Incident Commander will communicate the plan to the Central Hudson Executive Team and will provide updates as needed throughout the event. Section Chiefs will staff the remaining storm positions, ensuring that all positions are filled (some individuals may be assigned to more than one position). The subsequent response of each Section will be expected to follow the Incident Action Plan, and to adhere to all Company work practices, safety policies and construction standards.

## 4.1 Assessment

Assessment of the nature and extent of damage to our electrical system is an essential step toward effective response. Information about damage locations and facilities affected is obtained from several sources:

1. Outage Management System (OMS). The OMS system receives trouble calls/reports from customers and sorts them into predicted cases. Trouble calls are received by Customer Services Representatives (CSR), the Integrated Voice Response unit (IVR) or the Twenty-first Century call overflow system (TFCC). From these calls, trouble orders are created and these are then sent to the OMS database for analysis. Trouble orders can also be created by customers using our web or mobile web trouble reporting systems, or by means of the Central Hudson Smartphone app.
2. Trouble Call Comments - Customer comments can sometimes be helpful in pinpointing damage locations. CSRs are trained to enter any information provided by customers about possible outage causes into the trouble order comments.
3. SCADA – System Operations receives SCADA information for both transmission and distribution breaker trips and lockouts. This information is available to dispatchers via a view-only SCADA monitor in the Dispatch Operations Center. A direct link for SCADA data into the OMS system is currently being developed.

4. Police/Fire/911 Calls – Emergency responders in our service territory have a priority line which allows them direct access to a Telephone Representative. Reports from police/fire are coded as 'emergency' orders in the OMS system.
5. Field Representatives – Company employees who are already working on restoration or those observing damage locations on their way in to work report their findings to the dispatcher. Dispatchers locate the correct OMS case and enter the information provided by the field rep.
6. VIPER electronic reclosers – When they operate, the VIPER electronic reclosers send a text message over a cellular network to key operating personnel. From this notification, outage cases can be created or confirmed in OMS. Fault current information can also be obtained through a web interface which allows the opportunity for targeted patrolling.

In Class 1 and small Class 2 storms, the damage severity can usually be determined using the above sources only. In larger Class 2 storms, formal Damage Assessment will be mobilized only when a need is identified by an operating district or by the Incident Commander. Formal Damage Assessment is generally mobilized for all Class 3 storms.

Damage Assessment is a critical part of the restoration operation as it provides the information needed to determine what level of resources are needed to restore service to customers in a timely fashion. Therefore, this function falls under the direction of the Operations Section Chief – T&D. See Storm Organization Chart, Appendix A.

### 4.1.1 Helicopter Patrols

When our SCADA system has indicated that wide-spread damage has occurred to our transmission system, helicopter patrols will be performed when it becomes safe to do so. System Operations will contact the air patrol contractor and schedule the time and locations to be patrolled. If helicopter patrols are not possible due to weather conditions, or other impediments, foot patrols of transmission lines will be performed.

In some unique cases when extreme distribution damage is suspected (possibly indicated by many distribution breaker lockouts), helicopter patrols may also be performed on the distribution network to rapidly assess the extent of the damage and to identify worst-affected areas.

### 4.1.2 Preliminary Assessment

The first phase of Damage Assessment is the Preliminary Assessment process. The objectives of Preliminary Assessment are to quickly provide information about damage severity and location in the hardest hit areas back to the Operating Supervisor. This work is coordinated by the Damage Assessment (DA) Coordinator. Areas to be patrolled are determined by the DA Coordinator using OMS as a guide along with direction from the district Operating Supervisor. Field data may then be updated in the OMS system.

Preliminary Assessment patrollers are not intended to stand by any wires down found during their patrols. Instead, they will assess the severity of the wire down condition, and will stand by only locations where there is determined to be a risk to public safety. Non-hazardous wires down will be barricaded and the patroller will continue on with patrolling their assigned area. Wire Guards will be requested by patrollers whenever one is deemed necessary. (See Wire Down procedure, Section 7.4.)

Preliminary Assessment begins upon receipt of a sufficient number of trouble cases on any one circuit to indicate severe damage may have occurred, and when it is safe to perform the patrols. Commercial Representatives and Foremen are equipped with company vehicles which makes them able to mobilize rapidly and to provide quick insight into the extent and location of damage.

### 4.1.3 Detailed Damage Assessment

The Intelligence Director will initiate Detailed Damage Assessment while Rapid Assessment is underway. The Detailed Assessment is performed usually by employees from the Engineering group, paired up in 2-person teams, or for major events, some contract patrollers may be used. This effort takes longer to mobilize, as supplies and vehicles need to be obtained. However, the objective is to begin this process within 2 hours of first daylight after the start of restoration.

Damage Assessment Patrollers will be assigned to do full circuit patrols and will mark the conditions found on printed circuit maps. Damage locations found will first be communicated to the Foreman or Substation Coordinator in that area (if one is assigned) and then will be provided to the Damage Assessment Coordinator for entry into OMS.

The full Damage Assessment Procedure, including the process for entering data into OMS is found in Section 7.5.

## 4.2 Restoration

Restoration of the electric system following a severe weather or other damaging event will require the coordinated effort of the entire storm organization. The Incident Commander, Command Staff and Section Chiefs each have unique and distinct areas of responsibility during a storm event.

Incident Commander: The Incident Commander is the Incident Commander for the event, and as such provides the overall leadership for incident response. He/she assesses the severity of the event, determines the need for staff and appoints individuals to fill high-level storm positions. The Incident Commander determines the incident objectives and works with staff to develop the Incident Action Plan. The Incident Commander provides oversight of the storm response effort, ensuring that all actions are in accordance with the Incident Action Plan, regulatory requirements and Company practices.

Deputy Incident Commander: In large scale events, an Deputy Incident Commander may be selected by the Incident Commander. The Deputy Incident Commander will perform specific tasks as requested by the Incident Commander and relieve the Incident Commander when needed.

Public Information Officer: The Public Information Officer advises the Incident Commander on information dissemination and media relations. The Public Information Officer provides information to and receives information from the community and media. All information released to the public will be approved by the Incident Commander.

Liaison Officer: The Liaison Officer is the primary point of contact between the Incident Commander, community leaders and regulatory officials. All information exchange between Central Hudson and the Public Service commission, the State Office of Emergency Management and municipal leaders will be done by, or approved by, the Liaison Officer.

Safety Officer: The Safety Officer will advise the Incident Commander on issues regarding safety. He/she works with the Operations Section to ensure the safety of all personnel.

Operations Section Chief - T&D: The Operations Section Chief - T&D directs the field restoration work. He/she is responsible for staffing the field response sensibly to ensure fast and safe restoration of

electric service. All line crews, line clearance crews, and damage assessment personnel fall under the command of the Operations Section Chief - T&D.

Operations Section Chief - Call Center: The Operations Section Chief - Call Center directs all call-taking and Customer Outreach activities. He/she is responsible for staffing the Call Center adequately to answer customer calls in a timely fashion. All CSRS, alternate Call Center personnel and Customer Outreach personnel fall under the direction of the Operations Section Chief - Call Center.

Planning Section Chief: The Planning Section Chief maintains records of all foreign crews/personnel. He/she is also responsible for monitoring weather conditions, ensuring that all PSC reporting is completed as required and the demobilization effort at the conclusion of the event.

Logistics Section Chief: The Logistics Section Chief is responsible for supporting the Operations forces by providing all service, support and supplies needed during the event. This includes computer systems, phones, radios, environmental support, lodging, meals, material, transportation and dry ice distribution. The Wire Down Unit also falls under the direction of the Logistics Section Chief.

Finance Section Chief: The Finance Section Chief directs all activities related to time keeping, procurement, cost accounting and claims.

The Incident Commander will brief each Section Chief daily on any adjustments to the Incident Action Plan for that day. Communication between Section Chiefs is also essential to ensure a coordinated response.

### 4.2.1 Restoration Priorities

Restoration and repair of electric service following a storm event will generally proceed according to the following priority:

1. Ensure public safety by working with emergency response personnel to respond to hazardous conditions
2. Electric transmission lines and substations that are resulting in customer outages
3. Critical Facility Level 1 Customers. These include:
   - Hospitals and Emergency Medical Facilities
   - Critical Utility and Communications Facilities
   - Airports
   - Water and Wastewater
   - Emergency Shelters and Cooling Centers
   - Fire, Police, Paramedics, and Rescue Facilities
   - Emergency Management Offices
   - Fuel Transfer and Fuel Loading Facilities (ports)
   - Mass Transit (tunnels, bridges, ferry terminals, major rail facilities)
   - Military Bases
   - Critical Flood Control Structures
4. Critical Facility Level 2 Customers. These include:
   - Nursing Homes and Dialysis Centers
   - Facilities to support other critical government functions
   - Prisons and Correctional Facilities
   - Communications (radio, TV, etc)
   - High-Rise Residential Buildings

5. Critical Facility Level 3 Customers. These include:
   Managed Accounts, Large Employers, and Other Key Customers
   Other Government Buildings, Schools, and Colleges
   Event Specific Concerns
   Customers providing key products and services (food warehouse)
6. Electric transmission lines and substations that do not result in customer outages
7. Permanent repairs to temporary conditions
8. Tree conditions not causing service interruptions

While the priorities above represent a hierarchy which is considered when establishing Incident Action Plans and assigning outage locations to crews, these priorities have to be balanced with the criticality of having large numbers of customers without service. When restoring large blocks of customers, most often this also restores the most number of critical facilities and high-priority customers. A general guideline for restoring the greatest number of customers first would follow the order below:

Primary distribution – three phase
Primary distribution – single or two-phase
Secondary distribution
House services

Deviations from the priority plan may occur as dictated by weather conditions, worksite accessibility, extent of damage to an individual circuit, the proximity of critical facility to the substation, and the progress of the restoration effort. Other exceptions to the listed priority include special events, the availability of backup generation, and seasonal issues. The overall goal in setting restoration priority is to ensure public and worker safety and to restore service to all customers as quickly as possible.

For PSC reporting purposes, critical facilities will be listed as Level 1, Level 2 and Level 3. Customer accounts that meet the criteria for these reporting levels have been indicated in our customer data base. When directed by Staff, the Resources and Reports coordinator will compile a listing of critical customers that are believed to be without power and submit it as part of the EORS reports.

### 4.2.2 Mutual Assistance

When the Incident Commander and the Operations Section Chief - T&D make the determination that the suspected or actual damage sustained by Central Hudson's facilities cannot be repaired within a reasonable amount of time using the existing internal and contract personnel, then additional outside resources will be sought. The Operations Section Chief - T&D will determine the number of additional crews needed, and the Incident Commander will work with the Planning Section Chief to secure additional contract or utility mutual assistance crews.

The Incident Commander will utilize the North Atlantic Assistance Group (NAMAG) process to obtain the necessary crewing. In the event that a storm has, or is predicted to have a significant effect on utilities outside of the Northeastern part of the country, the Incident Commander can recommend to the CEO and/or his designee that he/she contact EEI and request a National Response Event (NRE). This process is discussed in detail in Section 7.8 – Mutual Aid and NRE Procedure. These processes adhere to the EEI Mutual Assistance Governing Principles and NAMAG Guidelines which can be found in Appendix Q. The NAMAG guidelines include instructions for expediting crew movement between the US and Canada.

A Central Hudson representative will continue to participate in all NAMAG calls until the storm event is no longer affecting any NAMAG companies.

If Central Hudson has exhausted all other resources (employees, contractors and mutual assistance) to complete restoration tasks, assistance from the county/state government or National Guard may be available. Requests for this assistance will be made by the Incident Commander, Deputy Incident Commander, or Operations Section Chief – T&D to the county EOC in which the resources are needed. If the intent is to secure assistance from the National Guard, the Incident Commander or Planning Section Chief will make the request to the Department of Public Services Emergency Manager. See Section 7.8 – National Guard Procedure. This procedure should be followed in the event that National Guard assistance is obtained.

Once crew resources are committed, the Planning Section Chief will obtain rosters from the sending companies and will compile a list of all contract and mutual aid personnel on the property. He/she will maintain this list throughout the event, keeping it up-to-date for the current day's work assignments. This list will then be communicated to the Logistics Section Chief so that arrangements can be made for food and lodging in the proper location for all foreign crews.

Upon arrival at Company headquarters, each foreign or mutual aid crew will receive a safety briefing. Given by an Operating Supervisor and/or the Safety Officer, the briefing will include:

List of required personal protective equipment

1. Accident reporting process
2. Alcohol and drug policy
3. Operating voltages
4. Requirement for daily OSHA job briefing
5. Traffic control requirements
6. Tagging and switching
7. Copies of common construction standards
8. Customer owned equipment policy
9. Temporary repairs
10. Oil spills
11. Lyme disease prevention information
12. Hospital and Urgent Care Facilities Listing

The Guide For Mutual Aid Crews document is found in Appendix K of this Plan and is also available on the Central Hudson Wiki website, Storm/Emergency Response page.

Crew resources will be assigned to each of the operating districts by Operations Section Chief - T&D. Crew resources are generally distributed to the districts based in the number of outage locations, and the extent of the damage. However, the 'formula' by which resources are assigned is unique to each event, and criteria can change throughout the duration of the event. Daily internal status calls are the basis for adjustment in crewing levels/assignments.

Operating Supervisors in each district will keep accurate records of all non-company personnel working in their district during the event and ensure that Crew Guides are keeping proper time logs for their crews.

The decision to release crews is based on the status of the restoration effort and the effectiveness of company vs. foreign crews. (See Section 4.4 – Demobilization.) At such time as mutual aid or contractor crews are no longer needed, they will be released in accordance with the NAMAG guidelines.

### 4.2.3 Logistics

The Logistics Section Chief will direct the logistical support of the restoration operation. Areas under his/her control will be include dry ice, lodging, meals, computer systems, Dispatch Operations, wire guarding, phones and radios, callbacks, environmental services, materials and transportation. These functional areas will be organized into three branches – Service, Support and Supply. Each of these Branches will have a Branch Director who will assign responsibilities for each unit to Unit Leaders. Some units may have a single unit leader, or one unit leader may cover multiple functions.

Service Branch

The Service Branch Director will coordinate all activities pertaining to computer systems, Dispatch Operations, radios, phones, customer communications/callbacks, wire guarding and environmental services.

The Computer Systems Unit will provide support for all hardware and systems that are essential to the restoration operation including CIS, OMS, StormCentral, StormCentral Mobile, and Universal

Communications System (UCS). Any requests for access, licenses and problem resolution must be approved through the Service Branch Director to ensure proper control over these core services.

The Dispatch Operations Unit coordinates all assignments of dispatching personnel. He/she directs the allocation of cell phones and the repair of radios. All requests for phones and/or radios must be approved by the Dispatch Operations Unit Leader in order to maintain a single point of control.

The Wires Down Unit directs the response to wire down reports which includes the following tasks:

- Obtain staffing and supervision for responding to wire down reports and providing stand-by personnel.
- Contact contractors to obtain additional wire response personnel as needed.
- Using OMS reports, determine locations where wire down reports have been received. Prioritize wire down orders based on determination of public safety, police/fire relief and road closures.
- Assign locations to Wire Responders in priority order, or contact Operating Supervisors to direct response to a line crew or foreman.
- Communicate to Operating Supervisors where Wire Guards are standing by.

The Customer Communications Unit will coordinate all restoration callbacks and updates of outage systems messages. Tasks include:

- Staff a Callback group to make manual callbacks to customers believed to be restored.
- Set the guidelines for when trouble cases will have automated (CLBK) or manual (MCLK) callbacks and communicating them to the Callback Team. During major events, callbacks should be done by live agents wherever feasible. Cases where immediate feedback is needed, or when the call volume would render manual callbacks impossible to complete within a reasonable amount of time are the only cases that should be sent to the automated system.
- Update StormCentral Alerts messages, dry ice locations, shelter locations daily or any time this information changes.
- Use UCS to make outbound calls to customers as directed by the Operations Section Chief - Call Center or Incident Commander. Outbound calls are generally used to notify customers of major changes in estimated restoration time, or to notify them that their power is expected to remain off overnight.

- Use UCS to notify municipal leaders of time/date of Municipal Conference Calls
- Ensure consistency between ETR information on all public sources and PSC reports. This includes the OMS feedback message available to CSRs, ETR information available to customers via the website, IVR or Twenty-first Century (TFCC), EIRS and EORS reports to PSC Staff and radio/news broadcasts.

The Environmental Unit provides support to the Operating Section by:

- Ensure compliance with all environmental regulations.
- Arrange for spill response as needed.

Support Branch

The Support Branch Director will coordinate all activities pertaining to lodging for foreign crews and meals for field workers. Knowing how/when meals will be provided and where crews will be housed at the end of each workday is a critical concern of the Operating Supervisors and it can cause great disruption when arrangements are not made in a timely fashion. It is the Support Branch director's responsibility to adequately staff the Meals and Lodging Units so that meals are timely and that that hotel arrangements are secure before 3 p.m. each day.

The Lodging Unit will arrange lodging according to the guidelines below:

- Verify daily crew locations with the Resource and Reports Coordinator daily.
- Make hotel reservations for crews at establishments as close as possible to the crews' work locations.
- If lodging needs exceed number of hotel rooms available, work with Supply Chain to set up base camps and secure appropriate number of beds from base camp supplier(s). See Appendix P – Base Camp Suppliers.
- Communicate lodging locations to Operating Supervisors daily or whenever changes occur.
- Make arrangements for transportation of crews' personal belongings if necessary.

The Meals Unit will supply meals to field crews according to the following guidelines:

- Breakfast should be provided at hotel restaurants or will be catered at the hotel where crews are lodged whenever possible. Crews driving to individual restaurants should be avoided.
- Lunch will be obtained from area restaurants/delicatessens. Meals are then delivered to work locations, or to a central location, e.g. district headquarters, substations or staging area. Crew Guides or Runners can then pick up the meals central location and deliver them to the job site.
- Dinner should be arranged at restaurants with sufficient capacity to serve large groups. Meals Unit personnel will notify Operating Supervisors of the dinner location prior to 5 p.m. each workday. Crew Guides will be responsible for leading their crews to the restaurant location and back to their hotel each night.

Supply Branch

The Supply Branch Director will coordinate all activities related to dry ice distribution, material supply (including delivery of poles to job sites) and transportation.

The Dry Ice Unit will report to the Supply Branch Director and will distribute dry ice (and bottled water if directed by the Incident Commander) to customers when outages are expected to last more than 48 hours. This effort will include:

- Obtaining estimates of locations and numbers of customers who are expected to be out of power more than 2 days

- Based on the above information, select distribution locations
- Work with the Procurement Unit to arrange for delivery of supplies to the distribution locations, or to a central location.
- Assign personnel and obtain vehicles to transport personnel and supplies to the distribution location
- Provide distribution location information to the Public Information Officer and Customer Communication Unit for dissemination to the public
- Continue to adjust the amounts and locations of dry ice/bottled water distribution as needed throughout the event

The Material/Poles Unit will arrange delivery of poles and other materials as requested by the Operating Supervisors or Substation Coordinators. This will include:

- Replenishing materials in district storerooms
- Delivering poles to job sites
- Providing line tools from secured stock at the request of the Operations Section Chief - T&D

The Transportation Unit will be responsible for obtaining and maintaining all vehicles needed in the storm response. This will include:

- Coordinating and expediting repairs of disabled vehicles
- Obtaining rental cars for damage assessment, crew guides or any other function as requested by the Section Chiefs
- Arranging for fueling of vehicles including mutual aid and contract crew trucks.

## 4.3 Emergency Materials

Central Hudson maintains a separate storeroom for storm restoration materials. The materials in this storeroom are automatically re-stocked at predetermined levels. A list of storm restoration materials and stocking levels is provided in Appendix M.

Central Hudson is a participating member of the New York Utilities Material Sharing Group (NYMSG) and we will adhere to the procedures and protocols developed by this group, including attending meetings and drills, participating in storm conference calls, and providing materials to requesting members whenever possible. In the event that we experience a need for materials that cannot be satisfied by traditional means of securing materials/supplies through vendors, we will follow the NYMSG process to obtain materials from this group.

## 4.4 Flooding of Customer or Company Equipment

During times of excessive rainfall, overhead, underground and customer-owned facilities can be subject to flooding. Central Hudson field representatives who discover potential flooding of Company, or customer-owned equipment should notify Dispatch Operations or the district dispatcher immediately. Operating Supervisors will make the determination as to whether the facilities should be shut down or if they can remain energized, taking into consideration potential public hazard, and possible damage to the equipment. Operations Services will be consulted for any possible flood damage to substations or generators.

Customer-owned equipment is often requested to be de-energized by police, fire, or rescue workers, or by local building inspectors. When this case occurs, the person receiving the request should contact Dispatch Operations or the district dispatcher for assignment to a Commercial Representative or line crew.

Restoration of company- or customer-owned equipment after de-energization due to flooding will follow the Restoration of Flood Damaged Equipment procedure found in Section 7.7.

## 4.5 Estimated Time of Restoration (ETR)

Customers have indicated that communication of storm status and estimated restoration times is as important to them as having their service restored. Because of Central Hudson's commitment to Customer Satisfaction, a high level of attention needs to be given to the development and communication of ETRs. Procedures and policies for developing and communicating ETR information are found in the Procedures section.

Operating Section and Planning Section personnel are expected to be familiar with these policies and guidelines, and to follow them during the restoration effort.

## 4.6 Coordination with Bordering Utilities

During major storms, it is essential for Central Hudson to maintain close communication with our neighboring utility companies in order to ensure that all 'borderline' customers are being addressed. It will first be necessary to determine which facilities are damaged, Central Hudson's or the neighboring company's. This will require field verification in most cases.

If it is determined that the damage is not on Central Hudson's portion of the line, then Dispatch Operations will attempt to contact the other company dispatcher to report the damage location (if known) and to obtain an ETR if one is available. Dispatch Operations will continue to monitor the borderline outage cases and obtain regular updates from the supplying company dispatcher wherever possible. ETR times will be entered into OMS if known so that customers will be able to obtain this information via any of our standard communication channels (see Section 6.10 – Customer Contact Methods).

If the damage is found to be on Central Hudson facilities, then the outage case will be prioritized and repaired in accordance with our Incident Action Plan.

## 4.7 De-mobilization

The decision to release contract and mutual aid crews is made by the Operations Section Chief - T&D in conjunction with the Incident Commander. Before releasing all crews, the Operations Section Chief - T&D will encourage Operating Supervisors to perform circuit sweeps of all affected distribution circuits in order to identify possible damage that could cause additional outages or safety concerns.

The Planning Section Chief will obtain check-out times from Operating Supervisors for each crew unit as they are released. The Incident Commander will determine the end date/time of the storm and will instruct the Planning Section Chief to make final notifications to Company personnel and PSC Staff.

# 5. Post Event

Following restoration of an event with a duration greater than 72 hours, Central Hudson will conduct a post-storm assessment. This assessment will evaluate the effectiveness of our storm response, with the intention of identifying areas that worked well and those that could have been improved. Meetings and/or surveys will be conducted with key members of the response team including General Staff, Section Chiefs and Branch Directors. All survey results and minutes of meetings will be retained for use in training and follow-up.

Implementation of agreed-upon recommendations will be the responsibility of the Manager - T&D Operations Services & Emergency Response.

For Class 3 events lasting more than 72 hours, NYCRR Part 105 requires all New York State utilities to submit to the Secretary of the Public Service Commission a review of all aspects of its preparation and system restoration performance. This report is due to the PSC Secretary within 60 days following the completion of service restoration.

This critique report will include:

1. Summary of the event – weather and cause of outages
2. Daily or hourly list of customers affected
3. Damage details such as transmission and distribution circuits affected, spans of wire down, number of broken poles, house services torn down, etc.
4. Number of restoration crews involved in the response effort (line, line clearance, other)
5. Number of additional personnel assisting with support, communications and other storm-related duties
6. Number of phone calls answered and number of website hits
7. List of contacts made with municipal leaders, print and broadcast media
8. Summary of recommendations derived from internal post-storm assessment

## 5.1 Revisions to Electric Emergency Plan

Should any post-event recommendations result in a modification to this Plan, these will be done in a timely manner and an updated version filed with the PSC Secretary. It is our intention that this Plan is to be flexible and able to be modified as planning, restoration and communication practices change. Please refer to "Compliance Guidelines" section for details regarding filing of updates to Electric Emergency Plans.

# 6. Communication

Effective communication during a storm event is crucial to the success of the restoration effort. Our customers have indicated that their satisfaction with Central Hudson during outages is highly dependent on the accuracy and availability of information about their restoration status.

This section includes guidelines for outbound customer messages, municipal and telecom conference calls, press releases, PSC reporting instructions, and Call Center staffing.

## 6.1 Estimated Time of Restoration

On Aug. 16, 2013 the PSC updated the guidelines for communication of Estimated Restoration Times during storm events. Central Hudson is expected to comply with the requirements contained within these guidelines and to take steps to achieve the targets set within. See Section 7.1 – ETR Guidelines.

In addition, internal procedures for developing and communicating ETR times have been developed, and these can be found in Section 7.2.

## 6.2 IVR and Website Messages

One of the first tasks of the Operations Section Chief - Call Center during a storm event is to arrange for the update of the IVR upfront message. This message should contain a date and time of the message update, information on the magnitude of the event (e.g. customers affected), cause for the outages and a global restoration time if available. Sample messages are shown below:

Major non-storm outage:

*You have reached Central Hudson. There are currently outages in the (townships/counties) areas due to (cause of outage). Our crews are currently (assessing damage/working on the problem) and we expect restoration of all area to be complete by (ETR time/date). If you are currently experiencing a power loss, please report your outage using our automated system with your Central Hudson account number or phone number. The estimated time of restoration for your individual area will be accessible from the automated system if it is known. Outages can also be reported on the StormCentral section of our web and mobile websites and estimated restoration times are available on these sites.*

*This message was last updated at (time) on (date). Thank you for your patience.*

Class 1 or 2 Storm

*You have reached Central Hudson. We are currently experiencing power outages in (locations affected) due to (cause/weather). All available crews are working to restore power as quickly as possible, and all customers are expected to be restored by (global ETR).*

*Following this message your call will transfer to our automated phone system. If you have not yet reported your outage and you have touch-tone phone service, please stay on the line to report your outage using our automated system. You will need your Central Hudson account number, or your telephone number for the location without power. Outages can also be reported on the StormCentral section of our web and mobile websites and estimated restoration times are available on these sites.*

*This message was last updated at (time) on (date). Thank you for your patience.*

Class 3 Storm

*You have reached Central Hudson. We are currently working to restore service to more than (customers affected) from the (name/type of event). We are still assessing the damage from this storm but expect that it will take (duration estimate) to restore service to all customers affected. We recommend that customers located in the hardest hit and remote locations make alternate arrangements for shelter.*

*Following this message your call will transfer to our automated phone system. If you have not yet reported your outage and you have touch-tone phone service, please stay on the line to report your outage using our automated system. You will need your Central Hudson account number, or your telephone number for the location without power. If you have access to a computer or web-enabled mobile phone, you can report your power outage on the Storm Central section of our website.*

*This message was last updated at (time) on (date). Thank you for your patience.*

The upfront message will be updated at least once per day during multi-day events. Updating the message twice daily for major storms is recommended.

## 6.3 PSC and State OEM Communication

During storm events, the Liaison Officer will be responsible for responding to all inquiries from the PSC and State Office of Emergency Management (OEM). The Liaison Officer will ensure that any answers provided to PSC or State OEM are consistent with all other public communications and that accurate and timely information is provided. All responses should be approved by the Incident Commander.

The Logistics Chief is responsible for arranging to have Company employees staff the county 911 centers and for keeping these employees informed of restoration status. 911 Representatives will work with Operating Supervisors to provide assistance to municipalities who are requesting assistance with removal of hazards such as trees/wires blocking roadways or walkways.

Before or immediately after very large storms, the State Office of Emergency Management may elect to establish an EOC in Albany. A Central Hudson executive will typically be alerted to this decision by either the Department of Public Service or the Office of Emergency Management. Upon request, Central Hudson will provide a representative(s) who is knowledgeable on how to obtain information that may be needed by state officials to the State EOC.

The Planning Section Chief is responsible for ensuring that EORS reports to PSC Staff are submitted according to requirements for that event. Initial EIRS reports for storm events are submitted by Dispatch Operations. EIRS updates are also submitted to PSC Staff by the Dispatch Operations unit; content is approved by the Incident Commander.

## 6.4 Municipal Conference Calls

For Class 3 storms where more than 10% or more of affected customers are expected to experience outages greater than 72 hours in duration, Municipal Conference Calls will be scheduled. All area municipal officials will be invited to participate in the calls which should begin as soon as reasonably possible after the storm impact has been assessed and the Incident Action Plan has been developed. Pre-storm calls may also be held when forecasts indicate a major event is expected. In accordance with the ETR Guidelines, Municipal Conference Calls should be scheduled within 18 hours of the start of

restoration, and should be conducted within 36 hours of the start of restoration. (See Section 7.1 - ETR Guidelines for definition of Start of Restoration.)

The Municipal Conference Calls will be coordinated by the Public Information Officer, who will inform municipal officials of the time/date of the call and the conference bridge number. A list of contact names and numbers to be invited to the calls is maintained in Corporate Communications. The contacts include:

Municipal Officials
County Emergency Management Offices
PSC Staff
State Elected Officials
Local Congressional Offices

In preparation for the Municipal Conference Call, the Public Information Officer and Liaison Officer will confer with the Incident Commander, Operations Section Chief – T&D and Operations Section Chief - Call Center. All information shared in the call should have prior approval of the Incident Commander.

The Public Information Officer and Liaison Officer will lead the call discussions according to the following agenda:

**Public Information Officer:** Opens the meeting with introductions and ground rules for participation. These are:

1. Questions from the participants will be taken at the end of the call
2. Questions should be general in nature; participants requesting information concerning specific locations will be provided with a contact name and telephone number following the call.

**Public Information Officer** will provide the following system information:

1. Type of event and geographic areas affected
2. Total number of customers affected at peak of event
3. Total number of customers currently without service
4. Final estimated restoration time of event
5. Weather update and impact of weather on restoration

**Liaison Officer** provides information for the event for the overall service territory including:

1. Number of customers affected at peak of event by district
2. Number of customers restored by district
3. Number of customers still out by district
4. Final estimated restoration time of event by district
5. Overall Number of crews being utilized including mutual assistance, contractor, service crews, surveyors, etc.
6. Coordination of road clearing activities
6. Areas where crews are working
7. Areas where crews will be sent next
8. Type and extent of damage found – number of poles and wires down, worst locations, etc.
9. Known shelter locations

The storm restoration information will conclude with an appropriate safety message to the participants.

**Public Information Officer** will entertain questions.
**Public Information Officer** will announce the date, time and phone number for the next briefing.

When the Flood Restoration Procedure has been enacted, restoration status updates will be included in the Municipal Briefing calls, or will be communicated during a follow-up call, depending on the extent of the damaged locations.

The Public Information Officer will designate a person to act as scribe to the Conference Call. A record will be kept of the discussions that take place during the call, including questions posed from the participants. This documentation will become part of the storm file.

Municipal Conference Calls will continue to be held until the Public Information Officer and the Liaison Officer agree that the calls are no longer necessary near the end of the event. New Business Services Supervisors will continue to address individual concerns and to proactively communicate with municipal officials in areas where restoration is ongoing after Municipal Conference Calls have ended.

## 6.5 Telecom Communication

Telephone, wireless and cable TV suppliers will be invited to participate in a daily Telecom Conference Call. Using the same agenda as the Municipal Call (see above), the Public Information Officer and Liaison Officer will provide restoration status information to telecom company representatives on the call. Specific questions or needs by each of the telecom companies will not be address on the daily briefing call, but instead will be referred to the local operations personnel.

A list of contact names and numbers to be invited to the calls is maintained in Dispatch Operations, and is also contained as Appendix O of this Plan. Telecom Conference Calls will continue to be held until the Public Information Officer and the Liaison Officer agree that the calls are no longer necessary near the end of the event.

Telecom companies will also be invited to send a representative to our Storm Center to facilitate communications between their company and Central Hudson. In the absence of a representative in our Storm Center, telecom companies will address questions and needs for escalated repairs through their local Supervisor of New Business Services. The telecom companies are included in the pre-storm outbound call where the names/numbers to contact are provided.

## 6.6 County EOC, Municipal Official, and Managed Customer Support

County EOC

County 911 Dispatchers all have their own unique "priority lines" that ring down directly into the Central Hudson Control Center. There is also a backup priority line that is provided to all County emergency management offices.

County Emergency Managers can request a representative from Central Hudson be present in their command center, or 911 dispatch office. The representatives will have been alerted by the Logistics Team prior to the event, and as such will be ready to respond as needed, and to provide 24 hour coverage if requested.

While in the County EOC or 911 Dispatch office, Central Hudson representatives have VPN access to the corporate computer system, and can use these resources to create trouble reports, answer questions regarding ETRs and crewing, and other general communications needs. Reps have direct dial numbers to the Command Center and each of the district dispatchers, Wire Down Coordinators and Damage

Assessment Coordinators. 911 Representatives will endeavor to maintain proactive communications with County emergency officials whenever status information is known.

County 911 Representatives will also assist the state, county and municipal highway crews in communicating to Central Hudson where downed wires need to made safe so that roads can be cleared. If any individual location to be cleared is a high priority, the County 911 Rep will coordinate with Central Hudson operations personnel to notify the 911 center when wires are secured and road clearing efforts can begin.

If, during a particular event, Central Hudson needs to obtain resources from the county or state, these requests would be coordinated through our representative in the County EOC or 911 center. County EOC representatives will continue to staff the EOC or 911 center until such time as the county emergency manager determines there is no longer a need.

It is the responsibility of the Manager - T&D Operations Services & Emergency Response to ensure that there are sufficient company personnel trained to staff all counties served by Central Hudson. Additional personnel will be trained for this duty to allow for multiple shifts, personnel unavailability and staffing of municipal EOCs if needed.

Municipal Officials

When sufficient notice is given for a severe weather event, outbound calls are made to all critical facilities, large industrial customers, and municipal officials alerting them to the possibility of a loss of power due to the impending event. This message contains the contact number where they can call for information regarding restoration in their municipality. The New Business Services Supervisors staff these phone lines, and additional trained employees are assigned to assist with this effort if needed.

If a township or village EOC is opened, it is expected that all emergency conditions will continue to be reported through the County 911 center. This is essential so that the county office can prioritize and coordinate repairs with the Central Hudson representative assigned to that office. Emergency Managers can also escalate their priority restoration needs through the New Business Services Supervisors.

If damage in any individual municipality were to become so significant that a Central Hudson presence in their EOC is essential, a qualified representative would be provided. Municipalities who do not require a Central Hudson presence in their EOC, or who cannot obtain one due an excess of requests vs. available personnel, will be still be able to escalate their priority repairs and receive updates through contacts with the New Business Services Supervisors in each district. Additional personnel are generally assigned to assist the New Business Services Supervisors with addressing business and municipal official concerns during major storms.

At any time, when New Business Services Supervisors become aware of an update to the status of an escalated municipal emergency manager's concern (including priority road clearing jobs), they should proactively reach out to that municipal official and provide them with an update.

Managed Customers

Large industrial (managed) customers have contacts throughout the year with the New Business Services Supervisors. During storm and other emergencies, these customers would continue to use these contacts for assistance with estimated restoration times, escalation of emergency needs, or any other storm-related issues.

## 6.7 Press Releases and Media Information

The Public Information Officer will schedule and issue all Press Releases and paid media messages during major events. Per PSC guidelines, press releases must include the following essential information:

List of areas affected
Estimated restoration times as available
Company phone numbers
Company website address
Customer assistance locations or referrals to outside assistance agencies such as the Red Cross
Safety information

Corporate Communications maintains a contact list for all print and broadcast media to be used during storm events. This list is updated semi-annually by means of a mail or email request to each of the media agencies.

During major storm, the Public Information Officer will obtain information regarding the impact of the storm and the plan/status of restoration from the Incident Commander. The Public Information Officer will then ensure that timely and accurate press releases are issued at least once per day. When the extent of outages is extremely wide-spread, press releases in the morning and evening are recommended. All press releases will be expected to comply with ETR Guidelines – Section 7.1.

The Central Hudson Emergency Communication Network (CHECK) will be activated at the discretion of the Public Information Officer. The CHECK system broadcasts messages on local AM and FM radio stations. CHECK messages are required mainly during the weekend when news staff of broadcast media are often off duty. CHECK messages include restoration status updates, safety measures and dry ice and shelter locations.

All other public communication measures such as news conferences, interviews and website updates will also be coordinated by the Public Information Officer.

## 6.8 Social Media, Email and Text Messaging

Central Hudson will utilize social media (Facebook and Twitter) and blast emails to communicate with customers before and during major storms. During the most severe weather, a web page dedicated to the storm will also be developed, containing safety information, storm updates, copies of press releases, dry ice/bottled water distribution and shelter locations once these are known, links to Central Hudson's social media pages, as well as outage reporting/ outage restoration status options and other pertinent information. The web page should be featured prominently on the home page of the website during the storm.

When major storms are forecasted, a press release on safety and preparedness will be issued to the news media prior to the arrival of the storm. Similar messages will also be posted on social media sites as early as possible, urging customers to be prepared for the arrival of the storm. These social media messages will include a link to the press release for additional information.

If the severe weather has the potential to interrupt electric service for several days or more, an accompanying blast email will also be sent to all customers for whom email addresses have been provided (currently about 25 percent of our residential customer base). Both the social media and blast emails will link to the storm web page when created.

Social media posts will continue during and immediately following the storm while restoration takes place. Posts will follow the news release cycle, but also provide relevant information on a more frequent basis, such as photos of storm damage, information on shelters and dry ice/bottled water distribution, and safety messages (wires down, use of generators, carbon monoxide, fallen trees, etc.). Posts will also respond to customer inquiries or address "themes" that may develop as customers post their comments. Social media sites will be monitored from early morning through late night, with occasional posts overnight. Corporate Communications will develop a schedule to share the duties of monitoring social media sites outsides of normal business hours.

Blast emails will also be utilized during and immediately following major storms. These will provide safety information, storm updates and the locations of dry ice and bottled water distribution centers and shelters, as well as links to Central Hudson's StormCentral outage map, outage reporting and other storm-related information.

Outage notifications including ETR updates will be sent to customers registered to use the Notifi customer preference system.

## 6.9 Life Support Equipment and Special Needs Customer Contacts

### 6.9.1 Definitions

Special Needs - 16 NYCRR 105.4(b)(9) provides examples of special needs customers such as the elderly, the vision-impaired, the hearing and speech-impaired, and the mobility impaired and human service agencies representing these customers. On Sept. 30, 2013, DPS Staff issued a directive for customers with a documented Medical Emergency to also be treated as "Special Needs".

Medical Emergency – Per 16 NYCRR 11.5(2), a medical emergency exists when a resident of a customer's residence suffers from a serious illness or a medical condition that severely affects their well-being. 16NYCRR 11.5(4)(i) states that a medical doctor or qualified official of the local board of health must state in writing to the utility the expected duration of the medical emergency and explain either the nature of the medical emergency or the reason why the absence of utility service would aggravate the medical emergency.

Life Support Equipment - 16 NYCRR 105.4(b)(9) defines life support equipment customers as those who require electrically operated machinery to sustain basic life functions.

### 6.9.2 Communication Procedures

When severe weather is forecast that indicates outages may last more than 8 hours for some customers, the WARN outbound calling system is activated. The Consumer Outreach department will work with the Emergency Response group to determine when WARN calls should be made. WARN calls are made by the outbound communications call vendor to all Life Support Equipment and Special Needs customers. The text of the message is found in the Section 7.3 – Life Support Equipment and Special Needs Customer Contact Procedure.

When a storm event is underway, the Life Support Equipment and Special Needs Customer Contact Procedure is followed. The Operations Section Chief - Call Center is responsible for ensuring that all steps in the procedure are followed, reaching out to other departments for support if Consumer Outreach employees cannot accomplish all of the contacts in a timely fashion. For details of the Life Support Equipment and Special Needs Customer Contact Procedure, see Section 7.3.

## 6.10 Customer Contact Methods

Customers can report their outages using our website, mobile website, text, or by telephone. Incoming calls are answered by the IVR until such time as the call volume exceeds our incoming phone line capability. Overflow calls are then routed to the overflow call vendor, Twenty-first Century Communications (TFCC). Calls received by the IVR are either handled by the automated system (customer reports their outage by following prompts) or transferred to a live agent if requested.

ETR information is available via the following means for each type of contact method:

- IVR and TFCC – real time using direct call to OMS database
- Storm Center online outage map – every 30 minutes using file extract from OMS
- Website/Mobile Web/Texting – real time web-service call to OMS database
- CSRs – real time using interface between CIS and OMS

## 6.11 Call Center Staffing

During major storms, additional personnel trained in call taking are used to supplement normal Call Center Operations. Schedules are developed to put the highest number of CSRs and supplemental phone support personnel on the phones during times of highest incoming call volume.

Operations Section Chief – Call Center will schedule CSRs to work longer shifts and obtain additional trained personnel to answer customer calls. Staffing levels will be determined based on the classification given to the event by the Incident Commander. The guidelines below indicate the recommended staffing level for each event classification; however, the staffing plan may be adjusted based on the specific nature of the event. Staffing needs will also vary throughout the duration of the storm.

| **Call Center Customer Service Representative Staffing Guide** | | | | |
|---|---|---|---|---|
| | Class 1 | Class 2 | Class 3 | Disaster Event |
| 6:00 a.m. – 8:00 a.m. | 8 | 15 | 38 | 38 |
| 8:00 a.m. – 8:00 p.m. | 15 | 30 | 76 | 76 |
| 8:00 p.m. – midnight | 8 | 15 | 38 | 38 |
| Midnight – 6:00 a.m. | 4 | 8 | 19 | 19 |

** note: above staffing levels are for storm staffing outside of normal business hours. On normal work days, all Call Center staff (approximately 59 CSRs on average during business hours) are available to answer outage calls as needed.*

Some customer calls transfer automatically to our outsource collections vendor. These representatives are available during extended business hours, and will take trouble reports if needed. No triggers are needed to have the calls transfer to these additional representatives, as they receive collection calls daily as part of our normal operations.

Call-answering targets during storm conditions are:

70% of the calls answered by the automated systems and live agents
IVR Upfront Message updated at twice daily (generally 8 a.m. and 5 p.m.)

Phone statistics are maintained by Call Center Supervisors for use in critique reports after the event.

# 7. Procedures

The following Company procedures are contained in this section:

7.1 Estimated Time of Restoration Guidelines
7.2 ETR Procedure
7.3 Life Support Equipment and Special Needs Customer Contact Procedure
7.4 Wire Down Procedure
7.5 Damage Assessment Process
7.6 Outage Management System Support Procedure
7.7 Flood Restoration Procedure
7.8 Mutual Assistance and NRE Process (DRAFT)
7.9 National Guard Procedure

## 7.1 Estimated Time of Restoration Guidelines

(Updated Aug. 16, 2013)

The following protocol states the Department of Public Service (DPS or the Department) expectations of when information will be available and/or provided in response to storms or storm-like emergencies when more than 5,000 customers are interrupted for more than 30 minutes within a division or more than 20,000 customers are interrupted companywide for more than 30 minutes. The tables shown below have been established to clarify the necessary actions to be taken by the involved utilities within the outage period for the specific event. Utility procedures and practices that require actions prior to those identified should continue to be used.

The protocols are considered minimum requirements necessary to ensure the public and the Department are adequately informed. During the course of restoration, utilities are to continuously refine estimated restoration times (ETRs) and update customer representatives, Interactive Voice Response (IVR) systems, and web sites in a timely manner (at least every six hours). The utilities shall provide restoration information (outage counts, ETRs, etc.) to media outlets and public officials in affected areas. Additionally, utilities shall issue at least one press release daily for all events with an expected restoration period longer than 48 hours.

ETRs provided should be applicable to at least 90% of the affected customers in the reported level (global, local, etc.).

The start of the restoration period will be considered the point in time when 1) field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions (where adverse weather conditions are applicable) and 2) when the potential additional damage to the electric system from the storm would be low in proportion to the expected level of damage already sustained. The start of the restoration period may be different for specific, local areas where the effect of a storm limits access to facilities (e.g., severe flooding).

Initial notification to the Department should follow the guidelines issued relating to Appendix B of Case 04-M-0159 (EIRS/telephone). Any additional information which is available at this point in time should be included in this notification even though notification may be required prior to the start of restoration. For widespread events, company-wide outage statistics should also be provided as part of the initial notification.

Reporting is required at 7:00 AM, 11:00 AM, 3:00 PM and 7:00 PM unless otherwise specified. The reports should include, at a minimum, summary of outages, crewing information on site and en-route, planned crew relocation and mutual assistance activity, discussion of major damage, estimated restoration times, summaries of work plans for restoring customers, listing of critical and LSE customers affected, and a summary of dry ice/bottled water distribution activities. Report submissions may qualify as a notification to DPS Staff (provided they contain the required information within the appropriate timeframe). Utilities, however, may need to make notifications to DPS Staff in addition to the reports submitted early in an event to satisfy the guidelines.

## Event Expected To Last 48 Hours Or Less

| Within the first 6 hours of the restoration period |
|---|
| ▪ Notify DPS Staff of expectation that the event will last less than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. For events expected to last less than 24 hours, notification may be via Electric Information Reporting System (EIRS).<br>▪ Provide available information to the public via customer representatives, IVR systems, and web sites.<br>▪ In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be less than 48 hours (or less) will be communicated as soon as possible, but no later than noon the following day. Any delay in establishing the initial storm expectations will not affect the time requirements below. |
| **Within the first 12 hours of the restoration period** |
| ▪ Provide DPS Staff with a global ETR and any available regional ETRs.<br>▪ Prepare a statement for the press that includes known ETRs in time for the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call). |
| **Within the first 18 hours of the restoration period** |
| ▪ Establish ETRs for each locality affected and make them available to the public via customer representatives, IVR systems, and web sites. |
| **Within the first 24 hours of the restoration period** |
| ▪ Consider issuing a press release for the upcoming news cycle based on conditions. |
| **Reporting guidelines during the event** |
| ▪ Provide restoration information updates four times daily to DPS Staff (7 AM, 11 AM, 3 PM and 7 PM) if notified by Staff. Updates should continue until otherwise directed by Staff.<br>▪ Notify DPS Staff when all storm related interruptions have been restored. |

## Event Expected To Last Greater Than 48 Hours

| Within the first 6 hours of the restoration period |
|---|
| ▪ The utility shall indicate that it will be a multi day event (i.e., greater than 48 hours). Notification shall be made to DPS Staff and will state what the Company has defined as the start of the restoration period.<br>▪ Provide a public statement indicating the likelihood of extended outages and make this information available via customer representatives, IVR systems, and web sites.<br>▪ In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be greater than 48 hours will be communicated as soon as possible, but no later than noon the following day. Any delay in establishing the initial storm expectations will not affect the time requirements below. |
| **Within the first 12 hours of the restoration period** |
| ▪ Prepare a press release for issuance in time for the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call). |
| **Within the first 18 hours of the restoration period** |
| ▪ Schedule municipal conference call(s), unless an alternative municipal contact method is more appropriate. The first scheduled municipal conference call itself does not necessarily have to fall within the first 18 hours, but shall be within the first 36 hours. |
| **Within the first 24 hours of the restoration period** |
| ▪ Notify DPS Staff of what areas sustained the most damage to the electric system and ETRs, where known, on a general geographic basis.<br>▪ Issue a press release(s) in time for upcoming news cycles with the information described in previous bullet. |
| **Within the first 36 hours of the restoration period** |
| ▪ For storms with expected restoration periods five days or less, provide DPS Staff a global ETR.<br>▪ Establish regional/county ETRs for areas expected to be restored in five days, even if the restoration period for the total company is expected to be more than five days.<br>▪ Identify any heavily damaged areas where large numbers of customers are expected to remain without service for more than five days.<br>▪ Completion of the first scheduled municipal conference call.<br>▪ Make ETR information available to the public via customer representatives, IVR systems, and web sites. |
| **Within the first 48 hours of the restoration period** |
| ▪ For storms with expected restoration periods five days or less, provide DPS Staff with ETRs by municipality.<br>▪ Provide DPS Staff with a global ETR. (As stated above, when outages are expected to last less than five days, this is required within 36 hours).<br>▪ Provide regional/county ETRs for heavily damaged areas where large numbers of customers are expected to remain without service for five or more days.<br>▪ Make ETR information available to the public via customer representatives, IVR systems, and web sites. |

## Event Expected To Last Greater Than 48 Hours (continued)

| **Beyond the first 48 hours of the restoration period** |
| --- |
| ▪ For storms with expected restoration periods more than five days provide, provide estimated restoration times for each locality affected and make the information available via customer representatives, IVR systems, and web sites. |
| **Reporting guidelines during the event** |
| ▪ Provide restoration information updates four times daily to DPS Staff (7AM, 11 AM, 3PM, and 7 PM), which shall continue until otherwise directed by Staff.<br>▪ Notify DPS Staff when all storm related interruptions have been restored. |

## 7.2 ETR Procedure

Note: All references to "Dispatcher" herein are meant to include Junior System Operators, Assistant System Operators, or Order Dispatchers, depending on who is on duty at the time.

### Blue Sky Day

Procedure:

1. Outage case is received in OMS.
2. Dispatcher assesses outage information and determines closest available crew (may require discussion with foreman for that crew area).
3. Dispatcher contacts the crew to be assigned to the outage case by radio or phone and relays the case information, e.g. location of trouble calls, circuit, and predicted device.
4. Dispatcher uses job knowledge and experience to make an estimate of when the case is likely to be picked up, taking into consideration where the crew is now.
5. When crew arrives at the outage location they enter an arrival time and an estimated time of restoration in their mobile computer. As an alternative, the crew will call the Dispatcher to report their arrival and give the Dispatcher an estimate of when the work will be complete and power restored. If this time differs by more than one hour from the current ETR on the case, the Dispatcher will update the ETR on the case in OMS.
6. If the crew verbally reports their ETR instead of entering it into their mobile computer, then the Dispatcher will check the 'Field ETR' box on the OMS project when the ETR is communicated by the crew.
7. If at any time, other outage cases are received that are expected to be worked by a crew already on another case, the Dispatcher will estimate the ETR for the next case to be assigned. The ETR for the next case will be based on the ETR for the first case the crew is on, plus projected time to restore the next case. The Dispatcher will enter this target ETR in OMS.
8. It is understood that the line crews have the primary responsibility for contacting the Dispatcher when an ETR time is not achievable. However, at times line crews may become highly involved in the restoration work and lose track of the time remaining until the ETR will expire. Therefore, it is also the responsibility of the Dispatcher to continually monitor ETRs and when any outage case is getting close to the ETR time (OMS will display a yellow "ETR Warning" symbol on that case in the Control Window) the Dispatcher will attempt to contact the crew to let them know the ETR is getting close.

Depending on the results of this call, the Dispatcher may elect to use the Log Entry feature in OMS to enter remarks explaining why ETR was revised, e.g. "Crew called at (xxxx time). Changed ETR due to (explanation)." These remarks will show on the ETR by Crew Report which is available on the OMS intranet.

Escalation Process –This process will remain in place until there is sufficient activity to require district support. When this threshold is reached, Dispatchers are required to contact the Supervisor-on-Call (SOC) in the district where the outages have now escalated. Dispatchers continue to assign ETRs (two or three cases at a time) and receive updates from the line crews until a district is manned. As soon as one or more districts are manned, the ETR process will then follow the Class 1, 2, or 3 procedure.

## Class 1 Storm

Procedure:

As soon as a district is manned and/or >5000 customers are out of power Dispatch Operations will contact the Storm Center SOC. Together, the dispatcher/ASO and the Storm Center SOC will determine the restoration start time, using the definition provided in the PSC ETR Guidelines.

Dispatch Operations will continue to provide ETRs for all districts that are not manned, following the Blue Sky Day procedure.

For districts that are manned, the District Operating Team (generally made up of the Operating Supervisor and EOE in the district, or their designee) will assume responsibility for assigning and communicating ETRs according to the procedure below:

1. The District Operating Team will develop a restoration plan which will lay out what cases are to be assigned to which crew.

2. The Storm Center SOC will contact the District Operating Team and inform them of the official time that the storm restoration started. Within 5 hours of this start time, the Operating Team will provide a global ETR time for 90% restoration in that district to the Storm Center SOC. If the Operating Team determines that 90% restoration within 24 hours is not likely, the procedure for a Class 2 or 3 storm will then be followed.

3. District Operating Team assigns 2-3 cases to each crew in accordance with the restoration plan. At the time of assignment, ETR will be set for these cases. These ETRs will be developed based on knowledge of weather/traffic conditions, any available damage assessment information which may have come in from foremen, 911 centers, etc. and knowledge of the circuit configuration (on/off road).
    - The Dispatcher will dispatch the cases to the line crews in the order determined by the District Operating Team, using ETR and size of the outage case as a guide.
    - Crew may use their mobile computers to report arrival times and estimated times of restoration or call the Dispatcher when arriving on the job site and report their expected ETR.
    - ETRs will be revised as needed, but not unless the new estimates exceed 1 hour from the existing value.
    - Field ETR box will be checked when the crew has verbally communicated the ETR for that project.
    - Crews will also be instructed to inform the dispatcher if the predicted device is not open in the field. This is needed so that outage case adjustments can be made to more closely match field conditions, and accurately identify which customers belong in which case.

4. Every time a case is assigned the Dispatcher will update enter the ETR estimate, change the crew status to ‘dispatched’ or ‘enroute’ and update the ETR for the next case to be assigned to that crew.

5. If at any time, the global ETR is in danger of being exceeded, the District Operating Team must notify the Storm Center SOC and provide a revised estimate.

## Class 2 Storm

Procedure:

As soon as the first district is manned, Dispatch Operations will contact the Storm Center SOC. Together, the Dispatcher and the Storm Center SOC will determine the date/time of the storm start, using the definition provided in the PSC ETR Guidelines. Damage assessment will be initiated by the Storm Center SOC as needed. Storm Center SOC will also determine if support teams should be assigned to the most heavily affected districts.

Dispatch Operations will continue to provide ETRs for all districts that are not manned, following the same procedure as Class 1 storms above. Care should be taken to ensure that any district where customers will likely be out overnight is either manned, or at least consulted with the district SOC. For districts that are manned, the District Operating Team will assume responsibility for assigning and communicating ETRs according to the procedure below:

1. The District Operating Team will develop a restoration plan which will lay out what cases are to be assigned to which crew. For storms on the high end of Class 2, this plan may begin to be laid out by circuit with a foreman/crews assigned to each. For the purpose of simplification, the term "crew" in this section will be intended to include either the line crew, or the foreman who has assumed operational authority for a circuit.

2. The Storm Center SOC will contact the District Operating Team and inform them of the time that the storm officially started. Within 10 hours of this start time, the Operating Team will provide a global ETR time for 90% restoration in that district to the Storm Center SOC. If the Operating Team determines that 90% restoration within 48 hours is not likely, the procedure for a Class 3 storm will then be followed.

3. District Operating Team assigns 2 cases to each crew according to the restoration plan. At the time of assignment, ETR will be set for these cases. These ETRs will be developed based on knowledge of weather/traffic conditions, any available damage assessment information and knowledge of the circuit configuration.

4. Dispatcher will follow the same process as the Blue Sky procedure, steps 4 – 7 above.
    - Crews are expected to use their mobile computers or contact the dispatcher as soon as they arrive at the outage location and provide an ETR for that case; dispatchers will mark the crew Arrived and check the 'Field ETR' box at this time.
    - ETRs will be revised as needed based on crew updates.
    - Crews will also be asked to inform the dispatcher if the predicted device is not open in the field. This is needed so that outage case adjustments can be made to more closely match field conditions, which is needed accurately identify which customers belong in which case.

5. Every time a case is assigned the Dispatcher will update enter the ETR estimate, change the crew status to 'dispatched' or 'enroute' and update the ETR for the next case to be assigned to that crew.

6. By 7 p.m. on each day of restoration, the District Operating Team will determine which cases <u>will not</u> be restored that day. They will then contact the Storm Center to confirm that cases with no ETR are expected to be out overnight. ETRs for cases assigned to the overnight crew will be managed by Dispatch Operations.

**7.** If at any time, the global ETR is in danger of being exceeded, the District Operating Team must notify the Storm Center SOC and provide a revised estimate.

## Class 3 Storm

For Class 3 storms, the following assumptions are made:

- All districts are manned or only one district is being run by Dispatch Operations
- All storm positions are filled in the manned districts and support teams provided as necessary.
- Operational authority is assigned for most distribution circuits to a foreman or substation coordinator
- Storm Center is staffed at South Road and support staff are available during all restoration operations (06:00 to 22:00 approximately).
- Damage assessment is to be initiated by the Storm Center SOC.

Procedure:

Any district under Dispatch Operations control will follow the procedure for unmanned districts in a Class 2 storm above. Manned districts will:

1. Provide a global ETR within 24 hours of the storm start (storm start date/time provided by Storm Center staff)

2. Assign ETRs on the first high priority cases upon assignment to the crew and also set ETRs on the next cases to be assigned during that targeted 8-hour restoration period (i.e. 06:00 –14:00; 14:00 –22:00; 22:00 – 06:00).

3. Develop a circuit-based restoration plan by the end of the first full day following the storm.

4. Provide to the Storm Center the names of foremen/substation coordinators who have been given operational authority on each circuit and a preliminary ETR by circuit.

5. Storm Center will run the circuit ETRs through the conversion program to develop preliminary township ETRs. These will be confirmed with the District Operating Team.

6. Storm Center will work with Corporate Communications and the Call Center to ensure consistency in communication of ETR times with customers, automated systems and websites.

7. District Operating Team will update ETRs on outage cases at the following times:
   - by 06:00 – cases that are expected to be restored by 14:00 that day
   - by 14:00 – cases that are expected to be restored by the end of the day

8. By 19:00 each work day, District Operating Team will:
   - meet or call foremen/substation coordinators and obtain the status of the restoration with emphasis on which customers have been restored, which will be off overnight and any known service loops or customer owned damage locations.
   - confirm with the Storm Center the OMS cases or circuit devices that will remain out overnight.

9. District Operating Team will update circuit-based ETR times in time for assimilation into PSC reports (times to be defined at the start of the event by the Storm Center SOC).

10. Foremen/substation coordinators will keep the District Operating Team informed whenever any case or circuit section will likely exceed the restoration time provided.

11. Damage Assessment Coordinators will continually, throughout the event, work with EOEs to fine tune OMS case predictions to model as closely as possible the actual field conditions. This is necessary to ensure that customers are assigned to the correct cases and as such are getting correct ETR information.

## 7.3 Life Support Equipment and Special Needs Customer Contact Procedure

### 7.3.1 Identification

Life Support Equipment (LSE) customers are required to submit a qualification form signed by a physician before they will be coded as such on CIS. Upon receipt of this form, the Customer Outreach department will change the Critical Code on the customer's account to 01- LSA*. LSE customers are required to recertify annually, however all LSE accounts remain coded until the account is closed or until the company is notified, in writing, that they are no longer using life support equipment. All HEFPA procedures need to be followed to remove the LSE code from customers' accounts. In order to ensure that LSE customers are contacted during electric interruptions of 8 hours or more, Dispatch Operations and the Call Center Manager are responsible for identifying affected LSE customers and making contact with these customers during outages.

Special Needs customers are given a Special Needs code on their CIS accounts when the customer applies for service, or whenever a CSR determines that an elderly, blind or disabled person is part of the household. Special Needs codes are as follows:

| | |
|---|---|
| 01 – Blind and Elderly | 06 – Blind |
| 02 – Disabled and Elderly | 07 – Disabled |
| 03 – Elderly | 08 – Hearing/speech Impaired |
| 05 – Elderly in Family | 09 – Medical Condition, LSE Ineligible |

A list of both LSE and Special Needs customers who are currently experiencing an outage is available at any time via a report from the OMS database.

** Central Hudson's computer system uses the term "LSA" to identify customers who depend on electric service for life-sustaining equipment. This is equivalent to the state-wide standard term "LSE – Life Support Equipment".*

### 7.3.2 LSE and Special Needs Customer Outreach

Central Hudson publishes the Senior Times newsletter, which is mailed to all LSE and Special Needs customers twice annually. This newsletter contains information about electric safety and other topics of interest for this customer group. We also have several pamphlets that are geared toward special needs customers that are mailed to customers when a Customer Service Representative or Consumer Outreach identifies a need.

Central Hudson's Consumer Outreach plan is updated annually and is provided to DPS Staff. The section of this plan that pertains to Special Needs customers is attached as Appendix R.

### 7.3.3 Non-storm Contacts

During non-storm conditions, Dispatch Operations is required to be aware of any LSE customers that report no power. This indication is present in the OMS system on the trouble call screen. If any LSE customer is expected to be out of service for more than 8 hours, Dispatch Operations personnel will contact the Customer Outreach department and inform them of the ETR for the customer(s) affected. Consumer Outreach also receives an email whenever a trouble call for a LSE customer is received in OMS. If the outage is expected to last longer than 8 hours, Consumer Outreach will contact the customer to check on their well-being and give them any information known about their outage case, including Estimated Restoration Time.

### 7.3.4 Contacts During Storm Events

Pre-event: When weather forecasts indicate a reasonable probability of storm related damage impacting at least 5000 customers in our service territory, Customer Account Services will initiate an outbound notification of all customers coded as Life Support Equipment (LSE) or Special Needs. This automated message informs the customer that severe weather is forecast that may affect electric service and recommends that they consider making temporary arrangements with a relative, friend or at a community shelter. (See WARN message below.)

During the event: A listing is pulled from the OMS system daily of LSE customers currently without power. Calls are made to these customers informing them that we are aware of their outage, ETR times if known, and sources of emergency help. All LSE customers who have reported no power will be contacted within 24 hours of the start of the event, if possible. Calls will continue to be made daily to each customer still out of service. All emergency contact numbers on the customer's account will be called if the customer cannot be reached at their main number. Results of the contact attempt are entered into the customer's account on CIS.

Generally, contact is made to most LSE customers by using emergency contact information, or calling a neighbor. If repeated attempts during different times of the day and evening to contact the customer are unsuccessful, a field visit will be initiated or, as a last resort, the customer will be referred to an emergency service agency such as the county 911 dispatcher. Information received back from the emergency services agency will be entered on the customer's account. If, by the end of the day that the customer is referred, no call has been received from the emergency response agency, we will call that agency to determine the status of the customer contact.

Special Needs customers who are currently without power will be contacted daily by means of an automated outbound call. This call will include where to obtain estimated restoration times and shelter locations, bottled water and dry ice locations. Special Needs customers will be allowed to 'opt out' of these daily calls if desired. Medical Emergency customers will be included in any contacts made to Special Needs customers.

After Service is Restored: When Central Hudson believes that it has restored power to a customer, or group of customers, the customer(s) will receive an automated callback from our 21st Century System to verify that their power has been restored. During major storms, a manual callback using company staff may be used in place of the automated process. All affected LSE customers are also contacted after restoration to ensure that their power is restored and confirm the well-being of the life support equipment user.

#### WARN Message

The CIS transaction WARN is used to initiate the outbound event warning calls to LSE and Special Needs customers. When running this transaction, users can select an individual operating district or select 'ALL' to call customers with Life Support Equipment or Special Needs codes in the system.

The text of the WARN message is as follows:

Hello. This is Central Hudson calling. Our records show your account has special needs, meaning you have a senior or disabled person in your home, or someone who has a need for medical equipment.

Central Hudson is calling to advise you that we are expecting severe weather in your area and that your electric service may be affected. In anticipation of a possible service interruption, you may want to consider making temporary arrangements with a relative, friend, or at a community shelter.

The length of any outage depends on the severity of the weather and the number and the locations of interruptions. Should you experience a power loss, please call us at 1-800-527-2714 to report your outage. That number is 1-800-527-2714. We will attempt to restore service as soon as possible.

Thank you for your cooperation.

## Sample text of the daily Special Needs call is as follows:

This is Central Hudson calling with an update regarding your power outage. Currently, Central Hudson expects the majority of our customers to be restored by (date/time), however many areas will be restored prior to this time.* Please check www.centralhudson.com for individual restoration times, emergency shelter information and dry ice distribution locations. You may also contact Customer Service by phone to obtain this information using the number provided later in this message. If you are in danger due to loss of heat or power, please *call 911 immediately*. Also, please keep at least 30 feet away from any downed wires and report this condition to Central Hudson right away. To opt out of these daily updates, please contact Customer Services at 845-452-2700 or 800-527-2714. Thank you.

*or, if no Global ETR is available: “Central Hudson is still assessing damage from this severe weather event, and we will provide estimates of when power will be restored as soon as this effort is complete.”

## 7.4 Wire Down Procedure

During non-storm conditions, or in small (Class 1) storms, response to wires down and obtaining damage assessment information is the responsibility of Dispatch Operations. For these type situations, wire down reports are often assigned directly to a line crew, but could possibly also be checked by a Commercial Rep or foreman.

When a district is manned, response to wires down becomes the responsibility of the Wires Down Unit. The Wire Down Coordinator will coordinate the response to wire down reports with Operating Supervisors, Loop Crew Coordinators and Damage Assessment Coordinators. The objective is for the Wires Down unit to dispatch trained employees or contractors to investigate wire down reports and arrange for standby personnel if needed to protect the public.

The objectives of Central Hudson's Wire Down Procedure are enhanced tracking of wire down reports, accurate tracking of the response time to wire down locations, and full documentation of the actions taken.

The Avineonics ORMS system is used to dispatch and track wire down response; however, in the event that this system is unavailable during a Class 2 or above storm, wire down orders will be dispatched and tracked manually. The procedure is as follows:

1. Wire down reports will be received from customers, police/fire dispatchers, 911 center reps, or field personnel.
2. Trouble orders will be created with one of the wire conditions marked: WIRES: POLE-TO-POLE, POLE TO BUILDING, DOWN/BURNING or SPARKING/BURNING. These t-logs will be sent to OMS where the order comments will reflect a wire condition.
3. Avineonics will then import a list of all wire down orders every 15 minutes. (if Avineonics is unavailable, Wire Down Coordinators will pull a list of wire down reports periodically from OMS using an intranet report.)
4. Wire Down Coordinators will then determine resources to be assigned to evaluate and guard wires down. Wire Responders will be Estimators, Commercial Reps and contractors. Wire Guards will be Meter Readers, Collectors, Gas Mechanics and contractors. The Coordinators will prioritize and sort orders into manageable volumes per responder. Orders with the highest risk to public safety, based on order comments, will be assigned first. (See Priority below.)
5. Priority: Wire down reports where there is a hazard such as a fire, or where people are trapped by a downed wire, should have already been assigned to a line crew. Wire Down Coordinators will verify with the Operating Supervisor that these have been assigned. Remaining wire down reports can then be assigned according to the **PRIORITY** below (highest to lowest):

    - **Priority 1 – (HIGHEST)** Wire down reports where it is indicated that the wire is burning, arcing/sparking, or immediate hazard.
    - **Priority 2 –** Relief of fire departments, police departments, or other municipal agencies that are standing-by downed wires.
    - **Priority 3 –** Report of wire down from Emergency Organization. *
        - Reported to be affecting traffic flow on a major public highway
        - Reported to be blocking/near a pedestrian walkway or driveway
        - Reported to be primary conductor
        - Reported to be secondary conductor

- **Priority 4 –** Report of wire down from other sources:
    - Primary conductor is indicated
    - Secondary conductor is indicated
- **Priority 5 – (LOWEST)** Report of wire down where type of wire is not indicated, or where it appears the wire is not likely an electric conductor

** Priority 3 includes reports from members of the 911-call center, police, fire, Office of Emergency Management (including Emergency Operations Center personnel), and municipal emergency managers. Wire down reports from these entities will be marked as "911" on CIS so that they will appear as Emergency projects in OMS.*

6. Wire Down Coordinators will use the Avineonics system to track wire down orders that are assigned or still unassigned. (If Avineonics is unavailable, this effort will be done manually using a spreadsheet or other manual list.) Assignments will NOT be made in OMS, as this information is likely to be overwritten early in a storm event, and also, the "Crew" field in OMS should not be used for Wire Responder personnel.
7. Responders that are specifically dispatched to safeguard downed wire situations will drive to the location of the wire down report. After assessing the situation, they will determine the severity of the situation. Severity will be determined based on the following guidelines:

   **Severity 1 – (HIGHEST) –** Wire down conductor that poses a high risk to public safety due to its location in a road or pedestrian-accessible area. These situations will require the responder to remain on-site and guard the wire until they can be relieved. The Wire Responder/Guard may leave after the wire has been made safe by a qualified employee(s) or contractor(s).

   **Severity 2** – Wire down is a primary conductor, but is not on a main road or other easily accessible location. These situations will also require the responder to remain on-site until the conductor can be verified de-energized by a qualified employee or contractor Once the wire is known to be de-energized, the Wire Responder/Guard will barricade the area and then can move on to their next location.

   **Severity 3** – Wire down is a secondary conductor. Wire Responder will attempt to notify nearby customers and will barricade/tape off the area. If wire is either open wire secondary, or triplex service cable that has an exposed end (wire is broken), Wire Responder/Guard will remain on-site until a qualified employee or contractor has verified that the wire is not energized.

   **Severity 4 – (LOWEST)** Wire down is not an electric conductor and is not in contact with an electrical conductor, but is instead phone, cable or other communications property. If the situation is safe, Wire Responder will inform the Coordinator of this, and move on to the next order.

8. Wire Responders will use Avineonics to report the this assessment to the Wires Down Coordinator, or call it in if cell coverage does not allow mobile communication. All Severity 4 orders can be closed in CIS; the OMS project can also then be closed.
9. Severity 1 orders will be communicated IMMEDIATELY to the Operating Supervisor.
10. Severity 2 and 3 cases will be coordinated with the Operating Supervisors and the Loop Crew Coordinators to determine the best repair crew to be dispatched, e.g. line, loop, or tree crew.

11. The Wire Down Coordinator will assign Wire Guards to replace Wire Responders when appropriate so that the Wire Responders can move on to their next assignment.
12. The Wire Down Coordinator will keep track of where personnel are standing by and will provide relief as needed.

Wire Down Coordinators will be identified in the Storm Staffing Plan and coordinators for each event will be assigned during pre-storm planning sessions. The Coordinators will use the Open Wire Down Calls listing provided on the OMS intranet report to assign locations to be checked, and they will keep track of assignments manually. Who was assigned, when they responded and what was found will all be recorded on the CIS t-log.

Recommended staffing for Wire Down personnel:

Class 1 storm - Operating Supervisors of the affected district(s) will use the wires down report to determine the number of Wire Responders that are needed. In small storms, many wire down reports will be assigned to line crews or supervisors. Wire Responders, and/or Wire Guards, should be assigned to locations which are not already assigned.

Class 2 storm - Operating Supervisors of the affected district(s) will use the wires down report and determine if a separate wires down organization is required. If required, then he/she will contact the Wire Down Supervisor and request a Wire Down Coordinator. It will then become the responsibility of the Wire Down Coordinator to determine the number of Wire Responders and Wire Guards that are necessary, based on the number of unassigned wires down in the individual district.

Class 3 storm or Disaster Event - Wire Down Coordinators will be assigned in each affected district. Whenever possible, the number of personnel available to become Wire Responders and Wire Guards will be determined during pre-storm planning sessions, and a preliminary assignment plan will be developed. Once the number of wire down reports is known for each district, available wire down personnel will be assigned to each of the districts by the Wires Down Supervisor based on the distribution of the number of wire down locations. The Wire Down Supervisor will also request a list of available personnel from contractors. These resources will be assigned and scheduled to each district by means of coordination with the contract companies and Wire Down Coordinators. In general, all available personnel qualified for wire down response can be effectively utilized during Class 3 and Disaster events.

It is recognized that during major storms, the number of resources that are trained and readily available (both internal and external) is limited; therefore, it is critical to utilize Wire Responders and Guards to address the wire down reports in the priority listed in this procedure.

## 7.5 Damage Assessment Process

During non-storm or Class 1 storms, damage assessment is usually performed by Commercial Reps or foreman. Any information about field conditions provided by these forces, or by other knowledgeable sources such as police/fire responders or company employees, will be entered into the OMS case by the Dispatcher/ASO.

The Incident Commander and/or the Operations Section Chief – T&D will determine if formal Damage Assessment is warranted, based on the number of operating districts affected and the number/severity of cases showing in OMS.

Damage Assessment is a two-stage process. It begins with Preliminary Assessment and moves into Detailed Assessment. The goal of Preliminary Assessment is to quickly get trained employees into the field in areas where damage is suspected based on OMS information and incoming trouble calls. The information gathered during the Preliminary Assessment patrol is made available to the Operating Supervisors so that they can begin to deploy crews effectively. Preliminary Assessment information is also used by the ETR Development Supervisor to formulate the Global ETR and by the Field Resource Coordinator who will evaluate the need for additional/mutual aid resources.

The Preliminary Assessment process is as follows:

- Operating Supervisors and Electric Operating Engineers (EOEs) determine what areas need rapid assessment. These are usually the areas where a high number of customer outages are predicted in OMS.
- Dispatch Operations or district dispatchers contact Commercial Reps or Foremen to proceed to those areas to obtain high-level assessment of the extent of the damage.
- Any adjustment of OMS cases that can be done based on incoming intelligence from the Preliminary Assessment should be done by the dispatcher or EOE.
- Damage Patrollers will call in their findings to the Damage Assessment Coordinator who will share them quickly with the Operating Supervisors and the Line Operations Director, generally by means of a verbal report.
- Any detailed information such as broken pole locations that is obtained through the preliminary patrol can also be keyed into OMS.
- Preliminary Assessment Patrollers are not intended to stand by wires down. However, if they determine that a wire down found in the field is a hazard to public safety, they will contact the district Dispatcher/ASO and request a Wire Guard. Once the Wire Guard arrives, the Patroller can continue on with his/her preliminary assessment.

Detailed Assessment can begin co-incidentally with Preliminary Assessment. However, because these patrol teams need to have additional supplies and they do not have company vehicles assigned to them, the ramp-up time for Detailed Assessment is longer. The Detailed Assessment procedure is as follows:

- Damage Assessment Coordinators work with Operating Supervisors to determine if case or circuit patrolling is desired based on the number of cases and expected damage extent. It is possible that some events might use a combination of case and circuit patrolling.
- Damage Assessment Coordinators will work with Operating Supervisors to determine which cases/circuits should be patrolled.

- Damage Assessment Coordinators then assign circuits/cases to patrol teams. Teams may already be in place (if advance warning was sufficient to have patrollers mobilize early in the event), or they may need to be called out. Damage Assessment patrollers work in two-person teams, which is considered safer due to the large amount of driving, navigating, and recording of information that is needed for this operation.
- For case patrolling, damage locations will be surveyed and then communicated back to the Damage Assessment Coordinators.
- For circuit patrolling, patrollers will start at the substation or other mainline device and inspect the mainline, three-phase portion of the circuit. They will mark damage locations and devices that are open on the circuit maps provided. Patrollers periodically call this information into the Damage Assessment Coordinator. After the main line is patrolled, patrollers will move on to the single-phase portion of the circuit and continue to record and report damage locations.
- Damage Assessment Coordinators then take the information called in by the Patrollers and update OMS, including confirming or adjusting predicted devices.
- When the circuit is complete, the Patrollers bring the marked-up maps to the Foreman or Substation Coordinator who is supervising the repairs on that circuit.
- When all cases/circuits assigned to a Patroller are complete, the Patroller will the report to the Foreman or Substation Coordinator in that area where they will help direct crews to damage locations and assist with communication of repair progress.
  *Note: all communications between damage patrollers and coordinators is done via cellphone or text at the present time. A mobile data solution is currently being investigated which will add wireless transmission of patrol results as the primary means of communication from patrollers to coordinators and operations.*

It is the responsibility of the Intelligence Director to determine if the number of Damage Patrollers is sufficient in each district. The Intelligence Director may transfer Patrollers between districts in order to fulfill the need in areas that have sustained a higher level of damage. Central Hudson has contracts with one or more contractors to provide assistance with wires down response. If any individuals that have been trained as Wire Responders are not needed for that function, then they may be utilized for damage assessment. The Intelligence Director should request contract patrollers by contacting the Wire Down Supervisor.

Supply kits, also known as "Patroller Boxes" are available for use by Damage Patrol teams. These are stored centrally in System Operations, and should be picked up by patrollers as soon as they are made aware that damage assessment is likely to be mobilized. A laminated list of supplies that are included in these kits is provided inside each box – all reusable supplies (e.g. Jimapco maps, binoculars, etc.) are expected to be returned following the event. Supplies that were used during the course of the storm (forms, tags, caution tape, etc.) will be restocked by the Emergency Response department.

### 7.5.1 Wires Down Procedure for Damage Patrollers

The intent of this Wire Down Procedure is to identify downed/low-hanging conductor that is or may be energized. To the extent that there is reasonable certainty that the downed/low-hanging conductor is not energized, instructions are provided to barricade the location with caution tape, barricades and/or cones. At no time should these downed/low-hanging conductors be considered dead (only correctly installed grounds allow for downed/low-hanging conductors to be considered dead). Therefore, at all times, Damage Assessment Patrollers should continue to maintain safe clearance distances, and at no time should any conductors be moved.

These guidelines cannot cover all potential situations. If there are any questions or doubt on the part of the patroller about circuit configuration (e.g. direction of feed), call the District EOE to confirm before proceeding.

If there is any doubt on the part of the patroller about the energized vs. de-energized state of the conductor, err on the side of caution and call the Wire Down Coordinator and request a Wire Guard.

For locations where a down or low-hanging PRIMARY wire is discovered:

- Verify that the fuse(s) is visually open
  - In the case of three-phase lines, all three must be open as there is the possibility of backfeed to the downed conductor from other the energized phases through downstream transformer banks.
  - In the case of the 4800 V system (phase-and-phase), both fuses must be open as there is the possibility of backfeed from the energized phase through downstream transformers to the downed conductor.
  - Reclosers are not considered a visual open

- Fuse doors that have not dropped open from the cutout are not considered a visual open.
  - Barricade the location with caution tape and / or cones
  - Report the location to the Wire Down Coordinator

If you are able to do all of these you may move on and continue patrolling

1. For locations where a down or low-hanging TRIPLEX SECONDARY wire is discovered:
   - Verify that the conductor and its insulation appears intact from the pole to the meter
   - Verify that no potentially energized bare / un-insulated parts (e.g., connections at weather head or house bracket) are within reach
   - Barricade the location with caution tape and / or cones
   - Report the location to the Damage Assessment Coordinator

   If you are able to do all of these, you may move on and continue patrolling even if you believe the triplex secondary to be energized.

   If the triplex SECONDARY (all hot legs) are disconnected at the pole, you may move on and continue patrolling. For this condition, there is no need to barricade the location.

2. For locations where a down or low-hanging OPEN WIRE SECONDARY wire is discovered:
   If the Open Wire SECONDARY is disconnected at the pole (all hot legs), you may move on and continue patrolling. For this condition, there is no need to barricade the location.

3. You need to **stand by** the wire if:
   - You believe the down wire (PRIMARY or OPEN WIRE Secondary) to be energized, including possibly by a customer owned generator, or
   - You cannot verify that the PRIMARY protective device is open and the PRIMARY wire is down or hanging low, or
   - There is open wire secondary on the ground or hanging low that is not disconnected at the pole

## 7.6 Outage Management System Support Procedure

The Outage Management System (OMS) is a critical system during storms and other electric emergencies. The system is mature, stable, and very reliable. To maintain this reliability and ensure proper notification of personnel when problems occur, the following procedure will be followed:

Before event

- Service Branch Director will notify Information Technology (IT) of the impending event, along with the names and numbers of personnel to be contacted when any failures or issues arise.
- IT will halt any production updates on the OMS system until after the event has ended. This excludes any updates that are needed to fix problems with the system that are identified during the event, and are considered mission-critical.
- IT will provide contact information for personnel able to support OMS around the clock. This includes not only core OMS, but also the OMS-CIS interface, StormCentral outage map processes and Notifi interfaces.

During event

- IT will provide 24-hour support for all outage systems. Support can be on-site, or off-site, as determined jointly by IT and the Service Branch Director, depending on the needs of the particular event, and the current stage of the response (early, middle or late in the event).
- Problems with any of the core outage systems will be reported to IT immediately by the Service Branch Director. If the problem will result in loss of critical data, the Incident Commander will also be notified.
- IT will provide updates on corrective actions being taken to the Service Branch Director regularly.
- Service Branch Director will notify Public Information Officer if the issue results in significant unavailability of updates to StormCentral, or any major errors in or loss of data on this website.
- In the event of the OMS system becoming unresponsive to the point where it is affecting storm restoration efforts due to hardware or software failure, a collaborative decision between the Incident Commander, Service Branch Director, and IT personnel will be made to invoke the OMS backup plan involving transfer of operations to the Disaster Recovery site.
- The Service Branch Director will make the decision to shut down the Storm Central site if necessary due to problems with OMS or the file update process. When shut down, the site will display a static 'temporarily unavailable' page instead of an access error.

After event

- The Service Branch Director will inform IT that the event has concluded and normal production updates can resume
- If a significant system failure occurred during the event, IT will prepare a written summary of the issue and steps taken to resolve it, along with recommendations for preventing or reducing the risk of the issue in future events. This summary will be included in the storm critique report.

Phone numbers for OMS support personnel – both IT and user support – are found on the corporate Wiki site. The Director, Electric Outage Systems, and Director, Technical Support & Communications have the responsibility for keeping the contact information on these lists up to date.

## 7.7 Flood Restoration Procedure

### 7.7.1 Activation

The Central Hudson Flood Procedure will be enacted when 25 or more customers in any one operating district have been deenergized, or are expected to be deenergized, due to flooding. Instances where fewer than 25 customers are affected, or potentially affected, will be addressed on an individual basis by the operating district personnel, or by Dispatch Operations if outside normal business hours.

### 7.7.2 Pre-Event

Following notification of potential large-scale flooding by the National Weather Service (NWS) or contract weather forecasters, the following steps will be initiated:

Liaison Officer

- Notify critical facilities and municipal officials in the areas where flooding is predicted of the potential for flood conditions and the need to take steps to protect critical equipment
- Confirm name/phone numbers that facility managers and municipal officials should use to contact Central Hudson during the event.

Public Information Officer

- Develop news release and website messages to provide customers and municipal leaders with advance warning of the possibility of flooding. News release should include flooding safety information.
- In the event that flooding is predicted as part of a significant weather event, information regarding flood preparation should be included in the major event news release. (See Section 6.6 – Press Releases)

Operations Section Chief – T&D

- Identify resources available to respond to requests for de-energization of facilities due to flooding. This may also be done in conjunction with resource planning for major storm preparation. (See Section 3 – Pre-event Planning.)

Logistics Section Chief

- Work with Supervisors of New Business in each operating district to begin identifying potential command center locations near areas where flooding is predicted, wherever possible.
- Verify that Field Command Center equipment is available and in good working order.

### 7.7.3 During Event

Upon notice by a local emergency or municipal official that an area is experiencing flooding, the following procedures will be followed:

1. A Flood Area Coordinator will be identified to coordinate the field response. This supervisor will have experience with the disconnect/reconnect process and have skills necessary to manage the field operation. Flood Area Coordinators will work closely with Wire Down and Damage Assessment Coordinators during major events.
2. Coordinate de-energization of flooded area with Operating Supervisors and local emergency/municipal official.

3. Contact Logistics Chief to mobilize a field command center, if needed.
4. Track customers affected. Use DISP orders and CCHI notes to provide details.
5. When flood waters have receded and it is safe to enter the area, work with local emergency/municipal official to determine which premises have damage. Damaged premises will be isolated from the power supply, in most cases by locking the meters, but a transformer or line fuse may also be opened to isolate the affected buildings.
6. Coordinate restoration of unaffected customers through Operating Supervisor.
7. Track affected customers and work jointly with emergency officials, building and electrical inspectors to restore power when premises are ready for service restoration. (See note regarding electrical inspection below.)

For extreme conditions where shortage of electrical inspectors would result in restoration delays of more than 48 hours after repairs are complete, Central Hudson will accept a signed letter from the electrician that made the repairs declaring that the premise is safe to have power restored. An electrical inspection will still be required within 10 days.

Communication: Flood restoration status updates will be part of Municipal Briefing calls, or as part of a separate call depending on the extent of damaged locations.

### 7.7.4 Post-Event

Continue coordination with local emergency/municipal officials until all customers have been restored, or buildings are determined to be permanently unsafe for service.

Provide summary of restoration process and details on customers affected by flooding to the Planning Chief for inclusion in storm critique reports.

### 7.7.5 Communication

Central Hudson will communicate our flood procedures to local municipal officials annually, or after officials change due to local elections. This communication will be the responsibility of the New Business Services Supervisors in each district.

## 7.8 Mutual Assistance and National Response Event DRAFT Procedure

Mutual Assistance Process Overview

Restoring power after a major storm is a complex task that must be completed as quickly as possible. A speedy restoration requires significant logistical expertise, along with skilled line workers and specialized equipment. Electric companies affected by significant outages frequently call on other utilities for assistance to help speed restoration. This practice is known as mutual assistance.

Mutual assistance is an essential part of electric utility business continuity planning: The affected company is able to increase the size of its workforce by "borrowing" line workers from other utilities, but only has to pay for those extra crews during times of need.

The need for mutual assistance is determined by the level of event impacting the utility or utilities as described in the following table:

| Level | Description |
|---|---|
| 1 | *Local Area* - Resources come from within a single company including sister companies. |
| 2 | *Local Region* – Resources come from one Regional Mutual Assistance Group (RMAG) and potentially neighboring utilities. |
| 3 | *Regional* – Resources come from more than one RMAG. |
| 4 | *National Response Event* – AN NRE impacts a significant population and requires resources from multiple RMAGs or sources. |

Requests for mutual assistance for Central Hudson are coordinated by the Manager, T&D Operations Services & Emergency Response or his designee. Central Hudson is a member of the North Atlantic Mutual Assistance Group (NAMAG). The members of NAMAG are:

- Bangor Hydro Electric Co
- Central Hudson Gas & Electric
- Consolidated Edison (Con Ed and O&R)
- Duquesne Light
- Exelon – (BGE, PECO)
- First Energy
- Green Mountain Power
- Hydro-One
- Hydro Quebec
- Iberdrola – (Central Maine Power, NYSEG, RG&E)
- National Grid (NY, NE and LI)
- New Brunswick Power
- New Hampshire Electric Cooperative
- Northeast Utilities
- Nova Scotia Power
- Pepco Holdings, Inc. (PHI)
- PPL Electric Utilities
- Public Service Electric & Gas (PSE&G)
- South Norwalk Electric & Water
- UGI Utilities, Inc
- United Illuminating
- Unitil Corp

Once it is determined that external resources are required, the mutual assistance process will be implemented consistent with the "*North Atlantic Mutual Assistance Group Guidelines*" as follows:

- The requesting company(s) shall initiate an RMAG / Joint Mobilization Conference Call
- The weather forecast shall be presented by the requesting company(s) to provide all members an opportunity to understand the emergency situation
- An estimate of actual or predicted impact / damage and when these are expected to occur shall be presented by the requesting company(s)
- An estimate of resources needed shall be presented by the requesting company(s)
- All non-impacted companies shall state the numbers of resources available to assist once their service areas are no longer at risk.

If the resource needs cannot be met from within the NAMAG, the mutual assistance request may be expanded to encompass neighboring RMAGs. If the request for resources cannot be fulfilled by the neighboring RMAGs, a National Response Event (NRE) may be declared by the CEO, or designee, of an affected utility.

An NRE designation is reserved for only the most significant events, such as a major hurricane, earthquake, an act of war, or other occurrence that results in widespread power outages.

In the case of an NRE, the industry's mutual assistance process will be coordinated at the national level in order to ensure industry resources are seamlessly allocated in the most efficient manner possible.

A National Response Executive Committee (NREC), comprised of senior-level utility executives from all regions of the country, will govern the NRE allocation process. Upon request of an affected utility CEO, the NREC will declare an NRE and will activate the National Mutual Assistance Resource Team (NMART).

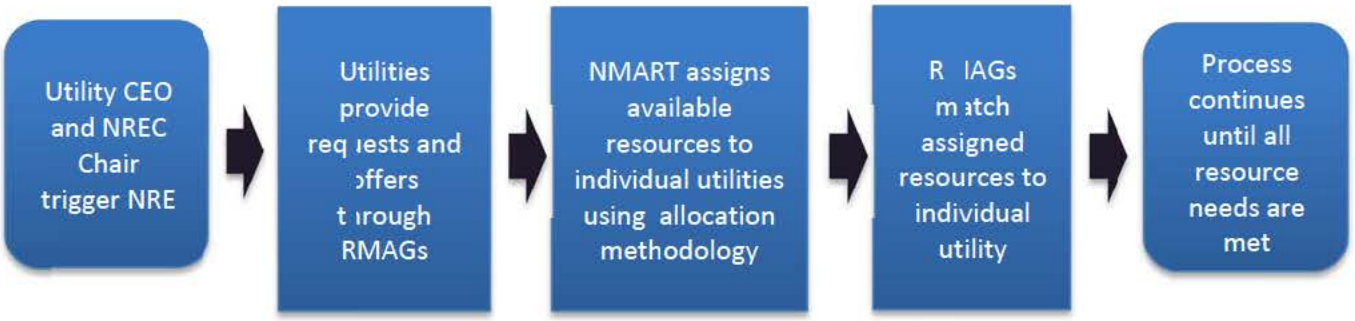
The NMART evaluates mutual assistance requests and assigns available resources to affected utilities in coordination with the RMAGs. When an NRE is declared, all available industry emergency restoration resources (including contractors) will be pooled and allocated to participating utilities to best meet restoration needs in a catastrophic event.

During an NRE, mutual assistance is provided in a coordinated, transparent, and equitable manner to restore power as efficiently and safely as possible for all customers and communities.

The NRE resource allocation process consists of the following high-level steps:

1. Any utility CEO (or an executive level designee) can request an NRE to be initiated
2. The NREC will activate NMART and trigger the resource allocation process
3. Utilities requesting mutual assistance will provide the NMART with the number and type of resources needed, the number of customers interrupted and the number of trouble spots or cases of trouble. Responding companies will provide the NMART with the number and type of resources available. The NMART will consolidate the information and assign available resources to each requesting utility based on a pre-defined methodology. The methodology considers the weighted averages of the portion of customer outages relative to all requesting utilities, as well as the portion of trouble spots relative to all requesting utilities. The allocation can further be refined to account for other specific factors including, but not limited to: utilities with a large percentage of customer without power, geographic proximity and time of arrival, significant events (Inauguration, election, Super Bowl, etc.). Once the individual utility allocations have been determined, the NMART will communicate the allocations to the RMAGs
4. The RMAGs will match the available resources to the specific utilities based on local requirements
5. The process will continue periodically until all of the outstanding requests are fulfilled

A simplified flo ' chart of th ɛ NRE process is shown below:



## 7.9 National Guard Procedure

**National Guard**

The New York State National Guard Support Program provides for power restoration support from National Guard personnel when a catastrophic event occurs and the customary sources of supplemental personnel, such as mutual assistance, contractors, or internal staff, cannot provide adequate personnel to address needs.

In order for the New York State National Guard to be deployed, the Governor of the State of New York must declare a state of emergency. The request and deployment process could take days before support arrives. In addition, total deployment time (including deployment and demobilization time) should be less than 10 to 14 days.

**National Guard Capabilities and Power Restoration Roles**

New York State National Guard forces can provide surge logistics, transportation, communication assistance, and general purpose capability to areas identified by the New York State OEM to supplement electric company emergency response to expedite power restoration and mitigate suffering during the initial response to an incident.

a. If National Guard resources are deemed necessary, the following are the roles that they could fulfill:
   - Public Safety
     - Wire guarding for down wires
     - Flagging for traffic control
   - Logistics Support
     - Points of Distribution – could include transportation and distribution of dry ice, wet ice, or water to citizens without power
     - Fueling – delivery of fuel to vehicles and equipment engaged in power restoration work
     - Lighting – delivery and operation of portable light towers to support restoration crews
   - Emergency Transportation
     - Short-haul transport of cargo or materials from staging areas to point-of-repair locations
     - High-axle transport of damage assessment teams, or restoration crews
     - Aerial assessments (only as "lift of opportunity" when combined with an existing National Guard mission)
   - Communications Support - Provide assistance with temporary communications in critical areas

b. Tree and debris clearance, while a high priority towards power restoration operations, is an activity that crosses multiple response efforts and is not work that National Guard personnel will be performing.

c. The National Guard has only a limited number of portable light towers that they can bring with them, but they can operate, transport, and refuel any light towers provided to them by the company, mutual assistance crews, contractors, or equipment rental companies.

d. New York State National Guard personnel are self-sufficient with regard to food, water, and lodging.

**Requesting National Guard Support**

a. If an utility determines that National Guard support is necessary, the request shall be submitted through the Department of Public Service Emergency Manager. Requests from all the electric utilities will be coordinated and forwarded to the NYS Power Restoration Working Group[1] for processing.

b. Aerial observation requests should be also submitted through the Department of Public Service Emergency Manager.

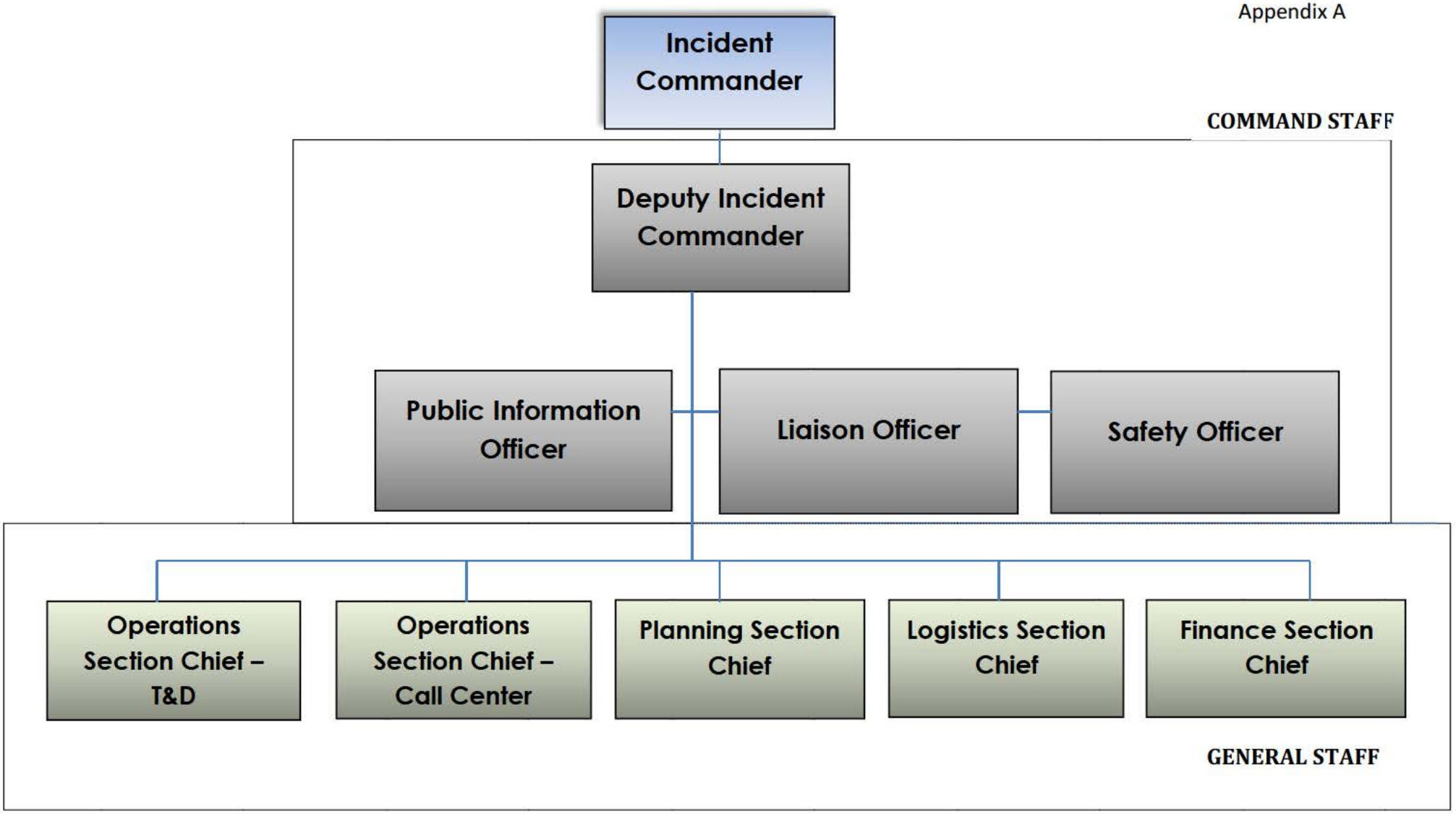
c. Use the National Guard Request Form in Exhibit A for submitting requests to ensure that all required information associated with the request has been considered and provided. Pre-scripted mission sets should be attached and referenced in box 8 and 9.

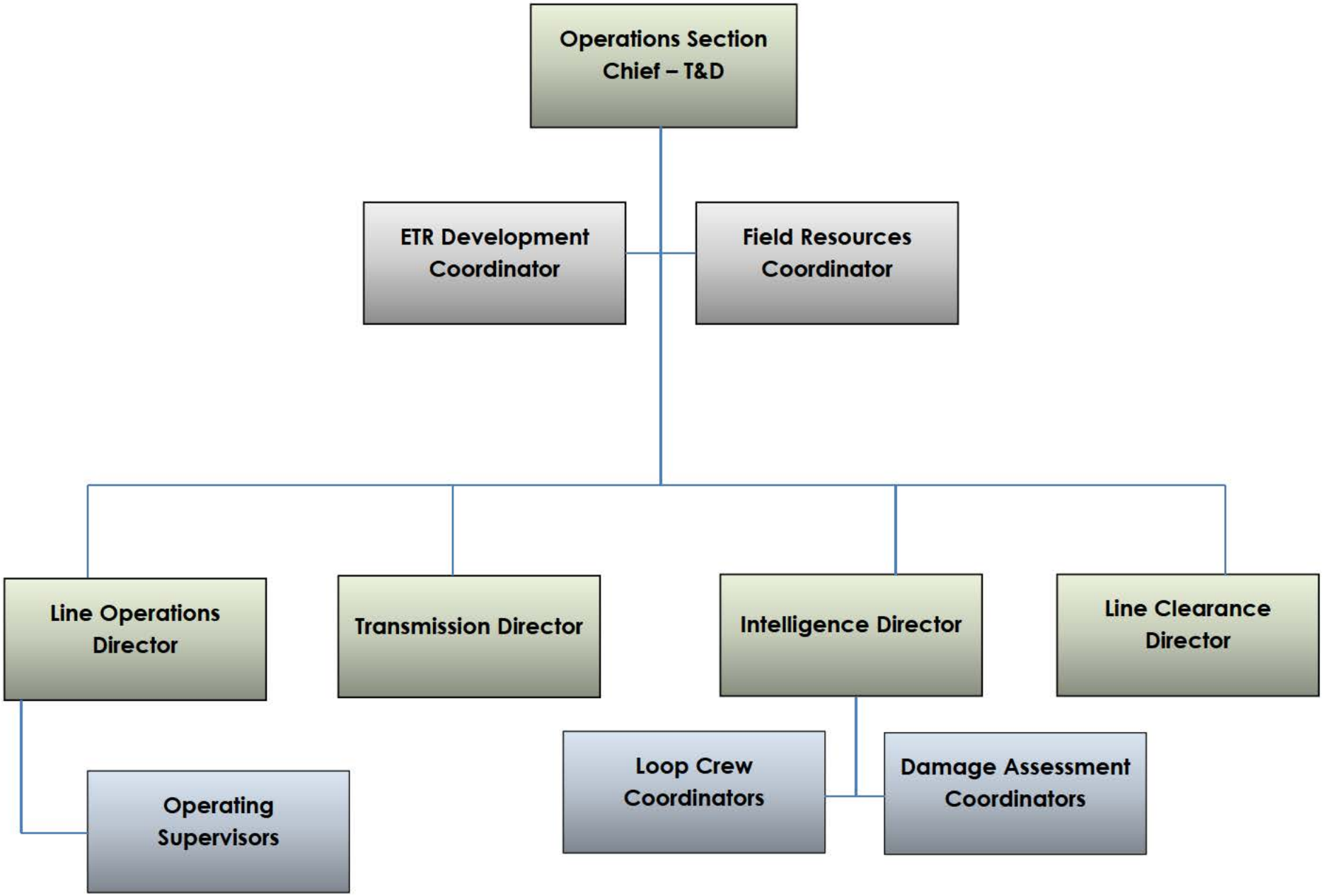
d. The NYS Power Restoration Working Group, will determine what resources are available for deployment. If they determine that requests exceed available resources, they may request support from the National Guard in other states.

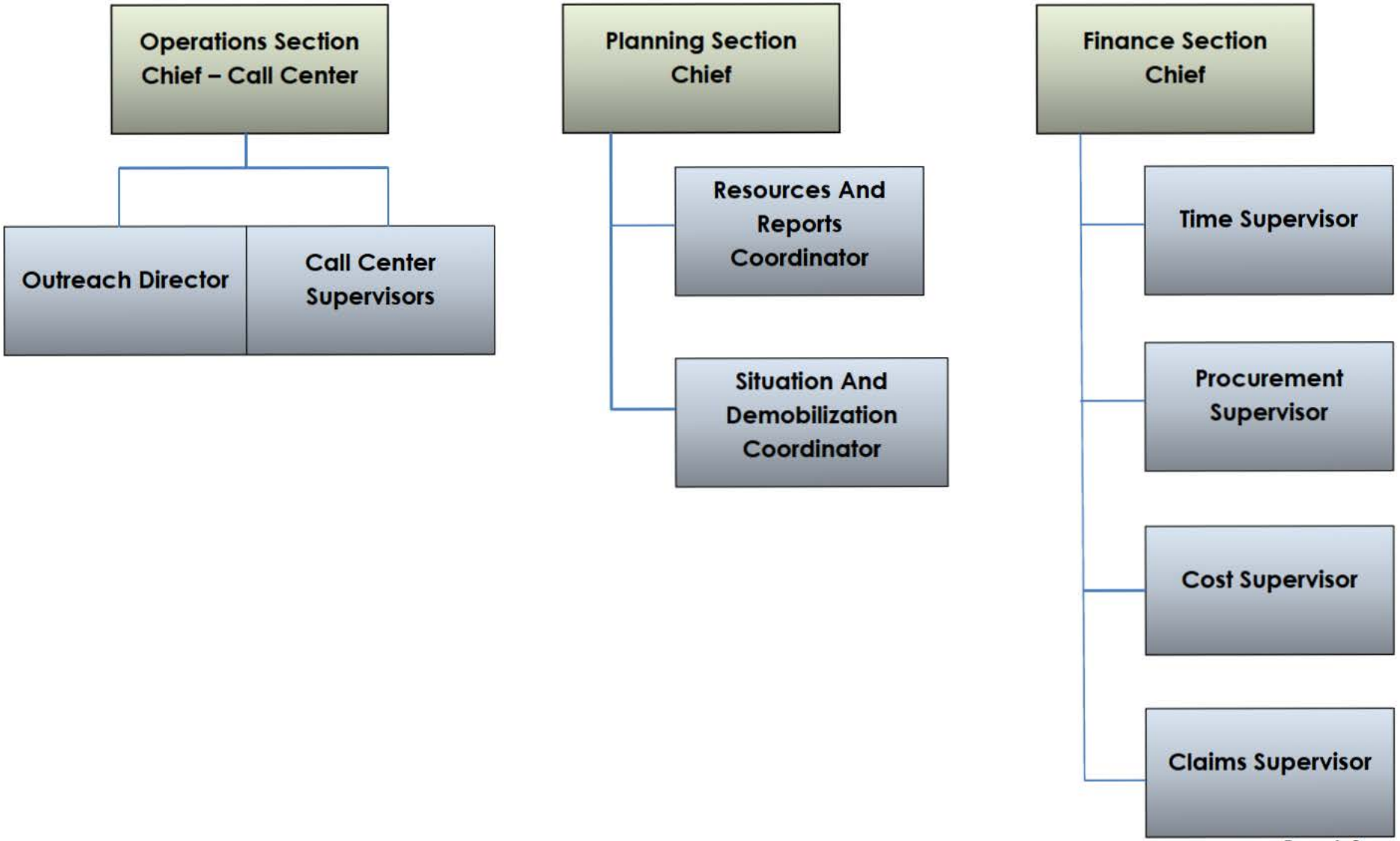
[1] The NYS Power Restoration Working Group consists of representatives from each of the affected electric utilities, the State Office of Emergency Management, and the Department of Public Service.

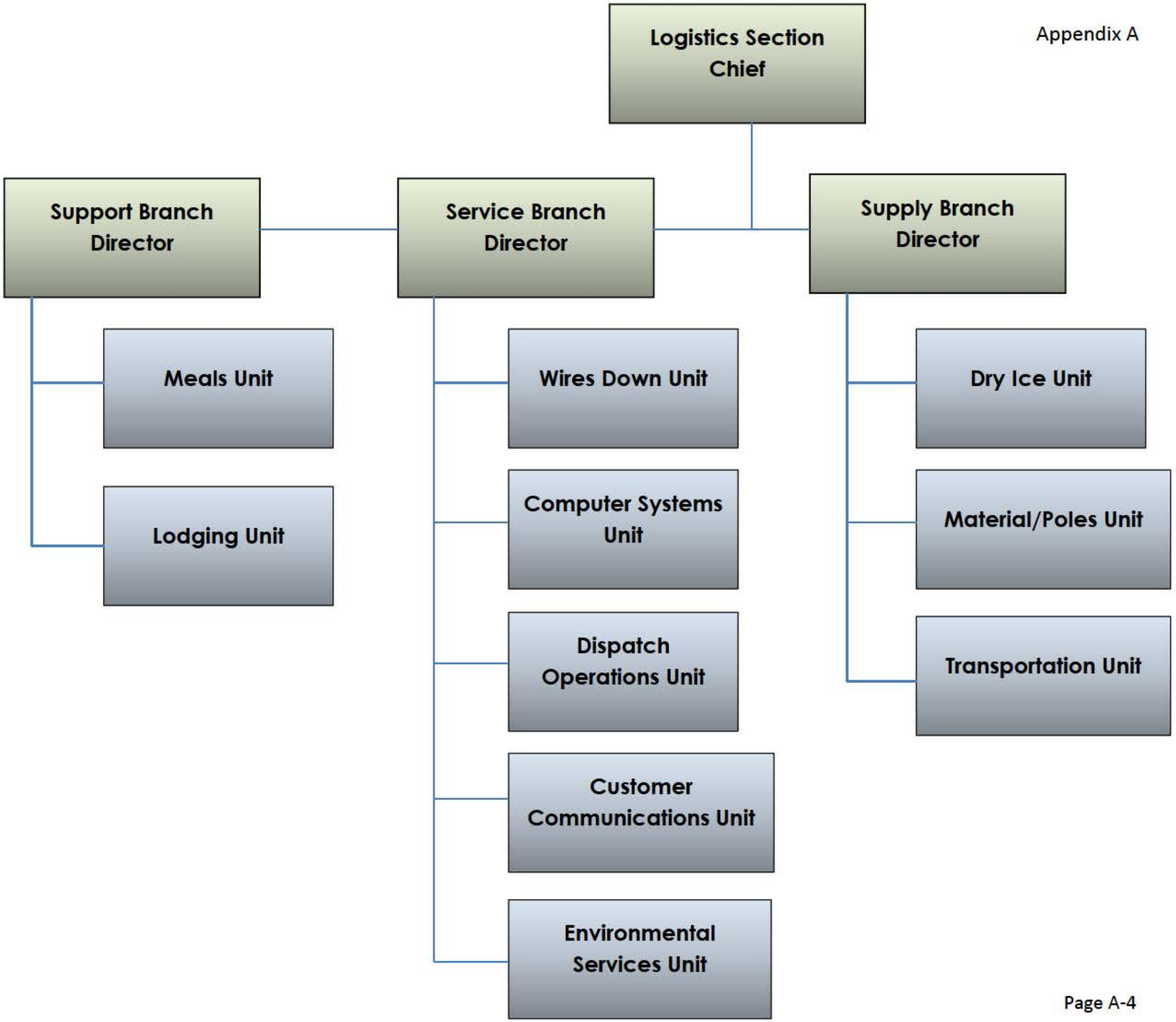
**Deployment and On-Boarding**

a. All New York State National Guard personnel are deployed with general rules of engagement for civilian population.
b. Utility will provide National Guard personnel with any PPE required to perform a particular job that is not part of their standard-issue PPE.
c. Upon assignment, National Guard personnel will be given on-boarding training that will include a job briefing, and On-the-Job training, if necessary.
d. Utility will provide just-in-time training to perform all required mission sets once the National Guard arrives on utility property. The training for National Guard personnel performing wire guarding, flagging or other work needing such training may be performed at the worksite, at a staging or base camp area, or at a training facility.
e. Utility will work with National Guards local leadership to create job sheets, which will be provided to National Guard personnel. The job sheets contain essential information such as contact names, phone numbers, addresses, safety instructions, job instructions, etc.


Incident Commander
COMMAND STAFF
Deputy Incident Commander
Public Information Officer
Liaison Officer
Safety Officer
Operations Section Chief – T&D
Operations Section Chief – Call Center
Planning Section Chief
Logistics Section Chief
Finance Section Chief
GENERAL STAFF


Operations Section Chief – T&D
ETR Development Coordinator
Field Resources Coordinator
Line Operations Director
Transmission Director
Intelligence Director
Line Clearance Director
Operating Supervisors
Loop Crew Coordinators
Damage Assessment Coordinators


Operations Section Chief – Call Center
Outreach Director
Call Center Supervisors
Planning Section Chief
Resources And Reports Coordinator
Situation And Demobilization Coordinator
Finance Section Chief
Time Supervisor
Procurement Supervisor
Cost Supervisor
Claims Supervisor


Logistics Section Chief
Support Branch Director
Service Branch Director
Supply Branch Director
Meals Unit
Lodging Unit
Wires Down Unit
Computer Systems Unit
Dispatch Operations Unit
Customer Communications Unit
Environmental Services Unit
Dry Ice Unit
Material/Poles Unit
Transportation Unit

## Appendix B Position Descriptions

## Incident Commander

The Incident Commander is the Incident Commander for the event, and as such provides the overall leadership for incident response. He/she assesses the severity of the event, determines the need for staff and appoints individuals to fill high-level storm positions. The Incident Commander determines the incident objectives and works with staff to develop the Incident Action Plan. The Incident Commander provides oversight of the storm response effort, ensuring that all actions are in accordance with the Incident Action Plan, regulatory requirements and Company practices.

Reports To: Central Hudson Executive Team

Responsibilities:

Perform all necessary notifications to Company personnel of impending storm events.

Make proper notifications to PSC and SEMO of any impending events, or arrange to have notifications made.

Participate in any scheduled NYMAG calls.

Initiate, develop schedule for, and participate in storm planning meetings and conference calls.

Classify event based on an evaluation of all available information, reports and data.

Establish "Start of Restoration" time for ETR Guidelines.

Staff Command Staff and General Staff Chief positions. Arrange for relief for these individuals as needed.

Work with the Operations Section Chief - T&D to develop the Incident Action Plan for the event, which includes: plan for mutual aid or contractor resources, target times for PSC reports, schedule for conference calls, and requirements for ETR Guidelines compliance.

Communicate Incident Action Plan and restoration status to Central Hudson Executive Team daily or as requested.

Approve all external communications regarding storm restoration including news releases and website messages. Provide information for news releases and website updates as requested.

## Deputy Incident Commander

In large scale events, a Deputy Incident Commander may be selected by the Incident Commander. The Deputy Incident Commander will perform specific tasks as requested by the Incident Commander and relieve the Incident Commander when needed.

Reports to: Incident Commander

Responsibilities:

Assist with notifications to Company personnel of impending storm events, as directed.

Assist with notifications to PSC and SEMO of any impending events, as directed.

Participate in any scheduled NYMAG calls.

Participate in storm planning meetings/conference calls.

Evaluate all available information, reports and data on the event and assist with classification of the event.

Help develop "Start of Restoration" time for ETR Guidelines.

Assist with staffing of Command Staff and General Staff Chief positions and arranging for relief for these individuals as needed.

Assist Incident Commander in developing the Incident Action Plan for the event.

Communicate Incident Action Plan and restoration status to Central Hudson Executive Team if requested.

If directed by the Incident Commander, can approve all external communications regarding storm restoration including news releases and website messages. With approval by the Incident Commander, can provide information for news releases and website updates as requested.

Relieve Incident Commander as directed.

## Public Information Officer

The Public Information Officer advises the Incident Commander on information dissemination and media relations. The Public Information Officer provides information to and receives information from the community and media. All information released to the public will be approved by the Incident Commander.

Reports to: Incident Commander

Responsibilities:

Using information provided by the Incident Commander, prepare news releases, public service announcements and employee information updates.

Respond to media inquiries. Responses must be approved by the Incident Commander or based on content previously approved (to ensure accuracy of response and consistency with all other external communications).

Develop and post messages on CentralHudson.com website, Facebook and Twitter.

Provide media with dry ice distribution locations.

Initiate and moderate Municipal Conference Calls. Notify municipal officials of the date/time of the call.

Participate in storm planning meetings/conference calls.

## Liaison Officer

The Liaison Officer is the primary point of contact between the Incident Commander, community leaders and regulatory officials. All information exchange between Central Hudson and the Public Service Commission, SEMO and municipal leaders will be done by, or approved by, the Liaison Officer.

Reports to: Incident Commander

Responsibilities:

Provide information regarding the status of restoration to municipal leaders during Municipal Conference Calls.

Respond to inquiries and requests from municipal officials.

Participate in storm planning meetings/conference calls.

## Safety Officer

The Safety Officer will advise the Incident Commander on issues regarding safety. He/she works with the Operations Section to ensure the safety of field personnel.

Reports to: Incident Commander

Responsibilities:

Assist Operating Supervisors with delivering safety briefing to contractor and Mutual Aid crews.

Perform safety inspections of field work sites.

Participate in storm planning meetings/conference calls; give safety report and safety message.

Address any safety concerns brought up by personnel working on the storm response.

Perform OSHA reports of any OSHA reportable accidents.

## Operations Section Chief - Call Center

The Operations Section Chief - Call Center directs all call-taking and Customer Outreach activities. He/she is responsible for staffing the Call Center adequately to answer customer calls in a timely fashion. All CSRS, alternate Call Center personnel and Customer Outreach personnel fall under the direction of the Operations Section Chief - Call Center.

Reports To: Incident Commander

Responsibilities:

Arrange for the initiation of the WARN system when major events are expected (LSA/EBD customer notifications).

Ensure that a detailed upfront message is available on the IVR.

Staff all Call Center storm positions and provide back-up resources as necessary.

Interface with the Incident Commander to provide adequate information on restoration progress, ETRs, dry ice distribution locations and shelter locations.

Coordinate with the Logistics Section Chief and/or Service Branch Director to make outbound calls to customers regarding service restoration updates.

Participate in storm planning meetings/conference calls.

Arrange for Call Center Supervisor(s) to be available to oversee Call Center functions after hours.

**Operations Section Chief - T&D**

The Operations Section Chief - T&D directs the field restoration work. He/she is responsible for staffing the field response to ensure fast and safe restoration of electric service. All line crews, line clearance crews, and damage assessment personnel work under the direction of the Operations Section Chief - T&D.

Reports to: Incident Commander

Responsibilities:

Ensure that all Operations Section storm positions are staffed and all responsibilities are assigned. Provide back-up for Operations personnel as needed.

In conjunction with the Incident Commander, develop the Incident Action Plan (IAP) which includes: plan for mutual aid or contractor resources, target times for PSC reports, schedule for conference calls, and requirements for ETR Guidelines compliance.

Obtain contract line and line crew resources as needed (per the IAP).

Coordinate Mutual Aid crew requests in conjunction with the Planning Section Chief. Assign resources to operating districts when they arrive.

Ensure that all foreign crews receive a Safety Briefing upon arrival at Company headquarters.

Participate in storm planning meetings/conference calls.

Provide storm restoration status information to the Public Information Officer and/or Incident Commander when requested.

Provide crew location information and municipal ETR data to the Planning Section Chief for inclusion in EORS reports.

## Planning Section Chief

The Planning Section Chief maintains records of all foreign crews/personnel. He/she is also responsible for monitoring weather conditions, ensuring that all PSC reporting is completed as required and coordinating the demobilization effort at the conclusion of the event.

Reports to: Incident Commander

Responsibilities:

Ensure that personnel are assigned to perform resource tracking, reporting and demobilization positions.

Monitor weather reports and participate in any NWS weather briefings.

Initiate Mutual Aid crew requests when instructed by the Incident Commander or Operations Section Chief - T&D.

Assign personnel to Crew Guide positions if requested by Operations Section Chief - T&D.

Participate in storm planning meetings/conference calls.

Communicate any changes in foreign crew locations to the Logistics Section Chief for relocation of lodging and meals.

Receive daily crew log reports for all Mutual Aid and contractor crews. Maintain these records for use in validating billing.

Notify sending utility companies when resources have been released.

## Logistics Section Chief

The Logistics Section Chief is responsible for supporting the Operations forces by providing all service, support and supplies needed during the event. This includes wire guarding, computer systems, Dispatch Operations, phones, radios, environmental support, customer communications, lodging, meals, material, transportation and dry ice distribution.

Reports to: Incident Commander

Responsibilities:

Staff Support, Service and Supply Branch Director positions. If enough personnel are not available to staff all positions, reassign tasks to ensure that all support functions are being addressed.

Supervise all support, service and supply activities. Resolve problems as necessary and provide backup coverage for all functions when needed.

Participate in storm planning meetings/conference calls.

Communicate with Incident Commander and Operations Section Chief - T&D to fulfill daily logistics needs.

## Finance Section Chief

The Finance Section Chief directs all activities related to time keeping, procurement, cost accounting and claims.

Reports to: Incident Commander

Responsibilities:

Staff Time, Procurement, Cost and Claims positions. If enough personnel are not available to staff all positions, reassign tasks to ensure that all support functions are being addressed.

Supervise time, procurement, cost and claims activities. Resolve problems as necessary and provide backup coverage for all functions when needed.

Participate in storm planning meetings/conference calls.

Communicate with Incident Commander and Operations Section Chief - T&D to fulfill daily finance-related needs.

## Call Center Supervisor

Call Center Supervisors provide supervision and scheduling of CSRs, Tel Reps and additional personnel assigned to the Call Center during storms.

Reports To: Operations Section Chief - Call Center

Responsibilities

Provide the scheduling to ensure that all Call Center responsibility areas are properly staffed and that back up resources are available to fill all positions on a rotating basis.

Keep the Operations Section Chief - Call Center informed of customer call volume information.

Ensure that the Call Center is provided adequate information as to the restoration progress and estimated restoration times.

Provide Call Answer Rate data to the Planning Section Chief for critique reports following the event.

## Outreach Director

The Outreach Director has responsibility for all special needs customers including LSA, EBD and other customers needing additional assistance during storm events.

Reports To: Operations Section Chief - Call Center

Responsibilities

As directed, initiate WARN notifications of LSA and EBD customers.

During event, perform LSA contact calls as per LSA Contact Procedure.

Assist CSRs and Call Center Supervisors with addressing customer special needs, as requested.

## Field Resource Coordinator

The Field Resource Coordinator assists the Operations Section Chief - T&D and Operating Supervisors with assigning Crew Guide and Substation Coordinator personnel, tracking crew locations and interfacing with the Logistics Section Chief to address support needs.

Reports to: Operations Section Chief - T&D

Responsibilities:

Coordinate staffing of Crew Guide positions with Planning Section Chief, as needed.

Assist Operations Section Chief - T&D with staffing of Substation Coordinator positions.

Assist Operations Section Chief - T&D and Operating Supervisors with determining areas to assign crews, Substation Coordinators and Foremen.

Update Planning Section Chief daily (or more often if needed) with locations of foreign crews.

Ensure that Substation Coordinators, Foremen and Crew Guides are keeping accurate records of crew time, materials and equipment costs.

Assist with safety briefings to foreign crews, if requested.

## ETR Development Coordinator

Using intelligence reports from field patrols and SCADA, the ETR Development Coordinator assists the Operations Section Chief - T&D and Operating Supervisors with deriving Estimated Restoration Times for the system, districts, counties and municipalities.

Reports to: Operations Section Chief - T&D

Responsibilities:

Assist the Intelligence Director with determining areas for Rapid Assessment and Detailed Damage Assessment patrols.

Assimilate information received from OMS, SCADA and field patrols to develop ETR times, taking into consideration current and planned crewing.

Make Operating Supervisors aware of published ETR times and track their progress on achieving these times.

## Line Clearance Director

The Line Clearance Director has overall responsibility for line clearance activities during storm events. He/she supervises Line Clearance Foremen and their crews.

Reports To: Operations Section Chief - T&D

Responsibilities

Provide supervision of Line Clearance Foreman and Line Clearance Crews.

Assist Operating Supervisors in coordinating assignment of Line Clearance Crews to trouble locations.

For outside crews, ensure that proper records are being kept of crew time, materials and equipment. Forward time logs to Planning Section Chief daily.

Inform Logistics Section Chief of foreign crew locations daily or when changes in location occur.

**Line Clearance Foreman**

Line Clearance Foremen directly supervise line clearance crews in the removal of trees and branches from electric facilities prior to line crew restoring service.

Reports to: Operating Supervisor

Responsibilities:

In the area assigned, ensure that line clearance work is being done effectively and safely.

Perform daily "tailboard" discussions with line clearance crews, crew guides (if assigned) and flaggers.

Ensure that accurate time and equipment records are being kept and turned in at the end of the day.

## Transmission Director

The Transmission Director has responsibility for operating the electric transmission system during storm events.

Reports to: Operations Section Chief - T&D

Responsibilities:

Perform emergency switching to restore transmission lines after trip out.

Provide the Incident Commander and Operations Section Chief - T&D with daily Transmission and Distribution trip-out sheets and notify them when transmission lines are restored.

Coordinate activities of Substation Electricians and transmission repair crews, keeping Operations Section Chief - T&D informed of all locations where personnel are working.

Arrange for air patrol flights when requested. The results of the patrols will be forwarded to the Incident Commander and Operations Section Chief - T&D.

Participate in storm planning meetings/conference calls.

## Line Operations Director

The Line Operations Director has overall responsibility for restoring distribution circuits. He/she helps develop District Restoration Plans in accordance with the objectives of the event Incident Action Plan. All Operating Supervisors report to the Line Operations Director.

Reports to: Operations Section Chief - T&D

Responsibilities:

Staff Operating Supervisor and supporting staff positions. Supervise the efforts of Operating Supervisors and provide back-up or relief as needed.

In conjunction with the Field Resource Coordinator and Line Clearance Director, assign line and line clearance crews to operating divisions in accordance with the Incident Action Plan.

Assist Operating Supervisors in developing District Restoration Plans.

Inform Logistics Section Chief of foreign crew locations daily or when changes in location occur.

Provide the Resources and Reports Coordinator with a complete listing of crew information and ETR times required for inclusion in the EORS reports.

Participate in storm planning meetings/conference calls; be able to report on restoration status for each division and plans for the remaining restoration effort.

Ensure that Operating Supervisors are getting accurate time, material and equipment logs from outside crews.

Assist with or assume the duties of the Operations Section Chief - T&D, as needed.

## Intelligence Director

The Intelligence Director manages all damage assessment patrol efforts and loop crew activities. He/she is responsible for coordinating all resources assigned to these activities and reassigning personnel as the restoration progresses.

Reports to: Operations Section Chief - T&D

Responsibilities:

Staff Damage Assessment Coordinator and Loop Crew Coordinator positions in all districts where this effort is needed. These are essential positions and should be manned during any storms Class 2 or above.

Acquire the necessary number of vehicles for the Damage Assessment patrols. Coordinate with Transportation Unit for pool cars and/or contact rental car agencies.

Work closely with Operating Supervisors to develop the damage assessment process for the event. This should include a plan for reporting emergency situations, determining assessment types and areas, and documenting patrol results.

Assist Damage Assessment Coordinators and Loop Crew Coordinators with obtaining sufficient resources to perform patrolling functions.

As the storm progresses, reassign damage assessment personnel to other storm functions where possible. Upon completion of patrolling duties, Damage Assessment Patrollers should be assigned to work with Line Foreman/Substation Coordinators in the area where the patroller had been doing assessment work.

Participate in storm planning meetings/conference calls; be able to report on damage assessment status for each division and plans for the remaining assessment effort.

**Operating Supervisor**

Operating Supervisors provide direction for the restoration effort in each operating district. They are responsible for developing the District Restoration Plan, supervising all efforts in accordance with the plan and communicating restoration status throughout the event. All Line Foremen, Substation Coordinators and Crew Guides report to the Operating Supervisors.

Reports to: Line Operations Director

Responsibilities:

Assess the magnitude of storm damage on the operating district.

Work with Dispatch Operations to respond to wires down and other public hazards.

Develop District Restoration Plan and recommended crewing levels.

Staff Electric Operating Engineer and District Communications Liaison positions. Provide relief and back-up as needed.

Assign work areas to line foreman and assign crews to each.

Assign outage cases to foremen, substation coordinators or line crews as per the restoration plan. Communicate this assignment to dispatchers for radio communications with crews as needed.

Evaluate the need for and request Substation Coordinator personnel. Assign work areas to Substation Coordinators and indicate which foremen will be working in these areas. Provide a person to act as Runner for all Substation Coordinators whenever possible.

Communicate crew locations to the Line Operations Director for coordination of logistical support with the Logistics Chief. Inform Line Operations Director of all changes to work assignments that would affect lodging or meal locations.

Ensure that accurate records are being kept of restoration times as well as foreign crew time, equipment and material costs.

Maintain up-to-date employee records on the ARCOS callout system, with assistance from Dispatch Operations as needed.

Ensure that the ETR Policy is being followed and ETR times are being communicated to and from the field operation.

Communicate restoration status and plan for remaining restoration effort to the Line Operations Director.

## Electric Operating Engineer

The Electric Operating Engineer (EOE) provides support to the Operating Supervisor in each district. The EOE works with the Operating Supervisor to develop the District Restoration Plan and helps to prioritize OMS cases for assignment to line crews. He/she manipulates OMS predictions to more accurately reflect actual field conditions. All restoration switching on distribution circuits is directed or approved by the EOE.

Reports to: Operating Supervisor

Responsibilities:

Assist Operating Supervisor with assessment of storm magnitude.

Assist with development of District Restoration Plan and staffing recommendations.

Coordinate entry of all intelligence information into OMS. This involves working with the Intelligence Director as well as individual Damage Assessment Coordinators and Loop Crew Coordinators to determine how information will be communicated and recorded.

Direct or approve all distribution switching.

Help prioritize OMS cases for assignment to line crews, line foremen and substation coordinators.

Relieve Operating Supervisor as needed.

## District Communications Liaison

The District Communications Liaison helps facilitate communication of restoration plans, status of restoration, special customer considerations, logistics needs and ETR times between operating districts and central support groups.

Reports to: Operating Supervisor

Responsibilities:

Assist with development of restoration plan by providing information on affected critical and special needs customers.

Respond to critical customer and special needs customer inquiries.

Ensure that the district "bat phone" is manned at all times and that all calls are addressed in a timely fashion.

Assist with entry of ETR times into OMS as directed by the Operating Supervisor.

As directed by Operating Supervisor, act as liaison between district operations and Section Chiefs or their personnel.

**Substation Coordinator**

Substation Coordinators manage the efforts of several line foremen and line crews in order to ensure safe and effective restoration of an assigned area. The decision to assign Substation Coordinators to a particular affected area is made by the Operating Supervisor when resources under his direction exceed the recommended span of control (no more than 5 direct reports).

Reports to: Operating Supervisor

Responsibilities:

Supervise and direct the restoration effort in an assigned area. Areas will usually be distribution circuits out of the same substation, but could be adjoining or geographically close circuits.

Ensure that foremen and crews clearly understand their clearance areas and that daily "tailboard" discussions are being held.

Communicate restoration progress to Operating Supervisors throughout the day, with a formal report near the end of the work day.

Ensure that ETR Policy is being followed for circuits assigned. Respond to or direct the response to Call Center inquiries on assigned circuits.

Coordinate repair of house services with Loop Crew Coordinator.

**Line Foreman**

Line Foremen directly supervise line crews in the restoration of electric service.

Reports to: Operating Supervisor

Responsibilities:

In the area assigned, ensure that repairs are being done effectively and safely.

Perform daily "tailboard" discussions with line crews, line clearance crews (if assigned), crew guides and flaggers.

Communicate restoration progress to Operating Supervisors or Substation Coordinators throughout the day, with a formal report near the end of the work day.

Ensure that ETR Policy is being followed for circuits assigned.

Coordinate repair of house services with Loop Crew Coordinator.

Ensure that accurate restoration records are being kept and turned in at the end of the day.

**Crew Guide**

Crew Guides lead outside crews to/from their work locations and provide crews with general logistical support.

Reports to: Line or Line Clearance Foreman

Responsibilities:

Lead crews to and from work site, lodging and meal locations.

Provide logistical support to foreign crews – lodging, meals and other needs.

Provide communication between field and office including location of crews and status of restoration.

Call in restoration information to Dispatcher immediately after service is restored to each case/location, if requested. Otherwise, update Line Foreman or Substation Coordinator periodically with cases or areas restored.

Ensure that interruption cards are completed and turned in at the end of the work period for all devices restored.

Communicate to the Line Foreman or Substation Coordinator any locations of transformer leaks or oil spills.

Report any accidents or injuries to Line Foreman or Substation Coordinator immediately.

Remain aware of published ETR times for areas assigned and report any cases where published ETR needs to be extended.

Record locations of customer owned equipment damage and communicate these locations to the Loop Crew Coordinator.

**Runner**

Runners are assigned to work with Substation Coordinators to help with communications and logistical support.

Reports to: Substation Coordinator

Responsibilities:

Provide assistance to Substation Coordinator as assigned.

Deliver or pick up meals, maps and paperwork to/from crews.

Provide another point of communication for Call Center and Operating Supervisor contacts.

Act as driver for Substation Coordinators, Line Foremen or Crew Guides as required.

**Damage Assessment Coordinator**

Damage Assessment Coordinators assign and direct the field patrol activities and ensure that patrol information is updated and communicated accurately.

Reports To: Intelligence Director

Responsibilities:

Consult with the Operating Supervisor and Loop Crew Coordinator to determine which areas should be patrolled. Consideration is given to areas already assigned to line crews, areas designated for Preliminary Assessment and areas where extensive damage is suspected.

Contact Damage Assessment Patrollers and assign them to two-person teams.

Obtain necessary equipment and vehicles for patrol teams, consulting with Logistics Chief for transportation needs.

Clearly communicate requirements of the current patrol assignment to Patrollers and review safety practices.

Validate results of patrol information if received wirelessly. If received via phone, input information into OMS system or keep manual records if OMS is not available.

Modify OMS predictions where possible to reflect actual field conditions (move up, move down or confirm predicted devices). Obtain assistance from Electric Operating Engineer with this effort if needed.

Provide periodic reports of extent of damage found, status of patrol effort and special conditions to Operating Supervisors.

**Damage Assessment Patroller**

Reports To: Damage Assessment Coordinator

Responsibilities

Assess the circuit or area assigned by the Damage Assessment Coordinator.

If patrolling trouble cases, confirm or correct the predicted device location and pole number. Report the cause for the outage and location of damage. When needed, check customer meters to assess whether location has power or not.

If patrolling entire circuits, mark device states (open/closed) and damage location/description on circuit maps.

Stand by and protect the public from any wires down that are a hazard to public safety until such time as a crew or Wire Responder arrives.

Provide the Damage Assessment Coordinator damage assessment reports via MWM system, forms or marked-up circuit maps, as directed. Wireless damage reports can be sent immediately. Phone reports should be done as per the direction of the Damage Assessment Coordinator at the time of assignment (e.g. report periodically, or report as each damage location is found).

Each Damage Assessment Patroller is responsible for coordinating their own meals.

Immediately report any downed and/or leaking transformers to the Damage Assessment Coordinator.

Contact the Damage Assessment Coordinator if you will be patrolling off-road sections of the circuit.

## Loop Crew Coordinator

Loop Crew Coordinators assign and direct the field activities of Rapid Assessment Patrollers and Loop Crews.

Reports To: Intelligence Director

Responsibilities:

Consult with Operating Supervisor and Intelligence Director to determine desired level of Rapid Assessment personnel.

Ensure that sufficient personnel remain in the Operating District to cover gas odor reports.

Consult with the Operating Supervisor to determine areas where Rapid Assessment is desired. Assign employees to perform patrols of this area. Collect information and communicate it to Operating Supervisor and Intelligence Director.

Receive service loop repair orders from Damage Assessment Coordinators, Wire Down Coordinators and/or Foremen. Assign to Loop Crews as crews become available. Track progress and close out cases in OMS as they are completed in the field.

Clearly communicate job assignments Rapid Assessment patrollers and Loop Crews. Review safety considerations at the start of each assignment.

Record details of customer owned damage on CIS (TRBL and CCHI screens) when reported by Patrollers or other field personnel.

Report Loop Crew locations to Support Branch Director for meals.

Provide status reports on rapid assessment and loop restoration as directed.

**Wire Down Supervisor**

The Wire Down Supervisor manages the response to wire down reports. He/she oversees the efforts of the Wire Down Coordinators and ensures adequate staffing of these positions.

Reports To: Service Branch Director

Responsibilities:

Assign Wire Down Coordinators; provide relief as needed.

Contact outside vendors to obtain additional wire response personnel as needed. Maintain communication with contractor supervision during event.

Communicate with Incident Commander, Intelligence Director and Operating Supervisors on progress of Wire Down response.

Supervise the efforts of Coordinators and ensure that proper procedures are being followed.

## Wire Down Coordinator

Wire Down Coordinators organize the response to wire down reports in an individual operating district and coordinate the efforts to investigate/standby wires down. They document the results of the wire down response and provide status reports as required.

Reports To: Wire Down Supervisor

Responsibilities:

Using the Open Wire Down Calls Report on OMS intranet, develop list of locations where wires have been reported down.

Determine resources to be assigned to evaluate and guard wires down. Wire Responders will be Commercial Reps, Estimators and qualified contractors. Wire guards will be Collectors, Meter Readers, Gas Mechanics and contractors.

Prioritize and sort orders into manageable volumes per responder, with those where comments indicate have the highest priority (highest risk to public safety) being assigned first. Determine priority according to the Wire Down Procedure guidelines.

Using severity codes found in Wire Down Procedure, update severity of wire down condition on each t-log as it is reported by Wire Responder or other qualified field personnel.

Maintain a list/spreadsheet of status of orders, e.g. assigned, being guarded, repaired, etc.

Assign Wire Guards to replace Wire Responders when appropriate so that the Wire Responders can move on to their next assignment.

Keep track of where personnel are standing by and will provide relief as needed.

## Resources and Reports Coordinator

The Resources and Reports Coordinator documents all outside company crew locations and communicates these locations to the Support Branch Director. He/she also files all storm-related PSC reports.

Reports to: Planning Section Chief

Responsibilities:

Assist with contacting Mutual Aid companies and contractors to obtain resources, as directed.

Obtain crew transfer sheets (rosters) from all responding contract and Mutual Aid crews.

Track locations of crews daily by means of talking with or receiving crew reports from Operating Supervisors.

Communicate changes in work locations to Support Branch Director immediately so that meals and lodging locations can be adjusted.

Receive daily time/material logs from Operating Supervisors.

Compile a daily crew summary report for use in storm planning meetings.

Compile data for and submit EORS reports to PSC at times required.

## Situation and Demobilization Coordinator

The Situation and Demobilization Coordinator monitors weather reports and provides briefings to the Incident Commander and Operations Section Chief - T&D as needed. He/she also coordinates the release of contract and Mutual Aid crews.

Reports to: Planning Section Chief

Responsibilities:

Participate in all NWS weather briefings. Provide a summary of anticipated weather to the Incident Commander.

Save weather reports for use in post-event critique report.

Provide weather updates during storm planning meetings if requested.

Work with Operating Supervisors and Resources and Reports Coordinator to document and coordinate release of contract and Mutual Aid crews. Documentation should be saved for comparison to invoices from these companies.

**Service Branch Director**

The Service Branch Director coordinates all activities pertaining to wire guarding, computer systems, Dispatch Operations, customer communications (including callbacks) and environmental services.

Reports to: Logistics Section Chief

Responsibilities:

Staffs and supervises the activities of the Wires Down, Computer Systems, Dispatch Operations, Customer Communications and Environmental Units.

The Wires Down Unit directs the response to wire down reports which includes the following tasks:

- Obtain staffing and supervision for responding to wire down reports and providing stand-by personnel.
- Contact contractors to obtain additional wire response personnel as needed.
- Using OMS reports, determine locations where wire down reports have been received. Prioritize wire down orders based on determination of public safety, police/fire relief and road closures.
- Assign locations to Wire Responders in priority order, or contact Operating Supervisors to direct response to a line crew or foreman.
- Communicate to Operating Supervisors where Wire Guards are standing by.

The Computer Systems Unit provides support for all hardware and systems that are essential to the restoration operation including CIS, OMS, StormCentral, StormCentral Mobile and Universal Communications System (UCS). Any requests for access, licenses and problem resolution must be approved through the Service Branch Director to ensure proper control over these core services.

The Dispatch Operations Unit coordinates all assignments of dispatching personnel. He/she directs the allocation of cell phones and the repair of radios. All requests for phones and/or radios must be approved by the Dispatch Operations Unit Leader in order to maintain a single point of control.

The Customer Communications Unit coordinates all restoration callbacks and updates of outage systems messages. This includes:

- Staff a Callback group to make manual callbacks to customers believed to be restored.
- Set the guidelines for when trouble cases will have automated (CLBK) or manual (MCLK) callbacks and communicating them to the Callback Team. During major events, callbacks should be done by live agents wherever feasible. Cases where immediate feedback is needed, or when the call volume would render manual callbacks impossible to complete within a reasonable amount of time should be sent to the automated system.
- Update StormCentral Alerts messages, dry ice locations, shelter locations daily or more as this information changes
- Using UCS, make outbound calls to customers as directed by the Operations Section Chief - Call Center or Incident Commander. Outbound calls are generally used to notify customers of major changes in estimated restoration time, or to notify them that their power is expected to remain off overnight.
- Using UCS, notify municipal leaders of time/date of Municipal Conference Calls
- Ensure consistency between ETR information on all public sources and PSC reports. This includes the OMS feedback message available to CSRs, ETR information available to customers via the website, IVR or Twenty-first Century (TFCC), EIRS and EORS reports to PSC Staff and radio/news broadcasts.

The Environmental Unit provides support to the Operating Section by:

- Ensure compliance with all environmental regulations
- Arrange for spill response as needed

**Support Branch Director**

The Support Branch Director coordinates all activities pertaining to lodging and meals for foreign crews.

Reports to: Logistics Section Chief

Responsibilities:

Knowing how/when meals will be provided and where crews will be housed at the end of each workday is a critical concern of the Operating Supervisors and it can cause great disruption when arrangements are not made in a timely fashion. It is the Support Branch director's responsibility to adequately staff the Meals and Lodging Units so that meals are timely and that that hotel arrangements are secure before 3 p.m. each day.

The Lodging Unit arranges lodging according to the guidelines below:

- Verify daily crew locations with the Resource and Reports Coordinator daily
- Make hotel reservations for crews at establishments as close as possible to the crews' work locations
- Communicate lodging locations to Operating Supervisors daily or whenever changes occur
- Make arrangements for transportation of crews' personal belongings if necessary

The Meals Unit supplies meals to field crews according to the following guidelines:

- Breakfast will be provided at hotel restaurants or will be catered at the hotel where crews are lodged. Crews driving to individual restaurants should be avoided.
- Lunch will be obtained from area restaurants/delicatessens. Boxed lunches and hot soup should be provided and delivered to a central location/locations by the supplying restaurant/deli. Central locations include: district headquarters, substations and other staging areas. Crew Guides or Runners will be used to deliver the meals to the crews from the central location.
- Dinner will be arranged at restaurants with sufficient capacity to serve large groups. Meals Unit personnel will notify Operating Supervisors of the dinner location prior to 5 p.m .each workday. Crew Guides will be responsible for leading their crews to the restaurant location and back to their hotel each night.

## Supply Branch Director

The Supply Branch Director will coordinate all activities related to dry ice distribution, material supply (including delivery of poles to job sites) and transportation.

Reports to: Logistics Section Chief

Responsibilities:

Staffs and supervises the activities of the Dry Ice, Materials/Poles and Transportation Units.

The Dry Ice Unit will report to the Supply Branch Director and will distribute dry ice (and bottled water if directed by the Incident Commander) to customers when outages are expected to last more than 48 hours. This effort will include:

- Obtain estimates of locations and numbers of customers who are expected to be out of power more than 2 days
- Based on the above information, select distribution locations
- Work with the Procurement Unit to arrange for delivery of supplies to the distribution locations, or to a central location.
- Assign personnel and obtain vehicles to transport personnel and supplies to the distribution location
- Provide distribution location information to the Media Relations Director and Customer Communication Unit for dissemination to the public
- Continue to adjust the amounts and locations of dry ice/bottled water distribution as needed throughout the event

The Material/Poles Unit will arrange delivery of poles and other materials as requested by the Operating Supervisors or Substation Coordinators. This will include:

- Replenish materials in district storerooms
- Deliver poles to job sites
- Provide line tools from secured stock at the request of the Operations Section Chief - T&D

The Transportation Unit will be responsible for obtaining and maintaining all vehicles needed in the storm response. This will include:

- Coordinate and expedite repairs of disabled vehicles
- Obtain rental cars for damage assessment, crew guides or any other function as requested by the Section Chiefs
- Arrange for fueling of vehicles including mutual aid and contract crew trucks.

**Time Supervisor**

The Time Supervisor tracks employee time and responds to questions regarding time keeping and payroll.

Reports to: Finance Section Chief

Responsibilities:

Ensure timely completion of employee timesheets.

Answer questions and resolve problems with time records.

**Procurement Supervisor**

The Procurement Supervisor directs the purchasing and contract administration functions during storm events.

Reports to: Finance Section Chief

Responsibilities:

Work with Logistics section personnel to arrange contracts for line crew contractors, meal providers, dry ice and bottled water vendors and other suppliers as needed.

Staff and schedule main storeroom operations.

Reorder and arrange for emergency delivery of storm stock materials if necessary.

Provide the staffing for and schedule bulk material deliveries to the district offices or remote locations as requested.

Arrange for the purchase and delivery of non-stock materials if needed.

**Cost Supervisor**

The Cost Supervisor tracks equipment replacement and provides work orders as needed.

Reports to: Finance Section Chief

Responsibilities:

Establishes collect-cost work order for event if applicable.

Arranges for work orders to be prepared for equipment replacement.

Provides cost accounting services as requested.

**Claims Supervisor**

The Claims Supervisor responds to all requests for damage claims and personal injury cases.

Reports to: Finance Section Chief

Responsibilities:

Evaluate all claims from customers regarding damage or loss due to power conditions.

Respond to all personal injury situations involving public or customers.

# Appendix C - Community Aid and Emergency Management Agenceis

Appendix removed from external copy to protect private information.

Appendix removed from external copy to protect private information.

Appendix removed from external copy to protect private information.

# APPENDIX F - LODGING AND RESTAURANTS

Appendix removed from external copy to protect private information.

Appendix removed from external copy to protect private information.

# COMPANY EMPLOYEE LISTING

Appendix removed from external copy to protect private information.

# APPENDIX I - PRINT AND BROADCAST MEDIA LISTING

Appendix removed from external copy to protect private information.

**APPENDIX J - ARCOS CALLOUT LISTS**

| Callout Lists - Central Hudson Gas & Electric | | | |
|---|---|---|---|
| **Catskill** | **List Status** | **Pointer** | **Skips** |
| CELQ- CATSKILL ELECTRIC QUALIFIED | Regular | X | X |
| CHLP- CATSKILL HELPERS | Regular | X | X |
| CATSKILL CAPITAL LINE CONSTRUCTION | Regular | X | X |
| CATSKILL CAPITAL CONST HELPERS | Regular | X | X |
| CCOM- CATSKILL COMMERCIAL | Regular | X | X |
| CDRS- CATSKILL DISTRICT REP | Regular | X | X |
| CGSC- CATSKILL GAS CHIEF | Regular | X | X |
| CGSM- CATSKILL GAS MECHANIC | Regular | X | X |
| CCMR- CATSKILL COLLECTOR/MTR READER | Regular | X | X |
| CGAR- CATSKILL GARAGE | Regular | X | X |
| CTST- CATSKILL TESTER | Regular | X | X |
| CEST- CASTKILL ESTIMATING | Regular | X | X |
| CCLK- CATSKILL CLERICAL | Regular | X | X |
| CSNO- CATSKILL SNOW PLOW | Regular | X | |
| CSNS- CATS SNOW SHOVEL | Regular | X | |
| **Greenville** | **List Status** | **Pointer** | **Skips** |
| GELQ- GREENVILLE ELECTRIC QUALIFIED | Regular | X | X |
| GCLC- GREENVILLE CAPITAL CONSTR. | Regular | X | X |
| GHLC- GREENVILLE CAPITAL HELPERS | Regular | X | X |
| GSNO- GREENVILLE SNOW PLOW | Regular | X | |
| **Tannersville** | **List Status** | **Pointer** | **Skips** |
| TELQ- TANNERSVILLE ELECTRIC QUALIFIED | Regular | X | X |
| **Kingston** | **List Status** | **Pointer** | **Skips** |
| KCOM- KINGSTON COMMERCIAL | Regular | X | X |
| KELQ- KINGSTON ELECTRIC QUALIFIED | Regular | X | X |
| KHLP- KINGSTON HELPERS | Regular | X | X |
| KCLC- KINGSTON CAPITOL CONSTR. | Regular | X | X |
| KHLC- KINGSTON LINE CONSTR. HELPERS | Regular | X | X |
| KGSC- KINGSTON GAS CHIEF | Regular | X | X |
| KGSM- KINGSTON GAS MECHANIC | Regular | X | X |
| KSPL- KINGSTON SPLICERS | Regular | X | X |
| KTST- KINGSTON TESTERS | Regular | X | X |
| MHLP- METER TESTER HELPERS | Regular | X | X |
| KGAR- KINGSTON GARAGE MECH. | Regular | X | X |
| KNGH - KINGSTON GARAGE HELPERS | Regular | X | X |
| MSTK- METER SHOP STOCK HANDLER | Regular | X | X |
| KCMR- KINGSTON COLLECTOR/ MTR READER | Regular | X | X |
| KCLK- KINGSTON CLERICAL | Regular | X | X |
| KEST- KINGSTON ESTIMATING | Regular | X | X |
| KSNA- KINGSTON SNOW REMOVAL- A | Regular | X | |
| KSNB- KINGSTON SNOW REMOVAL- B | Regular | X | |
| KSNC- KINGSTON SNOW LIST- C | Regular | X | |
| KCLC -KINGSTON LINE CLEARANCE | Regular | X | X |

**APPENDIX J - ARCOS CALLOUT LISTS**

| Ellenville | List Status | Pointer | Skips |
|---|---|---|---|
| EELQ- ELLENVILLE ELECTRIC QUALIFIED | Regular | X | X |
| EQCC-ELLENVILLE QUALIFIED CAPITAL CONSTRUCTION | Regular | X | X |
| EHLP- ELLENVILLE HELPER | Regular | X | X |
| EHCC-ELLENVILLE HELPERS CAPITAL CONSTRUCTION | Regular | X | X |
| ESTR- ELLENVILLE STOREROOM | Regular | X | X |
| ECOM- ELLENVILLE COMMERCIAL | Regular | X | X |
| ECMR- ELLENVILLE MTR READER/ COLLECTOR | Regular | X | X |
| **Poughkeepsie** | **List Status** | **Pointer** | **Skips** |
| Order Dispatcher 1/C | Regular | X | X |
| PCOM- POK COMMERCIAL | Regular | X | X |
| PELQ- POK ELECTRIC QUALIFIED | Regular | X | X |
| PHLP- POK HELPERS | Regular | X | X |
| PCLC- POK CAPITOL CONSTR. | Regular | X | X |
| PHLC- POK LINE CONSTR. HELPERS | Regular | X | X |
| PGSC- POK GAS CHIEF | Regular | X | X |
| PGSM- POK GAS MECHANIC | Regular | X | X |
| PSPL- POK SPLICERS | Regular | X | X |
| PCMR- POK COLLECTOR/ MTR READER | Regular | X | X |
| PGAR- POK GARAGE | Regular | X | X |
| PTST- POK TESTER | Regular | X | X |
| PEST- POK ESTIMATING | Regular | X | X |
| PCLK- POK CLERICAL | Regular | X | X |
| MAINT- PRIMARY MAINTENANCE | Regular | X | X |
| MTHP- MAINTENANCE HELPERS | Regular | X | X |
| DRFT - DRAFTERS | Regular | X | X |
| **Stanfordville** | **List Status** | **Pointer** | **Skips** |
| SELQ- STANF. ELECTRIC QUALIFIED | Regular | X | X |
| SCLC- STANF CAPITOL CONSTRUCTION | Regular | X | X |
| SHLP- STANF. HELPERS | Regular | X | X |
| SHLC- CAPTIOL CONSTR. HELPERS | Regular | X | X |
| SCOM- STANF. COMMERCIAL | Regular | X | X |
| SSTR- STANF. STOREROOM | Regular | X | X |
| **Rhinebeck** | **List Status** | **Pointer** | **Skips** |
| ZCOM- RHINEBECK COMMERCIAL | Regular | X | X |
| **Fishkill** | **List Status** | **Pointer** | **Skips** |
| FCOM- FISHKILL COMMERCIAL | Regular | X | X |
| WFDR- WAPPINGERS FALLS DISTRICT REP | Regular | X | X |
| FELQ- FISHKILL ELECTRIC QUALIFIED | Regular | X | X |
| FCLC- FISHKILL CAPTIOL CONSTR. | Regular | X | X |
| FHLP- FISHKILL HELPERS | Regular | X | X |
| FHLC- FISHKILL LINE CONSTR. HELPER | Regular | X | X |
| FGSC- FISHKILL GAS CHIEF | Regular | X | X |
| FGSM- FISHKILL GAS MECHANIC | Regular | X | X |
| FGAR- FISHKILL GARAGE | Regular | X | X |
| FCMR- FISHKILL COLLECTOR/ MTR READER | Regular | X | X |
| FCLC- FISHKILL CLERICAL | Regular | X | X |
| FTST- FISHKILL TESTER | Regular | X | X |
| FEST- FISHKILL ESTIMATING | Regular | X | X |

| | | | |
|---|---|---|---|
| FSNO- FISHKILL SNOW REMOVAL | Regular | X | |
| FSNM- FISHKILL SNOW MAINT. | Regular | X | |

**APPENDIX J - ARCOS CALLOUT LISTS**

| Mahopac | List Status | Pointer | Skips |
|---|---|---|---|
| MCOM- MAHOPAC COMMERCIAL | Regular | X | X |
| CARMEL MAHOPAC SOC RESPONDERS - GAS ONLY | Regular | | |
| **Cold Spring** | **List Status** | **Pointer** | **Skips** |
| CSDR- COLD SPRING DISTRICT REP | Regular | X | X |
| **Newburgh** | **List Status** | **Pointer** | **Skips** |
| NCOM- NEWBURGH COMMERCIAL | Regular | X | X |
| NCMS-NBG COMMERCIAL SOUTH | Regular | X | X |
| NELQ- NEWBURGH ELECTRIC QUALIFIED | Regular | X | X |
| NCLC- NEWBURGH CAPITAL CONSTRUCTION | Regular | X | X |
| NGSC- NEWBURGH GAS CHIEF | Regular | X | X |
| NGSM- NEWBURGH GAS MECHANICS | Regular | X | X |
| NHLP- NEWBURGH HELPERS | Regular | X | X |
| NHLC- NEWBURGH CAPITOL CONSTR HELPERS | Regular | X | X |
| NSPL- NEWBURGH SPLICERS | Regular | X | X |
| NGAR- NEWBURGH GARAGE MECH. | Regular | X | X |
| NTST- NEWBURGH TESTER | Regular | X | X |
| NCMR- NEWBURGH COLLECTOR/ MTR READER | Regular | X | X |
| NCLK- NEWBURGH CLERICAL | Regular | X | X |
| NEST- NEWBURGH ESTIMATING | Regular | X | X |
| NSNA- NEWBURGH SNOW LIST- A | Regular | X | |
| NSN0- NEWBURGH SNOW LIST C | Regular | X | |
| **Eltings Corners** | **List Status** | **Pointer** | **Skips** |
| XELQ- EC ELECTRIC QUALIFIED | Regular | X | X |
| XHLP- EC HELPERS | Regular | X | X |
| XSPL - EC SPLICERS | Regular | X | X |
| ECCM- EC CONSTRUCTION MAINTENANCE | Regular | X | X |
| ECRG- EC RIGGERS | Regular | X | X |
| XCLC- EC CAPITAL CONSTR. | Regular | X | X |
| XHLC- EC CAPITOL CONSTR. HELPERS | Regular | X | X |
| **Eltings Corners - Garage/Op Services** | **List Status** | **Pointer** | **Skips** |
| XSTR- EC MAIN STOREROOM | Regular | X | X |
| OSFC- OP SERV. SUBSTATION FIELD CLERK | Regular | X | X |
| ELTR- EC GARAGE MECHANICS | Regular | X | X |
| ELGH- EC GARAGE HELPERS | Regular | X | X |
| ECCM- EC CONSTRUCTION MAINTENANCE | Regular | X | X |
| ECEO- EC EQUIPMENT OPERATORS | Regular | X | X |
| ECRG- EC RIGGERS | Regular | X | X |
| ECPK- EC AUTO PARTSKEEPER | Regular | X | X |
| XSNR- EC SNOW REMOVAL | Regular | X | |
| ESRH- EC SNOW REMOVAL- HELPERS | Regular | X | |
| XSNO- EC SNOW SHOVEL | Regular | X | |
| **Operations Services - Upper Hudson** | **List Status** | **Pointer** | **Skips** |
| KGNE- KINGSTON ELECTRICIANS | Regular | X | X |
| UPPER-HUDSON SUBSTATION TECHNICIANS | Regular | X | X |
| KNG ELECTRICIAN HELPER | Regular | X | X |
| RTUH- UPPER HUDSON RELAY TECHS | Regular | X | X |

**APPENDIX J - ARCOS CALLOUT LISTS**

| Operations Services - Mid Hudson | List Status | Pointer | Skips |
|---|---|---|---|
| POKE- POK ELECTRICIANS | Regular | X | X |
| MID-HUDSON SUBSTATION TECHNICIANS | Regular | X | X |
| PKEH- POK ELECTRICIAN HELPERS | Regular | X | X |
| RTMH- MID HUDSON RELAY TECHS | Regular | X | X |
| **Operations Services - Lower Hudson** | **List Status** | **Pointer** | **Skips** |
| NBGE- NEWBURGH ELECTRICIANS | Regular | X | X |
| LOWER-HUDSON SUBSTATION TECHNICIANS | Regular | X | X |
| NBEH- NBG ELECTRICIAN HELPERS | Regular | X | X |
| OSFC - OPERATIONS SVCS SUBSTATION FIELD CLRK | Regular | X | X |
| RTLH- LOWER HUDSON RELAY TECHS | Regular | X | X |
| **Operations Services - Hydro** | **List Status** | **Pointer** | **Skips** |
| RVMO- ROVING MECH. OPERATORS | Regular | X | X |
| PLNT- PLANT TECHNICIANS | Regular | X | X |
| ECHH- EC HYDRO HELPERS | Regular | X | X |
| PAPH- PROPANE AIR PLANT HELPERS | Regular | X | X |
| **Storm - Line Clearance** | **List Status** | **Pointer** | **Skips** |
| Greenville Line Clearance PC | Regular | X | X |
| Fishkill Line Clearance PC | Regular | X | X |
| **Storm - Dispatchers** | **List Status** | **Pointer** | **Skips** |
| UPPER HUDSON DISPATCHER | Regular | X | X |
| MID HUDSON DISPATCHER | Regular | X | X |
| LOWER HUDSON DISPATCHER | Regular | X | X |
| **Storm - Damage Assessment** | **List Status** | **Pointer** | **Skips** |
| UPPER HUDSON DAMAGE ASSESSMENT COORDINATOR | Regular | X | |
| UPPER HUDSON DAMAGE ASSESSMENT PATROLLERS | Regular | X | |
| MID HUDSON DAMAGE ASSESSMENT COORDINATOR | Regular | X | |
| MID HUDSON DAMAGE ASSESSMENT PATROLLERS | Regular | X | |
| FISHKILL DAMAGE ASSESSMENT COORDINATOR | Regular | X | |
| FISHKILL DAMAGE ASSESSMENT PATROLLERS | Regular | X | |
| NEWBURGH DAMAGE ASSESSMENT COORDINATOR | Regular | X | |
| NEWBURGH DAMAGE ASSESSMENT PATROLLERS | Regular | X | |
| **Call Center** | **List Status** | **Pointer** | **Skips** |
| CCTR- CONTROL CENTER TELEPHONE REPS | Regular | X | X |
| PCSR- POK CUSTOMER SERVICE REPS | Regular | X | X |
| CCS3- CALL CENTER SUPPLEMENTAL LIST #3 | Regular | X | X |
| Supplemental CSR Storm Duty | Regular | | |
| Supplemental Mgt Storm Duty | Regular | | |
| **System Operations** | **List Status** | **Pointer** | **Skips** |
| Assistant System Operator - Engineering | Regular | X | X |
| Operations Shift Supervisor - Engineering | Regular | X | X |
| System Operator - Engineering | Regular | X | X |

Revised May 16, 2011

# Guidelines for Mutual Assistance Workers

## Contact Names and Telephone Numbers

System Operations Fax (phone numbers removed from external version)

For emergency medical response dial 9-1-1

Division Name _____

Division Telephone Number _____

Division Contact Name _____

Mutual Aid Guide Name _____

Mutual Aid Guide Number _____

Mutual Aid Guide Vehicle Number _____

Hotel Name _____

Hotel Number _____

## Meal Guidelines

In an effort to maintain continuity of the crew's workday, along with the fact that much of our service territory is not conveniently located near restaurants, meals will be delivered to all crews in the field during the day. The uninterrupted workday will allow the crews to restore power to as many customers as possible during daylight hours. At no time are crews permitted to leave their assigned work area for meals without prior approval from a Central Hudson foreman or Operating Supervisor.

## DISTRICT OFFICES

CATSKILL
7964 Route 9W
Catskill, NY 12414

KINGSTON
2001 Rt. 9W
Lake Katrine, NY 12449

POUGHKEEPSIE
284 South Avenue
Poughkeepsie, NY 12601

FISHKILL
25 Central Hudson Way
Fishkill, NY 12524

NEWBURGH
610 Little Britain Road
New Windsor, NY 12553

# SAFETY IS THE PRIMARY CONCERN

All individuals working in Central Hudson's service territory shall use the following Personal Protective Equipment:

**Fire resistant clothing** - Mutual aid crews shall wear outer clothing which adheres to all current OSHA requirements when working in areas where they may be exposed to flame or electric arcing. Mutual aid crews shall also adhere to their individual corporate requirements. Under no circumstances are synthetic fabrics acceptable.
**Fire retardant outer clothing** shall be worn at all times when working on voltages greater than 600V.
**ANSI approved Hard Hats** shall be worn by all workers.
**Rubber gloves and sleeves** must be worn whenever it is possible to reach, slip or fall into any conductors which are, or may become energized. Rubber gloves shall be used in a manner consistent with their approved voltage rating. Rubber gloves shall be inspected and air tested at the beginning of any work period, and at any other time when you have reason to believe that the gloves may be damaged. Rubber gloves shall be put on prior to leaving the ground or cradle.
**ANSI approved Eye Protection** shall be worn by all workers
**Work gloves** shall be used when handling tools or materials unless their use constitutes a recognizable hazard or prevents the performance of the work. Work gloves shall also be used when working with, or on, utility poles.
**Reflective safety vests** shall be worn by all workers exposed to vehicular traffic. An exception to this requirement is made when wearing reflectorized raingear, or when the work being performed involves exposure to an electric arc, or live gas.
**Fall protection harnesses** are mandatory whenever working in the elevated position. Harnesses shall be put on prior to leaving the ground or cradle, and shall not be removed until the boom is returned to the cradle.

## General Safety Concerns

All accidents must be reported to your crew guide or the local operating authority as soon as possible. General First Aid should be provided, and certified first responders should be identified.

The use of alcohol, non-prescription drugs or controlled substances during working hours is prohibited and will not be tolerated. Anyone violating this policy will be dismissed.

## Operating Voltages

| Transmission Voltages | Distribution Voltages | Secondary Voltages |
|---|---|---|
| 345 KV | 34,500Y/ 19,900 V | 120V up to 480V |
| 115 KV | 13,200Y/ 7,620 V | |
| 69 KV | 4,160Y / 2,400 V | |
| 14,400Δ V | 4,800Δ V | |

In 4,800Δ V areas, you will find 4,800Δ V / 7,620 V step-up transformers.

## Job Preparation

**OSHA required job briefing** ( Tailboard discussion) – Prior to beginning each assignment, the crew leader must conduct a pre-job discussion with all involved workers to discuss the hazards associated with the job, the proper use of PPE, safe work practices, specific job assignments, traffic control, any special circumstances relating to the assignment, and to ensure that everyone involved understands their responsibilities. All questions or concerns should be **immediately** conveyed to your Central Hudson supervisor or crew guide.

Traffic control – When working along side, or within a roadway or highway the use of cones and signs are mandatory in order to protect the jobsite. Signs and cones should be placed an adequate distance away from the jobsite to warn on coming traffic, in accordance with NYS and Federal DOT regulations. Flaggers should be used when working on all NYS highways, whenever a lane closure is required on any roadway, or whenever the specific nature of a job site warrants additional traffic control.

## Tagging and Switching

**ALL ELECTRIC LINES AND EQUIPMENT SHALL BE CONSIDERED ENERGIZED AT ALL TIMES UNLESS PROPERLY TAGGED AND GROUNDED.**

No electric equipment shall be operated without approval of the local Operating Authority.

Tagging of lines and equipment shall be done by means of tags approved by the local Operating Authority which shall be securely attached in a conspicuous position to each point which will be used as a clearance device for line or equipment on which work is to be performed.

## Interruption Information

Restoration status is periodically provided to customers, emergency management officials, the NYS Public Service Commission, and others throughout the restoration period. It is important to provide the most accurate information available. Once you have completed a field assessment for each job assignment, you should provide your Central Hudson supervisor or crew guide with an **Estimated Restoration Time** so that this information may be provided to our customers**.** You should also notify your Central Hudson supervisor or crew guide as soon as you have **completed your work assignment** so that all restoration information can be updated in Central Hudson's outage management system in timely manner. The following information should be provided:

Outage Project Number
Central Hudson Pole Number
Street Location
Time Restored
Cause of Outage

Also, you are required to notify your Central Hudson supervisor or crew guide immediately regarding personal property damaged caused either as the result of the outage, or your restoration efforts.

## Construction Standards

A printed copy of the following construction standards will be provided to you during the initial orientation briefing.

| | |
|---|---|
| E01-01-001.00 | Distribution Circuit Map – Drafting Symbols |
| E01-01-006.00 | Distribution Transformer, Regulator, and Capacitor Index |
| E01-02-007.00 | Vertical Separation of lines attached on the same pole |
| E01-03-006.00 | Overhead Construction Pole Tagging |
| E02-03-004.00 | 4.8 KV Phase and Phase, small angles |
| E02-05-001.00 | 7.6 KV Single phase, small angles, PTP |
| E02-05-003.00 | 7.6KV Single phase, large angles |
| E02-05-011.00 | 13.2 KV Polyphase, small angles |
| E02-05-012.00 | 13.2 KV Polyphase, double x-arms, medium angles, phase on PTP |
| E02-05-013.00 | 13.2 KV Polyphase, double x-arms, medium angles, phase on x-arm |
| E02-05-014.00 | 13.2 KV Polyphase, large angles, vertical construction |
| E02-07-021.00 | 7.6 KV Single phase URD riser |
| E02-07-051.00 | 13.2 KV Polyphase, URD riser |

## Specifications and Requirements for Electric Installations (Blue Book)

You will also be provided with a printed copy of the following figures from Central Hudson's Specifications and Requirements for Electric Installations (Blue Book).

Figure 1 - Service Definitions – delineation between Central Hudson owned facilities and Customer owned facilities
Figure 5 – Typical Overhead Service Connection
Figure 9 – Load Center Meter Pole

**Central Hudson requires electric pole lines providing service to single customers to be owned and maintained by the customer, except for the first span of wire from Central Hudson's take off pole to the first customer owned pole.** The first span of wire is owned and maintained by Central Hudson. All utility poles should be tagged to indicate ownership. Refer to construction standard E01-03-006.00 - Overhead Construction Pole Tagging for Central Hudson's protocol. Unless otherwise directed by a Central Hudson employee, all repairs to customer owned electric pole lines are the responsibility of the customer who will make arrangements with a qualified electrical contractor.

All work performed during the restoration process shall be made permanent where possible. In the event that permanent repairs can not be completed, **all temporary repairs must be documented with a "Temporary Electric Service Repair Notice"** This procedure is included below:

# Temporary Electric Service Repair Tracking Procedure

## Objective:

Central Hudson does not assume responsibility for maintaining customer-owned electric services and equipment. However, in order to prevent possible undue hardship caused by the interruption of a customer's electric service, the company at times may elect to perform temporary repairs on customer and/or company owned electrical equipment.

This procedure has been developed to track electric service repairs performed by Central Hudson employees in order to temporarily restore a customer's electric service, until such time that a permanent repair is made in accordance with Central Hudson specifications and/or NYS Electric Code requirements.

## Temporary Repairs on Customer Owned Equipment

When a company employee has made temporary repairs in order to maintain electric service to a customer's premises the following procedure will be followed:

1. The company or Mutual Assistance employee shall obtain the name, address, contact number, and account number of the customer and a Temporary Electric Service Repair Notice, (referred to as Notice) will be completed. (Attachment 1) The Notice will identify the temporary repair made by the employee and direct the customer to contact the company when the identified deficiency has been permanently corrected.

2. An attempt shall be made to obtain a signature from the customer of record acknowledging receipt of such notice. In multi-family dwellings (such as apartment buildings), the property owner or owner's agent shall be notified of the condition and the necessary required corrective action.

3. The completed Notice will be returned to the Central Hudson supervisor or crew guide.

## Temporary Repairs On Central Hudson Owned Equipment:

When a company or Mutual Assistance employee has made temporary electric repairs to Central Hudson owned equipment in order to maintain electric service to a customer's premises the following procedure will be followed:

1. The company or Mutual Assistance employee shall obtain the name, address, contact number, and account number of the customer and a Temporary Electric Service Repair Notice will be completed. (Attachment 1) The Notice will identify the temporary electric repair made and that the company is responsible for completing permanent repairs.

2. The completed Notice will be returned to the Central Hudson crew supervisor or crew guide.

## Material Tracking

For all material installed, removed or replaced, we will need the following information:

Transformers:

- Outage Project Number
- Central Hudson Pole Number
- Manufacturer's name
- Manufacturer's serial number
- Street location

Poles:

- Central Hudson Pole Number
- Size and Class
- Street Location
- Telephone Company Pole Number

## Oil Spills

All oil spills must be reported immediately to your assigned Central Hudson supervisor, guide, or the local operating authority. The following information will be needed:

| | |
|---|---|
| Location | Street name, nearest intersecting street, Town name, and Central Hudson pole number |
| Type and Quantity of oil spilled | |
| If a transformer is involved | PCB (Chlorinol test kit or labeling), serial number, and manufacturer |
| Description of spill area | Proximity to bodies water, possible wetland area, or drinking water supplies, paved roadway, grassy area, etc. |
| Actions taken to contain spill | Prevent oil from reaching surface water, storm or sewer drains, possible wetland areas |
| Outage Project Number | |

## HOSPITALS

| Name & Location | Telephone No. | Nearest Central Hudson District Office |
|---|---|---|
| Albany Medical Center<br>43 New Scotland Ave.<br>Albany, NY 12208 | (5l8) 445-3l25 | Catskill/Greenville |
| Benedictine Hospital<br>105 Mary's Avenue<br>Kingston, NY 12401 | (845) 338-2500 | Kingston |
| Julia Butterfield Hospital<br>Paulding Avenue<br>Cold Spring, NY 10516 | (845) 265-3642 | Fishkill |

**HOSPITALS (cont.)**

| Name & Location | Telephone No. | Nearest Central Hudson District Office |
|---|---|---|
| Columbia Memorial<br>71 Prospect Avenue<br>Hudson, NY 12534 | (5l8) 828-760l | Catskill |
| St. Lukes Cornwall Hospital<br>Newburgh Campus<br>70 Dubois Street<br>Newburgh, NY 12550 | (845)56l-4400 | Newburgh |
| Cornwall Campus<br>19 Laurel Avenue<br>Cornwall, NY 12518 | (845) 534-7711 | Newburgh |
| Ellenville Regional Hospital<br>50 Shop Right Blvd<br>Ellenville, NY 12428 | (845) 647-6400 | Ellenville/ Kingston<br>Newburgh |
| Kingston Hospital<br>396 Broadway<br>Kingston, NY 12401 | (845) 33l-3l3l | Kingston |
| Margaretville Memorial Hospital<br>Route 28<br>Margaretville, NY 12455 | (845) 586-2631 | Kingston |
| Northern Dutchess<br>6511 Springbrook Avenue<br>Rhinebeck, NY 12572 | (845) 876-300l | Poughkeepsie |
| Hudson Valley Hospital center<br>1980 Crompond Road<br>Cortlandt Manor, NY 10567 | (914) 737-9000 | Fishkill |
| Putnam Community Medical Center<br>Stoneleigh Avenue<br>Carmel, NY 10512 | (914) 279-6lll | Fishkill |
| Sharon Hospital<br>50 Hospital Hill Road<br>Sharon, CT 06069 | (203) 364-4141 | Stanfordville/Poughkeepsie |
| St. Francis<br>241 North Road<br>Poughkeepsie, NY 12601 | (845) 47l-2000 | Poughkeepsie |

**HOSPITALS (cont.)**

| Name & Location | Telephone No. | Nearest Central Hudson District Office |
|---|---|---|
| Vassar Brothers Medical Center<br>45 Reade Place<br>Poughkeepsie, NY 12601 | (845) 454-8500 | Poughkeepsie |
| Westchester County<br>Medical Center<br>95 Grasslands Road<br>Valhalla, NY 10595 | (914) 285-7000 | Fishkill |
| Poison Control Center<br>New York | (212)340-4494<br>(212)764-7667 | |

**URGENT CARE FACILITIES**

Medical care for non-emergency related injuries or illnesses may be obtained at the following locations:

| Name & Location | Telephone No. | Nearest Central Hudson District Office |
|---|---|---|
| Medicus, PC<br>1530 Route 9<br>Wappingers Falls, NY 12590 | (845) 297-2515 | Poughkeepsie/Fishkill |
| Medicus, PC<br>1110 Route 55<br>Lagrangeville, NY 12540 | (845) 485-4455 | Poughkeepsie |
| Medicus, PC<br>1418 Route 300<br>Newburgh, NY 12550 | (845) 566-1120 | Newburgh |
| Emergency One<br>40 Hurley Avenue<br>Kingston, NY 12401 | (845) 338-5600 | Kingston |
| Emergency One<br>4250 Albany Post Road (NYS RT 9)<br>Hyde Park, NY 12538 | (845) 229-2602 | Poughkeepsie |

## URGENT CARE FACILITIES (cont.)

| Name & Location | Telephone No. | Nearest Central Hudson District Office |
|---|---|---|
| EmUgent Care<br>11835 Route 9W<br>W. Coxsackie, NY 12192 | (518) 731-9000 | Catskill/Greenville |
| Greenville Family Health Center<br>20 Bryant's Country Square Route 32<br>Greenville, NY 12083 | (518) 966-8786 | Greenville/Catskill |

## LYME DISEASE

**Tick Bites and Lyme Disease** – Deer ticks are prevalent throughout the Central Hudson Franchise area. The following information regarding ticks and Lyme disease has been provided by the Dutchess County Department of Health.

Dutchess County is second in the nation for incidence of Lyme disease; more than 1,000 cases have been reported each year in Dutchess County since 1996. The county with the highest incidence of Lyme disease, Columbia, lies just to the north. Lyme disease is spread through deer ticks. Since ticks are active April through October, the following information is being provided to help employees avoid a bout with Lyme disease.

### What is Lyme disease?

Lyme disease is caused by a bacterium called a spirochete, which is transmitted by the deer tick. Early illness includes flu-like symptoms, an expanding circular rash, fatigue, and body aches. If untreated, cardiac, neurological problems, and even chronic arthritis may develop.

### How are ticks picked up?

Ticks cannot jump and are not found in trees; they wait on the tips of grasses and shrubs and transfer to people as they brush against this vegetation. Ticks can attach to any part of the body, but are most often found in hidden areas such as the armpit or scalp.

### Why do ticks bite?

Ticks are spider-like creatures. They feed by attaching to deer, birds, mice and humans. When they bite, they can remain attached for several days.

### Why is preventing tick bites important?

Infected ticks are capable of transmitting disease to animals and humans. The most common tick-borne illness in southern New York State is Lyme disease. This illness gets its name from Lyme, Conn., where it was first discovered.

### What do deer ticks look like?

Nymphal deer ticks are black, the size of a poppy seed. Adult females are black and reddish-orange, the size of an apple seed. Males are all black and smaller. Ticks engorged with blood can be many times larger.

**Where and when are deer ticks found?**

Deer ticks are found in woodland areas. They can also be found in grassy and brush habitat including lawns and parks. As might be expected, deer ticks are more prevalent in areas with many deer. Ticks are most active during June and July when most cases have symptom onset. Not all ticks are infected, but rates of infected deer ticks can approach 50 percent.

**Can I pick up a deer tick in a customer's yard?**

Yes, especially if deer spend a lot of time on your property. Maintaining your lawn may help since deer ticks are not usually found in cultivated yards that have been mowed regularly. According to Centers for Disease Control and Prevention, removing leaves and clearing brush and tall grass around houses and at the edges of gardens may reduce the number of ticks that transmit Lyme disease.

**What do I do if I find an attached tick?**

When a tick bites, only the tiny mouthparts are inserted into the skin; it is not likely you would feel the bite. If you find any attached ticks, do not squeeze the body or apply anything to the tick to remove it. Grasp mouthparts with fine-tipped tweezers close to the skin as possible. Pull out steadily and firmly. Sometimes the tick breaks upon removal but is not capable of transmitting disease. Remove mouth-parts as you would a splinter and apply antiseptic. Save the tick in a small container for identification and notify your physician. Tick identification is done at most of the Cornell Cooperative Extension offices. Try to figure out how long the tick has been attached because it takes about 30 to 36 hours for an infected tick to transmit Lyme disease.

**How would I know if I had Lyme disease?**

The early stages of Lyme disease are usually accompanied by some of the following symptoms:

- fatigue
- chills and fever
- headache
- muscle and joint pain
- swollen lymph nodes
- a circular, red, skin rash that appears between three days to one month after the bite from a Lyme disease infected tick

**I need to work in areas that probably have deer ticks, so what can I do to prevent a case of Lyme disease?**

- Spray insect repellent on your shoes, socks and pants
- Wear light-colored running pants so you can see the tick right away
- Avoid walking through fields that have waist-high grass
- Stay close to the center of trails to avoid contacting too much brush
- Inspect your legs or pants every so often for ticks
- When you return home and suspect your clothes may have ticks, put them in a tied plastic garbage bag until they can be washed
- Check pets regularly for ticks if they spend time outdoors.

The following insect repellants are available:

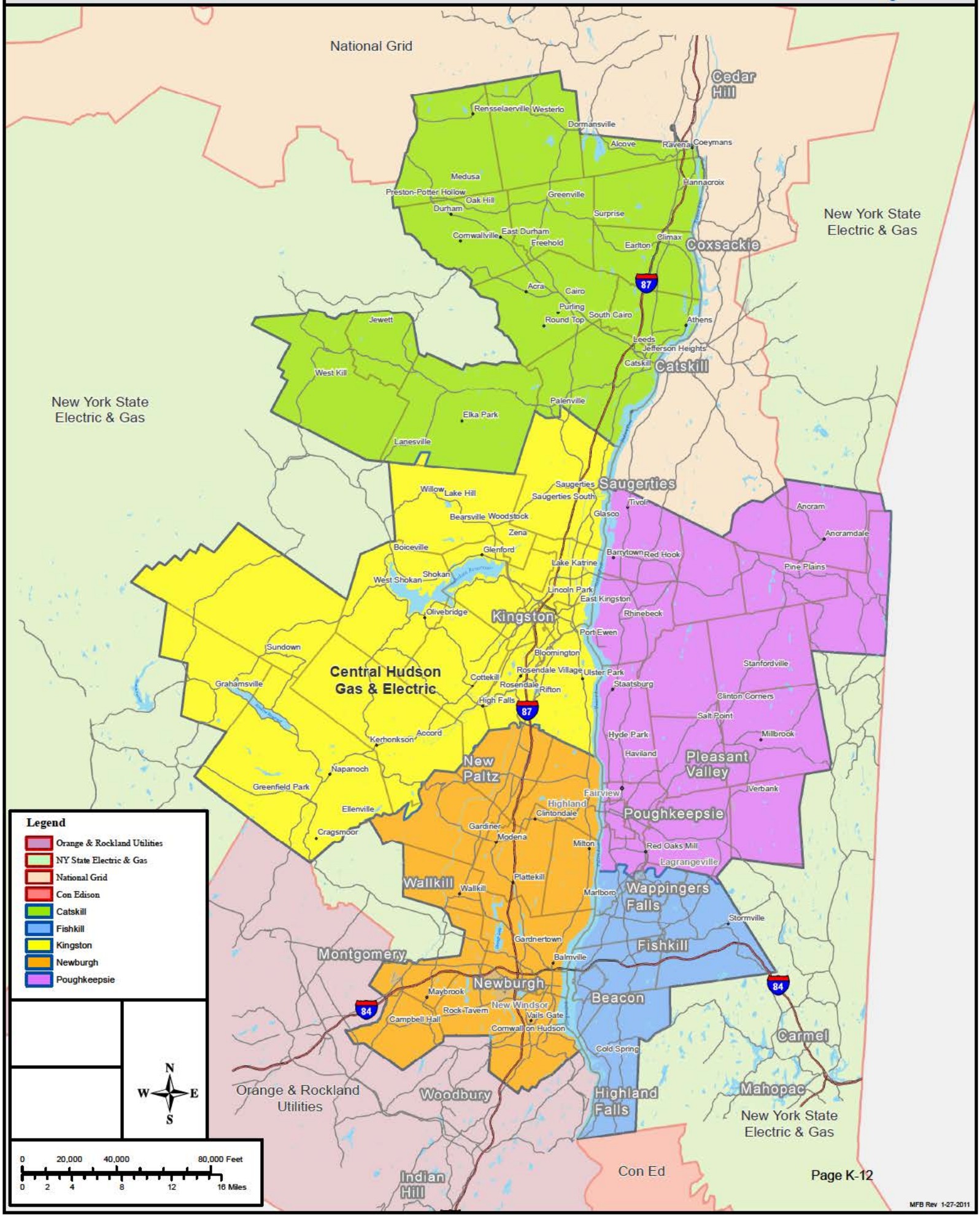
Sawyer Deet Plus, 2 oz cream (active ingredient 30% DEET)
**STOCK CODE: 31-66-365**

Sawyer Deet Plus, 2 oz bottle (active ingredient 17.5% DEET)
**STOCK CODE: 31-66-507**

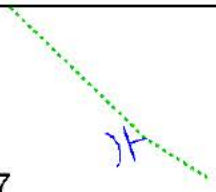
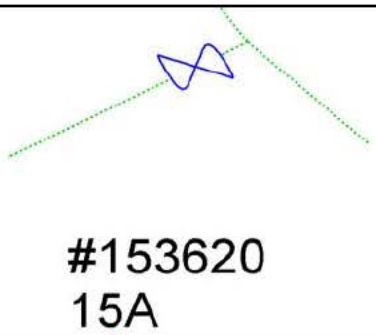
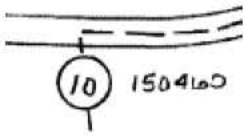
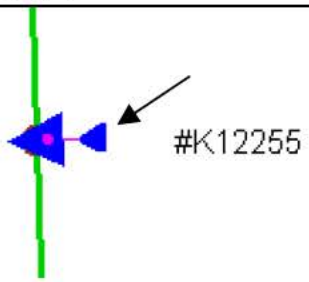
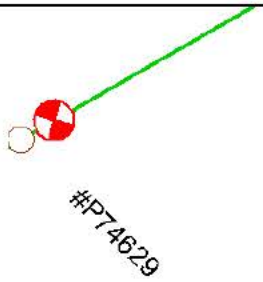
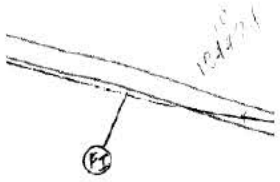
Permanone, 6 oz spray can (active ingredient 0.5% Permethrin)
**STOCK CODE: 31-66-584**
NOTE: This product is intended to be applied to clothing.

As with all products, follow the manufacturers application recommendations

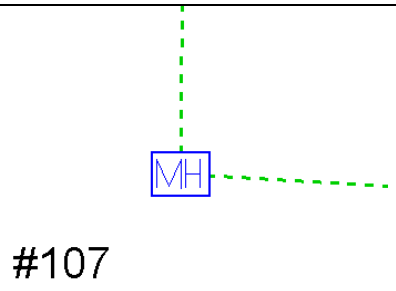
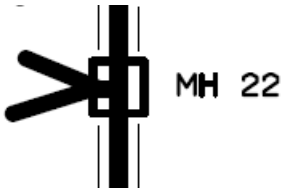
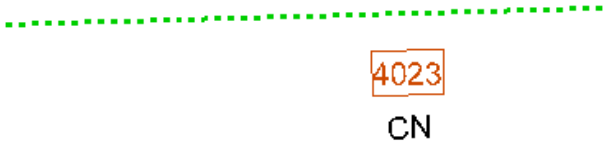
# Central Hudson Gas & Electric Service Territory



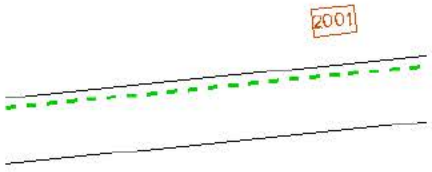
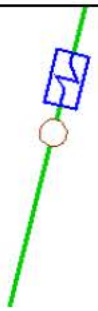
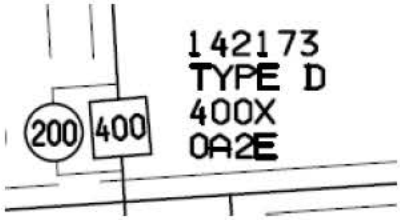
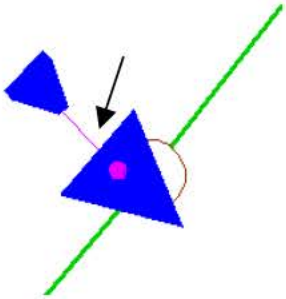
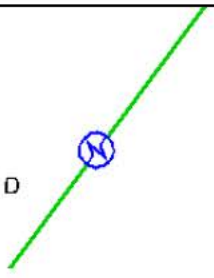
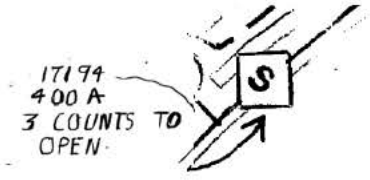
## Central Hudson Symbols Guide

| Device | OMS Symbol | Map Symbol |
|---|---|---|
| Automatic Throwover |   |   |
| Capacitor |   |   |
| Cutout |   |   |
| Electric Service Point |   | Not on circuit maps |
| Fault Indicator |   |  |

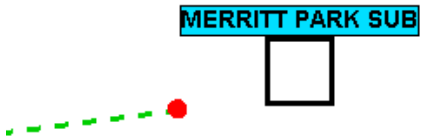
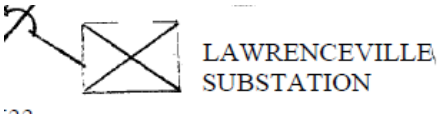
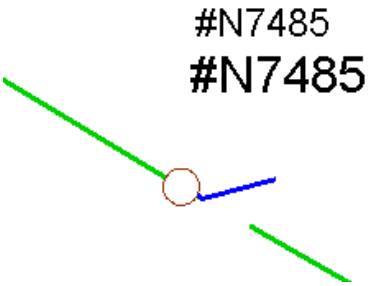
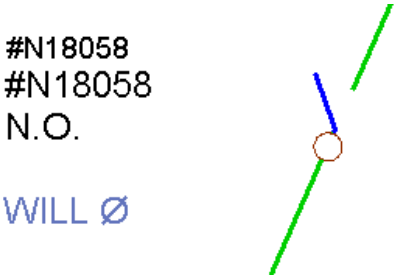
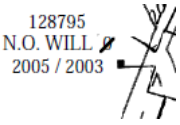
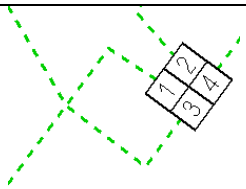
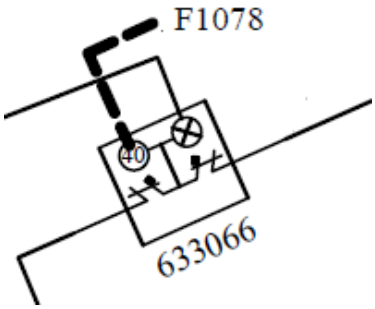
## Central Hudson Symbols Guide

| Device | OMS Symbol | Map Symbol |
|---|---|---|
| Manhole |  |  |
| Pole |  | Not on circuit map |
| Primary Overhead Conductor - Single Phase |  |  |
| Primary Overhead Conductor - Three Phase |  |  |
| Primary Overhead Conductor - Two Phase |  |  |

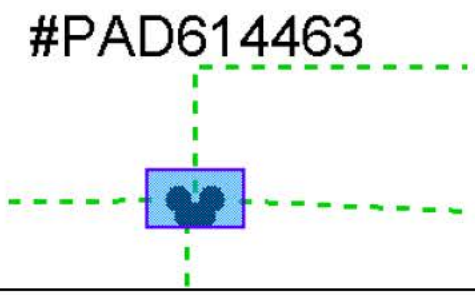
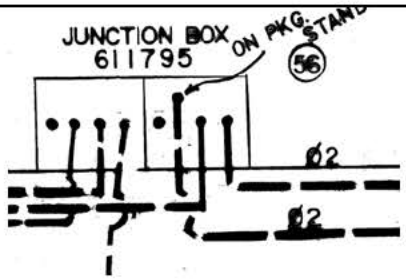
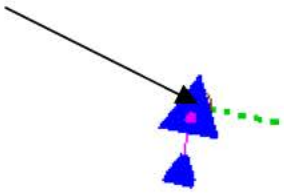
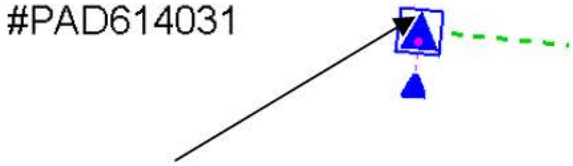
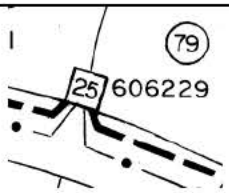
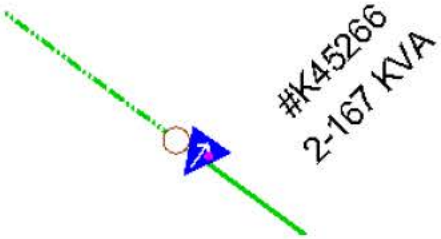
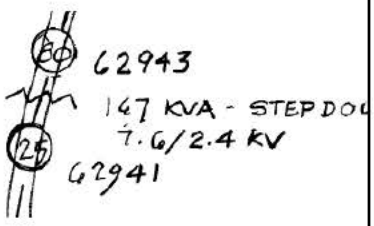
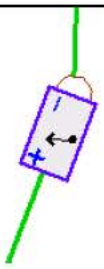
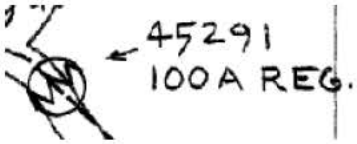
## Central Hudson Symbols Guide

| Device | OMS Symbol | Map Symbol |
|---|---|---|
| Primary Underground Conductor - Single and Three Phase |  |  |
| Recloser (Three phase unit or one or more single phase Kyles) |  #119321<br>3-140A TYPE D<br>2A-2E |  |
| Secondary Overhead Conductor (in OMS, only a 20' secondary "stub" is modeled) |  | Not on circuit map |
| Sectionalizer (three phase unit or three single phase sectionalizers) | #171670<br>3-100A TYPE D  |  |

## Central Hudson Symbols Guide

| Device | OMS Symbol | Map Symbol |
|---|---|---|
| Substation |  |  |
| Switch (600A Disconnect, Airbreak or Oil Switch) - Normally Closed |  | Airbreak:<br>  <br>600A Disconnect:<br>  |
| Switch (600A Disconnect, Airbreak or Oil Switch) - Normally Open |  | Airbreak:<br>  <br>600A Disconnect:<br>  |
| Switch Cabinet (a.k.a. Padmounted Switch Gear) |  <br>#PAD627257<br>1:3-??<br>2:N.C.<br>3:3-??<br>4:N.C. |  |

## Central Hudson Symbols Guide

| Device | OMS Symbol | Map Symbol |
|---|---|---|
| 3 Phase Junction Box |   |   |
| Overhead Transformer |  | Not on circuit map |
| Underground Transformer |   |   Not on circuit map – URD map only |
| Stepdown Transformer |   |   |
| Voltage Regulator |  #130543 3-219A |   |

**Attachment A**
**Availability List For**
**Operating Area Personnel & Equipment**

**Date:** 11/20/2006
**Time:** 8:00 AM

**Personnel**

| | Catskill | Kingston | Poughkeepsie | Fishkill | Newburgh | Totals |
|---|---|---|---|---|---|---|
| Division Managers | | | | | | 0 |
| Directors | | | | | | 0 |
| Operating Supervisors | | | | | | 0 |
| Electric / Gas / Tree Foreman | | | | | | 0 |
| Commercial Supervisors | | | | | | 0 |
| Operating Engineers | | | | | | 0 |
| Other Unclassified Pesonnel * | | | | | | 0 |
| Qualified Linemen | | | | | | 0 |
| Service Workers | | | | | | 0 |
| Linemen 3/C | | | | | | 0 |
| Splicers | | | | | | 0 |
| Meter Testers | | | | | | 0 |
| Line Clearance Workers | | | | | | 0 |
| Pole Setters | | | | | | 0 |
| Field Clerk/ Storekeepers | | | | | | 0 |
| Dispatchers | | | | | | 0 |
| Gas Mechanics | | | | | | 0 |
| Commercial Representatives | | | | | | 0 |
| Estimators | | | | | | 0 |
| Meter Readers | | | | | | 0 |
| Call Center Supervisors | | | | | | 0 |
| CSR's | | | | | | 0 |
| Clerical Assistants | | | | | | 0 |

* includes meter test foreman, system meter supv.'s

**Contractors**

| | | | | | | |
|---|---|---|---|---|---|---|
| Contract Trimming Crews | | | | | | 0 |
| Contract Line Crews | | | | | | 0 |
| Contract Pole Setting Crews | | | | | | 0 |

**Vehicles**

| | | | | | | |
|---|---|---|---|---|---|---|
| Bucket Trucks | | | | | | 0 |
| Trimming Bucket Trucks | | | | | | 0 |
| Digger Derricks | | | | | | 0 |
| Pressure Diggers | | | | | | 0 |

**STORM AVAILABILITY**
**OPERATIONS SERVICES**

| | |
|---|---|
| Date: | |
| Time: | |
| Contact Person: | |
| Primary Backup: | |
| Secondary Backup: | |

| | Number Available |
|---|---|
| Other Supervisors: | |
| Electricians: | |
| Substation Operators: | |
| Relay Technicians | |
| Communications Technicians | |
| Riggers | |
| Construction Maintenance | |
| Bucket Trucks | |
| Pole Setting Trucks | |
| Pole Setting Crews | |

**NEW YORK STATE DEPARTMENT OF PUBLIC SERVICE**
**ELECTRIC UTILITY'S EMERGENCY OUTAGE REPORTING SYSTEM** **0**
**DATA SUBMISSION BY LOCALITY**

UTILITY CODE: **1001** REPORT DATE: **06/26/09**
UTILITY NAME: **CHGE** **REPORT TIME** **07:00** CUSTOMER-OUTAGES BEING REPORTED 0

COMPANYWIDE RESTORATION DATE AND T ME (Estimated): **01/00/00** **0:00**

| GEO AREA ID | GEO AREA NAME | UTILITY CODE | NUMBER OF CUSTOMERS SERVED | NUMBER OF CUSTOMERS OUT OF SERVICE | ESTIMATED RESTORATION DATE (mm/dd/yy) | ESTIMATED RESTORATION TIME (from 0 to 23 hours) | COUNTY | OPERATING DISTRICT |
|---|---|---|---|---|---|---|---|---|
| 02913 0 | Athens town | 69 | 1,386 | 0 | | | Greene | Catskill |
| 02902 0 | Athens village | 68 | 983 | 0 | | | Greene | Catskill |
| 11649 0 | Cairo town | 70 | 4,032 | 0 | | | Greene | Catskill |
| 13013 0 | Catskill town | 67 | 4,451 | 0 | | | Greene | Catskill |
| 13002 0 | Catskill village | 66 | 2,454 | 0 | | | Greene | Catskill |
| 16694 2 | Coeymans town | 84 | 1,570 | 0 | | | Albany | Catskill |
| 18729 0 | Coxsackie town | 81 | 1,905 | 0 | | | Greene | Catskill |
| 18718 0 | Coxsackie village | 80 | 1,482 | 0 | | | Greene | Catskill |
| 21204 0 | Durham town | 71 | 1,990 | 0 | | | Greene | Catskill |
| 30620 0 | Greenville town | | | | | | Greene | Catskill |
| 36178 0 | Hunter town | | | | | | Greene | Catskill |
| 36167 0 | Hunter village | | | | | | Greene | Catskill |
| 38638 2 | Jewett town | | | | | | Greene | Catskill |
| 42202 0 | Lexington town | | | | | | Greene | Catskill |
| 49935 0 | New Baltimore | | | | | | Greene | Catskill |
| 60675 0 | Ravena village | | | | | | Albany | Catskill |
| 61181 0 | Rensselaerville | | | | | | Albany | Catskill |
| 73143 0 | Tannersville vill | | | | | | Greene | Catskill |
| 79851 0 | Westerlo town | | | | | | Albany | Catskill |
| 05100 0 | Beacon city | | | | | | Dutchess | Fishkill |
| 16936 0 | Cold Spring villa | | | | | | Putnam | Fishkill |
| 21996 0 | East Fishkill tow | | | | | | Dutchess | Fishkill |
| 25978 0 | Fishkill town | | | | | | Dutchess | Fishkill |
| 25967 0 | Fishkill village | | | | | | Dutchess | Fishkill |
| 49781 0 | Nelsonville villa | | | | | | Putnam | Fishkill |
| 57584 0 | Philipstown town | 31 | 3,385 | 0 | | | Putnam | Fishkill |
| 78157 0 | Wappinger town | 25 | 9,580 | 0 | | | Dutchess | Fishkill |
| 78168.1 | Wappingers Falls village (Fishkill Op Div) | 27 | 2,259 | 0 | | | Dutchess | Fishkill |
| 20247 0 | Denning town | 62 | 531 | 0 | | | Ulster | Kingston |
| 23965 0 | Ellenville village | 59 | 2,141 | 0 | | | Ulster | Kingston |
| 24691 0 | Esopus town | 48 | 4,369 | 0 | | | Ulster | Kingston |
| 37143 0 | Hurley town | 47 | 3,266 | 0 | | | Ulster | Kingston |
| 39727 0 | Kingston city | 44 | 12,016 | 0 | | | Ulster | Kingston |
| 39738 0 | Kingston town | 46 | 587 | 0 | | | Ulster | Kingston |
| 45458 0 | Marbletown town | 56 | 3,425 | 0 | | | Ulster | Kingston |
| 49847 2 | Neversink town | 61 | 1,343 | 0 | | | Sullivan | Kingston |
| 54749 0 | Olive town | 57 | 2,776 | 0 | | | Ulster | Kingston |
| 63011 0 | Rochester town | 58 | 4,200 | 0 | | | Ulster | Kingston |
| 63737 0 | Rosendale town | 55 | 3,131 | 0 | | | Ulster | Kingston |
| 65299 0 | Saugerties town | 65 | 7,857 | 0 | | | Ulster | Kingston |
| 65288 0 | Saugerties village | 64 | 2,191 | 0 | | | Ulster | Kingston |
| 75935 0 | Ulster town | 45 | 6,254 | 0 | | | Ulster | Kingston |
| 78828 0 | Wawarsing town | 60 | 4,573 | 0 | | | Ulster | Kingston |
| 83052 0 | Woodstock town | 63 | 4,624 | 0 | | | Ulster | Kingston |
| 18300.0 | Cornwall town | 43 | 4,336 | 0 | | | Orange | Newburgh |
| 18333 0 | Cornwall-on-Hudson village | 42 | 1,429 | 0 | | | Orange | Newburgh |
| 28255 0 | Gardiner town | 52 | 2,794 | 0 | | | Ulster | Newburgh |
| 31907 0 | Hamptonburgh town | 36 | 1,997 | 0 | | | Orange | Newburgh |
| 42994 0 | Lloyd town | 49 | 4,947 | 0 | | | Ulster | Newburgh |
| 45722 0 | Marlborough town | 34 | 4,018 | 0 | | | Ulster | Newburgh |
| 46162 0 | Maybrook village | 38 | 1,285 | 0 | | | Orange | Newburgh |
| 48153 2 | Montgomery town | 39 | 2,827 | 0 | | | Orange | Newburgh |
| 48142 0 | Montgomery village | 37 | 1,570 | 0 | | | Orange | Newburgh |
| 50562 0 | New Paltz town | 51 | 3,382 | 0 | | | Ulster | Newburgh |
| 50551 0 | New Paltz village | 50 | 2,124 | 0 | | | Ulster | Newburgh |
| 50848 0 | New Windsor town | 35 | 10,598 | 0 | | | Orange | Newburgh |
| 50034 0 | Newburgh city | 33 | 11,340 | 0 | | | Orange | Newburgh |
| 50045 0 | Newburgh town | 32 | 12,850 | 0 | | | Orange | Newburgh |
| 58552 0 | Plattekill town | 53 | 4,633 | 0 | | | Ulster | Newburgh |
| 66674 2 | Shawangunk town | 41 | 2,510 | 0 | | | Ulster | Newburgh |
| 02099 0 | Ancram town | 90 | 1,101 | 0 | | | Columbia | Poughkeepsie |
| 16408.0 | Clinton town | 16 | 2,077 | 0 | | | Dutchess | Poughkeepsie |
| 28068 2 | Gallatin town | 1 | 415 | 0 | | | Columbia | Poughkeepsie |
| 37209 0 | Hyde Park town | 13 | 9,261 | 0 | | | Dutchess | Poughkeepsie |
| 40299 0 | La Grange town | 14 | 6,550 | 0 | | | Dutchess | Poughkeepsie |
| 47207 0 | Milan town | 5 | 1,395 | 0 | | | Dutchess | Poughkeepsie |
| 47273 0 | Millbrook village | 19 | 969 | 0 | | | Dutchess | Poughkeepsie |
| 47361 0 | Millerton village | 2 | 603 | 0 | | | Dutchess | Poughkeepsie |
| 51891 0 | North East town | 3 | 1,260 | 0 | | | Dutchess | Poughkeepsie |

This form is no longer used. Outages by township are reported to DPS every half hour using an FTP file transfer.

## Command Staff Responsibilities

| **Incident Commander** | **Complete** |
|---|---|
| Section Chiefs notified of impeding event | ____ |
| Conference call or meeting with Command and General Staff completed | ____ |
| Safety Director notified | ____ |
| Security Director notified | ____ |
| Secured additional district office security and access to the Taconic Parkway | ____ |
| Reminder from Corporate Communications to employees to show ID if/when traveling during a State of Emergency | ____ |
| PSC and State OEM notified | ____ |
| PSC and State OEM provided with CH contact for information and assistance during the event | ____ |
| Participated in North Atlantic Mutual Assitance Group (NAMAG) conference calls | ____ |
| Determined the need for additional external resources based on the weather forecast | ____ |
| Mutual Aid resources requested | ____ |
| **Liaison Officer** | |
| Notified critical facilities and municipal officials of impending event | ____ |
| Confirmed name/phone numbers of CH employees for facility managers and municipal officials to contact during the event | ____ |
| **Public Information Officer** | |
| Developed/issued press releases, website and social media messages regarding storm preparations | ____ |

## General Staff Responsibilities

| | |
|---|---|
| **Planning Section Chief** | |
| Weather reports monitored | ____ |
| Participated in National Weather Service briefings | ____ |
| Notified Section Chiefs of time/location of weather briefings | ____ |
| Obtained personnel and equipment availability reports from T&D Operations, Call Center, Operations Services & Intelligence Director | ____ |
| Verified storm phone numbers | ____ |
| **Operations Section Chief- T & D** | |
| Participated in weather briefings, as necessary | ____ |
| Notified Contract Line and Line Clearance companies of impending event; determine availability of crews | ____ |
| Obtained status report of all transmission lines and distribution breaker abnormal conditions from System Operations | ____ |
| **Operations Section Chief- Call Center** | |
| Participated in weather briefings | ____ |
| Instructed Outreach Director to initiate outbound calls to Life Support and Special Needs (EBD) customers. (WARN message) | ____ |
| **Logistics Section Chief** | |
| Canceled routine I.T. system maintenance and provided notification of impending event | ____ |
| Secured staffing plan for I.T. support | ____ |
| Contacted drafting to check circuit map inventory | ____ |
| Arranged to have computers, radios, and generators tested in all operating headquarters | ____ |
| Obtained vehicles for Damage Assessment patrollers | ____ |
| Contacted Wire Down contractors and alerted them of impending event and possible need for additional personnel | ____ |
| Contacted Base Camp suppliers (if need is anticipated) | |
| Directed Transportation Department to ready vehicles and equipment; expedite any repairs of equipment particularly aerial lift and pole setting equipment | ____ |
| Instructed Purchasing Department to check fuel availability, dry ice/bottled water availability | |
| Reviewed emergency stock levels | ____ |
| Developed staffing plan for County EOC representatives | ____ |
| **Finance Section Chief** | |
| Evaluated the need to adjust Purchasing Cards limits for key storm personnel | ____ |

## APPENDIX M - STORM RESPONSE MATERIALS LIST

| STOCK CD | DESCRIPTION | UUNIT OF MEASURE | ON HAND QUANTITY | UNIT PRICE | BIN LOCATION |
|---|---|---|---|---|---|
| 3040146 | SPLICE AUTO FT #2 - #4 ACSR | PC | 3000 | 5.0843 | BOX-015 |
| 3040100 | SPLICE AUTO FT 336-397 AA & 3 | PC | 800 | 14.2279 | BOX-020 |
| 3050170 | WIRE CU WR 4 SD SOLID | LB | 2030 | 5.27 | BLDG |
| 3040041 | SPLICE AUTO FT #6 SOL - #8 ST | PC | 3000 | 3.2737 | BOX-016 |
| 3050157 | WIRE CU BARE 4 SD SOLID | LB | 2000 | 3.9758 | BLDG |
| 3040042 | SPLICE AUTO FT #4 SOL - #6 ST | PC | 2500 | 2.6066 | BOX-017 |
| 3040043 | SPLICE AUTO FT #1 SOL - #2 ST | PC | 1000 | 6.2312 | BOX-016 |
| 3050156 | WIRE CU-BARE 6 SD SOLID | LB | 2000 | 3.0496 | BLDG |
| 3010152 | CUTOUT OPEN 7.2/14.4 KV W/O DO | PC | 108 | 56.2725 | BOX-012 |
| 3109134 | CONN ALL PURPOSE 6CU - 1/0 | PC | 2000 | 2.9221 | BOX-005 |
| 3040121 | SPLICE AUTO FT 3/0 & 4/0 ACSR | PC | 500 | 11.3959 | BOX-004 |
| 3014327 | LINK FUSE UNIVERSAL 140K | PC | 500 | 10.2682 | BOX-003 |
| 3050009 | WIRE CU WR 6 HD SOLID | LB | 1500 | 3.3873 | BLDG |
| 3007080 | CLAMP DEADEND STRAIGHT LINE 4- | PC | 500 | 8.2974 | BOX-011 |
| 3007118 | CLAMP HOT LINE 6-400CU RUN | PC | 300 | 12.9705 | BOX-018 |
| 3040120 | SPLICE AUTO FT 1/0 ASCR | PC | 500 | 5.5836 | BOX-016 |
| 3023146 | INSUL D.E. 15KV 10000# G | PC | 300 | 8.9076 | BOX-013 |
| 3050153 | WIRE AA BARE 4 SOLID SOFT DRA | LB | 1000 | 2.6042 | BLDG |
| 3050159 | WIRE STL BARE 3/8 EHS GALV 15 | FT | 8000 | 0.3091 | BLDG |
| 3007174 | CLAMP HOT LINE 6-397AL RUN | PC | 300 | 8.0642 | BOX-005 |
| 3026054 | ARRESTER DIST STD MTG 10KV MO | PC | 90 | 25.523 | BOX-010 |
| 3010154 | TUBE FUSE 100A EHD F/7.2/14. | PC | 96 | 23.5082 | BOX-017 |
| 3014326 | LINK FUSE UNIVERSAL 100K | PC | 500 | 4.4392 | BOX-018 |
| 3014324 | LINK FUSE UNIVERSAL 65K | PC | 500 | 4.1026 | BOX-003 |
| 3040044 | SPLICE AUTO FT 2/0 SOL - 1/0 | PC | 200 | 9.3718 | BOX-018 |
| 3109135 | CONN ALL PURPOSE 6CU - 336 | PC | 200 | 8.2801 | BOX-016 |
| 3014328 | LINK FUSE UNIVERSAL 200K | PC | 100 | 14.5876 | BOX-018 |
| 3014341 | LINK FUSE UNIVERSAL 40K | PC | 500 | 2.8557 | BOX-003 |
| 3014340 | LINK FUSE UNIVERSAL 25K | PC | 500 | 2.8249 | BOX-003 |
| 3130058 | PIN INSUL 1" THD 6" PIN 5-3/4 | PC | 300 | 4.49 | BOX-017 |
| 3123133 | INSUL PIN TOP GROOVE 10KV ANS | PC | 504 | 2.4079 | BOX-019 |
| 3014339 | LINK FUSE UNIVERSAL 15K | PC | 500 | 2.287 | BOX-003 |
| 3066312 | CLAMP DEADEND AUTO 4 SOL CU | PC | 200 | 5.6129 | BOX-018 |
| 3066311 | CLAMP DEADEND AUTO 6 SOL CU | PC | 200 | 5.4652 | BOX-018 |
| 3109132 | CONN ALL PURPOSE 8CU - 4 | PC | 500 | 2.0999 | BOX-005 |
| 3104013 | BOLT MACHINE 5/8 X 12 | PC | 1000 | 1.0413 | BOX-001 |
| 3109136 | CONN ALL PURPOSE 2 - 4/0 | PC | 150 | 5.2084 | BOX-005 |
| 3030045 | PIN INSUL 1" THD 20" LONG PO | PC | 100 | 7.3796 | BOX-008 |
| 3023107 | INSUL SUSP 4-1/4" 10000# | PC | 96 | 7.4271 | BOX-009 |
| 3105025 | BRACE X-ARM WOOD 26 IN. | PC | 200 | 3.5558 | BOX-009 |
| 3105024 | BRACE X-ARM STEEL 26 IN. | PC | 200 | 3.4317 | BOX-010 |
| 3014338 | LINK FUSE UNIVERSAL 6K | PC | 300 | 2.2443 | BOX-003 |
| 3014315 | LINK FUSE UNIVERSAL 10K | PC | 300 | 2.2407 | BOX-003 |
| 3010141 | BLADE SOLID 300A F/7.2/14. | PC | 24 | 26.3811 | BOX-018 |
| 6519305 | RAINSUIT JACKET HI-VIS XX- | PC | 20 | 29.031 | BOX-007 |
| 3107180 | GRIP DE.SVC CABLE PRESH. #2AAA | PC | 1000 | 0.5494 | BOX-018 |
| 6506066 | FLARE RED | PC | 288 | 1.9031 | BOX-002 |
| 3109172 | CONN VISE 1 SOL - 2 STR CU | PC | 250 | 2.1598 | BOX-005 |
| 6519304 | RAINSUIT JACKET HI-VIS X- | PC | 20 | 26.8365 | BOX-007 |
| 3145026 | TAPE FRICTION 1-1/2" | RO | 210 | 2.5436 | BOX-014 |
| 3135007 | RACK SEC 1PT W/O SPOOL | PC | 200 | 2.6429 | BOX-008 |
| 6507171 | GLOVE LEATHER WORK LONG CUFF | PR | 144 | 3.633 | BOX-007 |
| 3007105 | GRIP DE PRESH 42 YEL 15KV 336A | PC | 25 | 19.8114 | BOX-006 |
| 3104023 | BOLT DOUBLE ARMING 5/8 X 18 | PC | 200 | 2.4517 | BOX-001 |
| 6507170 | GLOVE LEATHER WORK LONG CUFF | PR | 144 | 3.3671 | BOX-007 |
| 6519310 | RAINSUIT PANTS HI-VIS XX-L | PC | 20 | 23.5617 | BOX-007 |
| 3007121 | GRIP DE PRESH 39 ORNGE 3/8 ST | PC | 200 | 2.2618 | BOX-006 |
| 6519309 | RAINSUIT PANTS HI-VIS X-L | PC | 20 | 21.9994 | BOX-007 |
| 3005016 | BRACE X-ARM WOOD 60IN 18IN.DR | PR | 25 | 16.9827 | BOX-009 |
| 3145001 | TAPE FRICTION 3/4" | RO | 300 | 1.36 | BOX-001 |
| 6507169 | GLOVE LEATHER WORK SHORT CUFF | PR | 144 | 2.7581 | BOX-002 |
| 6507168 | GLOVE LEATHER WORK SHORT CUFF | PR | 144 | 2.7423 | BOX-007 |
| 6512110 | LIGHT TROUBLE LESS BATT RITE- | PC | 12 | 29.5273 | BOX-002 |

## APPENDIX M - STORM RESPONSE MATERIALS LIST

| STOCK CD | DESCRIPTION | UUNIT OF MEASURE | ON HAND QUANTITY | UNIT PRICE | BIN LOCATION |
|---|---|---|---|---|---|
| 6516188 | PROTECTOR SIZE 12 LEATHER | PR | 12 | 27.9469 | BOX-002 |
| 3038012 | ROPE POLY - 5/8" | FT | 1200 | 0.2654 | BOX-014 |
| 6516202 | PROTECTOR SIZE 13 LEATHER | PR | 12 | 25.6751 | BOX-002 |
| 3007104 | GRIP DE PRESH 34 GRN 15KV 1/0A | PC | 25 | 11.5753 | BOX-006 |
| 3145037 | TAPE VINYL 3/4" X 66' | RO | 300 | 0.9108 | BOX-001 |
| 3149027 | WASHER SQ FLAT 5/8 2-1/4" | PC | 1000 | 0.261 | BOX-014 |
| 3066313 | CLAMP DEADEND AUTO 2 STR CU | PC | 25 | 10.0614 | BOX-006 |
| 3007131 | CLAMP SUSP. ANGLE AL .16-.73 | PC | 25 | 8.8751 | BOX-006 |
| 6516189 | PROTECTOR SIZE 10 LEATHER | PR | 6 | 31.5071 | BOX-002 |
| 3007106 | GRIP DE.SVC CABLE PRESH.1/0ACS | PC | 100 | 1.827 | BOX-006 |
| 3007115 | GRIP DE PRESH 30 BLACK 5/16 ST | PC | 100 | 1.7643 | BOX-006 |
| 3038011 | ROPE POLY - 7/16" | FT | 1200 | 0.1373 | BOX-014 |
| 6515011 | OIL BAR & CHAIN - POWER C | QT | 24 | 6.205 | BOX-007 |
| 3038013 | ROPE POLY - 3/8" | FT | 1200 | 0.1042 | BOX-014 |
| 6507233 | GLOVE COTTON STRING KNIT LIN | PR | 144 | 0.8621 | BOX-002 |
| 3123136 | INSUL SPOOL RACK TYPE ANSI 53 | PC | 200 | 0.5903 | BOX-008 |
| 6515010 | OIL ENGINE TWO CYCLE - POWER C | CN | 36 | 1.7444 | BOX-007 |
| 6516187 | PROTECTOR SIZE 11 LEATHER | PR | 0 | 31.3045 | BOX-002 |
| 6635008 | RADIO UHF LINK TRANSCEIVER ST | PC | 1 | 0.0001 | 8--BLDG |
| 6635004 | RADIO LO-BAND VHF MOBILE TRAN | PC | 2 | 0.0001 | 8--BLDG |
| 6635007 | ANTENNA MAST TWO SECTION TELE | PC | 5 | 0.0001 | 8--BLDG |
| 6635001 | RADIO 60W LO-BAND VHF 16CHL T | PC | 0 | 0.0001 | 8--BLDG |
| 3050010 | WIRE CU WR 4 HD SOLID | LB | 0 | 5.8024 | BLDG |
| 3513163 | TUBING 1/2" PLASTIC 120# 5 | FT | 0 | 1.2022 | |

# LAW ENFORCEMENT

**F.B.I.**

| | | |
|---|---|---|
| New York Office | New York City | (212) 384-1000 |
| Albany Office | Albany | (518) 465-7551 |
| Orance County Office | Goshen | (845) 615-1710 |

**STATE POLICE**

| | | |
|---|---|---|
| Division Headquarters | State Campus, Albany | (518) 457-6811 |
| Troop "F" Headquarters: | Middletown | (845) 344-5300 |
| | Catskill | (518) 622-8600 |
| | Ellenville | (845) 626-2800 |
| | Highland | (845) 691-2922 |
| | Kingston (Hurley) | (845) 338-1702 |
| | Liberty | (845) 292-6600 |
| | Monroe | (845) 782-8311 |
| | Montgomery | (845) 457-1388 |
| Troop "G" Headquarters: | Latham | (518) 783-3211 |
| | New Scotland | (518) 768-8154 |
| Troop "K" Headquarters: | Poughkeepsie | (845) 677-7300 |
| | Livingston | (518) 851-2001 |
| | Cotlandt | (914) 737-7171 |
| | Somers | (914) 769-2600 |
| | Stormville | (845) 223-7988 |
| | Rhinebeck | (845) 876-4033 |
| | Wappingers Falls | (845) 298-0398 |
| Troop "T" Headquarters (Thruway): | Albany | (518) 436-2825 |
| | Kingston | (845) 331-7017 |
| | Newburgh | (845) 831-7960 |

**COUNTY SHERIFF**

| | | |
|---|---|---|
| Albany County | Albany | (518) 487-5400 |
| Columbia County | Hudson | (518) 828-3344 |
| Dutchess County | Poughkeepsie | (845) 486-3800 |
| Greene County | Catskill | (518) 943-3300 |
| Orange County | Goshen | (845) 291-4033 |
| Putnam County | Carmel | (845) 225-4300 |
| Ulster County | Kingston | (845) 338-3640 |
| Sullivan County | Monticello | (845) 794-7100 |

# LAW ENFORCEMENT - FIRE - HOSPITALS

## LOCAL POLICE

| | | |
|---|---|---|
| Albany County: | Bethlehem, Town | (518) 439-9973 |
| | Coeymans, Town | (518) 756-2059 |
| | Ravena, Village | (518) 756-2004 |
| Columbia County: | Hudson, City | (518) 828-3388 |
| Dutchess County: | Beacon, City | (845) 831-4111 |
| | East Fishkill, Town | (845) 221-2111 |
| | Fishkill, Town | (845) 831-1110 |
| | Fishkill, Village | (845) 896-9260 |
| | Hyde Park, Town | (845) 229-9340 |
| | Millbrook, Village | (845) 677-3900 |
| | Pine Plains, Town | (518) 398-8601 |
| | Poughkeepsie, City | (845) 451-4000 |
| | Poughkeepsie, Town | (845) 485-3666 |
| | Red Hook, Village | (845) 758-4710 |
| | Rhinebeck, Village | (845) 876-8181 |
| | Wappinger Falls, Village | (845) 297-1011 |
| Greene County: | Athens, Village | (518) 945-1559 |
| | Cairo, Town | (518) 622-2324 |
| | Catskill, Village | (518) 943-2244 |
| | Coxsackie, Village | (518) 731-8121 |
| | Hunter, Town | (518) 589-7200 |
| Orange County: | Chester, Town | (845) 469-7000 |
| | Cornwall On Hudson, Village | (845) 534-8100 |
| | Cornwall, Town | (845) 534-8100 |
| | Highland Falls, Village | (845) 446-4911 |
| | Maybrook, Village | (845) 427-2226 |
| | Montgomery, Town | (845) 457-9211 |
| | Montgomery, Village | (845) 457-3666 |
| | Newburgh, City | (845) 561-3131 |
| | Newburgh, Town | (845) 564-1100 |
| | New Windsor, Town | (845) 565-7000 |
| | Tuxedo, Town | (845) 351-5111 |
| | Woodbury, Town | (845) 928-2341 |
| Putnam County: | Carmel, Town | (845) 628-1300 |
| | Cold Spring, Village | (845) 265-9111 |
| | Kent, Town | (845) 225-4600 |
| Sullivan County: | Bureau of Water Supply (N.Y.C. - Neversink Pct.) | (845) 292-4315 |

# LAW ENFORCEMENT - FIRE - HOSPITALS

## LOCAL POLICE

| | | |
|---|---|---|
| Ulster County: | Ellenville, Village | (845) 647-4422 |
| | Kingston, City | (845) 331-1671 |
| | Lloyd, Town | (845) 691-6102 |
| | Marlboro, Town | (845) 795-2181 |
| | New Paltz, Town | (845) 255-1323 |
| | Plattekill, Town | (845) 338-7555 |
| | Rosendale, Town | (845) 658-9000 |
| | Saugerties, Town | (845) 246-9800 |
| | Saugerties, Village | (845) 246-4979 |
| | Shawangunk, Town | (845) 895-2233 |
| | Ulster, Town | (845) 382-1111 |
| | Woodstock, Town | (845) 679-2422 |
| Westchester County: | Somers, Town | (845) 232-8222 |
| Railway Police: | Amtrak Penn Station | (212) 630-7113 |
| | Conrail (HQ: Selkirk, NY) | (518) 767-6252 |
| | Metro-North (Grand Central) | (212) 340-2723 |
| | Metro-North (Op. Ctrl. Ctr.) | (212) 340-2050 |
| | Metro-North (Safety Dept.) | (212) 340-2096 |

## FIRE DEPARTMENTS

| | | |
|---|---|---|
| Albany County: | Sheriff's Dept. Dispatch | (518) 487-5400 |
| | Berne, Town | (518) 872-0407 |
| | Coeymans, Town | (518) 756-2027 |
| | Rensselaerville, Town | (518) 797-3218 |
| | Westerlo, Town | (518) 797-3321 |
| Columbia County: | Central Dispatch, County Wide | (518) 828-4114 |
| Dutchess County: | Central Dispatch, County Wide | (845) 471-1414 |
| Greene County: | Central Dispatch, County Wide | (518) 943-2424 |
| Orange County: | Central Dispatch, County Wide | (845) 469-4911 |
| | Cornwall, Town | (845) 534-8100 |
| | Cornwall, Village | (845) 534-8100 |
| | Coldenham District | (845) 564-1121 |
| | Cronomer Valley District | (845) 564-1233 |
| | Goodwill Protection District | (845) 562-1414 |
| | Highland Falls | (845) 446-2040 |
| | Middle Hope District | (845) 562-1062 |
| | Newburgh, City | (845) 562-1212 |
| | New Windsor District | (845) 561-3112 |
| | Orange Lake | (845) 564-2222 or (845) 565-3838 |
| | Vails Gate District | (845) 561-2020 or (845) 562-1212 |
| | Winona Lake District | (845) 565-3838 or (845) 561-1151 |
| Putnam County: | Central Dispatch, County Wide | (845) 225-4300 |
| Ulster County: | Central Dispatch, County Wide | (845) 338-1440 |
| | New Paltz District | (845) 255-1323 |
| Sullivan County: | Central Dispatch, County Wide | (845) 794-7100 |
| | Grahamsville | (845) 794-7100 |

## AMBULANCE

| | | |
|---|---|---|
| Albany County: | Berne, Town | (518) 872-0407 |
| | Coeymans, Town | (518) 756-3303 |
| | Rensselaerville, Town | (518) 239-6914 |
| | Westerlo, Town | (518) 797-3321 |
| Columbia County: | Central Dispatch, County Wide | (518) 828-4114 |
| Dutchess County: | Central Dispatch, County Wide | (845) 471-1414 |
| Greene County: | Central Dispatch, County Wide | (518) 943-2424 |
| Orange County: | Cornwall Volunteer | (845) 534-8100 |
| | Highland Falls | (845) 446-3101 |
| | Mobile Life SupportServices - Newburgh | (845) 562-4357 |
| | Newburgh Volunteer | (845) 565-2111 |
| | New Windsor | (845) 565-3320 |
| Putnam County: | Central Dispatch, County Wide | (845) 225-4300 |
| Ulster County: | Central Dispatch, County Wide | (845) 338-1440 |
| | New Paltz District | (845) 255-1323 |
| Sullivan County: | Grahamsville | (845) 583-7100 |

## HOSPITALS

| | | |
|---|---|---|
| Albany Medical Center | Albany | (518) 262-3125 |
| Benedictine Hospital | Kingston | (845) 338-2500 |
| Cold Spring Medical Center | Cold Spring | (845) 265-3642 |
| Columbia Memorial | Hudson | (518) 828-7601 |
| Cornwall Hospital | Cornwall | (845) 534-7711 |
| Ellenville Regional | Ellenville | (845) 647-6400 |
| Kingston | Kingston | (845) 331-3131 |
| Margaretville Memorial | Margaretville | (845) 586-2631 |
| Northern Dutchess | Rhinebeck | (845) 876-3001 |
| Hudson Valley Hospital | Peekskill | (914) 737-9000 |
| Putnam Hospital Center | Carmel | (845) 279-5711 |
| Sharon Hospital | Connecticut | (860) 364-4141 |
| St. Francis | Poughkeepsie | (845) 471-2000 |
| St. Luke's | Newburgh | (845) 561-4400 |
| Vassar Brothers | Poughkeepsie | (845) 454-8500 |
| Westchester County Medical Center | Valhalla | (877) 962-3627 |
| Poison Control Center | New York | (800) 222-1222 or (212) 340-4494 |

# APPENDIX O - CATV AND TELEPHONE EMERGENCY CONTACTS

Appendix removed from external copy to protect private information.

# Appendix P - Base Camp Suppliers

Appendix removed from external copy to protect private information.

# North Atlantic
# Mutual Assistance Group Guidelines

## 1. Mission

1.1. The Mission of the North Atlantic Mutual Assistance Group is:

1.1.1. To provide a forum to ensure safe, effective and coordinated mutual assistance, regional response and service restoration for customers of member utilities.

1.1.2. To provide an enhanced line of communications between member companies to share best practices and plan for other significant events such as a work stoppage, civic unrest, or political events, and ensure that all members are communicating a unified message to both internal and external stakeholders.

1.1.3. To minimize risk to all parties by agreeing to provide assistance (personnel and equipment) on a not-for-profit basis, and agreeing that Requesting Companies will reimburse Responding Companies for all expenses incurred in providing the assistance.

1.1.4. To adhere to and operate in accordance with the procedures contained in this document (the North Atlantic Mutual Assistance Group Guidelines).

1.1.5. To interact with other Regional Mutual Assistance Groups and the Edison Electric Institute Mutual Assistance Committee

## 2. Company Information

### 2.1. Member Company Information

2.1.1. Each Holding Company listed below is entitled to one(1) vote

2.1.2. Individual Operating Companies may be listed separately on the Joint Mobilization Conference Call spreadsheet

| North Atlantic Company Name | States | Electric Customers | Gas Customers | EEI Signatory |
|---|---|---|---|---|
| Central Hudson Gas & Electric | NY | 300,000 | 75,000 | Yes |
| Consolidated Edison | NY, NJ, PA | 3,600,000 | 1,200,000 | Yes |
| Duquesne Light * | PA | 580,000 | | Yes |
| Emera – (Bangor Hydro, Nova Scotia Power) | ME, NS | 680,000 | | No |
| Exelon – (BGE, PECO) ** | MD, PA | 2,986,500 | 1,136,000 | Yes |
| First Energy *,** | OH, NJ, PA,MD,WV,NY | 6,000,000 | | Yes |
| Green Mountain Power | VT | 256,000 | | Yes |
| Hydro-One | ON | 1,300,000 | | Yes |
| Hydro Quebec | QC | 4,107,400 | | No |
| Iberdrola – (Central Maine Power, NYSEG) | ME<br>NY | 596,000<br>871,000 | <br>256,000 | Yes |
| National Grid (NY, NE, LIPA) | MA, NY, RI | 4,515,000 | 3,500,000 | Yes |
| New Brunswick Power (Energie NB Power) | NB | 380,000 | | No |
| New Hampshire Electric Cooperative | NH | 78,750 | | No |
| Northeast Utilities | CT, MA, NH | 3,090,000 | 484,000 | Yes |
| Pepco Holdings, Inc. (PHI) ** | DC, DE, MD, NJ, | 1,960,000 | 123,000 | Yes |
| PPL Electric Utilities ** | PA | 1,400,000 | | Yes |
| Public Service Electric & Gas (PSE&G) | NJ | 2,200,000 | 1,800,000 | Yes |
| South Norwalk Electric & Water | CT | 14,000 | | No |
| UGI Utilities, Inc | PA | 62,000 | 568,000 | Yes |
| United Illuminating | CT | 325,000 | | Yes |
| Unitil Corp | MA, ME, NH | 104,400 | 70,000 | Yes |
| **TOTAL – 21 Companies** | **13 states, 4 provinces, 1 district** | **35,406,050** | **9,212,000** | |

Footnote:

* indicates member of GLMA

** indicates member of SEE

## 3. General Guidelines

### 3.1. Personnel Safety

3.1.1. Whether providing or receiving assistance, personnel safety will be the preeminent objective and responsibility of all participants.

3.1.2. The Requesting Company agrees to make every effort to avoid moving Responding Company personnel into harms way during the initial, first-wave mobilization.

3.1.3. Responding Company will follow its own safety rules, except as noted in paragraphs 3.1.6 and 3.1.7 below.

3.1.4. Responding Company is responsible for following its own personal protective grounding practices.

3.1.5. Responding Company will immediately report any and all accidents to Requesting Company (both incidence and injury).

3.1.6. Switching procedures will be handled as the Requesting Company designates, provided that the procedures do not violate the safety rules of the Responding Company.

3.1.7. Requesting Company will provide information on their switching and tagging rules. Requesting Company switching/blocking tags will be used.

3.1.8. Security personnel requirements shall be discussed and mutually agreed upon by the Requesting and Responding Companies prior to deployment of armed security personnel.

3.1.9. Any deployment of "Security Personnel" – armed or otherwise – must comply with Federal, Provincial, State, Local and Tribal regulations.

### 3.2. Maintenance of Contact Roster

3.2.1. In order to facilitate efficient communication and response, North Atlantic member utilities will share the following information:

- The names, contact numbers (work phone, home phone, cellular phone, and pager), and e-mail addresses for three (3) individuals authorized to participate in Joint Mobilization Conference Calls.
- If available, the telephone number for the 24-hour operations / dispatch center for the member company.
- If available, a satellite telephone number for the 24-hour storm or operations / dispatch center.

- If available, a corporate storm / emergency center 24-hour telephone number, if different from the 24-hour operations / dispatch telephone number.

3.2.2. The North Atlantic Group Secretary will be responsible for maintaining and updating the Member Company Contact Roster at least every three months.

3.3. Code of Conduct

3.3.1. Whether providing or receiving assistance, all personnel will be expected to conduct themselves in a professional and responsible manner.

3.4. Confidentiality Statement

3.4.1. Members understand and agree that participation on Joint Mobilization Conference Calls is restricted to employees of member companies of the North Atlantic Mutual Assistance Group, unless otherwise agreed to by members of the North Atlantic Group.

3.4.2. Members understand that conversations between member utilities during Joint Mobilization Conference Calls are confidential and proprietary. Therefore, with the exception of general deployment data / information, members agree not to share or release any information shared between member utilities during Joint Mobilization Conference Calls unless mutually agreed.

3.5. Communication With Contractors

3.5.1. Members understand the need for clear communication with contractors working on their systems and are encouraged to explain the joint mobilization process discussed in this document.

3.5.2. Members agree to follow the Rules of Engagement to secure contractor resources and refrain from accepting contractors directly who are working for an Investor Owned Utility (IOU) or a member company of any Regional Mutual Assistance Group (RMAG).

3.6. Definition of Emergency Assistance Period

3.6.1. Members agree that the emergency assistance period shall commence when personnel and/or equipment expenses are initially incurred by the Responding Company in response to the Requesting Company's needs. This includes any request for the Responding Company to prepare its employees and/or equipment for travel to the Requesting Company's location but to await further instructions before departing. This preparation

time should begin when normal work activities for Responding Company stop and preparations dedicated to supporting the off system effort begin. Except as noted in paragraph 3.6.3, the emergency assistance period shall terminate when such employees and/or equipment have returned to their point of origin and after a reasonable time required preparing the equipment for return to normal activities (e.g. cleaning trucks, restocking minor materials, etc.).

3.6.2. The length of stay by Responding Company personnel will be mutually agreed to by both companies. Generally, this period should not exceed 14 consecutive days, including travel time to the work area and return to the point of origin. When mutual assistance assignments go beyond this time frame, North Atlantic members agree that Responding Company personnel will usually be changed out (rotated) rather than take extended reset periods (days off). Responding and Requesting companies may agree upon exceptions to this procedure.

3.6.3. It is understood and agreed that if Responding Company's or its Holding Company's system is threatened during any time after it has mobilized to provide mutual assistance, any part or all of the Responding Company's native and contract workforce may be recalled. In these instances:

- It is understood and agreed that the decision to terminate assistance and recall employees lies solely with the Responding Company.
- If recall of Responding Company's workforce becomes necessary, the Requesting Company will be responsible for all expenses incurred by Responding Company until the Responding Company returns home and vehicles are cleaned and stocked for normal work activities.
- If Responding Company's workforce is recalled to another of the Responding Company's locations other than their original point of origin, the Requesting Company will be responsible for travel costs to the alternate location not to exceed that which would have been incurred had the workforce returned to their original point of origin.

## 4. Rules of Engagement

### 4.1. Rules of Engagement Procedures

4.1.1. Members agree to adhere to the procedures contained in Section 4 to request, identify and mobilize emergency mutual assistance resources. These procedures are intended to enhance and in no way hamper the mobilization goals of member companies during emergencies

4.1.2. When any member company has a need for additional resources, that company will notify all members of the North Atlantic Mutual Assistance Group and schedule a Joint Mobilization Conference Call.

- Because response time is critical in emergency situations, the Joint Mobilization Conference Call provides a mechanism that allows members to quickly request assistance and identify the number and status of all available regional resources.

4.1.3. The Joint Mobilization Conference Call format should:

- Provide members with the opportunity to understand the entire scope of the emergency situation, including the number of companies expecting to be impacted and the potential damage to each.
- Allow members to discuss and evaluate weather forecasts from different sources.
- Result in the most efficient, effective and equitable allocation of available resources while mitigating the financial risk associated with early mobilization of resources.

4.1.4. The permitted exception for securing resources without scheduling a Joint Mobilization Conference Call is when an event impacts a single member utility and the impacted utility anticipates a short restoration time requiring assistance from only neighboring (adjacent) utilities.

- In this instance, the impacted member may contact neighboring utilities directly to arrange assistance.
- The impacted company agrees to notify all members of the North Atlantic Mutual Assistance Group via email when any resources are obtained without scheduling a Joint Mobilization Conference Call.
- However, because emergency events tend to expand and impact more than one utility over time, members are encouraged to use the Joint Mobilization Conference Call procedures described below for all mutual assistance requests.

4.1.5. Since some companies are members of multiple mutual assistance groups, whenever a North Atlantic member company secures resources from another RMAG, they will notify all members of the North Atlantic Mutual Assistance group via email.

4.2. Initiation of the Joint Mobilization Conference Call

4.2.1. Typically, the member that expects to be impacted first by an event will initiate the process.

4.2.2. Members agree to initiate a conference call anytime they experience or are threatened by an event so significant that they anticipate needing resources beyond the capabilities of their neighboring (adjacent) utilities to restore their system.

4.2.3. Procedure for initiating the Joint Mobilization Conference Call:

- The initiating member will notify the Chair (or other Leadership member) of the North Atlantic Mutual Assistance Group they wish to hold a conference call. The Chair is responsible to notify the company designated to set up the call with the necessary notifications to members including the date, time, and conference call number.
- In the event the North Atlantic Leadership is unavailable, the initiating company can contact the company designated to set up the call directly and assume the Chair responsibilities.
- Conference calls will typically be scheduled for 0730 and 1800 daily or as needed by the initiating member.

4.3. Responsibilities of Company Initiating Conference Call

4.3.1. The Chairman or designee will serve as moderator for the conference call or ask another member to moderate. The moderator will:

- Call the roll of member companies.
- Present the weather forecast for his / her company service territory. At their discretion, the initiating company may have a weather consultant present the current forecast.
- Ask other members for input regarding the weather forecast / predictions.
- Present an estimate of predicted impact / damages and when these are expected to occur. If the event is large enough to impact more than one member's service territory, the moderator will ask other members for their projected damage assessments.
- Present an estimate of resources needed. If the event is large enough to impact more than one member's service territory, the moderator will ask other members for their projected resource needs.
- By roll call, ask all non-impacted members to state the numbers of resources available to assist once their territories are no longer threatened.

- When appropriate, the moderator will lead discussion of staging areas to be used by assisting companies; transportation concerns, such as evacuation orders, fuel availability, DOT exemptions, etc.; and, the availability of non-member resources that may be available to assist impacted members.
- Keep the call moving and minimize the length of the call as much as possible.
- Set the date and time for future conference calls.

4.4. Responsibilities of Non-Initiating Members Participating In Conference Calls

4.4.1. Members agree not to release or dispatch ANY resources (contract or native) unless committed to and confirmed by a Requesting Company. It is understood that Responding Companies' territories must be free from significant threat before resources can be committed and dispatched.

4.4.2. On the first Joint Mobilization Conference Call, non-threatened / non-impacted members will be prepared to specify the numbers of their employee and contractor distribution line, transmission line, vegetation management, and damage assessment personnel available to assist impacted companies, including an estimate of when these resources can be dispatched. If Requesting Companies identify needs in other areas (such as IT, safety, etc.), assisting members will be given time (usually 24 hours) to identify available resources in these additional areas.

4.4.3. To enhance safety and flexibility, upon request non-threatened / non-impacted members will be prepared to identify staging areas available in their territories.

4.4.4. Upon request non-threatened / non-impacted members will assist with DOT exemptions for crews traveling through their service territories.

4.5. Resource Allocation and Mobilization

4.5.1. When more than one company has requested emergency assistance, all members understand and agree that it is the responsibility of the Requesting Companies to agree upon the allocation of available first wave and subsequent member company resources.

4.5.2. Members agree that, in general, resources will be allocated on the basis of severity of need, based on:

- Predicted impact – percentage / degree of system loss and estimated time customers will have been without power.
- Storm timing – which company will be first impacted.
- Travel time.

- Availability of other non-North Atlantic member controlled resources.
- The intent will be to allocate available resources to meet all member company needs in the most efficient and equitable manner possible.

4.5.3. Members agree that final dispatch of committed resources is to be coordinated directly between the Requesting Company and the Responding Company (or its contractor(s), where applicable).

4.6. Joint Mobilization Conference Call Documentation

4.6.1. The North Atlantic Emergency Call spreadsheet will be used to document each Joint Mobilization Conference Call.

4.6.2. The Secretary or a designee will take notes during the Joint Mobilization Conference Call, distribute the Emergency Call spreadsheet to all members after the call, and post the minutes to the Restore Power North Atlantic Workroom.

4.6.3. Members acknowledge that the Emergency Call spreadsheet contains confidential information and agree not to share the spreadsheet with any non-member company unless mutually agreed to on the Joint Mobilization Conference Call

## 5. Requesting Company Responsibilities

### 5.1. Requesting Company – Responsibilities Prior to Mobilization

5.1.1. To the extent possible, the Requesting Company is expected to clearly communicate the degree of devastation and working conditions Responding Company personnel should expect to encounter upon arrival at the emergency restoration work area.

5.1.2. The Requesting Company is expected to inform the Responding Company if their requirements for the maintenance of receipts differ from the procedures stated in paragraph 6.2.5.

5.1.3. To facilitate communications, the Requesting Company may opt to provide a single point of contact (Coordinator) to interact with the Responding Company.

5.1.4. The Requesting Company will provide the Responding Company with the name and contact information for their "company contact" as required on the RESPONDING COMPANY INITIAL INFORMATION SHEET before Responding Company personnel leave their point of origin.

5.1.5. Requesting Company will coordinate with their state DOT officials concerning emergency exemptions and any other transportation issues that will facilitate the Responding Company's trip to and from the Requesting Company.

5.1.6. The Requesting Company is encouraged to communicate general guidelines with Responding Companies. Items covered may include labor contractual issues, safety issues, contact personnel, vehicle fueling arrangements, typical standard construction, meal and lodging arrangements, and other items that will be of benefit to the responding personnel and their supervision.

### 5.2. Requesting Company – Responsibilities During Emergency Assistance Period

5.2.1. The Requesting Company will establish expectations for work, including start time and duration.

5.2.2. The Requesting Company will provide materials unless specifically noted otherwise.

5.2.3. When necessary, the Requesting Company will provide a guide with communications capability, portable radios or cellular telephones to assist responding team leaders.

5.2.4. The Requesting Company will authorize Responding Company to use cellular phones as a method of communication. Where cellular service is unavailable, it is understood that satellite phones may be used until such time that cellular service is restored in the Requesting Company's area.

5.2.5. The Requesting Company will provide vehicle security for parking areas unless specifically agreed otherwise.

5.2.6. With the exception of food and lodging during travel to and from the final work site, the Requesting Company will handle all food, lodging and incidental support needed by Responding Company unless both companies agree for Responding Company to handle these logistics.

5.2.7. Requesting and Responding companies should agree on the provision of laundry services.

5.2.8. Requesting Company will make and communicate provisions for Responding Company personnel to make personal long distance telephone calls during the emergency response period. For example, the Requesting Company may authorize the Responding Company to purchase pre-paid long distance calling cards for responding crew members or authorize the use of company or employee owned cellular phones for an agreed upon maximum number of minutes. As a general rule, Requesting Company agrees to allow and reimburse a maximum of 10-minutes personal long distance telephone charges per employee per day. Any personal cellular phone charges or pre-paid calling card expenses shall be included in the supporting documentation on the company's preliminary invoice, subject to paragraph 6.2.5.

5.2.9. Requesting Company shall reimburse the Responding Company for lodging and will not pay for additional hotel-related expenses unless agreed to by the Requesting Company prior to the occurrence. Some examples of additional hotel-related expenses include phone calls made from rooms, room service, in-room movies, mini bar usage, etc.

5.3. Requesting Company - Procedures for Releasing Responding Companies

5.3.1. During emergencies impacting more than one member company simultaneously, each Requesting Company will develop a proposed "Release Schedule" 48-hours before releasing any contract or utility (members & non-member) crews. This release schedule will include: Names of utilities and contractors to be released, the numbers and specialty (distribution line, transmission line, vegetation, etc.) of workers from each utility and / or contractor being released, the on-site contact or the coordinator of the crews being released, and the date and approximate time the crews expect to be released.

5.3.2. During emergencies when Responding Company contract and / or utility resources are already deployed and working to provide restoration help to one member company and another member company (or companies) is impacted by another emergency, or, in the case of hurricanes, a second landfall of the storm, the company that obtained help first agrees to:

- NOT retain personnel solely to perform maintenance, street lighting work, or clean up type work and will aggressively work to release personnel.
- Immediately prepare a release schedule which includes details listed in paragraph 5.3.1 above, including projected release dates.
- Provide realistic estimated restoration times and release dates to the second Requesting Company (or companies). Since this could mean the difference in going days away or waiting on resources closer that may become available, it is essential that release dates be as accurate as possible. *Note: Should the emergency situation described above develop before a Responding Company personnel arrive at the initial restoration area, these resources will be reallocated to Requesting Companies in accordance with the provisions of Section 4.6 and paragraph 5.4.3 of these procedures and guidelines.*

5.3.3. In the emergency situation described in paragraph 5.3.2 above, the initial and secondarily impacted companies agree to:

- Immediately hold an "impacted companies" conference call to negotiate reallocation of the resources on the release schedule developed by the first impacted company as well as any other resources not already committed.
- Regarding personnel released by the first impacted company, secondary Requesting Companies will contact the resources (companies) allocated to them to determine if those persons will agree to re-deploy or be changed out (rotated) in accordance with paragraph 3.6.2.

5.3.4. In all emergency situations, the Requesting Company will make every effort to notify each Responding Company's mutual assistance contact 24-hours in advance of the anticipated final release of their utility personnel.

5.4. Requesting Company – Responsibility for Reimbursement of Expenses

5.4.1. Members understand and agree that the provision of emergency mutual assistance is a not-for-profit endeavor for Responding Companies. Therefore, the Requesting Company will reimburse all costs and expenses incurred by the Responding Company in the provision of the emergency assistance for the entire emergency assistance period as defined in section 3.6 above.

5.4.2. If Responding Company resources are released after mobilization but before being utilized, the Requesting Company will reimburse Responding Company for all incurred preparation and travel expenses including reasonable time required to prepare the equipment for return to normal activities after returning to their point of origin.

*5.4.3.* During emergencies impacting more than one member, Responding Company resources may be re-assigned either: en route to the Requesting Company; at an initial staging area before reaching the Requesting Company; or at the Responding Company's final staging area. Additionally, resources may be assigned to assist a second Requesting Company after completing work for the initial Requesting Company. *Note: In any of these instances, unless otherwise mutually agreed, the utility that receives the re-assigned Responding Company resources will be responsible for all Responding Company costs from the time of re-assignment.*

5.4.4. Requesting Company will reimburse members for expenses incurred in the provision and management of interim staging areas (i.e. labor and miscellaneous expenses provided by the host utility to operate the staging area, but not including any Responding Company crew costs). In emergencies involving more than one Requesting Company, staging costs will be shared by Requesting Companies on a prorated basis based on the resources committed to each entering (logged into) the staging site.

5.4.5. Provided proper supporting documentation is included, the Requesting Company should pay all (preliminary and final) invoice(s) from Responding Company within 60 calendar days after receipt of invoice(s).

## 6. Responding Company Responsibilities

### 6.1. Responding Company – Responsibilities Prior to Mobilization

6.1.1. To the extent possible, the Responding Company is expected to clearly communicate the degree of devastation and working conditions that their responding employees should expect to encounter upon arrival at the emergency restoration work area.

6.1.2. To facilitate communications, the Responding Company may opt to provide a single point of contact (Coordinator) to interact with the Requesting Company.

6.1.3. Responding Company will complete and forward the RESPONDING COMPANY INITIAL INFORMATION SHEET before departing their home location.

6.1.4. If requested, Responding Company will provide a copy of completed PERSONNEL LISTING FORM as soon as the information becomes available.

6.1.5. Responding Company's telecommunications personnel shall contact Requesting Company's telecommunications personnel and local FCC authorities to make any temporary telecommunications arrangements.

6.1.6. Prior to traveling, Responding Company will reach agreement with the Requesting Company regarding the provisions for Responding Company personnel to make personal long distance telephone calls during the emergency response period as described in paragraph 5.2.8 above. This agreement should preclude any telephone charges from any lodging facility by the Responding Company personnel, except in case of emergency local 911 calls.

6.1.7. Responding Company agrees not to load extra emergency stock on trucks unless specifically requested by the Requesting Company.

6.1.8. When Responding Company's available contractor resources have been allocated to a Requesting Company through the Joint Mobilization Conference Call procedures, the Responding Company will:

- Provide Requesting Company with contact information for their on-site contractors.
- Alert their contractors that their assistance has been requested and that they will be contacted by the Requesting Company.
- Give their contractors the Requesting Company contact information.

- Encourage their contractors to respond to the North Atlantic member's request for help with all contract crews being released from the Responding Company's work site.

6.2. Responding Company – Responsibilities During Emergency Assistance Period

6.2.1. Responding Company will handle all communication needs within their teams. This could include acquiring additional communications equipment, such as portable repeaters, to ensure continuous communication capabilities.

6.2.2. The Responding Company will be responsible for performing normal maintenance on their vehicles and equipment during the emergency assistance period and this work will be covered in their standard hourly/daily rates.

6.2.3. Responding Company will maintain daily records of time and expenses for personnel and equipment. This documentation will be provided with their preliminary invoice.

6.2.4. When the Requesting Company has provided specific guidance in advance that differs from that in paragraph 6.2.5, the Responding Company will maintain and furnish the requested documentation of expenses with their preliminary invoice.

6.2.5. Unless otherwise agreed prior to mobilization, members agree that Responding companies will maintain and furnish upon request receipts for all individual expenses / purchases made during the emergency assistance period in accordance with the IRS requirements in effect at the time assistance is requested.

6.3. Responding Company – Responsibilities End Of Emergency Assistance Period

6.3.1. Responding Company should submit their "preliminary invoice" to Requesting Company within 60 calendar days from date released by the Requesting Company. Responding Company will provide supporting documentation at the time the preliminary invoice is mailed. Requesting Utility should receive final invoice within 90 calendar days from invoice date of preliminary invoice.

6.3.2. Responding Companies agree to maintain auditable records of billed expenses for emergency mutual assistance sufficient to satisfy the legal / statutory requirements and obligations incumbent upon the Requesting Company.

## 7. Liability

7.1. Due to the compressed time frames associated with the rendering of mutual assistance, Members should ensure that liability, among other issues, be addressed in a timely manner; otherwise, the ability of one Member to respond to another could be impacted adversely, up to and including an inability to render any non-contractor assistance.

7.2. When rendering mutual assistance to one another and with specific regard to all liability for loss, damage, cost or expense, Members agree to follow Sections 11 and 12 of the "Suggested Governing Principles Covering Emergency Assistance Arrangements between Edison Electric Institute Member Companies," or an equivalent agreement executed by both Members prior to the formal start of the rendering mutual assistance.

7.3. EEI Member Companies

7.3.1. If both the Requesting and Responding Companies have signed the Edison Electric Institute Mutual Assistance Agreement, the "Suggested Governing Principles Covering Emergency Assistance Arrangements between Edison Electric Institute Member Companies" shall govern liability.

7.4. Non-EEI Member Companies

7.4.1. If either the Requesting or Responding Company have not signed the EEI Mutual Assistance Agreement, then the Responding Company may submit to the Requesting Company for execution a copy of the "North Atlantic Mutual Assistance Agreement" (see Appendix A). The terms "Responding Company" and Requesting Company" are used in this agreement in the same manner as in the "Suggested Governing Principles Covering Emergency Assistance Arrangements Between Edison Electric Institute Member Companies)."

7.4.2. Return of an executed copy of the "North Atlantic Mutual Assistance Agreement' by the Requesting Company to the Responding Company shall be construed as the formal start of the rendering of mutual assistance by all non-contractor resources. Both Members shall retain copies of the executed agreement for reference.

7.4.3. Use of an agreement other than the "North Atlantic Mutual Assistance Agreement" shall include a discussion on liabilities, among other items, and shall be agreed to and executed by both Members prior to the formal start of the rendering mutual assistance by all non-contractor resources. Both Members shall retain copies of the executed agreement for reference.

## 8. U.S / Canada Border Crossing

### 8.1. Purpose

8.1.1. As part of the Electric Sector effort to improve response and reduce delays, a procedure for crossing the US/Canada border has been documented.

8.1.2. The purpose of this procedure is to make Bi-National assistance during an event as expeditious as possible by preparing utilities workers deployed across the U.S./Canada border. The sharing of resource does not stop at the U.S. boundaries. During major events, U.S. companies need to be able to cross our northern border as effectively while maintaining the security of both Canada and the United States

### 8.2. Procedure Summary

8.2.1. It's important to have all information needed to cross the border completed in advance such as vehicle manifest, master roster, information from requesting company (letter of invite), and declaration, if one is available. This is all documented in the procedure. Effective pass through requires advance notice to the specific crossing prior to resources arriving to allow both Canadian and US Border Crossing to prepare.

8.2.2. While the procedure does not specifically state an amount of time in advance, this should be a minimum of 8 hours if not more. A courtesy call to either the US Customs and Border Protection Agency or the Canadian Boarder Services Agency is recommended to give advance notice and confirm expectations.

8.2.3. To reference the procedure please go to one of the following;

- EEI Website *(https://eei-restorepower.groupsite.com/main/summary)* Select Restore Power under the Resources tab. The Roster and Border Guidance files are located in the Other Documents section.
- All Hazards Consortium website (*http://www.ahcusa.org/*)
- U.S. Customs (*future link)*

## 9. Governance

### 9.1. Membership

9.1.1. Membership in the North Atlantic Mutual Assistance Group is comprised of those companies listed in Section 2.1

9.1.2. Membership will be open to investor owned utilities (IOU's), electrical cooperatives, and electric municipals provided such participation does not contradict or violate any internal, local, state or federal statutes or regulations.

9.1.3. Membership in the North Atlantic Mutual Assistance Group is free and members are not required to pay any dues or fees. The only financial obligation a member has is to incur the costs of hosting the semi-annual (spring or fall) North Atlantic Group meetings and reimburse responding companies for all expenses incurred when providing mutual assistance.

9.1.4. Prospective members seeking to join the North Atlantic Mutual Assistance Group must request admittance by contacting an active officer of the North Atlantic group. The prospective member may be asked to supply additional information and give a formal presentation to the group.

9.1.5. Prospective members to the North Atlantic Mutual Assistance Group must be approved for membership by a majority vote of the group.

9.1.6. All members will be required to sign the North Atlantic Mutual Assistance Group Statement of Understanding and Endorsement letter.

### 9.2. Officers

9.2.1. Officers shall not incur debt or costs on behalf of the committee or the North Atlantic Mutual Assistance Group and are not liable for the actions of committee members or member companies.

9.2.2. Member companies are always responsible for requesting mutual assistance to meet their requirements

ELECTED OFFICERS

9.2.3. Chair – The Chair for the North Atlantic Group is responsible for:

- Primary representative for the North Atlantic Group with Edison Electric Institute [EEI], Regional Mutual Assistance Groups [RMAGs] and other groups. Serve as a single point of contact and keep members informed.
- Conduct semi-annual (spring and fall) or other meetings
- Designate special working groups and committees

- Provide guidance and direction on North Atlantic Group Guidelines
- Serve as a Mentor and Subject Matter Expert for the Group
- Serve for a term of one (1) year.
- Develop spring and fall meeting agendas with the Vice Chair, Secretary, and designated host company.

9.2.4. Vice Chair – The Vice Chair for North Atlantic Group is responsible for:

- Assisting the North Atlantic Group Chair
- Secondary representative for the North Atlantic Group with Edison Electric Institute [EEI], Regional Mutual Assistance Groups [RMAGs] and other groups
- Leading special working groups or committees
- Develop spring and fall meeting agendas with the Chair, Secretary, and designated host company
- Serve as Mentor and Subject Matter Expert for the Group
- Serve for a term of one (1) year
- Succeed the North Atlantic Group Chair at the end of term.

9.2.5. Secretary – The Secretary for North Atlantic Group is responsible for:

- Maintain North Atlantic Group rosters and directories
- Maintain and distribute semi-annual (spring and fall) meeting minutes
- Maintain and distribute the Emergency Call spreadsheet used during Joint Mobilization Conference calls
- Maintain all North Atlantic Group documents
- Maintain the North Atlantic Group website
- Develop Spring & Fall Meeting Agendas with the Chair, Vice Chair and designated Host Company
- Assist the Chair and Vice Chair as requested or needed
- Serve for a one (1) year term.
- Succeed the North Atlantic Group Vice Chair at the end of term.

9.3. Elections and Voting

9.3.1. The North Atlantic Mutual Assistance group will generally come to agreement by consensus. When consensus is not possible or there is to be an election of officers the following rules shall apply.

- Each member company shall have one (1) vote.
- A simple majority will be sufficient for most actions, with a quorum consisting of one representative from at least one-half of the member companies.
- Any modifications of the *North Atlantic Mutual Assistance Guidelines* must be approved by ¾ of the member companies.
- Nominations for Secretary will be accepted prior to and during the Spring Meeting each year.
- Election of Secretary will occur every year at the Spring Meeting.

- If an officer vacates his/her position before fulfilling their one year term, automatic succession will occur and an election will be conducted at the next scheduled meeting to fill the Secretary position.
- If 2 or more officers vacate their positions before fulfilling their one year term, automatic succession will occur and an election will be conducted at the next scheduled meeting to fill the vacancies.
- Voting will be by voice vote. Secret ballot may be used upon a motion, seconded by a member company.
- Voting by e-mail is permissible. One vote per Member Company shall apply.

9.4. Meetings

9.4.1. The North Atlantic Group shall meet semi-annually in the spring and fall of each year.

9.4.2. Each North Atlantic member will take their turn hosting the semi-annual (spring and fall) meetings and the Host Company will rotate alphabetically.

9.4.3. The Host Company will be responsible for:

- Assist in developing the meeting agenda with the Chair, Vice Chair and Secretary including coordination with speakers and presenters
- Scheduling the dates and time for the meeting
- Coordinate lodging arrangements (i.e. reserve a block of rooms for a set time period) for overnight members
- Provide the networking dinner the night before the meeting
- Provide the meeting room and meals
- Provide audio visual equipment (i.e. laptop, projector, and white boards or equivalent)

9.4.4. At all meetings of the North Atlantic Mutual Assistance Group, “Roberts Rules of Order Newly Revised” shall be considered the authority in deciding all points of order and parliamentary law not defined by this guideline.

## 10. Document Revision History

| Version | Prepared By | Summary of Changes | Date |
|---|---|---|---|
| 1.0 | Merger Team | Initial Guidelines created for the merger of MAMA, NEMAG, NYMAG | 08/22/2013 |

# SUGGESTED GOVERNING PRINCIPLES COVERING EMERGENCY ASSISTANCE ARRANGEMENTS BETWEEN EDISON ELECTRIC INSTITUTE MEMBER COMPANIES

Electric companies have occasion to call upon other companies for emergency assistance in the form of personnel or equipment to aid in maintaining or restoring electric utility service when such service has been disrupted by acts of the elements, equipment malfunctions, accidents, sabotage or any other occurrences where the parties deem emergency assistance to be necessary or advisable. While it is acknowledged that a company is not under any obligation to furnish such emergency assistance, experience indicates that companies are willing to furnish such assistance when personnel or equipment are available.

In the absence of a continuing formal contract between a company requesting emergency assistance ("Requesting Company") and a company willing to furnish such assistance ("Responding Company"), the following principles are suggested as the basis for a contract governing emergency assistance to be established at the time such assistance is requested:

1. The emergency assistance period shall commence when personnel and/or equipment expenses are initially incurred by the Responding Company in response to the Requesting Company's needs. (This would include any request for the Responding Company to prepare its employees and/or equipment for transport to the Requesting Company's location but to await further instructions before departing). The emergency assistance period shall terminate when such employees and/or equipment have returned to the Responding Company, and shall include any mandated DOT rest time resulting from the assistance provided and reasonable time required to prepare the equipment for return to normal activities (e.g. cleaning off trucks, restocking minor materials, etc.).

2. To the extent possible, the companies should reach a mutual understanding and agreement in advance on the anticipated length – in general – of the emergency assistance period. For extended assistance periods, the companies should agree on the process for replacing or providing extra rest for the Responding Company's employees. It is understood and agreed that if; in the Responding Company's judgment such action becomes necessary the decision to terminate the assistance and recall employees, contractors, and equipment lies solely with the Responding Company. The Requesting Company will take the necessary action to return such employees, contractors, and equipment promptly.

3. Employees of Responding Company shall at all times during the emergency assistance period continue to be employees of Responding Company and shall not be deemed employees of Requesting Company for any purpose. Responding Company shall be an independent Contractor of Requesting Company and wages, hours and other terms and conditions of employment of Responding Company shall remain applicable to its employees during the emergency assistance period.

4. Responding Company shall make available at least one supervisor in addition to crew foremen. All instructions for work to be done by Responding Company's crews shall be given by Requesting Company to Responding Company's supervisor(s); or, when

Responding Company's crews are to work in widely separate areas, to such of Responding Company's foremen as may be designated for the purpose by Responding Company's supervisor(s).

5. Unless otherwise agreed by the companies, Requesting Company shall be responsible for supplying and/or coordinating support functions such as lodging, meals, materials, etc. As an exception to this, the Responding Company shall normally be responsible for arranging lodging and meals en route to the Receiving Company and for the return trip home. The cost for these in transit expenses will be covered by the requesting company.

6. Responding Company's safety rules shall apply to all work done by their employees. Unless mutually agreed otherwise, the Requesting Company's switching and tagging rules should be followed to ensure consistent and safe operation. Any questions or concerns arising about any safety rules and/or procedures should be brought to the proper level of management for prompt resolution between management of the Requesting and Responding Companies.

7. All time sheets and work records pertaining to Responding Company's employees furnishing emergency assistance shall be kept by Responding Company.

8. Requesting Company shall indicate to Responding Company the type and size of trucks and other equipment desired as well as the number of job function of employees requested but the extent to which Responding Company makes available such equipment and employees shall be at Responding Company's sole discretion.

9. Requesting Company shall reimburse Responding Company for all costs and expenses incurred by Responding Company as a result of furnishing emergency assistance. Responding Company shall furnish documentation of expenses to Requesting Company. Such costs and expenses shall include, but not be limited to, the following:

   a. Employees' wages and salaries for paid time spent in Requesting Company's service area and paid time during travel to and from such service area, plus Responding Company's standard payable additives to cover all employee benefits and allowances for vacation, sick leave and holiday pay and social and retirement benefits, all payroll taxes, workmen's compensation, employer's liability insurance and other contingencies and benefits imposed by applicable law or regulation.

   b. Employee travel and living expenses (meals, lodging and reasonable incidentals).

   c. Replacement cost of materials and supplies expended or furnished.

   d. Repair or replacement cost of equipment damaged or lost.

   e. Charges, at rates internally used by Responding Company, for the use of transportation equipment and other equipment requested.

f. Administrative and general costs, which are properly allocable to the emergency assistance to the extent such costs, are not chargeable pursuant to the foregoing subsections.

10. Requesting Company shall pay all costs and expenses of Responding Company within sixty days after receiving an invoice therefor.

11. Requesting Company shall indemnify, hold harmless and defend the Responding Company from and against any and all liability for loss, damage, cost or expense which Responding Company may incur by reason of bodily injury, including death, to any person or persons or by reason of damage to or destruction of any property, including the loss of use thereof, which result from furnishing emergency assistance and whether or not due in whole or in part to any act, omission, or negligence of Responding Company except to the extent that such death or injury to person, or damage to property, is caused by the willful or wanton misconduct and / or gross negligence of the Responding Company. Where payments are made by the Responding Company under a workmen's compensation or disability benefits law or any similar law for bodily injury or death resulting from furnishing emergency assistance, Requesting Company shall reimburse the Responding Company for such payments, except to the extent that such bodily injury or death is caused by the willful or wanton misconduct and / or gross negligence of the Responding Company..

12. In the event any claim or demand is made or suit or action is filed against Responding Company alleging liability for which Requesting Company shall indemnify and hold harmless Responding Company under paragraph (11) above, Responding Company shall promptly notify Requesting Company thereof, and Requesting Company, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it in its sole discretion deems necessary or prudent. Responding Company shall cooperate with Requesting Company's reasonable efforts to investigate, defend and settle the claim or lawsuit.

13 Non-affected companies should consider the release of contractors during restoration activities. The non-affected company shall supply the requesting companies with contact information of the contactors (this may be simply supplying the contractors name). The contractors will negotiate directly with requesting companies.

Last update September 2005

- Section 11 and 12 updated

# 2013 Outreach & Education Plans
# With 2012 Results

# SPECIAL NEEDS

# CUSTOMERS WHO ARE LOW-INCOME, ELDERLY AND/OR DISABLED, ON LIFE SUPPORT, AND/OR ARE NON-ENGLISH SPEAKING

**Long Range Goal:**

Central Hudson's goal is to promote awareness and understanding of programs and services and encourage customer participation in our special programs and to afford customers all the rights outlined in the HEFPA.

**How Priority Was Set:**

Central Hudson understands the importance of identifying our special needs customers. Programs are designed to comply with HEFPA regulations and Company research findings through customer satisfaction surveys, outreach forums, outreach presentations, and employee engagement in community activities and non-profit organizations.

**Objectives for 2013 Plan:**

Central Hudson has a multi-year goal to verify and update all Elderly, Blind, and Disabled customer accounts. Central Hudson is manually calling all of the Elderly, Blind and Disabled coded accounts and updating the information. Due to the number of accounts Central Hudson believes this project will continue into 2014.

**Examples of Outreach & Education include but are not limited to:**

How does the utility identify these customers?

- During the application process with the customer service representative
- During routine conversations with customer service representative accounts are updated.
- A form is included as part of our Rights & Responsibilities requesting that the appropriate customer identify themselves as: elderly, receiving public assistance, receiving SSI, experiencing a medical hardship, using life support equipment, blind, and/or disabled.
- During outreach presentations. These are offered free-of-charge to community agencies and consumer groups. A sample of the presentation venues including DSS, community centers, and senior living facilities. Outreach staff has formed numerous external partnerships, and these networking opportunities ensure our programs and services are well-known and also ensure we are aware of programs/ services offered by other agencies.
- During field visits our field collection staff has been trained to identify special needs customers and to update our system accordingly. They also carry pads with tear-off sheets explaining benefit

information and eligibility requirements for payment assistance programs that are given to customers.

How does the utility encourage these customers to identify themselves?

As stated above Central Hudson trains its staff to ask targeted questions during calls to identify customers. We also use outreach events in the local community to identify these customers. Outreach staff has also developed relationships with community organizations who help us identify and assist these customers.

Do customer service representatives discuss Special Needs Programs with customers who call to apply for service?

Yes, please see above.

**New/Continuing Program:**

Central Hudson will continue to look for ways to reach these customers. One of the best ways to get this information is while the customer is on the phone, therefore Central Hudson will continue to train its customer service representatives and certain field employees that interact with customers to properly identify these customers and update their accounts. This training will be in the spring and fall.

Central Hudson will also be holding an Outreach Forum in October. This is an opportunity for Central Hudson and community service organizations to share information to better serve customers. We will inform attendees about which customers are eligible for protections and how to ensure that accounts are coded correctly.

Central Hudson will also continue the following programs in 2013:

- Senior ID Program
- Extra Security Plan: This program provides an extended billing due date to the 6th of the month following their 'normal' due date for customers on a fixed-income. As of the first quarter of 2013, there are about 3,890 customers enrolled in this program.
- Senior Times Newsletter: is issued to customers with a senior code on their account, to Central Hudson retirees and libraries in our service area free of charge. Each edition offers an array of information about Central Hudson's programs and services as well as safety and conservation articles.
- TTY Phone Service
- Life Support Program: customers with life support equipment in use are eligible for special coding on their account. These customers also receive continuous outreach during major outage events.
- Third Party Notification: As provided by HEFPA, Central Hudson offers a Third Party designation for residential customers. With this protection, any final termination notice issued on an account is also mailed to the designated Third Party. About 1,100 accounts have Third Party designation on their account as of the first quarter of 2013. The Third Party application form is printable from our website and is also available in Spanish language.
- Hospitalization Program: Central Hudson provides a 30-day extension to customers that have been in the hospital. The form is available on the website. Office and Field staff has been trained on the

program and can assist customers in applying.

- Large Print Bills: are sent to sight-impaired customers. Annual notification offering this option is made via our Rights & Responsibilities bill insert and periodically in the Senior Times Newsletter.
- Interpreter Service: Available in various languages. In 2012 it was used 1,325 times in 18 different languages including Spanish, French, Arabic, Urdu, Albanian, Hindi, Romanian, Turkish, Mandarin, Korean, Portuguese, Russian, Italian, Vietnamese, Haitian Creole, Ukrainian, Polish, and Cantonese.
- Direct Mail Letters: sent to customers with a past due balance and life support or "fixed income" code(s) advising of the availability of HEAP assistance for winter heating costs.
- Spanish-speaking CSRs: Central Hudson keeps a staff of Spanish speaking CSRs to meet the needs of this population.
- Brochures printed in Spanish language including Powerful Opportunity Program brochure & application, Third Party Designation Form, *Hospitalized? Central Hudson is Here for You*, *Keep the Heat on with HEAP,* and *Do You Need Help Paying Your Energy Bills?*
- Website sections are also available in Spanish language.
- Special Needs' Outreach: Central Hudson will hold its Outreach Forum in October and outreach events throughout the year as requested by community agencies and organizations.
- Good Neighbor Fund: Central Hudson's fuel fund is administered by the local Salvation Army Corps and is available to eligible customers as a last resort benefit. Typically, the GNF is communicated to customers via bill messages, bill inserts, Senior Times Newsletter, radio spots, PowerTalk, Facebook, Twitter, the website and CSR referrals. The fund reopens when HEAP closes in the Spring.
- Essential Service Program: Central Hudson voluntarily elects to provide Essential Service Apparatuses to residential customers in the winter. This is a load-limiter device set in lieu of locking the account for non-payment. The device is set to provide sufficient energy to operating a heating system, some lights, etc. on a limited basis.
- Powerful Opportunity Program (POP): is an arrears forgiveness program for eligible customers. In order to be eligible for POP customers must be primary heating accounts with a HEAP benefit and have a past due balance of at least $100. In addition these customers are referred to EmPower NY for an energy audit and education. A variety of methods are used to encourage eligible customers to apply including, but not limited to, automated outbound calls, direct mailing of information and applications, Senior Times article, during conversations with call center and field staff, direct mailings to community service organizations, PowerTalk, Facebook, and website banner ads.
- Low-Income Monthly Bill Credit: during the 2012/2013 HEAP Plan year, each residential customer who receives a HEAP benefit for their Central Hudson bill will receive a credit of $11 per month applied to their Central Hudson account (previously $9/month). The HEAP credit commences when the HEAP benefit is received and is scheduled to continue for 12 consecutive months provided the customer's account remains active. Each customer is entitled to one monthly credit regardless of whether the customer takes electric and gas service from the Company. The credit appears on the customer's monthly billing statement as "CH Benefit for HEAP recipients."
- HEAP Awareness: We utilize a number of sources to communicate HEAP availability to customers: Powerful Opportunity Program (POP) information; bill inserts, bill message at the beginning of the HEAP year; Senior Times, Facebook, Twitter, banner ads on our website, outbound calling campaigns, radio ads, and CSR referrals. While HEAP remains open, we include a banner on the homepage of our website, which links either to OTDA or to the "payment assistance" section of our website. We insert a HEAP pamphlet in every residential Final Termination Notice issued from December through February, which includes the revised income guidelines as well as the local contact information. Outbound calls were made to customer that had received HEAP in a prior year

to encourage them to apply again. Also prior to the winter heating season, a presentation is given to all field collectors to provide an overview of the customer's protections as well as a summary of the services and programs customers may be eligible for.

- Special Account Identifications: Our customer database system identifies our specially coded customers on a general information screen. Both office and field staff understand the identifications, where to find them, and how to update them.
- Gift Certificates: This program allows friends, family, or charitable organizations to purchase gift certificates to be applied to a customer's account. Ads are placed in the Senior Times, in PowerTalk (our e-newsletter), on our website, and in radio ads.
- Central Hudson.com: The Payment Assistance & Special Help section of our website provides explanations of our special needs' customer programs and services. Website Banner ads during HEAP season, our home page website banner is updated to inform customers of the availability of benefits and a direct link to the OTDA website or CH's "Payment & Assistance" section. At other times Good Neighbor Fun information is displayed.
- News releases: issued periodically and generally reflect the topics covered in bill inserts for the same period. News releases are an effective communication. There is no cost associated with a news release nor is there any responsibility on the part of the news media to utilize the information. Annually a news release is issued announcing the Company's "Essential Services Program". Releases are also issued when HEAP opens and throughout the winter season.
- Radio ads: generally reflect the topics covered during the same period as bill inserts. For example, a message informing customers that CH offers special programs for those who need assistance is broadcast, as well as budget billing, HEAP availability, Consumer Outreach information, and an array of other messages.

**2012 Results (evaluation and feedback):**

- Central Hudson recognizes that identifying these customers is important that is why we began a project to update the current listing of specially coded accounts with more detailed information and use that process going forward for new accounts that are entitled to the protections.
- Central Hudson redesigned its payment assistance brochure, titled *Do you need help paying your energy bills?*, in 2012. This was available in both English and Spanish. This included information on POP, HEAP, the low-income bill credit, payment agreements, the Good Neighbor Fund, and Budget Billing.
- Central Hudson conducted over 23,400 automated outbound calls to customers to remind them to apply for HEAP compared to an internal goal of 12,120 calls.
- POP Participant Survey - A survey was developed and mailed to customers who successfully completed POP as of last rate year end (7/1/11 - 6/30/12). The survey was mailed to 133 customers, and we had a 37 percent response rate. Overall, the survey results indicate high levels of satisfaction with nearly all aspects of POP, including program benefits and outreach communications. The results of this survey revealed our mailing of a refrigerator magnet to participants with the Program benefits and customer responsibilities to be most useful; followed by Energy Savings Tips. Once again survey results indicate POP is a meaningful and effective program, and it makes a difference for low-income customers to manage their energy costs during enrollment.

**Provide a List and Two Copies of All Material Distributed, and Method of Distribution:**
Radio Advertising, Bill Inserts, Brochures, Website, E-mail, Social Media