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Vice President - Rates and Regulatory Economics

March 31, 2011

**VIA ELECTRONIC SERVICE**

Honorable Jaclyn A. Brilling
Secretary
New York State Public Service Commission
Three Empire State Plaza
Albany, NY 12223-1350

Re: NYSEG/RG&E Electric Utility Emergency Plan

Dear Secretary Brilling:

By this letter, New York State Electric & Gas Corporation ("NYSEG) and Rochester Gas and Electric Corporation ("RG&E") are submitting the NYSEG/RG&E Electric Utility Emergency Plan ("Plan"). The Plan is being submitted, as required, as our annual update. As in past years the Plan describes the procedures for both NYSEG and RG&E.

In addition to general revisions throughout the Plan, an Executive's Message and Executive Summary have been added; Appendix B – Event Damage Accounting Procedures has been revised; Appendix F – Damage Assessment Procedures has been revised; Appendix G – Event Preparation Communication has been updated; and a new Appendix H has been added for the Estimated Time of Restoration Guidelines implemented in 2010.

Also attached is a copy of the completed table showing how the Plan provides all information required by Part 105.4(b), Content of Emergency Plans.

NYSEG and RG&E have also verified the accuracy of our telephone contact numbers and have met the requirements of Section 1.3, "Annual Drill and Training" in 2010.

Questions regarding the attached Plan may be directed to Judy Schroeder at (315) 730-2630.

Respectfully submitted,

James A. Lahtinen

Enclosures

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# NEW YORK STATE ELECTRIC & GAS CORPORATION
# AND
# ROCHESTER GAS and ELECTRIC CORPORATION

# ELECTRIC UTILITY EMERGENCY PLAN

Revised
March 2011

# Executive's Message

Our company is frequently tested by severe weather and other unforeseen events that can threaten or damage the electrical system. We have a fundamental responsibility to the public to keep our service operating and to restore it promptly when it is damaged. Although each of us has different responsibilities, we should all be proud of how well this company meets each challenge and absorbs the lessons of each event to improve our response for the next time.

We all know the importance of responding quickly in an emergency, yet nothing matters more than having every employee return home safely to his or her family at the end of the work day. Safety must be our number one priority in any emergency—safety for ourselves, our co-workers, and the public. The NYSEG and RG&E Electric Utility Emergency Plan provides the framework for a safe, effective response in an emergency, so we can restore service without incident or delay.

Whether an outage affects a few hundred customers, or tens of thousands, or one hundred thousand, our customers count on us to do our job right. Our experience in past emergency situations has taught us the importance of being prepared and flexible, and we have incorporated those lessons into this plan. It provides a clear structure for accountability and communications, it sets the priorities for our efforts, and it ensures that we manage our resources efficiently.

Finally, we ask everyone at NYSEG and RG&E to become familiar with this plan. Our business has a unique obligation to the public, who depend on us to respond in critical situations. As NYSEG and RG&E employees, each of us should understand what needs to be done and should be ready to contribute when called upon. We are confident that we are prepared, and when faced with the next challenge, we will respond safely and effectively to restore our system and maintain the confidence of our customers.

Mark S. Lynch
President,
New York State Electric & Gas Corporation
Rochester Gas and Electric Corporation

Kevin E. Walker
Chief Operating Officer,
Iberdrola USA

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**Appendices:**

A: Public Service Commission Order re: Electric Utility Storm Plans
B: Event Damage Accounting Procedures
C: ICS Forms
D: Life Sustaining Customers
E: Wires Down Guidelines
F: Damage Assessment Procedures
G: Event Preparation Communications
H: Estimated Time of Restoration Guidelines

# 1. EXECUTIVE SUMMARY

Reliable electric service is vital to the welfare and comfort of both New York State Electric & Gas Corporation's (NYSEG) and Rochester Gas and Electric Corporation's (RG&E) (collectively referred to as the "Companies") customers. The Companies consider providing customers with reliable service to be a responsibility of the highest order. The procedures and policies described in the NYSEG and RG&E Electric Utility Emergency Plan (Plan) illustrate the Companies' readiness to handle electric emergencies. When events interrupt service to customers, employees, mutual aid support and/or contractors are mobilized, as required, to enable a safe, organized, and efficient response.

The objective of the Plan is to ensure the safe, fast, and reliable restoration of electric service to the customers in our franchises as a result of both localized and widespread events. This Plan emphasizes the role played by corporate and division personnel during major events. By coordinating communications and repair efforts, the Companies are able to monitor and address customers' concerns effectively.

The Companies are committed to having a trained work force available at all times to implement necessary emergency procedures. Given that event response work can be dangerous, it is critical that everyone continue to maintain safety awareness, practice safe behaviors, and to look out for one another during these challenging events.

Each emergency, by its very nature, is unique and offers opportunities to learn from the experience. The Companies will continue to evaluate our response to each emergency and to amend or modify these procedures, as appropriate. Our goal will continue to be safe and efficient restoration of service to our customers during these challenging events.

The Plan is modeled after the National Incident Management System (NIMS). NIMS is the system mandated by Homeland Security to ensure a consistent nationwide approach for Federal, State, local, and tribal governments; the private-sector; and non-governmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity.

The Plan establishes standard incident management processes, protocols and procedures so that all responders, both inside and outside the Companies, can work effectively together. It is specifically designed to provide for the adoption of a flexible, integrated organizational structure that allow the Companies to respond to small, medium and large outages in an effective and efficient manner. The Plan uses the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents.

At NYSEG and RG&E, the Incident Commander (IC) is the individual responsible for all incident activities, including the development of strategies, tactics and the ordering and release of resources. The IC has overall authority and responsibility for the management of all emergency response operations.

Objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

With the Companies' Plan approach, crews are able to respond to emergency situations, repair downed lines and restore power to customers in the shortest time possible.

At each level within the emergency response organization, individuals with primary responsibility positions have distinct titles and follow a chain of command. Titles provide a common standard for all users. The use of standardized position titles also assures that everyone will know who is in charge and who to report to. It is critical in emergency situations that there be no confusion with respect to who is steering the response effort.

The Companies strive to provide, both employees and customers as much relevant information as possible during an event to help make informed decisions. Information must be specific and timely. The Companies' belief is that better information leads to better communication, which in turn leads to better customer service. During the Plan's annual event drill, the Companies examine event support functions which include, transportation, inventory, crew tracking, meals, lodging, assessing, mutual aid, communications and information technology.

The Companies know that preparedness is the key to a successful operation. The Companies' preparedness process involves actions to establish and sustain levels of capability necessary to execute a full range of emergency service response. Preparedness begins long before being faced with an emergency and is implemented through a continuous cycle of planning, training, and evaluation**.** It involves taking actions to correct and improve the Company's operational capability as well as to prevent, respond, and recover from emergencies.

The Plan is designed to help ensure that when faced with natural disasters or emergencies, we continue to safely and promptly restore service and maintain the confidence of our customers. The tenets of the Incident Command System (ICS), as incorporated into the Plan, apply to all types of unplanned events and will be used accordingly.

The objectives of this Plan are to:

- Establish procedures that facilitate prompt and efficient response utilizing the ICS concepts;
- Minimize service interruption time and the resulting impacts to customers;
- Provide information to customers and officials on response progress; and
- Provide a measure for evaluating the Companies' recovery from emergencies.

This section provides an overview of the Companies' Plan. Included are discussions of the Companies' safety philosophy, annual training program, and mechanism for keeping this Plan current. Section 2 describes the Incident Command System (ICS) and the separation of responsibilities between corporate and division (referring to division or district) functions. The Companies' classification of emergency levels is explained in Section 3. System alert and outage reporting procedures are discussed in Section 4. Service restoration procedures are documented in Section 5, and customer contact procedures are explained in Section 6. Section 7 details the Supply Chain emergency plan, and Section 8 includes a discussion of post-emergency procedures used to assess and improve the Companies' emergency procedures.

Additional detail is provided in the appendices that describe: the PSC order regarding electric utility storm plans (Appendix A), event accounting procedures (Appendix B), pre-printed forms useful to support the ICS Structure (Appendix C), life sustaining customer contact procedures (Appendix D), wires down guidelines (Appendix E), damage assessment procedures (Appendix F), event preparation communications (Appendix G), and Estimated Time of Restoration (ETR) Guidelines (Appendix H). The appropriate corporate and division event plans contain procedures that meet these accounting, contact, and reporting requirements.

## 1.1 Introduction

The Companies serve a large geographic area and must respond to a wide variety of emergency conditions, customer demands, and service constraints. Subsequently, the Plan is designed to provide guidelines that control system-wide response, while allowing for the local flexibility needed to meet customer needs.

For local emergencies, channels of communication and field operations are coordinated from a local emergency command center. For emergencies of wider company impact, the system Area Command Planning Section (ACPS) (formerly referred to as the "Emergency Operations Center (EOC)" may be activated. This structure ensures that priorities are based on system-wide needs and that division operations are consistent with corporate responsibilities. The ACPS coordinates pre-event activities, including monitoring weather forecast information and issuing weather alerts across the Companies, conducting event preparatory conference calls, and initiating proactive mutual aid crew deployment, when warranted. As a major event event materializes, the ACPS coordinates periodic event update conference calls, coordinates all mutual aid crew, support staff and equipment movements, prepares and submits PSC event outage and crew reports (EORS), when required, monitors the operation of the outage management system (OMS), and completes other duties, as requested. When event response has been completed, the ACPS Staff coordinates demobilization activities with the Divisions, coordinates a post-event assessment, and prepares any event reports that are required.

In general, the Companies deploy as many crews as they determine are needed to safely and quickly restore service in each affected area. The number of crews that can be used, in response to a particular event, may be limited due to geographic constraints and because of the nature of the damage, including closed roads. The Companies have a process for supplementing their local workforces with resources from other unaffected areas, as well as Mutual Aid from other Utilities and Contactors. A number of variables, including the number and type of crews needed, the time to determine the availability of, and to acquire resources, proximity and projected response times of resources, are considered in the determination. In general, if Company crews are readily available, using them first contributes to quick and safe response. However, the Companies do not hesitate to call for crews from other Utilities or Contractors whenever they believe it is necessary or would contribute to rapid and safe response. Also note that as an event progresses, additional resources may be requested and deployed due to the dynamic nature of the event and as resource requirements change. All resource movements of this nature are coordinated through the ACPS. Further discussion regarding the deployment of resources is discussed in Section 5.

The Companies recognize that communications with customers, local and state government agencies, and with the media are paramount to effective emergency recovery coordination. Section 6 of the Plan provides guidelines and requirements to be fulfilled at the local and corporate levels regarding

communications. These guidelines and related requirements are expanded, as necessary, on the local level to ensure that customer requirements unique to specific areas can be effectively fulfilled.

The Plan is designed to be flexible and to be scaled to provide the appropriate response in order to effectively respond to the circumstances surrounding each emergency. The Companies' Plan complies with a PSC Order issued on July 31, 1992 regarding electric utility emergency plans[1]. A copy of this document is included in Appendix A. Costs associated with event response shall be tracked and accounted for. Appendix B contains more information regarding cost accounting for emergency events.

## 1.2 Safety Philosophy

Safety is the first priority during all event response activities. The safety of employees and customers, as well as the general public is of paramount importance to the Companies. Safety awareness is conveyed in many ways prior to events and during the event response process, including: (1) the issuance of weather alerts; (2) discussion of safety issues at the start of all event preparation and response update conference calls and status reports; (3) discussion of safety awareness reminders with all employees in daily meetings before being released to work; (4) "tailboard" meetings are conducted with all internal and external response crews and support staff to cover the daily safety hazards and stress the practice of safe behaviors at all times; (5) all crews are thoroughly trained in company, state and federal safety policies, procedures and regulations; (6) through the media and event related news releases, customers and the general public receive information to remind them to stay away from downed wires and treat them all as if they were energized; and (7) information is provided throughout the year in bill inserts, news releases and on the Companies' web sites about safety topics, such as staying away from fallen or low-hanging wires, reporting damaged Company facilities immediately, installing and using generators safely, what to do in case of a flooded basement, and the safe use of alternate heating sources. Efficient restoration of power is critically important, but avoiding accidents, injuries and deaths is the highest priority.

During emergency response, public safety is of highest concern. Priority is given to cases indicating that dangerous conditions exist and where danger to life is involved. Damaged electric utility facilities can be a hazard to public safety. Consequently, the Companies follow special procedures to protect the public during events. Upon receiving reports of downed conductors, Company personnel prioritize these reports and secure such areas, as necessary. To protect the public, barricades, lights, flares, or other methods may be used identify hazardous areas. During response work, Company employees act according to established safety codes.

[1] Part 105. Electric Utility Emergency Plans**,** (Statutory authority: Public Service Law, §66[21])

## 1.3 Annual Drill and Training

Each division conducts an annual drill and training session for personnel assigned to event response activities, in accordance with rules established by the PSC (C.27977-16 NYCRR Chapter II, Part 105). If a division has engaged in a Class III emergency within the last year, they may be exempted from this requirement. The purpose of this exercise is to refresh the skills of employees assigned to response tasks that may be outside of their normal areas of responsibility. An outline of the annual emergency response training/drill follows:

- General Training: Review of the emergency plan and the purpose and scope of this document.
- Specialized Training: Instruction to familiarize personnel with service duties, under the Incident Command Structure (ICS), that they may not normally perform on a regular basis.
- Drill: Engage employees in a drill to practice specific response duties and tasks.
- Coordinator Evaluation: An assessment of the drill will be made by the drill coordinator(s) and shared with all participants.

The scenarios suggested in this section may be used for providing training or other appropriate materials may be substituted, based upon the specific needs of participants. This drill is usually conducted in the Fall of each year (at the discretion of local management). PSC Staff will be notified at least two weeks in advance of the scheduled drills. With the exception of PSC Staff, no other external parties participate in the Annual Drills. However, the Companies have participated in drills/exercises conducted by external parties (i.e. – county emergency management offices).

Local management is responsible to see that the annual training drill is conducted and evaluated. A report evaluating the effectiveness of the drill shall be sent annually to Senior Management responsible for the evaluation of the effectiveness of the entire program.

### 1.3.1 Specialized Training

Special training is held, as needed, to familiarize those personnel with service duties they may not normally perform on a regular basis. This may require classroom instruction and/or practice sessions for activities such as:

1. Damage assessment
2. Wire guarding
3. Outage system management and analysis
4. Customer calls and callbacks
5. Foreign crew guides and Branch Directors

### 1.3.2 Emergency Drill for Supervisors and Coordinators

This subsection provides a framework for a sample drill to simulate a major Class II event. It is acceptable to substitute other drills or exercises to train on specific skills as required.

This drill allows supervisors and coordinators to practice their emergency assignments, update information relevant to their emergency function, and to interact with other parts of the ICS.

Prior to the drill, a meeting should be held with all staff assigned to ICS positions (Section Chiefs, Branch Directors, etc.) to review the local emergency plan, their specific assignment, and how the drill will be conducted.

SAMPLE: PRE-DRILL MEETING AGENDA

- Event plan review
- Need for event planning and training
  - Review of PSC order
- Review of manuals
  - Company utility emergency plan
  - Division emergency plan
  - Company emergency communication kit
- Review of key ICS concepts
  - Overall ICS concept
  - Review of basic terminology
  - Discussion of responsibilities for each section
- Importance of early damage assessment
- Procedure of assessing and requesting the need for external resources (personnel and equipment)
- Importance of prompt communications
  - Customers
  - Media
  - Emergency services
  - PSC
  - Elected officials
  - Life support/life sustaining customers
- Importance of providing outage updates to Customer Relations
- Review of the emergency organization
- Review of personnel assignments

The following event details should be provided at the beginning of the drill:

- Time of day, day of week
- Type of event (wind, ice, snow, etc.)
- Weather conditions
- Weather forecast (worsening, improving, etc.)
- Outage information:
  - Description of transmission lines out
  - Description of substations out
  - Description of distribution circuits out
  - Magnitude and locations of scattered outages and trouble

All of this information, representing a summation of trouble calls from customers, would be updated depending upon the Operational Period (i.e., the specific time frame in which the Operations Section is working and attempting to achieve its current measurable objectives).

Once the event scenario is defined, the ICS is activated to respond to these conditions. Personnel are notified as their functions are activated within the ICS structure, and these individuals react to the information provided to them. The ICS organization will escalate and expand as necessary to respond to the drill scenario. A sample of key interactions follows:

- The ACPS notifies the Incident Commander of the relevant specifics and details of the mock event.

- The Incident Commander activates the ICS structure in order to provide an adequate response to the mock scenario. The Incident Commander staffs the Operations, Planning, Logistics, and Finance Sections as appropriate and assigns Section Chiefs to each activated Section. The Incident Commander may also establish various Command Staff positions, as required.

- The Operations Section Chief (or Incident Commander, if a Section Chief is not named) will:
  - Activate and staff the appropriate Operations Section functions
  - Appoint area Branch Directors and convey scenarios which will require the Operations Section support staff to report customer restoration results (customer/times)
  - Activate the Wires Down Branch Director to simulate trouble calls and initiate the wires down function.
  - Instruct area Branch Directors to simulate trouble calls and generate reports to be routed throughout the Operations Section
  - Activate Tree Crew Branch Director and instruct him/her to simulate contact with local contractor crews and the corporate forestry group

- The Planning Section Chief (or Incident Commander, if a Section Chief is not named) will complete the following:
  - Activate and staff the appropriate Planning functions
  - Instruct the Damage Assessment Branch Director to activate the damage assessment process and communicate results to the relevant positions
  - Activate the Resources Branch Director to set up check-in procedures and to establish a resource tracking process
  - Activate the Documentation Branch Director to track, record, and document all drill activities

- The Logistics Section Chief (or Incident Commander, if a Section Chief is not named) will complete the following:
  - Activate and staff the appropriate Logistics functions
  - Appoint Stores Supervisors to coordinate material resource procurement throughout the organization
  - Assign a Customer Outreach Branch Director to develop and communicate a customer outreach plan based upon the drill scenario
  - Appoint a Fleet Branch Director to prepare and communicate a fleet support plan adequate to meeting the requirements of the drill scenario

- Assign a Dry Ice and/or Bottled Water Branch Director to review materials inventories, verify vendor lists, and develop an adequate dry ice and/or bottled water program to meet the drill scenario

- The Finance Section Chief (or Incident Commander, if a Section Chief is not named) will complete the following:
  - Activate and staff the appropriate Finance functions
  - Activate timekeepers
  - Request and communicate event charging accounts (WBS numbers, etc.)
  - Communicate with the Planning Section to verify resources activated and associated expected charges for the event

The Corporate ACPS interacts with the Incident Commander to simulate communications with one or more of the following entities:

- Other Divisions regarding movement of resources and personnel
- PSC / SEMO (State Emergency Management Office)
- Executive Management
- Corporate Support Organizations (Customer Relations Centers, System Operations-Energy Control Centers, etc.)
- External utilities or agencies.

## 1.4 Plan Maintenance and Revision Schedule

The Companies' emergency plan incorporates the Plan, a Corporate Event Procedure Manual, and a Division(s) Event Procedure manual. These plans are maintained and revised as discussed in this section.

### 1.4.1 Semiannual Update

- Update lists of contact people, titles, addresses, phone numbers and other pertinent data for the Corporate and Division Event Procedures Manuals. Updates are performed on a continuous basis but verified at least twice each year.

- Update the Corporate Event Procedures Manual for:
  - Mutual aid utilities and contractors
  - Corporate personnel contact information and emergency roles
  - Emergency procedures and contacts for support organizations
  - Key contacts for all departments

- Update the Division Event Procedures Manuals for:
  - Local personnel contact information and emergency roles
  - Life support and other special needs customer listings
  - Human services agency contacts
  - Print and broadcast media contacts

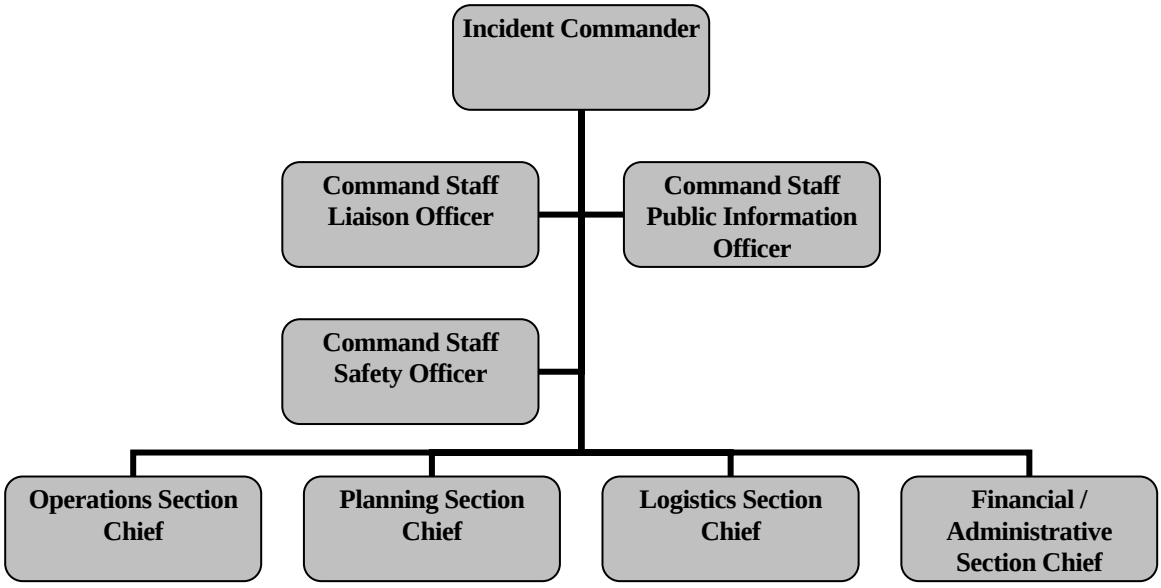
- Contact numbers for motels, restaurants, and other services
- Contacts for state / county / local elected officials, law enforcement officials, and emergency management / response personnel
- Medical and health facilities
- Supply and equipment vendors

1.4.2 Annual Update:

- Review, revise, and file the Companies' Plan with the PSC by April 1 of each year.
- Conduct an annual training /drill as specified in the Plan.
- Annually review, inventory, and replenish the Companies' stock of emergency transmission and distribution material.

# 2. INCIDENT COMMAND SYSTEM AND RESPONSIBILITIES

The Companies' emergency management structure and responsibilities are outlined in this Section. This structure is based upon the Incident Command System (ICS) framework developed by the California Office of Emergency Services as a part of their FireScope fire management program[2]. The Companies' ICS organizational structure has been modified to accommodate the utilities sector. It is intended to be flexible and expand or contract as a situation warrants. The Incident Commander is responsible for all aspects of response unless and until he/she activates other ICS roles and delegates tasks to those individuals. Depending upon the scope of an emergency, the Incident Commander has the option of activating whichever positions will add value to management of the current event. A key ICS concept is to maintain a manageable span of control; typically with three to seven subordinates to each position. As an event escalates, the number of involved personnel will also grow and the ICS will expand in order to maintain a manageable span of control. The Companies' ICS organizational structure employed during emergencies is shown below:




The following subsections describe the roles and responsibilities for each of the positions shown in the above diagram. The duties for individuals reporting to each of these positions are also discussed in this section. Appendix C contains sample ICS forms that are useful to individuals in these positions to help track and document activities.

## 2.1 Incident Commander and Command Staff

The Incident Commander assumes the responsibility for the overall management of the incident. The Incident Commander's role includes all aspects of response for a specified geographic area (division, or part within a division) to which the Incident Commander is assigned.

The Command Staff (Liaison Officer, Public Information Officer, and Safety Officer) reports directly to the Incident Commander. The General Staff (Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Financial / Administrative Section Chief) also reports to the Incident

[2] FireScope, Office of Emergency Services, Riverside, CA, Document Control #951, www.firescope.org

Commander. A Deputy Incident Commander may also be named to assist the Incident Commander with his/her responsibilities.

The responsibilities of the Incident Commander and of the Command Staff are discussed in this section. The duties of the General Staff are discussed in following sections:

### 2.1.1 Incident Commander

The Incident Commander is responsible for the overall management of the incident and to:

- Establish and communicate immediate priorities
- Determine and communicate the Incident Objectives and strategy
- Assess the situation and appropriately staff the ICS organization to ensure an effective and efficient response effort. Continue to review the ICS organization and make adjustments as necessary
- Approve, authorize, and implement an appropriate Incident Action Plan (IAP)
- Provide for the safety and security of response personnel
- Direct the activities of the Command and General Staffs
- Approve requests for external resources (personnel, equipment, and materials)
- Order demobilization when appropriate
- Ensure that the appropriate tracking and reporting activities are being performed
- Ensure that the appropriate information is being communicated to the Customer Relations Center (CRC) and to the ACPS
- Communicate response status and progress to key individuals within the organization
- Order activation of the bottled water, dry ice, or other services, as appropriate
- Prepare a written critique for response efforts that exceed 72 hours

### 2.1.2 Command Staff: Liaison Officer

The Liaison Officer is responsible for communication and coordination with other agencies or entities that have also been activated in response to the same emergency event. This may include, but is not limited to, State and Local agencies, police, fire, county emergency offices, etc. The Liaison Officer will:

- Be the point of contact for outside agencies
- Coordinate with outside agencies, where required, to support response activities
- Share appropriate information from other agencies with the appropriate ICS personnel
- Perform duties as directed by the Incident Commander

### 2.1.3 Command Staff: Safety Officer

The Safety Officer's duties include the management and development of personnel safety practices and safety measures and procedures. The Safety Officer will:

- Advise the Incident Commander of unique or special emergency hazards
- Oversee and monitor emergency procedures to ensure safe practices
- Make suggestions regarding improvements necessary to insure safe procedures and practices
- Investigate and report all accidents and security incidents
- Work with the Human Resource Supervisor to accurately document all accidents or injuries
- Perform duties as directed by the Incident Commander

### 2.1.4 Command Staff: Public Information Officer

The Public Information Officer is responsible for the development and release of timely and accurate information to the media, once approved by the Incident Commander. The Public Information Officer will:

- Coordinate with the Liaison Office to provide information to local officials, State and Local agencies, and other outside agencies
- Establish a timely schedule for the communication of response information to the public and communicate this schedule throughout the ICS organization
- Keep television, radio, and newspaper representatives informed of response progress, special safety measures, recommended actions, and all other pertinent information
- Coordinate the flow of response and safety information internally among all personnel involved in the response effort
- Notify the Incident Commander of any important public contacts that should be established
- Perform duties as directed by the Incident Commander

## 2.2 Operations Section Chief

The Operations Section Chief is a member of the General Staff and reports to the Incident Commander. The Operations Section Chief is responsible for all operations activities that are focused on the restoration of utility service to the customer. This individual appoints subordinates and expands the Operations Section ICS organization, as appropriate, to achieve a manageable span of control in order to support an effective and efficient response effort.

The Operations Section Chief will:

- Keep the Incident Commander, Public Information Officer, and ACPS apprised of response progress
- Work with the Planning Section Chief to establish response and restoration priorities. Keeps Branch Directors informed of such decisions
- Staff the Operations Section as appropriate to complete all assigned tasks
- Manage and direct activities regarding the restoration of utility facilities
- Perform duties as directed by the Incident Commander

The following objectives are managed and performed within the Operations Section:

- Manage restoration and repair of the electric system including:
  - Transmission
  - Substation
  - Distribution
  - Services
- Manage wire-down and make safe activities
- Direct vegetation management efforts
- Pole replacement
- Environmental and spill cleanup

`To achieve these objectives, the Operations Section must be staffed to manage the following activities:

Dispatch

- Track and dispatch internal work crews
- Oversee the assignment of outside crews
- Advise the Planning Section of need for additional resources or for specialized resources (personnel, equipment, or materials)
- Maintain a record of crews' activities
- Communicate scheduling of work, rest, and meal period assignments from the Planning Section to the field.
- Coordinate with the Planning Section to insure that rest periods are staggered to minimize bottlenecks at loading docks, fueling stations, etc.
- Follows the necessary procedures for reporting work times

Trouble Orders

- Schedule specific assignments for the Trouble Order analysts
- Work with the Consumer Service Emergency Supervisor to oversee outage management analysis
- Act as a liaison between the Customer Relations Center (CRC), the Damage Assessment Branch Director, and the dispatch center
- See that circuit diagrams are attached to Trouble Orders when appropriate
- Have a list of life-support customers and their locations available and work with the Customer Outreach Unit (Life Support) to analyze Trouble Orders
- Take measures to avoid duplicate Trouble Orders
- Keep the appropriate Branch Directors/Section Chiefs informed of progress

Area Branch Director

- Assign work crews to specific tasks within an identified problem area
- Makes sure that work crews have the necessary equipment
- Establishes and maintains a complete work record for each work crew
- Informs the appropriate Branch Directors/Section Chiefs if additional crews are needed
- Keeps the appropriate Branch Directors/Section Chiefs informed of work progress

Foreign Crews

- Coordinate preparations for reception of outside crews with the Planning Section
- Verify with the Planning Section that outside crews have completed the appropriate check-in process.
- Appoint Foreign Crew Guides
- Establish and maintains a complete work record for outside crews
- Keep the appropriate Branch Directors/Section Chiefs informed of work progress
- Transfer authority over outside crews back to the Planning Section for demobilization when appropriate.

Tree Crews

- Monitor contract tree crew assignments
- Ensure contract tree crew time sheets are properly maintained
- Brief contract tree crews on policies and procedures, including safety
- Coordinate tree crew assignments with appropriate Branch Directors/Section Chiefs

Substation Operations/T&D Support

- Assist with response activities and service restoration, if necessary
- Perform substation damage repair
- Distribute emergency generators to life-support customers as necessary
- Work with the appropriate Branch Directors/Section Chiefs to establish accurate repair records
- Oversee the distribution of available emergency generators to life-support customers as directed
- Follow the necessary procedures for reporting work times
- Ensure that emergency generators are properly maintained

## 2.3 Planning Section Chief

The Planning Section Chief is a member of the General Staff and reports to the Incident Commander. The Planning Section Chief is responsible for all planning activities necessary to support response activities. This individual appoints subordinates and expands the Planning Section ICS organization, as appropriate, to achieve a manageable span of control and to support an effective and efficient response effort.

The Planning Chief will:

- Provide situational awareness, throughout all of the ICS organization
- Manage the damage assessment process
- Manage and document resources used during the response
- Coordinate the demobilization of resources once they are no longer required to support response
- Maintain documentation, related to response activities, to comply with legal, regulatory, and post-event assessment requirements
- Perform duties as directed by the Incident Commander

Situational Awareness

- Maintain the accuracy of data in the outage management system
- Update outage data, customer courts, and estimated time of restoration (ERTs).
- Report outage information throughout the ICS organization and generate custom reports as requested.
- Analyze the damage assessment data to provide insights and recommendations to the Operations Section
- Draft the Incident Action Plan (IAP)
- Determine resource requirements
- Monitor ongoing weather and other factors that may affect response

Damage Assessment

- Direct the activities of field personnel to perform an accurate damage assessment
- Manage damage assessment surveys, records, maps, and other documentation
- Perform any data entry required to document damage assessment results
- Share damage assessment results with the Situation Unit

Resources

- Coordinate the delivery of resources with the Logistics and Operations Sections
- Establish a check-in procedure
- Track assigned resources and document resource types, rest status, and gaps in resource requirements
- Schedule work, rest, and meal periods for work crews
- Provide a safety briefing to reporting personnel
- Document, communicate, and dispatch all resources to their reporting location; and provide relevant information to the receiving supervisor

Demobilization

- Determine the order and timing for release of resources
- Coordinate all releases with the ACPS for possible deployment elsewhere
- Debrief outside crews prior to departure
- Insure the personnel receive proper rest prior to release (document rest times)
- Inspect vehicles upon release
- Recover equipment and materials upon release of personnel

Documentation

- Maintain event incident files
- Maintain a record and necessary documentation to comply with all legal and regulatory requirements
- Record post-event assessment
- Provide copying services

## 2.4 Logistics Section Chief

The Logistics Section Chief is a member of the General Staff and reports to the Incident Commander. The Logistics Section Chief is responsible for procuring, supporting, and tracking all resources necessary to support response activities. This individual appoints subordinates and expands the Logistics Section ICS organization, as appropriate, to achieve a manageable span of control and to support an effective and efficient response effort.

The Logistics Section is responsible for the following areas:

- Customer Outreach
- Special Projects
- Food / Lodging
- Ground Support (Fleet)
- Facilities (Security)
- Supply (Stores)
- IT

## 2.5 Financial / Administrative Section

The Financial / Administrative Section Chief is a member of the General Staff and reports to the Incident Commander. The Financial / Administrative Section Chief is responsible for tracking and document costs, risk, and HR issues related to response activities. This individual appoints subordinates and expands the Financial / Administrative Section ICS organization, as appropriate, to achieve a manageable span of control and to support an effective and efficient response effort.

This Section is responsible for the following areas:

- Time Tracking
- Cost Tracking
- Risk Management
- Human Resources

# 3. EVENT CLASSIFICATIONS

The Companies use three classifications to categorize the level of damage an event may cause to the system and the level of response required to restore electric service. An event's classification is based on the resources required to restore power, which is normally based on the extent of damage and the estimated time needed to restore service. Consequently, an emergency's classification level may change if warranted by changing field conditions.

**Class I Emergencies:**

Class I emergencies are events which affect specific isolated parts of a division and which cause damages that can be repaired in 24 hours or less. For a Class I event, additional resources are brought in, as necessary, to complete response activities. The ICS structure is activated, as necessary, to coordinate all activities. The number of resources activated to support response activities depends upon the nature of damage, the locations affected, and the number of customers whose service has been interrupted. The ACPS is generally not activated for Class I events.

**Class II Emergencies:**

Emergencies that cause extensive damage throughout a division are classified as Class II events. Service interrupted by a Class II emergency can, in general, be restored within 48 hours. A division activates their ICS structure; usually in a more expanded form than for a Class I event. Repairs may require assistance from other resources within the division. Class II events may span multiple divisions, however, each area generally has sufficient resources to support response activities using their own personnel. The ACPS may be activated to monitor activities and coordinate the transfer of limited personnel, equipment, or material between divisions if shortages are identified.

**Class III Emergencies:**

This classification refers to severe events that cause widespread damage within a division or that affect multiple divisions. Damage caused by Class III events generally requires more than 48 hours to restore. To restore service in affected areas, it is necessary to enlist mutual aid from outside the area. Often mutual aid from other utilities and/or contracting companies is also required. Specialized services, such as helicopter crews, may also be required as well. During a Class III event, the ICS structure is activated and generally expanded beyond what is used during a Class II emergency. Also, the ACPS is activated to monitor response activities, report on progress, assist the affected areas with analysis, and coordinate the transfer of personnel, equipment, or material to affected divisions.

# 4. SYSTEM ALERT AND OUTAGE REPORTING

## 4.1 Program Description

The System Alert program alerts designated divisions and corporate personnel of imminent and severe weather that is a threat to the transmission and distribution system. At all times, corporate and field management will be operating in one of three conditions:

| | |
|---|---|
| NORMAL | No severe weather hazards are being experienced nor are they imminent. Division and field management is operating under normal conditions. |
| ALERT | Severe weather is imminent and poses a significant threat to one or more parts of the transmission and distribution system. An alert is issued to raise awareness to the likelihood of severe weather. This is a recommendation for increased awareness and planning in order to mitigate damage or prepare for response. Additional management directives may be issued depending upon the specific nature of the weather threat. |
| RESPONSE | Corporate and Division management have activated the ICS structure and are actively engaged in response activities throughout one or more areas of the Companies. |

In addition to the formal System Alert program, Operations may also issue more frequent weather statements and bulletins to provide awareness of potential weather conditions that have the potential to adversely impact the system. The intent of these statements is to provide awareness to division management that a potentially severe weather situation is possible and that monitoring and advance preparations may be warranted.

## 4.2 Notification Procedure

### 4.2.1 General Statements and Bulletins

General statements and bulletins are generally issued by Operations Management using electronic delivery and sent to a wide distribution of personnel throughout corporate and division management. These notifications are usually made well in advance of a particular weather event and may be revised numerous times as forecasts change.

### 4.2.2 System Alerts

System Alerts are issued when there is a clear threat of imminent and severe weather. Alerts are targeted to specific divisions which will be impacted by the pending weather. Often specific preparatory action is advised in the body of the alert.

Upon receipt of a notification, divisions may make notifications to local media and civic authorities in accordance with their local event plan and the nature of the situation.

### 4.3 Alert Conditions and Actions Taken

This section describes the roles of both Corporate Operations and the divisions in monitoring weather conditions during normal, alert, and response modes of operation, along with participation in National Weather Service (NWS), mutual aid group and internal event preparation and response update conference calls.

| **Normal (no system alert)** | | |
|---|---|---|
| **Division** | **Corporate** | **Action to be taken** |
| ✓ | | Monitor for incoming System Alert or management emails |
| ✓ | ✓ | Monitor weather services and participate on NWS storm conference calls |
| **Alert** | | |
| **Division** | **Corporate** | **Action to be taken** |
| | ✓ | Contact division management (office closed) |
| ✓ | ✓ | Monitor weather services and participate on NWS storm conference calls |
| ✓ | ✓ | Conduct event preparation conference calls with Operations staff, Executive Management, and/or Divisions. |
| ✓ | ✓ | Assess availability of key resources |
| ✓ | | Contact motels, restaurants, fuel, and other services, as appropriate, to monitor status |
| ✓ | | Contact media and civic authorities (as appropriate) |
| ✓ | ✓ | Assess need to open or keep open an operating office |
| ✓ | ✓ | Assess need to have repair crews return home to pack for possible out of mutual aid assignments |
| | ✓ | Assess possible staging of repair crews to other divisions |
| | ✓ | Assess possible securing or staging of outside resources in anticipation of imminent and severe weather conditions |
| | ✓ | Participate in all NYMAG (or other) mutual aid conference calls |
| **Response** | | |
| **Division** | **Corporate** | **Action to be taken** |
| ✓ | ✓ | Implement division, and corporate response procedures |
| ✓ | ✓ | Conduct event response status conference calls with Operations staff, Executive Management, and/or Divisions. |
| | ✓ | Participate in all NYMAG (or other) mutual aid conference calls |

#### 4.3.1 Mutual Aid Conference Calls

Upon request, ACPS Staff shall participate in all New York Mutual Aid Group (NYMAG), New England Mutual Aid Group (NEMAG) and Mid-Atlantic Mutual Aid (MAMA) conference calls in anticipation of, and in response to an event, even if NYSEG/RG&E is not expected to be impacted by the associated event. The Companies may request that a NYMAG call be initiated, if required.

#### 4.3.2 NWS Conference Calls

ACPS Staff participates in NWS conference calls that may be scheduled by the NWS-Albany, Binghamton, Buffalo, Burlington and Upton/NYC regions covering the NYSEG and RG&E service territories. These calls are conducted by the NWS in advance of and during major weather events.

#### 4.3.3 Event Preparation/Response Status Conference Calls

Incident Command event preparation conference call(s) are conducted in advance of a major event, and response status conference calls are conducted periodically during the response and restoration process. Typically, departments involved in these conference calls include, but are not limited to Operations, ACPS, Energy Control Centers, Materials Management (Supply Chain), Fleet, Information Technology ("IT"), Engineering, Corporate Communications/Public Affairs and Customer Services, including the Customer Relations Centers and Marketing. Event Preparation conference call(s) are conducted prior to the event, to discuss the latest weather forecasts and ensure that all departments are aware of and prepared for the pending event. Response status conference calls are conducted periodically during the response process to discuss the status of the response efforts, and identify and address problems or issues impacting the response efforts.

### 4.4 Electric Outage Reporting to PSC/SEMO

#### 4.4.1 Emergency Reporting

The Electric Outage Reporting System (EORS) has been developed by the PSC to provide utilities and NYS emergency management officials with an integrated planning tool to analyze and communicate electric outage data in a timely and consistent format. Information compiled in the reporting system is used by the State Emergency Management Office (SEMO) and regional emergency managers in New York State to monitor utility progress and to inform other agencies of response status.

Submission of data is required by all New York utilities whenever SEMO activates the NYS Emergency Operations Center or as requested by the PSC.

The two main components of the Electric Outage Reporting System are:

- Outage Data (Outage Report)
- Crew Assignment Data (Crew Report)

During any type of event, Outage Data and Crew Assignment Data are to be submitted as requested by the PSC (usually at 7AM, 11AM, 3PM and 7PM). PSC-approved templates will be used to report outage and crew information. Outage data includes a breakdown of customers interrupted by geographic area, along with ERTs. Crew Assignment Data includes a breakdown of company and foreign line, tree and service crews utilized for response efforts, by company operating division. This EORS information will be transmitted according to the most recent instructions from the PSC. Currently, the preferred reporting method is to attach crew and outage spreadsheets to an email sent to PSC Staff at the designated email addresses.

In addition to the EORS, the PSC developed and implemented the web-based Electric Incident Reporting System (EIRS) for the New York utilities to report electric system events, including loss of electric service, personal injury accidents, shock incidents, motor vehicle accidents involving company facilities, safety incidents, security events, and unusual and media attention events. EIRS reports are prepared and submitted by System Operations. Some EIRS reports may be submitted in conjunction

with major weather events or other system emergencies (i.e. – service interruptions, transmission line outages, etc.).

### 4.4.2 System Test

To ensure that the Electric Outage Reporting System remains operational, the PSC requires that a system test be conducted monthly. The current test schedule requires that test data (Outage Report and Crew Report) be submitted by 10 am on the first Tuesday of each month. In conjunction with this test, a check of the ACPS computer system, outage management system, and telecommunication equipment will also be conducted.

# 5. SERVICE RESTORATION PROCEDURES

Although each emergency affects Company facilities in a unique way, ICS procedures are consistently applied. Restoration is generally a three-step process. The first phase involves notifying emergency personnel that damage to Company facilities has occurred or is likely to occur. Key emergency personnel report to their assigned emergency work locations. Measures are taken to identify damaged facilities that are a safety risk, such as downed wires.

The next phase is to continue the immediate repair efforts and to make longer term plans to manage the restoration process. Communications with emergency contacts and with the public, as necessary, are instituted. During this phase, work crews receive initial assignments. The Companies' ICS organizational structure is also formalized, to the extent required, and the appropriate planning and procedures are instituted. A large-scale event that spans several operational periods may require that objectives and planning be revisited several times during the event.

The final phase, which is initiated when the Company recovers from major damages, involves identifying customers still without service and addressing individual customer special concerns or problems. Demobilization of external resources is started, circuit sweeps are completed, and the public is informed that restoration is complete.

The following sections of the Plan outline specific steps necessary to support these three general restoration phases. Each emergency will not necessarily require full enactment of the procedures described here.

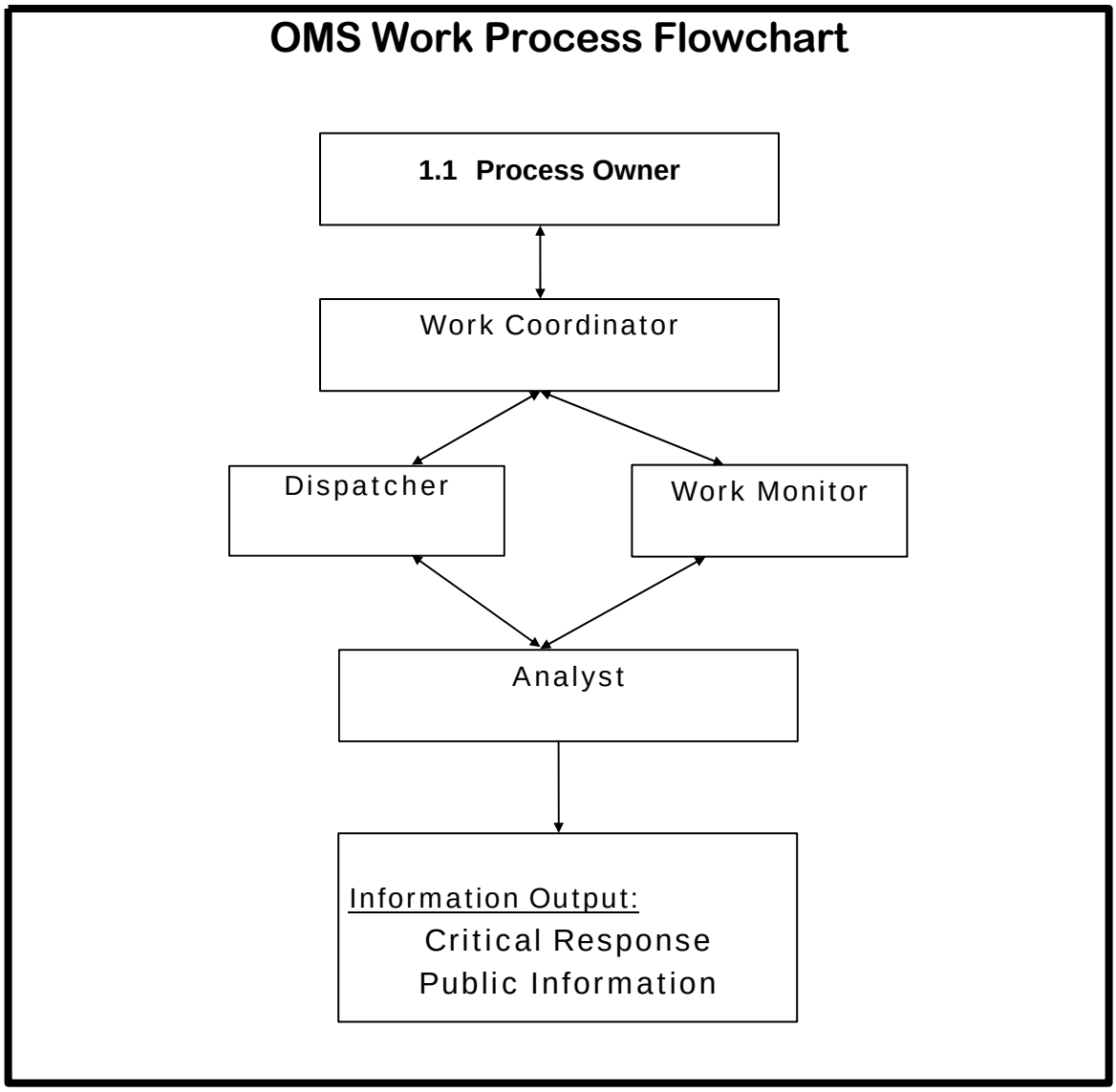
## 5.1 Assessment Phase

### 5.1.1 OMS Management

The outage management system (OMS) is used during normal operation as well as emergency situations. The system is composed of individual workstations monitored and managed at the division offices and at the corporate office. Data entry, analysis, and reporting are performed at the workstations. The server maintains a continuously updated system model, performs system analysis, and makes all system data available to each user.

During events, OMS is used to analyze likely interruption locations, dispatch crews, record restoration information, and produce various outage update reports. Restoration information is automatically shared with customers who call the Customer Relations Centers' interactive voice response (IVR) system.

Various functions must be managed to operate OMS. Depending on the size of the event, one person may be able to perform several functions or multiple people may share a function. The following diagram illustrates the various OMS functions:




A description of these tasks is provided below:

1. Process Owner: Responsible for assigning sufficient resources to support OMS. Manages the system process at the division level.
2. Work Coordinator: Assigns individuals to specific OMS roles. Coordinates work flow between functions and insures adequate communications and support between groups.
3. Dispatcher: Maintains contact with field forces, updates crew work assignments and crew status within OMS.
4. Work Monitor: Updates OMS to reflect work progress and modifies OMS data as required.
5. Analyst: Analyzes OMS engine output and identifies outage dispatch points.

Information Output: Various division and field departments use OMS information to prepare information for public release. Communication with critical customers, media releases, PSC/SEMO Management reporting, etc., all make use of OMS data.

### 5.1.2 Damage Assessment

Damage assessments are an essential component of effective response and restoration. The purpose of a damage assessment is to provide a rapid and reliable method of assessing the nature and extent of damage to the electric delivery system. This assessment will be used to determine if additional resources will be necessary to restore service to customers in a reasonable amount of time. Damage assessments will be conducted as soon as it is safe and practical. Refer to Appendix F for the Damage Assessment Procedures.

The responsibilities of the Planning Section Chief and the Damage Assessment Branch Director (if assigned) are summarized in the following table:

| Position | During Emergency | Post-Emergency |
|---|---|---|
| **Planning Section Chief** | • Implement program<br>• Identify the area targeted for assessment.<br>• Provide deadline when results are needed.<br>• Review and approve the analysis and communicate throughout the ICS.<br>• Determine if additional resources are needed. | • Assess the effectiveness of the recent assessment and implement required changes. |
| **Damage Assessment Branch Director** | • Implement the program when directed.<br>• Activate the appropriate number of damage assessors (or request more if needed).<br>• Coordinate the assessment effort, complete the analysis, and provide recommendations to the Planning Section Chief. | |

Each Division will name a Damage Assessment Branch Director. The Damage Assessment program will be initiated by the Planning Section Chief (or Incident Commander). The Damage Assessment Branch Director will be instructed regarding how much of the system to assess and the time period in which the analysis is required to be completed.

Extensive damage to one third of the distribution system is considered to be a worst case event. It is expected that for the majority of emergencies, the area requiring formal assessment will be less than one third. In general, completion of a preliminary assessment within 12 hours is desired, however, events particular to each event will influence the timetable. Depending on the conditions, a sampling of the effected area will be utilized to estimate the extent of the damage.

Each division should assign and train enough local people to the preliminary damage assessment function so that they are able to patrol one third of their distribution system within a time period of 12 hours. If this is not possible, or if a more comprehensive assessment is required, then procedures should be in place within each division to request additional outside assistance working through the ACPS.

The preliminary assessment may be followed up with a more detailed second assessment to obtain a complete damage assessment of an area, identify specific material requirements, engineer permanent replacement needed, or to satisfy other objectives.

Each division will develop procedures describing: forms and job aids to be used, the method and frequency of communication, instructions for reporting emergency situations, and other pertinent information. Communications with damage assessment crews are accomplished utilizing the company radio system and cellular phones.

Following a widespread event, the Incident Commander (or Planning Section Chief) may make a determination that a more detailed field damage assessment is necessary. The decision whether to perform a detailed assessment and when to commence it is based on many factors which may include the nature of the event, the time of day, the weather conditions, etc. Depending on the scope and severity of the event, the preliminary damage assessment could be a rough assessment to determine the extent of the damage to the Companies' facilities, to determine what resources will be required to work on the response and restoration activities.

The decision of how many people to use per team will be made by the Damage Assessment Branch Director. Various factors will be taken into account, including: the geography of area to be patrolled, time of year, time of day, current weather conditions, etc. The effectiveness of the patrol can be maximized if done during daylight hours. If additional work crews have already been requested, the completion of the patrol and the analysis of the results should be timed with the arrival of the additional crews. Foot patrols should be avoided, especially during initial assessments.

Information gathered from all sources, including line crew supervisors, damage assessment surveyors, or other personnel assigned to damage assessment activities, or information gathered from emergency management, law enforcement and customer calls, at various stages of the event, shall be collected and utilized in the determination of facility damage and the number of resources assigned to the response effort.

### 5.1.3 Estimated Time of Restoration Establishment and Reporting

In order to determine the estimated time of restoration (ETR) for an event with multiple incidents, the number of incidents, the type of incident (pole, primary, service) and the available field and mutual aid crew resources must be known. As this information becomes known and refined over time, the accuracy of ETRs increases.

The Companies in general have adopted a philosophy of providing conservative estimates. In most instances customers appreciate receiving an ETR that the Company will achieve or better. The Companies also understand that the customers make decisions based on the ETRs provided. During the response period for major events, ETRs may have to be adjusted beyond the original global ETRs due to: (1) the extent of the damage to the Company transmission or distribution systems; (2) outages to facilities owned and operated by other utilities that supply the NYSEG and RG&E systems; (3) the condition and status of roadways used by response crews to access the trouble areas; and (4) the continuation of inclement weather throughout the response period, resulting in new customer outages.

The procedure used by the Companies to provide ETR's can be broken down and described in the following three phases:

Phase I

- During the initial hours of an event, both the extent of damage and available resources are unknowns.
- The first priorities in any event are addressing emergency situations, such as wires-down incidents to make conditions safe for the public and emergency responders, and restoring affected transmission facilities impacting significant numbers of customers.
- No estimate of restoration is made and the ETR fields in the Outage Management System ("OMS") are left blank unless information for a specific job is available.
- System Operations (Binghamton or Rochester ECC) or the Customer Relations Centers ("CRC") place an up-front message on the Interactive Voice Response ("IVR") system to inform customers impacted by the outages that NYSEG/RG&E is assessing damage to its system, and ETRs will be provided upon completion of this assessment.

Phase II

- As sufficient information becomes available and the weather event subsides, an ETR is determined for release to the public through news releases, on the IVR upfront message, and in the PSC EORS outage reports that must be submitted.
- The initial ETR is intentionally conservative given the many uncertainties at this stage of an event, and is a global estimate of restoration of all customers.
- The initial ETR is loaded into each incident in OMS that does not have a specific ETR provided by a crew.

Phase III

- As more information becomes available (such as number of mutual aid crews and their arrival times or updated restoration and damage assessment information), global ETRs are updated.
- ETR's for specific jobs are updated using information provided by the field crews.

The Companies currently update information in OMS, during a response event, to reflect actual field conditions, within the capabilities of the OMS, using customer calls, field crew observations, damage assessment reports, and substation equipment status (circuit breaker & recloser status) from the energy control system. The information is updated in OMS in a timely manner as the information is received from the various sources. ETRs are also updated utilizing the same sources of information.

PSC EORS Outage Reports submitted by the Companies require providing a breakdown of customer outages and the latest ETR for each Township (geographic area) that is impacted by the event. Several incidents may occur in any given Township during any given event. Every incident is assigned an ETR by the Division in OMS. In preparing the EORS reports, a query of the OMS information is executed to provide the current total number of customers impacted by event-related outages, along with the latest ETR for each Township. This information is then entered into the EORS report template and submitted as required. Based on these reporting requirements, it is possible that all Townships have the

same ETR in the EORS report since only the latest ETR for all of the incidents in each Township is reported.

However, customers have the ability to access information about their specific incident, including more specific ETRs. This information is available by either calling the respective Company electric emergency number and talking with a Customer Relations Center representative, or by listening to the prompts and messages in the IVR system. Customers can also access this information on the Companies' web sites and the "Outage Central" web pages.

The Companies actively participated in the collaborative process with the other New York utilities and PSC Staff to develop ETR guidelines. The Companies implemented the draft ETR guidelines as part of a pilot program. The Companies will implement the "Estimated Time of Restoration Guidelines," issued and effective 9/30/2010, which are attached as Appendix H.

## 5.2 Response Phase

The Incident Action Plan (IAP) is formulated to develop and communicate the response objectives over each Operational Period. The IAP is developed jointly with contributions from the Incident Commander, Command Staff, and General Staff. This result is a coordinated IAP that communicates common objectives and identifies any resource gaps.

The Operations Section manages response activities while the Planning Section develops the appropriate tactics, analyzes status, and identifies resource needs. Resources (and gaps) are managed through the Logistics Section. During an event, the Logistics Section actively communicates with both the Operations and Planning Sections to determine and supply resources necessary to meet the objectives stated in the IAP. As the event progresses, additional resources may be requested and deployed due to the dynamic nature of the event and as resource requirements change.

### 5.2.1 Response Support Resources

The Companies utilize local resources and secure additional resources as needed to safely and effectively respond to Class 1, 2 and 3 emergencies. Depending on factors such as: (1) the type and potential severity of the weather event (snow, ice storm, heavy rain/flooding, high winds, or hurricane) based on NWS forecasts and conference call information; (2) the total area to be impacted by the weather event [multiple states, statewide, division(s)]; and (3) timing of the event (immediately following another major weather event, and/or during a normal work week, weekend, holiday, etc.); the Companies may determine to prepare internal crews and support staff and/or secure Mutual Aid support from other utilities and/or contractors to be deployed either: (1) in anticipation of the weather event, (2) during the weather event, when it is anticipated that significant damage or customer outages will be incurred, or (3) after the weather event, when preliminary damage assessments have been completed and a determination is made that there is a need for additional support beyond the local Company resources. When appropriate, the Companies will pre-stage internal and/or contractor resources in anticipation of pending severe weather events, however, the Companies are obligated to adhere to the commitment to the NYMAG organization to hold requests for external utility Mutual Aid support until such time as an actual need for resources is identified. The Companies have identified several contractor resources and have a notification process in place to expedite the securing of contract response line, service and

tree crew resources to supplement internal resources and/or Mutual Aid resources from other Utilities.

The number and type of resources required to respond to Class I, II and III emergency weather events is determined using information including, but not limited to: (1) damage estimates obtained from damage assessments (i.e. – broken poles, spans down, distribution transformers damaged, etc.); (2) the scope of the damage (distribution and/or transmission circuits impacted); (3) the number of trouble and outage incidents indicated in OMS; (4) the amount of tree damage and road conditions in the affected areas; (5) the terrain of the impacted areas and where the damage is located; and (6) the number of wires down incidents that must be made safe.

For Class I and II Emergencies, generally only local Division resources are required to effectively address the system damage and complete the restoration in 24 hours or less (Class I) or 48 hours (Class II). However, internal resources from a neighboring division may also be utilized to complete the restoration, depending on the type and extent of the damage. Class III Emergencies will generally require additional resources to complete make response activities. Depending on the size of the impacted area(s), internal resources, Mutual Aid Utility resources and/or contractor resources may be secured and deployed to assist in the response activities. External crews are generally assigned a local resource to guide the crews to their work assignments, to receive instruction and provide communication with the main office.

The number of crews that can be used, in response to a particular event, may be limited due to geographic constraints and because of the nature of the damage, including closed roads. Injecting more crews than can be used productively under those circumstances will generally complicate coordination and slow response. The Companies have a process for supplementing their local workforces with resources from other unaffected areas, as well as Mutual Aid from other utilities and contactors. A number of variables, including the number and type of crews needed, the time to determine the availability of, and to acquire resources, proximity and projected response times of resources, are considered in the determination. As an event progresses, additional resources may be requested and deployed due to the dynamic nature of the event and as resource requirements change. All resource movements of this nature are coordinated through the ACPS.

In general, line crews are responsible for make safe activities for wires-down incidents and restoration work. Make safe activities include de-energizing and clearing the area, as necessary. Restoration of service may include repair or replacement of poles, conductors and other appurtenances. Service Crews' responsibilities include make safe activities and restoration of customer services, which are generally limited to low voltage facilities. In general, line and service crews would include two (2) fully-qualified personnel, however, crews could include more than two (2) as in the case of having an apprentice line mechanic or an equipment operator for pole setting. Tree crew responsibilities involve line clearance and tree debris removal. Tree crew size could vary depending on the type of work being done (i.e.- off-road involving climbing, bucket work) and the equipment utilized (i.e. – brush removal).

Work hours and schedules are structured to support the maximum response effectiveness while still fostering safe working conditions. Although the needs of each emergency are unique, it is common practice to work around-the-clock with all available resources for the first 24 to 36 hours of an event. During this initial period, wires down and other hazardous situations are made safe. After this initial period, resources are assigned overnight to cover emergencies. The majority of crews

move to a schedule of approximately 17 hours on-duty and 7 hours off-duty, with a schedule designed to maximize effort during daylight hours. During the rest period for these crews, management and support personnel assess work completed, new outages, and damage, while planning response activities for the next operational period(s).

Requests for additional resources or for specialized resources (i.e. - helicopters, tracked equipment, etc.) are coordinated through contact with the ACPS. The ACPS assigns resources so that the most beneficial use of scarce resources across the Companies is achieved.

OMS is used to analyze trouble incidents and to classify incoming trouble calls. Incidents are analyzed and classified according to the location and extent of trouble. Such analysis ensures that the Operations Section receives the information necessary to effectively dispatch crews. Additional information obtained from customer calls, field crew observations, damage assessment reports, and substation equipment status (circuit breaker & recloser status) from the energy control system is used to update OMS and our customers on the status of outages.

Response crews are dispatched from within the Operations Section. In general, appropriate Branch Directors and supervisors should be named within the Operations Section to effectively manage the number of repair/service restoration crews required. A three to seven unit span of control should be maintained, if possible. The Operations Section ICS organization will be expanded as necessary to maintain effective management. Depending upon the nature of an emergency, a division may be subdivided into small geographic areas and managed under a local Branch Director as designated by the Operations Section Chief. Communications with response crews are accomplished utilizing the company radio system and cellular phones.

### 5.2.2 Restoration Priorities

The Operations Section shall follow the restoration priority guidelines taking into consideration the needs of any critical customers affected. It may be necessary to re-evaluate service restoration priorities as the restoration progresses. Restoration of electric service shall generally proceed according to the following priorities listed in descending order of priority so that cases of immediate danger are handled first and priority is given to restoring the greatest number of customers in the shortest amount of time:

1. Cases indicating that dangerous conditions exist such as live primary wires down, fires, or where danger to life is involved, shall be given immediate attention, i.e.- assigned the highest priority and addressed accordingly (see Appendix E for wires down guidelines).

2. Repairs to the transmission system.

3. Repairs to substations.
    - Bulk power and transmission substations and switching stations
    - Distribution substations

4. Primary distribution feeders and where practical:
    - Give priority to those feeders supplying concentrations of critical customers or high priority critical customers (as established on division list).

- Restore primary feeders supplying the largest number of customers.
- When completing restoration work in a specific area or location, consideration should be given to the complete restoration of customer service including those listed in 5 and 6 below in order to facilitate the total overall restoration process.

5. Secondaries including distribution transformers supplying groups of customers.

6. Individual services.

7. Street lighting circuits.

(Note: During lengthy emergencies street lighting in certain areas may be assigned a higher priority for security reasons as requested by local civil authorities.)

5.2.3 Customer Restoration Prioritization

A priority list should be developed to determine the order of importance for restoring critical customers. A suggested priority for restoring critical customers is shown in the following priority listing. Customers in the first priority will be considered for restoration first and so on to the second and third priority:

First Priority:

| **Customer Description** |
|---|
| Life Sustaining Equipment |
| Hospital/Nursing Home/Clinic |
| Fire Department |
| Police Department |
| Water Supply |
| Telephone Company Switching Centers |
| Radio/TV Stations |

Second Priority:

| **Customer Description** |
|---|
| High Rise Buildings |
| Industrial |
| Sewage Disposal |
| Prisons |
| Military Installations |
| Aircraft Radio Beacons |
| Airports |
| Fire Alarm Devices |

Third Priority:

| Customer Description |
|---|
| Electrified Mass Transportation |
| Pipeline Pumping Station |
| Live Stock Housing |
| Greenhouse |

It must be recognized that local situations may warrant changes in the above priorities and the appropriate Branch Directors/Section Chiefs may change restoration priorities to direct an overall logical and efficient service restoration process or to satisfy specific emergency situations.

5.2.4 Equipment Restoration Prioritization

Electric system equipment restoration is prioritized as:

**First Priority:**

- Power Transmission Equipment necessary to carry the System loads that are immediate or based on the Short Term Forecast:
  - Restoration of this Equipment is required in order to prevent the need to shed load, which would put additional Customers Out-of-Service
  - The appropriate Branch Directors/Section Chiefs will make this determination
- Transmission and Sub-Transmission Circuits that are Locked Out
- Substations that serve Customers in the First Priority Category

**Second Priority:**

- Distribution Circuits that are Locked Out
- Distribution Circuits with Large Sections Out-of-Service will be restored based on:
  - Presence of Customers in the First or Second Priority Categories
  - Number of Customers served by the Section

**Third Priority: Based on Customer Priority Categories:**

- Three-Phase Main Line of the Distribution Circuit
- Three-Phase Side Taps
- Single-Phase Side Taps
- Individual Transformers
- Individual Services
- Repeat the above Sequence to restore Customers in a given Priority Category before beginning Customers in the Next Priority Category.

**Fourth Priority:**

- Individual Services that are Off
- Flickering and Partial Lights
- Limbs on Wires, Lights On
- Low Wires
- All Others that Remain

During restoration, the Operations Section Chief closely monitors repair efforts. Repair priorities and the extent of emergency mobilization are contingent upon the number of affected divisions and the damage within each division. As service is restored, the Incident Commander, Operations Section Chief, and Planning Section Chief consult to determine when to demobilize outside resources, when to curtail overtime work, and when to declare the end of the emergency. After the emergency has ended, restoration reports are submitted to the Incident Commander, any temporary repairs are made permanent; and repaired facilities are surveyed to check if they are working properly.

The ACPS will coordinate repair activities and mutual aid resources between divisions and with other utilities. Requests for aid and crew transfers between companies will be coordinated by the ACPS after consultation with the affected Incident Commanders.

The Command Staff will coordinate local response efforts with the efforts of local authorities and local public works agencies. Local contacts will be made and maintained throughout the emergency to coordinate response efforts and to assure restoration priorities are being satisfied. Media contacts will also be made to monitor public notification of restoration progress and other appropriate information. Contact will be made and maintained with the PSC Staff and, if necessary, SEMO by the ACPS or Liaison Officer, in conjunction with the ACPS.

## 5.3 Telephone and Radio Procedures

During emergency conditions radio system traffic is at a peak. Radio communications should be limited to emergency related conversations between crews involved in response work and radio dispatchers. Non-essential conversations should be minimized and handled using other communication methods.

## 5.4 Post-Restoration Activities

Unless completed during an event, circuit sweeps are generally performed on transmission and distribution circuits damaged during an event, following the restoration of electric service to customers.

# 6. CUSTOMER CONTACT PROCEDURES

Establishing communication with customers is an important part of the Companies' Electric Utility Emergency Plan. Customers will be provided information regarding outage details, including areas affected and a schedule for expected service restoration. Such contact is generally initiated by customers who call to report trouble or an electric service interruption. In addition, detailed event damage information is obtained when telephone contact with customers is established promptly and effectively. This section outlines general procedures for establishing and maintaining contact with customers during events.

## 6.1 Customer Relations Center (CRC) Procedures:

If customers call during normal business hours, they are routed to CRC personnel.

If customers call after business hours, they are routed to System Operations in the Energy Control Center (NYSEG), or an after-hours switchboard service (RG&E). System Operations contacts Division crews with instructions to make necessary repairs. If the call volume warrants, System Operations contacts CRC Management to open the CRC to handle incoming calls.

During normal operating hours, CRC Management assigns personnel to answer trouble calls. A reasonable balance is maintained between CRC personnel assigned to handle trouble calls and personnel assigned to normal business calls. Representatives that normally work off phones may be asked to assist, depending on the call volume. Overtime may also be offered to manage call volume. If necessary, the CRC will remain open 24 hours/day until customer power is restored.

The CRC works closely with Corporate Communications and the Divisions to provide accurate information to customers and the CRC representatives. The CRC, through an upfront messaging application tied to the Interactive Voice Response (IVR) system, has the ability to provide upfront messaging to customers. At NYSEG, this information can be further customized for customers within a particular division. Different messages for any division affected by an outage can be entered into this upfront application. At both NYSEG and RG&E, within the first hours of the event, the CRC will provide upfront message(s) on the cause of the outage (weather, etc), and encourage the customer to enter a trouble ticket and then call back later to obtain an ETR. These messages both inform the customer and encourage them to use the automated system (IVR) to limit the number of calls going to live agents. Once ETRs have been established, customers will hear that information, as well as upfront messages regarding shelter locations, dry ice and bottled water distribution locations, etc., if and when available.

The Companies' goal is to have outage information available to customers 24 x 7 and also allow customers to report any emergency condition. This is achieved through the use of the IVR system as well as the Outage Central website. Both of these venues provide available information to customers in a timely fashion. Once an outage condition is identified, CRC management make decisions on the level of staffing required, taking into account a number of factors including nature and extent of the outage, weather conditions, possible length of the outage, etc.

Outage related information is provided to CRC representatives using internal bulletin boards (Centerline News, FAQs) and group emails. Information provided includes: outage status as provided

by Operations, all press releases, dry ice and bottled water distribution information and any other information that may be pertinent to the situation.

All calls are recorded.

The **Division Liaison Officers** will ensure telephone contact with nursing homes, hospitals, fire departments, and other emergency contacts (Updated lists of contacts are included in each **Division Emergency Plan**). The **Customer Outreach Unit** Leaders make contact with municipalities and commercial and industrial customers, including critical farm customers. If there are any special customer concerns, they will inform the Customer Services Emergency Supervisor. These Supervisors perform all follow-up calls to the above, when restoration is complete.

## 6.2 Telephone Answering Procedures

If the customer is reporting an outage or trouble, verify and gather the following information and create a service notification in SAP:

- Customers name, street address, town or village, and telephone number
- Location of trouble: Address, town or village, and nearest main road or intersection, ask if neighbors are affected
- Type of trouble and description
- If damages have occurred, obtain the description of damages and let the customer know that their call will be returned after restoration is complete
- Provide additional information as necessary:
  - Instruct customers with dim lights to unplug motors
  - Explain that freezers and refrigerators should not be opened
  - If a dry ice and/or bottled water program has been established, tell customers how and where to obtain the dry ice and/or bottled water
  - If a customer requests information about electricians, they are referred to the Yellow pages or the Electrical Association of Rochester, as appropriate.
  - Thank customers for calling

If the customer is asking about emergency information, the customer representative will provide names and/or telephone numbers of government agencies or locations to obtain food, shelter, water, or other emergency assistance. An updated agency listing will be provided by the CRC-Management. Listings are developed in consultation with local governments and State Emergency Management Office (SEMO).

Information about restoration status, number of customer's affected, crew status, and an estimation of expected restoration is available via OMS.

If media contacts are made, customer representatives provide them with the appropriate telephone number to call for detailed information. At NYSEG, if a separate telephone number has not been established for media calls, the representative advises the caller that their call will be returned and an OMS ticket (key call) is issued. The representative includes the caller's name, affiliation, and telephone number, and sends it to the corresponding Division line office.

If customers call with specific questions that should be addressed by a special Company representative (i.e. - a special needs customer should be referred to an advocate or farmer may be referred to a local emergency contact), the customer representative takes down the appropriate information and forwards it to the supervisor and/or advocate on duty, who makes the appropriate contacts. In this way, individuals' concerns can be addressed quickly by qualified personnel without tying up emergency telephone lines.

## 6.3 Procedure for Contacting Life Sustaining Customers

### 6.3.1 Background:

Under PSC Order #25937, Load Shedding, the Companies shall make every reasonable effort to provide emergency assistance to such customers in the event of loss of electric service.

The PSC also recognizes that the ultimate responsibility for providing uninterrupted sources of power rests with the persons originally procuring life sustaining or health support apparatus. These simplified procedures do not change that ultimate responsibility.

The objectives of the program remain the same:

- Locate all persons dependent on life sustaining equipment requiring electric service
- Label the customer account within 3 days of written verification of life support equipment in the home
- Place a Medical Seal on the meter to prevent unwarranted disconnection
- Conduct an annual review of residential Life Support customer list
- Continue the emphasis on customer responsibility
- Fulfill our obligation under PSC Order #25937 - Load Shedding
- Implement interruption procedures

### 6.3.2 Definitions: Life Sustaining

Medical equipment that mechanically sustains, restores or supplants a vital bodily function (dialysis machine, ventilator, suction machine, or feeding pump. (This includes multiple dwelling accounts that are in the landlord's name, who has a tenant with this type of medical equipment.)

Unplanned failure of equipment due to an electrical outage would result in a predictable and immediate threat to the patient.

### 6.3.3 Event Procedures for Life Sustaining Customers

In the event of a predicted major storm based on forecasts provided by the weather service provider, outbound calls will be made to life support customers deemed to be in the path of the storm. The purpose of the call will be to advise the customer of the potential for a storm related outage and to encourage the customer to keep up to date on their local weather forecast. Outbound 'pre storm' calls may be handed by internal staff or via a recorded call.

During a prolonged outage, the Division Customer Service Emergency Supervisor (or designee) will arrange to notify the Customer Advocate Supervisor and the on-call Customer Advocate (or designee)

of affected areas. OMS will highlight any report of an outage, voltage problem, flicker, or partial power, which involves a life support customer.

The Customer Advocate who is on call will be responsible for addressing the concerns of life support and special needs customers during a prolonged interruption. The Customer Advocate will oversee attempts to telephone each affected life support customer as soon as possible at the onset of a prolonged, unplanned power interruption. This contact will serve to assess the customer's situation and to provide guidance, and assistance as needed. If necessary, the Customer Advocate will call in emergency personnel for additional help. The Customer Advocate (or designee) will maintain contact on a daily basis.

When contact with a life support customer is made,

- The Life Support customers shall be given a special contact telephone number if they have questions or are in need of assistance.
- The Life Support customers will be advised of the ETR, and to contact emergency personnel if assistance is needed.
- If a generator will be provided to a life support customer, the Customer Advocate will arrange to have any available emergency generators delivered to customers who request them, unless Fire codes for a customer's residence prohibit the installation of a generator.
- In extreme cases where no alternatives exist and there appears to be an immediate risk to a customer, the Customer Advocate should recommend the customer be given a priority restoration status.
- Through previous contact with these customers, the Companies have strongly recommended that Life Support customers equip themselves with a back-up system to deliver power.
- After the emergency has ended, the Companies will attempt to contact each affected life support customer to confirm that power has been restored.
- The Companies will report daily to the PSC on the customers affected.

### 6.3.4 Program Maintenance

UPDATE LIFE SUPPORT LISTING

- A weekly report identifying all life support customers by division is generated and available for use by any storm support staff.
- A letter survey is sent to the customer establishing participation in the program, reiterating the customer's responsibility, and providing an unlisted phone number (sample letter Appendix D Attachment #1).
- Perform an annual review of all life support customers lists (sample Attachment #2 in Appendix D) for accuracy and to field check to assure removal or replacement of seal (i.e. next regular meter reading cycle).

GENERATOR MAINTENANCE

- Generators will be maintained by the T&D Support or Substation Operations Departments. The generators are located throughout the service territory for both NYSEG and RG&E and can be distributed as necessary during an extended outage. Conductors and adapters should be assigned to each generator. Generators are scheduled to be tested monthly .

## 6.4 Procedure for Contacting Special Needs Customers

6.4.1 Definition: Special Needs

Special needs customers are defined as those specifically coded as elderly, blind, or disabled and/or those who have a Medical Hardship indicator on their account.

6.4.2 Event Procedures for Special Needs Customers

During a prolonged outage, the Customer Advocate Supervisor (or designee) will run a report identifying all Special Needs customers in the affected areas and arrange outbound call attempts to these customers. The purpose of the call will be to provide details to the customer on the expected duration of the event and provide options for obtaining assistance if required. The call will also provide details about shelter, bottled water and dry ice locations if applicable.

## 6.5 Procedure for Providing Dry Ice and/or Bottled Water to customers

If service interruptions are expected to last more than 48 hours, the Division Incident Commander will assess the need for implementation of a Dry Ice and/or Bottled Water Program. Under the direction of the Logistics Section Chief, a Dry Ice/Bottled Water Program Branch Director follows the general procedure given below:

- Obtain estimates of the number of customers who will be without electricity when dry ice and/or bottled water is distributed
- Based on the locations of customers without service, select the location of Distribution Centers
- Assign personnel and arrange for vehicles to distribute dry ice and/or bottled water at each Distribution Center
- Consult with the Public Information Officer to arrange for publicity about the program
- Provide the Incident Commander with the locations of Distribution Centers and distribution times
- Provide information to customers regarding the safe handling of dry ice
- Monitor status of outage to estimate dry ice and/or bottled water procurement and distribution
- Information regarding the location and operating hours of Distribution Centers will be available in news releases, the Outage Central web page, on the IVR upfront recordings and with CRC representatives taking customer calls.
- Provide dry ice/bottled water information to the PSC Call Center through daily email updates.

## 6.6 Public officials and Media Contact Procedures

Much of the response work during an emergency requires collaboration with emergency management offices, local governments, and local law enforcement and fire services. Critical elements of the Companies' outreach and communications protocols are targeted at providing these entities with a convenient and reliable mechanism for receiving and providing information during the response process. The Companies also maintain communications with municipal officials and the media throughout a major event.

The Division Public Information Officer is responsible for establishing and maintaining communications with public officials and media in the affected areas during an event. Public officials and media contacts are given an unlisted telephone number to reach the Division Public Information Officer directly.

### 6.6.1 Public Official Contact:

The following Public officials will be contacted as soon as possible after the Incident Commander determines that a power interruption will extend 48 hours or more:

- State Senators and Assemblymen
- County Public Works Directors
- County Executives
- Highway Superintendents
- Chairman of County Boards of Legislators/Supervisors
- City/Village Mayors
- Town Supervisors
- State Emergency Management Office
- County Emergency Management Directors
- Law Enforcement Officials
- Fire Department Officials

Regular updates on the status of the response efforts will be performed. Ensure all inquiries by officials are addressed by the Incident Commander. All contacts with public officials will be documented using the Public Official Contact Report form.

Depending on the severity of the event and the estimated duration of the event, the Companies may conduct conference calls daily with local municipal and emergency management officials in areas that are severely impacted. These conference calls are monitored by PSC Staff.

ANNUAL UPDATE

Division representatives will contact public officials annually to discuss emergency procedures, response methods and restoration priorities, and critical customer policy. Public officials will be notified of all changes in division and local office management, as well as changes in contact information.

### 6.6.2 Media Contacts

Establishing effective communications with radio stations, television stations, and newspapers is crucial to response efforts. Every effort is made to provide media contacts with accurate, detailed information. Communications concerning restoration of service will be handled by a company spokesperson at the company office most affected by the event. These functions are the responsibility of the Public Information Officer (PIO).

A minimum of two contacts per day will be made to radio and television stations, and one per day to daily newspapers. All contacts with the media will be documented using the Media Contact Log sheet.

During emergencies, appropriate information is passed on to the media. This may include information on the following topics:

- Safety precautions pertaining to downed wires and other damaged electric facilities
- A request that calls be limited to calls about downed wires, service interruptions, or safety concerns
- Estimated outage times
- A statement instructing customers to disconnect motors if lights are dim
- A statement explaining that service is being restored systematically, following a priority restoration procedure
- The number of crews working and the length of crew shifts
- The names of any other utilities that are providing assistance
- Lists of areas where progress is being made and where service has been restored, and what special difficulties are being faced
- Information about the dry ice and/or bottled water distribution sites and emergency shelter locations
- Information about frozen pipes and dangers of hypothermia
- Dangers of using gas ranges as space heaters and carbon monoxide poisoning
- Safeguards and protections when using portable electric generators
- Information about what service entrance wiring the customer is responsible for repairing
- Procedures for handling dry ice safely
- A statement announcing when final clean-up has begun and requesting that those still without service to call.
- A statement thanking customers for their patience and support during the event

### 6.6.3 Customer Event Preparation Information

The Companies provide information to customers on both summer and winter storm preparation as bill inserts and on the Company web site. In addition, pre-event news releases are issued when weather forecasts indicate the potential for severe events. Examples of bill inserts, screen shots of web pages, and pre-event news releases are included in Appendix G.

# 7. GENERAL SERVICES EMERGENCY PROCEDURES

## 7.1 Introduction

General Services is responsible for the maintenance of vehicles and equipment, supplying materials, and procuring services and materials required by the Operating Companies (Opco) during non-emergency and emergency events. During emergency events General Services operates as part of the Logistics Section. The Plan provides guidance for General Services personnel during an emergency event. General Services personnel include both Iberdrola USA Management Corporation and Opco employees.

The objective of this section is to establish procedures that will identify the roles and responsibilities of various functions within General Services and facilitate the prompt response of operations requests before, during, and after an emergency event.

## 7.2 Advance Preparedness

The following are required action items to be performed annually by General Services to prepare for emergency events:

- Confirm and update lists of contact people with titles and contact information. This should be done each April. Contact changes should be communicated to applicable Opco Incident Commanders (Emergency Managers).
- Update Roles and Responsibilities.
- Perform two (2) drills to test the plan. This should include an assessment of the drill and communication of plan modifications to General Services personnel and applicable Opco Emergency Managers.
- Update the Emergency Plan with any modifications identified in the above actions.
- Ensure all General Services personnel have an assigned role during an emergency event.

## 7.3 General Services Emergency Response

In the event of an impending or actual emergency, the Logistics Section Chief (operations personnel) at the individual Opco's will make the "contacts" to General Services personnel as described below ("Contact" is all inclusive including communication of impending emergency, level of emergency, needs of the Opco, wrap up phase, and post-outage phase). The following procedures will ensure services requested by the Opco will be delivered/supplied timely and that the General Services personnel are notified and on alert.

### 7.3.1 Ground Support Unit (Fleet)

Logistics Section Chief (Operations personnel) will contact the:

- NYSEG and RG&E – Ground Support Unit (Regional Fleet Manager)

The Ground Support Unit (Regional Fleet Manager) will assess the situation and implement their emergency plan including:

- Contacting the Garage Supervisor
- Opening garage
- Staffing mechanics as appropriate
- Alerting vendors of parts, supplies and services of emergency and potential off-hour needs of the Opco and mutual aid vehicles and equipment
- Alert outside garages of emergency and potential service requirements of Opco and mutual aid vehicles and equipment

The Ground Support Unit (Regional Fleet Manager) is responsible for notifying the Ground Support Unit Leader (Director of Fleet Services) with emergency information.

Throughout the impending or actual emergency, the Ground Support Unit (Garage Supervisor) is responsible for keeping the Regional Fleet Manager abreast of status, resource requirements, key issues, etc. The Regional Fleet Manager is responsible for passing that information onto the Ground Support Unit Leader (Director of Fleet Services).

### 7.3.2 Supply Unit (Materials Management (MM))

Operations personnel will contact the:

- NYSEG and RG&E –Supply Unit (MM) Regional Stores Manager. The Regional Stores Manager will assess the situation and implement their emergency plan including:
  1. Contacting the Team Lead
  2. Opening warehouse.
  3. Issuing stock.
  4. Notifying stockkeepers for the region as necessary
  5. Contacting additional staff as necessary
  6. Assessing any material deficiencies

The Supply Unit (Regional Stores Manager) is responsible for notifying the Supply Unit Leader (Director of Materials Management) with emergency information.

Throughout the impending or actual emergency, the Team Lead is responsible for keeping the Supply Unit (Regional Stores Manager) abreast of status, key issues, resource needs, etc. Also, the Supply Unit (Regional Stores Manager) is responsible for passing that information on to the Supply Unit Leader (Director of Materials Management).

### 7.3.3 Procurement

The Supply Unit Leader (Director of Materials Management) will notify the Support Branch Director (Manager Tactical Procurement) of the impending or actual emergency. The Manager Tactical Procurement will assess the situation and implement their plan as appropriate including:

1. Staffing
2. Notifying vendors/suppliers
3. Notifying the Director of Procurement

As the emergency progresses, the Supply Unit Leader (Director of Materials Management) will keep in contact with Procurement to ensure materials/supplies are obtained, as necessary.

# 8. POST-EMERGENCY PROCEDURES

Once restoration has been completed, each affected division conducts a post-emergency assessment. For a Class I or II event, this may be done on an informal basis; for a Class III event, a formal assessment should be conducted and documented. The purpose of the assessment is to discuss activities and to identify areas for possible improvement. The following questions shall be addressed as a part of each assessment:

- What went well?
- What didn't go well?
- What wasn't done that should have been done?
- What was done that shouldn't have been done?

Based upon the results, policies or procedures may be revised in order to improve performance during future events. This section summarizes the post-emergency assessment and plan review and assessment policies.

Within sixty (60) days following complete service restoration, Management evaluates the Companies' response to the emergency by reviewing work crews' efforts, any noteworthy customer reactions or comments, and any unusual expenses incurred during the response process. The Companies' management will determine the effectiveness of procedures and gauge the need for revisions to the Companies' Plan as a result of the post-emergency assessment. Any revisions to the Plan will be filed with the PSC every year on April 1, or on any other date prescribed by the PSC.

Within sixty (60) days following completion of service restoration for any event lasting longer than 72 hours, the Companies' shall submit to the PSC a review of the Companies' performance. The following is the minimum information to be contained in this review:

1. Estimate of customers interrupted during the event including a day-by-day listing of number of customers restored.
2. Damage details regarding: transmission lines, substations, primary and secondary conductors, services, distribution circuits locked out, poles broken or replaced, and transformers damaged or replaced.
3. People and equipment required to restore service: line crews (identifying internal and external crews separately), tree crews, and support personnel.
4. Lists of requests made for outside assistance.
5. Lists of contacts with media and municipal and state governments.
6. Discussion of any appropriate changes to the Plan.
7. Any other relevant information that may be of significance to the public.

Based on the assessment findings, the Companies' Electric Utility Emergency Plan, Corporate Event Procedures Manual, and Division Event Procedures Manual are evaluated. Changes are made if required, or if improved practices are identified.

# Appendix A

Public Service Commission Order
Regarding Electric Utility Storm Plans

## Part 105. ELECTRIC UTILITY EMERGENCY PLANS

(Statutory authority:Public Service Law, §66[21])

**Historical Note**

Part (§§105.1-105.5) filed 11/8/82; repealed, new (§§105.1-105.6) filed 7/31/92 eff. 10/3/92.

### § 105.1 Preamble.

Historical Note

These electric utility emergency plans are primarily intended to ensure adequate utility response for storm and storm-like emergencies; however, some aspects of the plans will have application to virtually all electric emergencies (*e.g.*, customer contacts, communication with the media and government officials) and should be used accordingly.

**Historical Note**

Sec. filed Nov. 8, 1982; repealed, new filed July 31, 1992 eff. Oct. 3, 1992.

### § 105.2 Definitions.

Historical Note

For the purposes of this Part, the following definition shall apply:

(a) Storm drill. A *storm drill* is a training exercise held by an electric utility to test the adequacy and effectiveness of its regularly assigned personnel and personnel performing job functions outside of their normal areas of responsibility in implementing the utility's service restoration procedures in the wake of a storm classified at the highest or next highest level of severity by the utility. Drills shall simulate the involvement of a majority of a utility's customers served by overhead transmission and distribution facilities or individual operating areas on a sequential basis. The purposes of the drill can be achieved through the mobilization of utility personnel with specific storm response, service restoration assignments under simulated storm conditions or through the actual preparation for an advancing storm, * which may or may not damage the overhead T&D system. However, in either case, to qualify as a drill, the participants must have carried out all of their storm response assignments under either an impending storm scenario or a simulated storm scenario. Also the drill must involve contacts with outside agencies, local governments and others who would normally be included in service restoration responses. For actual preparations, in lieu of a drill, the company shall certify in section 105.3 of this Part that all requirements of this definition were met.

FOOTNOTE * Classified by the utility at the highest or next highest level of severity.

**Historical Note**

Sec. filed Nov. 8, 1982; amd. filed: Oct. 13, 1983; repealed, new filed July 31, 1992 eff. Oct. 3, 1992.

### § 105.3 Submission of electric emergency plans.

Historical Note

Each electric corporation shall file with the commission an electric emergency plan* that addresses storms as well as other causes of electrical emergencies with storm-like characteristics and that complies with the requirements of section 105.4 of this Part. On or before April 1st of each year of on such other date as the commission may prescribe, each electric corporation shall file such amendments to its emergency plan as it deems necessary, or as the commission may require, to maintain a high level of preparedness, or a statement that no amendments are contemplated. In any event, by April 1st of each year, each electric corporation shall certify in a report to the commission that within the past 12 months it has 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) of this Part; and
(b) conducted at least one storm drill or emergency exercise involving key company personnel assigned service restoration responsibilities.
Submissions made under this section shall include two copies of all documents and be sent to the Director of the Power Division. Each electric corporation shall make available for public inspection its currently effective system-wide electric emergency plan at its principal corporate headquarters. Those corporations that have developed customized plans for individual operating areas shall make a currently effective customized plan available for public inspection at the principal offices of each operating area.

FOOTNOTE * Any corporation that has regional or division plans shall make amendments to such operating area plans as are necessary to have those plans conform with any system-wide plan. However, a corporation that has a corporate plan that meets the requirements of this Part and provides the framework for regional plans may elect to file only the corporate plan with the commission, provided it certify that the regional plans have been updated to comply with the corporate plan and that the requirements of section 105.3(a) and (b) of this Part have been met for each of the regional plans.

**Historical Note**

Sec. filed Nov. 8, 1982; repealed, new filed July 31, 1992 eff. Oct. 3, 1992.

**§ 105.4 Content of electric emergency plans.**

Historical Note

(a) Each electric corporation's electric emergency plan shall be compiled in a loose-leaf manual to facilitate updating. The manual shall provide a current, detailed description of each corporation's service restoration plan and, to the extent practicable, shall contain the information set forth in subdivision (b) of this section.
(b) Each electric corporation's emergency plan shall include the following information:
(1) Table of contents.
(2) Introduction. A statement of the purpose, policies and objectives of the plan.
(3) Emergency classifications. Specify the criteria or guidelines used for determining the severity of electric emergencies and their classification. The guidelines should include, but need not be limited to, the geographical scope of the emergency, the estimated time required to restore general service, the type of expected damage to the electric, system, *i.e.,* from a storm or other storm-like emergency, and an indication of whether company personnel alone or company and supplementary, non-company personnel will be needed to repair system damage.
(4) Emergency response training program. State the corporation's program to provide emergency response training for those personnel assigned service restoration responsibilities that are different from their normal duties. Identify person(s) responsible for managing and evaluating the effectiveness of the program. Include procedures for conducting 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. State the extent to which any personnel outside the company may be involved in a storm drill. Include as well, provisions for critiquing the drill procedures and for giving staff a minimum of two weeks' advance notice of a scheduled drill.
(5) Advance planning and preparation. Specify the on-going actions that the corporation expects to take throughout each year to plan and prepare for an electrical emergency. State the corporation's procedures to update st least semiannually its lists

of contact persons, with titles, addresses, phone numbers and other pertinent data for the following:
(i) all utility personnel assigned service restoration responsibilities;
(ii) mutual aid companies and contractors;
(iii) all life support and other special needs customers;
(iv) human services agencies;
(v) print and broadcast media;
(vi) operators/managers of motels, restaurants and dormitories, etc.;
(vii) state, county and local elected officials, law enforcement officials, and emergency management and response personnel;
(ix) medical facilities; and
(x) vendors. At least annually, the corporation shall verify that all of the preceding data are current. At least semiannually, the corporation shall issue updated lists of known changes to its employees that have plan implementation responsibilities. The procedures should include the corporation's plans to stockpile emergency restoration tools and supplies in loose or kit form. State also, provisions for the preparation and distribution of literature or other forms of communication with information on customer storm preparations. Such information should address storm survival without electric power and safety precautions regarding electrical hazards such as downed wires and the use of portable generators.
(6) Emergency anticipation. Identify the preparatory measures corporate management would implement in anticipation of a potential system emergency expected to affect the service territory within hours or days. Identify the criteria under which key personnel with service restoration responsibilities would either be notified of an impending emergency or deployed to assigned areas, and any special precautions that would be taken.
(7) Service restoration procedures. Provide the corporation's procedures for mobilizing its personnel, materials and equipment in order to survey system damage and implement measures to ensure timely, efficient and safe restoration of service to customers in areas damaged by a storm or other storm-like electric emergency. The procedures need to identify restoration priorities to ensure that restoration time is minimized, while ensuring critical customers' needs are met. Include a listing of the priorities for service restoration among customer groups in these procedures. Identify criteria for determining when centralized versus decentralized control is appropriate. For those severe emergencies when field damage assessments are needed, describe the methods for making, within 24 hours, broadscale preliminary assessments of the nature and extent of system damage based on rapid surveys of damaged areas and other data sources, and for making, within 48 hours, more detailed estimates of system damage based on systematic field surveys. Describe how field reports of system damage will be integrated with damage reports or indicators from other sources, such as customer call-ins, in order to make a reasonably accurate assessment of system damage and reliable projections of the personnel, equipment, materials and time that will be needed to rapidly and safely achieve service restoration goals in all damaged areas. Provide the procedures for deploying company and mutual aid crews to work assignment areas, monitoring crew activity, reassigning crews as necessary, and releasing crews, under both centralized and decentralized command modes. Describe the methods and means that will be used to communicate with damage survey crews and service restoration crews. Identify the procedures for coordinating

company restoration procedures with those of other utilities' restoration efforts and with state and local emergency management and public works agency efforts.
(8) Personnel responsibilities. Provide a narrative and chart of the organization and operational assignments of personnel to be mobilized for each emergency classification identified. State the areas of management and supervisory responsibility and functions to be performed at each emergency classification level. Include the procedures for contacting and managing all personnel assigned duties under the emergency restoration plan at both the corporate and operating division level.
(9) Customer contacts. Provide the corporation's procedures and facilities for handling the extraordinary volume of customer calls that are normally placed during emergency events. Include a description of the type of messages that may be given to call-in customers regarding projections for service restoration or other pertinent information. State the overall corporate goals for answering customer calls during electric emergencies including, but not limited to, plans for staffing levels, number of positions activated, use of pre-recorded messages, means of providing updated information to customer service representatives, and the means of monitoring calls received and answered at the utility's office and, to the extent possible, at telephone company switching offices serving the utility's office. State the procedures for contacting within 24 hours, and policies for responding to the needs of, life support customers (those who require electrically operated machinery to sustain basic life functions) during an electrical emergency. State the procedures for contacting other special needs customers such as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility-impaired and human service agencies representing these customers, along with policies for handling inquiries and requests for assistance from them. Describe the corporation's method for estimating dry ice needs during an emergency period projected to last more than 48 hours and arrangements for obtaining and distributing dry ice to designated customer groups. State also the means of making out-of-service customers aware of the availability and the location, dates, hours and amounts of dry ice to be distributed.
(10) Communications. Provide the corporation's procedures and facilities for establishing and maintaining external communications exchanges regarding damage and restoration progress with customers in general, human service agencies, the media, the Department of Public Service, the State Emergency Management Office and other state agencies, county and local governments, emergency response services, and law enforcement agencies, etc. Include the identification of any dedicated phone lines, the designation of any special company representative to act as liaison with government entities, and any special provisions that may be required for dealing with critical facilities. State the corporation's planned frequency of communication updates to the media.
(11) Outside aid. State corporate policy and criteria governing conditions under which requests for service restoration aid from other utilities, contractors, government agencies or others would be made and the procedures to be followed in obtaining outside aid.
(12) Support services. Describe the actions that will be taken, and who will be responsible for implementing them to sustain and support restoration crew activities. These shall include vehicle management; foreign crew accommodations, *e.g.,* housing, food and transportation; and distribution of warehouse supplies, *e.g.,* materials, tools, parts and equipment needed in the restoration process.

(c) Within 60 days following completion of service restoration in an emergency where the restoration period exceeds three days, each electric corporation shall submit to the Secretary of the Public Service Commission a review of all aspects of its preparation and system restoration performance.
(d) Each electric corporation may submit such additional information and plans as it believes necessary or desirable to fulfill the purposes of this Part.

(1) Each electric corporation may delete the names and phone numbers of its employees and outside contact persons from the copies of plans filed with the commission and available for public inspection at its corporate headquarters. Such deleted information shall be subject to inspection by the commission or Department of Public Service employees.
(2) Any electric corporation may request that the commission designate as confidential any information required to be submitted in emergency plans. Confidential information may include, for example, internal security matters. Such requests shall identify the specific information requested to be treated as confidential and shall explain why confidentiality is sought. Unless the commission directs otherwise, such information shall not be included in the plans available for public inspection.

**Historical Note**

Sec. filed 11/8/82; repealed, new filed 7/31/92 eff. 10/3/92.

**§ 105.5 Commission review and approval.**

Historical Note. Upon receipt and review of emergency plans or amendments filed by an electric corporation under this Part, the commission may require any such corporation to modify such plans or amendments or otherwise prescribe conditions for approval. Approval will be based on compliance with the requirements of this Part.

**Historical Note**

Sec. filed Nov. 8, 1982; repealed, new filed July 31, 1992 eff. Oct. 3, 1992.

**§ 105.6 Compliance with electric emergency plans.**

Historical Note

(a) Each electric corporation shall comply with the guidelines and practices set forth in its effective emergency plans. Each electric corporation shall comply with any additional electric emergency plan requirements that may be imposed by the commission.
(b) Under emergency conditions, an electric corporation may modify its response from that in the filed electric emergency plan to the extent required to restore service in a safe and efficient manner. However, modifications and the circumstances that caused them shall be reported in writing to the secretary of the commission within 60 days from restoration of full service. Minor changes such as telephone numbers, personnel changes, etc., need not be reported, but as soon as practicable should be made to the plans.

**Historical Note**

Sec. filed July 31, 1992 eff. Oct. 3, 1992

# Appendix B

## Event Damage Accounting Procedures

## Event Accounting Process starting January 2011 (dated 1/4/2011)

***Event Process Flow / Details*:**

1. **Weather Forecast / Meeting is planned for determination of weather event or not?**

   New York: NYSEG and RG&E

   The corporate Incident Commander or designee will initiate a pre-event conference call with the Incident Command System (ICS) staff and will make the determination to issue a Work Breakdown Structure (WBS) cost collector at the appropriate time when they declare the OpCo or Division(s) to be in a significant event. On the occasion where a pre-event call is not required or conducted the ICS staff will make the determination to issue a WBS cost collector for the event.

2. **Event Tracking in SAP**

   If the situation is determined to be an event in NY, SAP Event cost collectors will be released to the affected service areas by the **Planning Section within ICS**.

**** Note: It is the responsibility of the ICS to control the use of the event cost collectors.**

New York Storm Deferral Guidelines: Appendix G, Joint Proposal (Cases 09-E-0715, et al.)

- Interruptions affect at least 10% of the Customers, and/or result in customers that result without electric service for a duration of at least 24 hours.
- Response efforts must cost more than $300K in incremental O&M exp per Major Storm event
- Costs related to Heat storms will be excluded
- Costs related to animal disturbances, heat overload, human error, and pre-arranged items will be excluded
- Non-incremental costs would not be chargeable against the reserve – non-incremental includes straight time payroll, fleet (other than fuel), benefits (other than payroll taxes on overtime pay which is considered incremental), and costs that are capitalized

3. **Close**

   All Level 3 WBS's that have had no activity after an event has passed must be closed. This will be the responsibility of the respective T&D OPCO Director.

   Overall management and control of issued WBS#'s.

   a. All event related WBS #'s that have been issued will be reviewed in 3 months to check on the feasibility of closing the orders.
   b. If there is a need to keep an issued event related WBS number open beyond 3 months, then a written exception must be submitted detailing the plan and timeline as

to when all of the work will be completed and closed and/or when you expect all event related costs to be allocated properly to the WBS. Note: the responsible MRO should work with their respective CRO/invoice processors to ensure all charges have been identified and will submit the written exception to their Director for approval.

# Appendix C

## ICS Forms

# ICS 208: Incident Schedule of Meetings / Events

| Incident Name: | | Approved By: | |
|---|---|---|---|
| Prepared [Date / Time]: | | Operational Period Date(s): | |
| Prepared By: | | Time: | |
| **Time** | **Meeting / Event** | **Location** | **Attendance** |
| 0000 | | | |
| 0100 | | | |
| 0200 | | | |
| 0300 | | | |
| 0400 | | | |
| 0500 | | | |
| 0600 | | | |
| 0700 | | | |
| 0800 | | | |
| 0900 | | | |
| 1000 | | | |
| 1100 | | | |
| 1200 | | | |
| 1300 | | | |
| 1400 | | | |
| 1500 | | | |
| 1600 | | | |
| 1700 | | | |
| 1800 | | | |
| 1900 | | | |
| 2000 | | | |
| 2100 | | | |
| 2200 | | | |
| 2300 | | | |

## *Incident Action Plan*

| **1. Incident name** | **2. Operational Period**<br>**From:** **To:** |
|---|---|
| **3. Prepared By:** | **4. Approved By:** |
| **5. Weather Forecast:** | |
| **6. Incident Objectives:** | |
| **7. Safety Message:** | |
| **8. The following checked documents have been included in this IAP.** | |

| | | | |
|---|---|---|---|
| ❒ | **ICS 202** | ❒ | **ICS 215** |
| ❒ | **ICS 203** | ❒ | |

| | | |
|---|---|---|
| ❒ | **ICS 214** | ❒ |

# Appendix D

## Life Sustaining Customers

**Additional information regarding life-sustaining customers is included in this appendix. NYSEG and RG&E have the same policies and procedures in place concerning Life-sustaining equipment customers.**

**Attachment #1- Initial letter**

NYSEG/RGE CUSTOMER NAME
CUSTOMER ADDRESS
CITY, STATE, ZIP CODE
Account number: xxxx-xxxx-xxx

Dear Customer:
Thank you for notifying NYSEG/RGE regarding the use of electrically-powered, life-sustaining equipment at *Customer address*. This maybe a difficult time for you and we want you to know how we can provide assistance.
If eligible, we can enroll you in our Life-Sustaining Equipment Identification program. As a participant in this program, we'll contact you in advance of a **planned** power interruption for maintenance or repairs.
To help us determine eligibility:
- Complete and return the enclosed survey by XX/XX/XXXX.
- Your doctor is required to complete the medical information portion of this form.
After we review the information, we will notify you about your eligibility to be enrolled in the program.
In the event of an **unplanned** power interruption, please contact us at 1.800.572.1131. This phone number provides the option of using an automated system that:
- Allows you to report or check on the status of an interruption.
- Lets us know your power is out.
- Provides the most current information, if available, about the extent of the interruption and the approximate time service will be restored.

Thank you for taking the time to complete the survey. If you have any questions, please contact me at 1.800.XXX.XXXX, ext. XXX, Monday through Friday, 8 a.m. to 4:30 p.m.

Sincerely,

Customer Advocate

**Attachment #2- Life-Sustaining Equipment Identification Survey**

Thank you for taking the time to complete this survey. Please return the completed survey to NYSEG/RGE using the enclosed return envelope.
You will be mailed additional information by a NYSEG/RGE customer advocate within two-to-three weeks.

## Section I - Information To Be Completed By The Person Whose Name Appears On The NYSEG/RGE Bill

**NYSEG/RGE Account Information**:
Name as it appears on NYSEG/RGE bill: _____
Street address and city: _____
Mailing address (if different): _____
Do you live alone? _____
Daytime phone: (____)_____ Evening phone: (____)_____ Cell phone: (____)_____
**(Please note**: Before a power interruption occurs, have at least one phone (corded or battery powered) available for use that is not dependent upon electricity. Remember: Cordless phones and digital phone service do not work during a power interruption.**)**
NYSEG/RGE account number: _____
**Life-Sustaining Equipment User Information:**
Name of life-sustaining equipment user: _____
Life-sustaining equipment user's date of birth: _____
Relationship to the person whose name appears on the NYSEG/RGE bill: _____
**Life-Sustaining Equipment Information:**
If there is a power interruption for 24 hours or more, I have the following to use as a back-up (check all that apply and provide details):
Generator – Type: _____ Number of hours it will last: _____
Battery – Type: _____ Number of hours it will last: _____
Medicine – Type: _____ Number of hours it will last: _____
Oxygen tanks – Type: _____ Number of hours it will last: _____
Other / manual – Type: _____ Number of hours it will last: _____
Where is the life-sustaining equipment located in the home? _____
Name of life-sustaining equipment supplier: _____
Life-sustaining equipment phone: (____)_____
**Personal Home Health Care:**
Does the life-sustaining equipment user receive personal home health care? _____
Name of agency providing home health care: _____
Phone: (____)_____
Number of hours per week of care: _____
**24 Hour Emergency Plan:**
In the event of an extended power interruption, it's important to have a plan for a 24-hour period without electricity. Please describe your plan: _____
_____

## NYSEG/RGE Life-Sustaining Equipment Identification Survey

**If you remain at home, what are your plans for:**
**Main source:**
Home heating: _____
Drinking water: _____
Cooking: _____
Refrigeration (food / medication): _____
**If relocation is necessary, where will you go?**
Street address and city: _____
Whose residence or facility is this? _____
Phone at the above location: (____)_____

**What is the name and phone number for your nearest:**
Hospital: _____ Phone: (____)_____
Fire or Rescue Department: _____ Phone: (____)_____
**Please provide names and phone numbers of people we can contact who may know your whereabouts if we are unable to reach you during a power interruption:**
Name: _____ Relationship to you: _____
Street address and city: _____
Phone at address: (____)_____ Cell phone: (____)_____
Name: _____ Relationship to you: _____
Street address and city: _____
Phone at address: (____)_____ Cell phone: (____)_____
**Signature of person whose name appears on the NYSEG/RGE bill:**
_____ Date: _____

## Section II - Information Below Must Be Completed By The Life-Sustaining Equipment User's Doctor

**Medical Information:**
What is the illness of the life-sustaining equipment user? _____
What are the life-sustaining equipment user's physical limitations? _____
**Type of Life-Sustaining Equipment:**
1. _____ required _____ hours per day
2. _____ required _____ hours per day
3. _____ required _____ hours per day
**Doctor Information:**
Name: _____
Address and city: _____ Phone: (____)_____
NYS registration number: _____
Signature of doctor: _____ Date: _____
**Back-up source:**
_____
_____
_____

**Attachment #3-Annual Renewal letter**

Month XX, XXXX

NYSEG/RGE CUSTOMER NAME
CUSTOMER ADDRESS
CITY, STATE, ZIP CODE

Dear Customer:
As a participant in our Life-Sustaining Equipment Identification program, we would appreciate your help in updating our records.
- If you wish to remain in the program, please complete and return the enclosed NYSEG/RGE Life-Sustaining Equipment Identification survey by XX/XX/XXXX.
- If life-sustaining equipment is no longer in use, please complete and return the enclosed Removal Request – NYSEG/RGE Life-Sustaining Equipment Identification program form.
In the event of a power interruption:
- First, contact us at 1.800.XXX.XXXX.
- If you are unable to reach someone promptly at this number, you may contact us at XXX.XXX.XXX. This is a special unlisted number for you and is meant for emergency use only.
- When you call, be certain to give your name, address, and phone number and tell the NYSEG representative you have life-sustaining equipment and are enrolled in the Life-Sustaining Equipment Identification program. You'll be provided with current information about the interruption to help you determine what steps to take to meet your needs.
- It is your responsibility to have an emergency plan in place for up to the first 24 hours of a power interruption. In the event of an interruption lasting longer than 24 hours, we will attempt to contact you with additional information.
- It is also your responsibility to contact your local fire department, rescue squad or equipment provider to inform them of your possible emergency needs. As an alternative, you may wish to make arrangements now for emergency housing with family or friends.
If there is a planned interruption of your power for maintenance or repairs, we will make every attempt to contact you.
Again, to remain in the program, please return the survey form by XX/XX/XXXX. If life sustaining equipment is no longer in use, please complete and return the removal request form. Thank you for your prompt attention to this matter.

If you have any questions, please contact me at 1.800.XXX.XXXX, ext. XXXX, Monday through Friday, 8 a.m. to 4:30 p.m.

Sincerely,

Customer Advocate

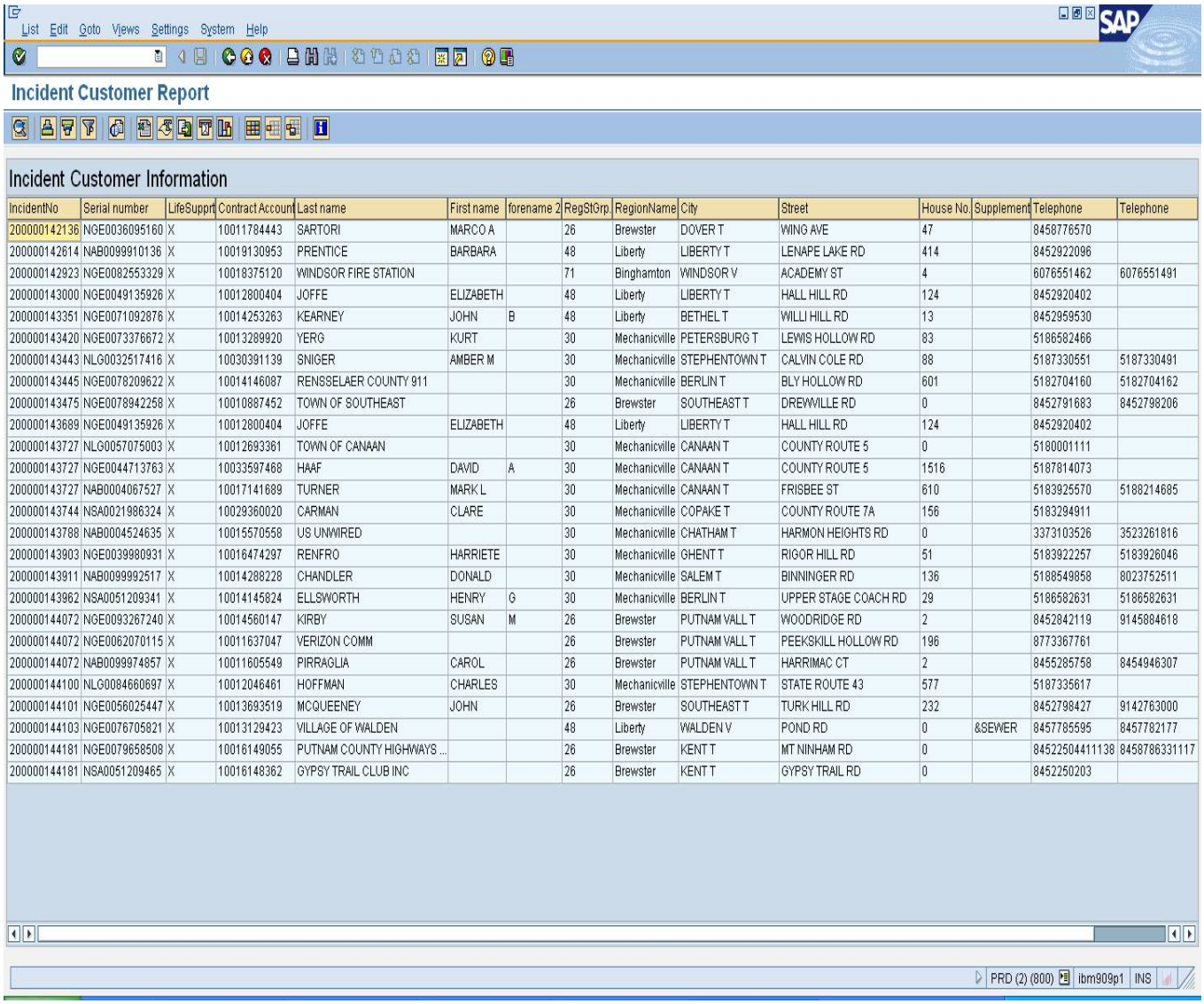
**Attachment #4**

**Removal Request – NYSEG/RGE Life-Sustaining Equipment Identification Program Form**
CUSTOMER
ADDRESS

Account number: XXXX-XXXX-XXX
If life-sustaining equipment is no longer in use, please complete and return this form to NYSEG/RGE. A return envelope is provided for your convenience.
Please remove the above-mentioned account from NYSEG/RGE's Life-Sustaining Equipment Identification program for the following reason:

____ Life-sustaining equipment is no longer required.
____ Death of life-sustaining equipment user; date of death: _____
____ Life-sustaining equipment user moved to:
_____
_____
New phone number: _____
____ Other reason; please explain:
_____
_____
Print your name: _____
Signature:_____
Your relationship to life-sustaining equipment user: _____
Date: _____

## Attachment #5-Outage Report



List Edit Goto Views Settings System Help

**Incident Customer Report**

**Incident Customer Information**

| IncidentNo | Serial number | LifeSupprt | Contract Account | Last name | First name | forename 2 | RegStGrp | RegionName | City | Street | House No. | Supplement | Telephone | Telephone |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 200000142136 | NGE0036095160 | X | 10011784443 | SARTORI | MARCO A | | 26 | Brewster | DOVER T | WING AVE | 47 | | 8458776570 | |
| 200000142614 | NAB0099910136 | X | 10019130953 | PRENTICE | BARBARA | | 48 | Liberty | LIBERTY T | LENAPE LAKE RD | 414 | | 8452922096 | |
| 200000142923 | NGE0082553329 | X | 10018375120 | WINDSOR FIRE STATION | | | 71 | Binghamton | WINDSOR V | ACADEMY ST | 4 | | 6076551462 | 6076551491 |
| 200000143000 | NGE0049135926 | X | 10012800404 | JOFFE | ELIZABETH | | 48 | Liberty | LIBERTY T | HALL HILL RD | 124 | | 8452920402 | |
| 200000143351 | NGE0071092876 | X | 10014253263 | KEARNEY | JOHN | B | 48 | Liberty | BETHEL T | WILLI HILL RD | 13 | | 8452959530 | |
| 200000143420 | NGE0073376672 | X | 10013289920 | YERG | KURT | | 30 | Mechanicville | PETERSBURG T | LEWIS HOLLOW RD | 83 | | 5186582466 | |
| 200000143443 | NLG0032517416 | X | 10030391139 | SNIGER | AMBER M | | 30 | Mechanicville | STEPHENTOWN T | CALVIN COLE RD | 88 | | 5187330551 | 5187330491 |
| 200000143445 | NGE0078209622 | X | 10014146087 | RENSSELAER COUNTY 911 | | | 30 | Mechanicville | BERLIN T | BLY HOLLOW RD | 601 | | 5182704160 | 5182704162 |
| 200000143475 | NGE0078942258 | X | 10010887452 | TOWN OF SOUTHEAST | | | 26 | Brewster | SOUTHEAST T | DREWVILLE RD | 0 | | 8452791683 | 8452798206 |
| 200000143689 | NGE0049135926 | X | 10012800404 | JOFFE | ELIZABETH | | 48 | Liberty | LIBERTY T | HALL HILL RD | 124 | | 8452920402 | |
| 200000143727 | NLG0057075003 | X | 10012693361 | TOWN OF CANAAN | | | 30 | Mechanicville | CANAAN T | COUNTY ROUTE 5 | 0 | | 5180001111 | |
| 200000143727 | NGE0044713763 | X | 10033597468 | HAAF | DAVID | A | 30 | Mechanicville | CANAAN T | COUNTY ROUTE 5 | 1516 | | 5187814073 | |
| 200000143727 | NAB0004067527 | X | 10017141689 | TURNER | MARK L | | 30 | Mechanicville | CANAAN T | FRISBEE ST | 610 | | 5183925570 | 5188214685 |
| 200000143744 | NSA0021986324 | X | 10029360020 | CARMAN | CLARE | | 30 | Mechanicville | COPAKE T | COUNTY ROUTE 7A | 156 | | 5183294911 | |
| 200000143788 | NAB0004524635 | X | 10015570558 | US UNWIRED | | | 30 | Mechanicville | CHATHAM T | HARMON HEIGHTS RD | 0 | | 3373103526 | 3523261816 |
| 200000143903 | NGE0039980931 | X | 10016474297 | RENFRO | HARRIETE | | 30 | Mechanicville | GHENT T | RIGOR HILL RD | 51 | | 5183922257 | 5183926046 |
| 200000143911 | NAB0099992517 | X | 10014288228 | CHANDLER | DONALD | | 30 | Mechanicville | SALEM T | BINNINGER RD | 136 | | 5188549858 | 8023752511 |
| 200000143962 | NSA0051209341 | X | 10014145824 | ELLSWORTH | HENRY | G | 30 | Mechanicville | BERLIN T | UPPER STAGE COACH RD | 29 | | 5186582631 | 5186582631 |
| 200000144072 | NGE0093267240 | X | 10014560147 | KIRBY | SUSAN | M | 26 | Brewster | PUTNAM VALL T | WOODRIDGE RD | 2 | | 8452842119 | 9145884618 |
| 200000144072 | NGE0062070115 | X | 10011637047 | VERIZON COMM | | | 26 | Brewster | PUTNAM VALL T | PEEKSKILL HOLLOW RD | 196 | | 8773367761 | |
| 200000144072 | NAB0099974857 | X | 10011605549 | PIRRAGLIA | CAROL | | 26 | Brewster | PUTNAM VALL T | HARRIMAC CT | 2 | | 8455285758 | 8454946307 |
| 200000144100 | NLG0084660697 | X | 10012046461 | HOFFMAN | CHARLES | | 30 | Mechanicville | STEPHENTOWN T | STATE ROUTE 43 | 577 | | 5187335617 | |
| 200000144101 | NGE0056025447 | X | 10013693519 | MCQUEENEY | JOHN | | 26 | Brewster | SOUTHEAST T | TURK HILL RD | 232 | | 8452798427 | 9142763000 |
| 200000144103 | NGE0076705821 | X | 10013129423 | VILLAGE OF WALDEN | | | 48 | Liberty | WALDEN V | POND RD | 0 | &SEWER | 8457785595 | 8457782177 |
| 200000144181 | NGE0079658508 | X | 10016149055 | PUTNAM COUNTY HIGHWAYS ... | | | 26 | Brewster | KENT T | MT NINHAM RD | 0 | | 84522504411138 | 8458786331117 |
| 200000144181 | NSA0051209465 | X | 10016148362 | GYPSY TRAIL CLUB INC | | | 26 | Brewster | KENT T | GYPSY TRAIL RD | 0 | | 8452250203 | |

PRD (2) (800) ibm909p1 INS

# Appendix E

## Wires Down Guidelines

# Wires Down Guidelines

**Purpose:** During events, public and employee safety are our first priorities, and downed wires represent a real public safety risk. Although downed wires cannot be prevented, and there may be overwhelming numbers in the aftermath of some events, it is imperative that downed wires receive substantial focus and priority so that NYSEG/RG&E responds in as timely a manner as practicable to ensure that downed wires are guarded, barricaded and/or made safe.

## Management of Wires Down:

- The **Operations Section Chief** will assign a **Wires Down Branch Director (WDBD)** to manage downed wire activity. The **WDBD** should:
    - Maintain a list of all wires down calls and their status. A spreadsheet will be available on the ACPS shared drive to help manage this process.
    - Prioritize wires down calls and determine if either make-safe personnel, wire guarding, and/or barricading is the appropriate response.
    - Coordinate, analyze and prioritize wires down incidents received from damage assessments.
    - Have sufficient make-safe personnel assigned, and be responsible to dispatch them to locations requiring rapid intervention to protect life and property.
    - Have sufficient wire guards assigned, and be responsible to dispatch them to confirm, guard, and/or barricade lower priority areas until qualified personnel can be dispatched to make safe.
    - Utilize a suggested ratio of wire guards to make-safe personnel of between 5:1 and 10:1 (i.e. – 5 to 10 wire guards per make-safe crew). Note that this ratio is a general guideline to be considered during response events. For any given event, the Incident Commander may staff above or below these levels depending upon the type of damage being experienced.
    - Be responsible to schedule wire guards, monitor their location and ensure that necessary personnel are available for rotation issues. (i.e. meals, bathroom breaks, rest, etc.).
    - Conduct periodic field checks by an authorized, properly trained person that has the authority to decide whether wire down incidents need to be guarded or barricaded, and also determine the relative priority of repair.
    - Be the liaison between the company and the police, fire, and highway departments or other emergency service organizations that may be engaged in protecting the public in wire down situations.
- The **Operations Section Chief** will exercise judgment in consultation with the **WDBD** as to the number of personnel needed for make safe or wire guard work based on the nature of an emergency and volume of confirmed wires down incidents.
- The **Operations Section Chief** shall always be encouraged to seek mutual aid or confer with the **Incident Commander** to suspend restoration efforts as necessary to maintain public safety. In the extreme, suspension of restoration efforts may include the temporary suspension of damage assessments by order of the **Incident Commander** if workers assigned to damage assessments are needed as wire guards on an interim basis.
- Each Division/District shall maintain a list of employees trained as wire guards.
- T&D Support will post all Division/District lists of available wire guards on the ACPS shared drive web site.
- Initial and annual refresher training will be provided for wire guards. Training will include hazard recognition (including identification of phone, CATV cable, secondary wires, and primary wires), barricading and maintaining public and employee safety. Training will also include familiarization with coding and reporting protocols for customer outages and wire down hazards.

- Wire guard kits will be maintained and will consist of the following items at a minimum: barricades, cones, beacon lights, flashlights, flares or other lighted warning devices, and scene tape.
- Wire guard kits will be checked annually, at a minimum, and re-stocked after every use.

# Appendix F

## Damage Assessment Procedures

# Damage Assessment Procedures

**Introduction:**

Severe weather conditions, like strong winds, lightning and icing can cause extensive damage to the overhead distribution system. If damage is extensive, Damage Assessment may be a useful tool for planning resource needs to respond to the event.

**Responsibilities**

- Damage Assessment staff are responsible for the following:
  - Survey assigned distribution circuits and record the location and type of problem found.
  - Identify materials and equipment necessary to restore service.
  - Identify the nature of damage at the specific location.
  - Identify emergency situations that are a threat to life or property
  - Immediately report emergency situations that threaten life or property to the Damage Assessment Office.

**Purpose:**

- Damage Assessment should follow these guidelines:
  - Survey should be completed effectively to ensure accurate damage reports are available for resource planning purposes.
  - Sufficient detail should be recorded to ensure accurate estimates of resources necessary to restore service and protect life and property on the assigned circuits.
  - By following proscribed method, information will be available that is sufficient to estimate resource needs to restore service in a reasonable amount of time. Critical material needs will be identified. Estimated times for restoration (ETRs) can be developed.

**Safety During Damage Assessment:**

- Safety is of primary importance in Damage Assessment
  - Damage Assessors should take actions that place primary importance on protecting their own personal safety, and safety of the Public.
  - All down wires should be treated as though they are energized.

**Division Activation of Damage Assessment:**

- Division Incident Commander will make the decision to initiate Damage Assessment for an event.
  - The Division Incident Commander will make a decision on the need for Preliminary Damage Assessment and/or Detailed Damage Assessment as needed for the scale of the event.
  - The Division Planning Section will be responsible for Damage Assessment execution.

- Resource needs for Damage Assessment will be dependent on the number of circuits affected in the storm event, and the type of Damage assessment to be performed. Initial information on affected circuits will come from the Outage Management System.
- Local employees who are trained to perform Damage Assessment, and available to fill the role for the event will be identified.
- Total number of Damage Assessors needed for the event will be determined. The need for Damage Assessors from outside the Division will be identified, and requested.
- Damage Assessment planning will attempt to meet the objectives described below. Specific goals may have to be adjusted based on the extent of the specific event.

- **Objectives for Damage Assessment**
  - A Preliminary Damage Assessment may be the first goal. Preliminary Assessment should be completed as soon as possible after the full impact of damage has been experienced. The goal from Preliminary Damage Assessment is to gather information on the number of circuits with extensive damage that will require significant crew resources. The Division should prepare initial requests to deploy outside resources based on this assessment. Prelimary Assessment may be followed up with a more comprehensive patrol of the affected area (Detailed Damage Assessment) at the discretion of the Incident Commander. Detailed Damage Assessment may be necessary to accurately project the need for additional resources to restore service on an acceptable schedule, and detailed planning for assignment of available resources.

- **Damage reporting in Damage Assessment**
  - Damage Assessment will report the following information and provide repair estimates for each problem:
    - Poles Down/Poles Broken.
    - Poles Leaning
    - Floating Primary
    - Floating Secondary
    - Primary Spans Down
    - Secondary Spans Down
    - Transformer Issues
    - Trees Down
    - Trees on Wire
    - Services Wires Down/Hanging
    - Special Equipment Issues (reclosers, sectionalizers, etc.)

The location of damage found will be marked on circuit maps provided for the purpose.

# Appendix G

## Event Preparation Communication

**Example – Customer Bill Insert (Continued on next page)**
NYSEG *EnergyLines* Bill Insert – August 2010

NYSEG
# EnergyLines
August 2010

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## Trees Are a Leading Cause of Power Interruptions

We are proud to be your provider of reliable, essential electricity service. When that service is interrupted, it is most often due to a tree or branch coming into contact with our power lines. To minimize these interruptions, we prune and remove trees and vegetation in our rights of way.


### Removing Trees Near Transmission Lines

High-voltage transmission lines move large amounts of power from where it's produced to our local distribution system. Trees falling on power lines or branches touching lines are to blame for many transmission outages nationwide, according to the North American Electric Reliability Corporation (NERC), a regulatory organization that enforces reliability standards. In fact, the August 2003 blackout that disrupted service to the entire Northeast was traced in part to tree limbs coming into contact with transmission lines in Ohio.

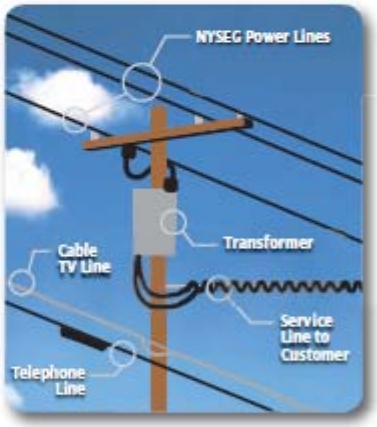
In addition to our regular transmission maintenance work, as a direct result of the 2003 blackout, the New York State Public Service Commission (PSC) does not allow trees to be pruned when they have the capacity to grow close, come into contact or fall into a high-voltage transmission line: in those cases, utilities must **remove** those trees. It is the utilities' responsibility to ensure that trees do not endanger transmission service.

### Pruning Or Removing Trees Near Distribution Lines

For distribution lines – the power lines that deliver electricity to homes and businesses – we may prune trees and vegetation or remove them depending on the situation. Any pruning we do follows American National Standards Institute (ANSI) standards and Tree Care Industry Association (TCIA) guidelines.

If you believe trees around utility lines need to be removed or pruned, we encourage you to be sure to call the right utility – NYSEG, the cable provider or the telephone company (see the illustration to the right to help you identify utility lines). Vegetation on or near the electricity service wires leading to your home or business can be pruned by qualified tree contractors. Do not try this yourself – any tree pruning or removal is best handled by a professional.

To learn more about our pruning methods, visit **nyseg.com** and click on the "Usage and Safety" tab and then on "Electrical Safety." You can also view our *Tree and Vegetation Management* brochure at **nyseg.com**.




**Plan Before You Plant or Build** >> We encourage customers to consider the location of distribution lines when planting or doing construction work. Never plant or build anywhere near transmission lines. Visit **arborday.org** for planting tips.

**Our Tree Debris Removal Policy** >> During scheduled tree work in residential and landscaped areas, we chip and remove smaller branches and cut larger ones into easy-to-handle lengths to leave behind. When customers request that we clear vegetation outside of our schedule or when we're doing work in rural, non-landscaped areas, we leave the cut material behind. Following storms, our priority is to restore electricity service as quickly and efficiently as possible, so when we have to cut vegetation, we leave cut material behind in all cases.

**For Your Safety:**

>> After storms, never attempt to remove tree debris when downed power lines may be entangled in the debris.

>> Leave cutting and pruning of trees near power lines to professionals. A tree or limb that contacts a power line could be deadly.

>> Remind children not to climb trees near power lines.

**Stay away from downed power lines** and tell others to stay away. Even lines that appear "dead" can be deadly. Call us immediately at **1.800.572.1131** to report downed power lines.

**If you or a member of your household relies on life-sustaining equipment** don't wait, contact us now at **1.800.572.1111**.

## Be Prepared for Summer Storms

*When a storm strikes, NYSEG is ready to respond and restore power. You should be prepared, too. Here are a few tips:*

- Have flashlights, a battery-operated radio and fresh batteries handy.
- Have a working corded telephone. Cordless and digital phones may not work during a power interruption.
- Store adequate supplies of water and non-perishable food.

### If Your Power Is Interrupted

- Check with your neighbors to see if their power is out. If it isn't, double check your own circuit breakers or fuse box. Then call us at **1.800.572.1131**.
- Listen to a battery-powered radio for updates.
- Leave a light turned on so you will know when power is restored.
- Avoid peeking into your refrigerator or freezer to help extend the length of time food will keep.
- Use a flashlight as a light source. If you use candles, keep them within your sight and away from children, pets and anything that could catch fire.
- If you have Internet access (from a laptop, other device, or another location) you can report an outage and get updated information at **nyseg.com** by clicking on the "Outage Central" tab.

## Choose Your Way to Pay

Pay your NYSEG bill anytime – our online services and self service phone line are available 24/7. Try any of these **free** and **convenient** ways to pay:

>> Go paper-free with our free *e*-Bill service – save stamps, checks and paper. Receive and pay your bill at **nyseg.com** and view up to 13 months of billing history.

>> Use our *e*-Payment service to make a secure electronic payment from your checking account, you can pay online at **nyseg.com** or by calling our self service line at **1.800.600.2275** – no enrollment or login needed.

### Other Payment Options

>> Enroll in our **electronic funds transfer** (EFT) service by completing the form on the back of your bill payment stub or **enroll online** (visit **nyseg.com** and click on "Your Account" and then on "Enroll in Electronic Funds Transfer"). Customers who submit the EFT form electronically will receive a confirmation e-mail.

With EFT, NYSEG will deduct your amount due from your bank account 23 days after we mail your bill. Once enrolled, your bill will list the date your payment will be deducted and your bill payment stub will display "AUTOPAY" in the "Amount Due" box.

>> Mail your payment to us – be sure to write your account number on your check.

>> Drop your payment off at one of our offices.

**WE'RE JUST A PHONE CALL AWAY >** Call our self service line, available 24 hours a day anytime at **1.800.600.2275** to enter a meter reading, pay by phone, learn your account balance and more.

Go paperfree
save time, save money
nyseg.com/online

**Visit our new Web page** at **nyseg.com/online** for quick links to many of our self service options, available 24/7.

## Must Pay Right Away?

If you have a termination notice or are close to the due date, phone payment provides the fastest payment posting. Call **1.888.315.1755**, 24/7.

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# NYSEG *EnergyLines* Bill Insert – November 2010

NYSEG
November 2010
# EnergyLines

Go paperfree
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nyseg.com/online

## Calling During Busy Times? Try Our New Call Back Service!

We've implemented a call back service for our toll-free customer service telephone numbers. This service will engage during busy phone times when we have many customers waiting to speak with us. It allows you to provide a call back number, hang up the phone and have us call YOU back when the next representative is available.

When we return your call, you'll hear a recorded message telling you this is the call back you requested. Just follow the prompts to talk with the next available customer service representative.

*If you miss our first call back – don't call us, we'll call you!* We'll try again in about five minutes – in fact, we'll make three attempts to reach you in case we get your voicemail, a busy signal or no answer. If we call back and you don't need to speak with us, cancel the call by pressing 9 when you answer the phone. Please don't hang up on our call back without responding to the prompts as our system will try to call you again.

## Facing an Energy Emergency? HEAP and EAP Can Help!

The **Home Energy Assistance Program (HEAP)** is a federal grant program that helps eligible households pay for energy costs, repairs and weatherization. In addition to regular HEAP, households may also be eligible for emergency HEAP benefits. The 2010/2011 HEAP season opens November 1 and closes when funds are exhausted. To qualify for a HEAP grant, your household income must fall within HEAP guidelines (at right). For more information or to apply, visit **otda.ny.gov/main/programs/heap** or contact your county's Department of Social Services.

**Income Eligibility Guidelines for HEAP**

| Household Size | Monthly Income (gross) |
|---|---|
| 1 | $2,129 |
| 2 | $2,784 |
| 3 | $3,439 |
| 4 | $4,094 |
| 5 | $4,749 |
| 6 | $5,404 |
| 7 | $5,527 |
| 8 | $5,650 |
| 9 | $5,773 |
| 10 | $5,896 |
| 11 | $6,029 |

**With HEAP comes EAP – NYSEG's Energy Assistance Program!** NYSEG's **Energy Assistance Program (EAP)** is designed to help eligible customers gain control of their energy bills. The program has two levels of assistance: EAP Basic Benefit (monthly bill credit) and EAP Limited Benefit (arrears forgiveness).

Space in the arrears forgiveness benefit is limited. Applications will be sent to qualified customers as openings become available.

EAP monthly bill credits are available automatically to any customer who has a HEAP grant applied directly to an active NYSEG account or to another fuel vendor. (If HEAP is supplied to another fuel vendor you must provide us with a copy of your HEAP award letter.)

**IF YOU ARE HAVING TROUBLE PAYING YOUR NYSEG BILLS,** don't wait, contact us immediately at **1.888.315.1755** – together we can work on a solution.


**Carbon monoxide (CO) is a colorless, odorless gas that is a product of incomplete combustion of natural gas, propane, fuel oil, coal or wood.** It can result from a faulty chimney, flue or vent from a heating appliance or water heater, and can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control. Prolonged exposure to CO can lead to serious illness and even death.

**TO PROTECT YOURSELF,** have your heating system and chimney, flues and vents checked once a year by a professional and purchase a CO detector for your home.




## Be Prepared for Winter Storms

*When a storm strikes, NYSEG is ready to respond and restore power. You should be prepared, too.*

**Stay away from downed power lines** and tell others to stay away. Even lines that appear "dead" can be deadly. Call us immediately at **1.800.572.1131** to report downed power lines.

**If you or a member of your household relies on life-sustaining equipment** don't wait, contact us now at **1.800.572.1111**.

**Here are a few tips:**

- Have flashlights, a battery-operated radio and fresh batteries handy.
- Have a working corded telephone. Cordless and digital phones may not work during a power interruption.
- Store adequate supplies of water and non-perishable food.

**If Your Power Is Interrupted**

- Check with your neighbors to see if their power is out. If it isn't, double check your own circuit breakers or fuse box. Call us at **1.800.572.1131** to report a power interruption.
- Listen to a battery-powered radio for updates.
- Leave a light turned on so you will know when power is restored.
- Avoid peeking into your refrigerator or freezer to help extend the length of time food will keep.
- Use a flashlight as a light source. If you use candles, keep them within your sight and away from children, pets and anything that could catch fire.
- If you have Internet access (from a laptop, other device, or another location) you can report an outage and get updated information at **nyseg.com** by clicking on the "Outage Central" tab.

## Energy-Saving Tips for Your Holiday Lighting Displays

- Purchase new, energy-efficient lights. Miniature bulbs use less energy than larger bulbs and LEDs (Light Emitting Diodes) use even less.
- Use a programmable timer to turn lighting displays on and off; unplug lights when you leave home or go to bed.
- Use lights and extension cords approved by Underwriters Laboratories Inc. (UL) or other recognized testing organizations.
- Don't overload electrical circuits.
- Extension cords and lights used outdoors should be rated for outdoor use.

## Give the Gift of Energy

Available in $25, $50 or $100 amountss, Gift of Energy cards are available to pay NYSEG energy bills. With no expiration date, these cards can be redeemed at any NYSEG customer service office or can be mailed to NYSEG with a bill payment stub. (They are not accepted online or at pay agent locations such as grocery stores). You can purchase a gift card by visiting one of our NYSEG offices or by sending in our order form available at **nyseg.com** (click on "Your Account," then on "Pay Your Bill" and then on "Payment Options").


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NYSEG 10-0427

NYSEG *EnergyLines* Bill Insert – December 2010

NYSEG
# EnergyLines
December 2010

**Season's Greetings**
Wishing you and your family a safe and happy holiday season.

## Winter Safety and Heating Tips

### Help Avoid Hypothermia

**Cold weather can put us at risk of hypothermia**, a dangerous condition caused by a lowering of body temperature. Symptoms include feeling very cold, tired and weak; shivering and confusion.

To help avoid hypothermia:

**Wear a hat** indoors, outdoors, even in bed. Half of our body heat is lost through the head and neck.

**Dress and sleep in layers** to help insulate you. If you lower the thermostat at night, add layers of blankets, quilts, etc. to keep warm.

**Eat and drink right**. Food is fuel for the body. Nutritious meals help keep your "body furnace" going. Avoid alcohol, as it speeds up the loss of body heat.

**Know your medications** as some can increase your risk of hypothermia. Talk to your health care provider.

### Consider Heating Safety

Have your heating system and chimney, flues and vents checked once a year by a professional and purchase a carbon monoxide (CO) detector for your home.

When using supplemental heat sources such as space heaters and fireplaces, always follow the manufacturer's instructions. For wood fireplaces, visit the U.S. Fire Administration's Web site at **usfa.dhs.gov**.

Always ensure you are heating your home efficiently: compare your energy cost for the appliance or fireplace versus the cost to use your furnace or boiler.

Have a plan in place in case you lose your home heating source. Stay elsewhere until your heat is restored or use a supplemental heating source. **Never use a stove, oven or candles as a heat source.**

If you use a generator:

- Operate your generator outdoors in a clean, dry, well-ventilated area.
- Make sure all electrical connections comply with National Electric Code.
- Never connect a generator to an existing wiring system without an automatic transfer switch.
- Never overload your generator with too many appliances.
- Never let children play near a generator.
- Read our Emergency Generator Safety brochure at **nyseg.com**, click on "Usage and Safety," "Electrical Safety" and then on "Generator Safety."

## Facing an Energy Emergency?

The Home Energy Assistance Program (HEAP) is a federal grant program that provides financial assistance to eligible households (see right) and can be used to pay heating bills or other energy-related emergencies. The HEAP season has begun, so apply online at **otda.ny.gov/main/programs/heap** or contact your county's Department of Social Services.

**With HEAP comes EAP >** NYSEG's Energy Assistance Program (EAP) is designed to help eligible customers gain control of their energy bills. The program has two levels of assistance: EAP Basic Benefit (monthly bill credit) and EAP Limited Benefit (arrears forgiveness).

Space in the arrears forgiveness benefit is limited. Applications will be sent to qualified customers as openings occur.

EAP monthly bill credits are available automatically to any customer who has a HEAP grant applied directly to an active NYSEG account. If HEAP is supplied to another fuel vendor you must provide us with a copy of your HEAP award letter.

**HAVING TROUBLE PAYING YOUR NYSEG BILLS?** Don't wait, contact us at **1.888.315.1755** – together we can work on a solution.

### Income Eligibility Guidelines for HEAP

| Household Size | Monthly Income (gross) |
|---|---|
| 1 | $2,129 |
| 2 | $2,784 |
| 3 | $3,439 |
| 4 | $4,094 |
| 5 | $4,749 |
| 6 | $5,404 |
| 7 | $5,527 |
| 8 | $5,650 |
| 9 | $5,773 |
| 10 | $5,896 |
| 11 | $6,029 |

## Test Your Energy IQ

By using energy wisely, you can better manage your energy costs while maintaining the comfort of your home and help protect the environment. Test your energy IQ with the following quiz:

### WHAT IS YOUR THERMOSTAT SETTING?

1. In winter during the day if your setting is:
   - ❍ 68° or less, score 6 points
   - ❍ 69°, score 5 points
   - ❍ 70°, score 4 points
   - ❍ 71°, score 3 points
   - ❍ 72°, score 2 points
   - ❍ 73°, score 1 point
   - ❍ 74° or more, score 0 points

   SCORE ____
2. On winter nights if your setting is:
   - ❍ 60° or less, score 10 points
   - ❍ 61°, score 9 points
   - ❍ 62°, score 8 points
   - ❍ 63°, score 7 points
   - ❍ 64°, score 6 points
   - ❍ 65°, score 5 points
   - ❍ 66° or more, score 0 points

   SCORE ____

### IS YOUR HOUSE DRAFTY?

To check drafts, hold a tissue where windows and doors meet their frames.

3. If the tissue doesn't move, there is no draft around your windows, score 10 points. SCORE ____
4. If there is no draft around your doors, score 5 points. SCORE ____
5. If you keep your fireplace or woodstove damper closed to block the air flow when it's not in use, score 6 points. (Score 6 points if you have no fireplace.)

   SCORE ____
6. If you have storm windows or high-efficiency, insulating windows, score 10 points. SCORE ____
7. If you have storm doors or a vestibule, score 5 points. SCORE ____

### IS YOUR HOUSE INSULATED?

8. If you have 6 inches or more in your attic, score 20 points. If you have 2 to 4 inches, score 10 points.

   SCORE ____
9. If all exterior walls are insulated, score 10 points.

   SCORE ____

### IS YOUR FLOOR INSULATED?

10. If there is an unheated space under your house and your floor is insulated, score 10 points. If you have a heated basement and the basement walls are insulated, score 10 points. SCORE ____

### SPACE AND WATER HEATING

11. Depending on your heating system, score 6 points if your heating system was serviced since last winter or you regularly change filters on your forced air system or you clean baseboard units on your baseboard heating system. SCORE ____
12. If the water heater temperature setting is 120° or lower, score 6 points. If above 120°, score 0 points.

    SCORE ____

▶ **NOW ADD LINES 1 – 12 TO GET YOUR QUICK QUIZ TOTAL SCORE: ____**

### What Your Score Means

**84 or above:** Congratulations! You're making energy-wise decisions. To further control costs, look at the age and ENERGY STAR® rating of your appliances.

**70 to 83 points:** Review the areas where your score was lower and visit **nyseg.com** (click on "Using Energy Wisely" under the "Usage and Safety" heading).

**69 or under:** There's room for improvement. Look at the quiz again. The areas you scored the fewest points may be the best places to start.

## Choose Your Way to Pay

Our online services and self service phone line are available 24/7. Try any of these **free** and **convenient** ways to pay:

>> Enroll in our **electronic funds transfer** (EFT) service by completing the form on the back of your bill payment stub or **enroll online** (visit **nyseg.com** and click on "Your Account" and then on "Enroll in Electronic Funds Transfer"). With EFT, NYSEG will deduct your amount due from your bank account 23 days after we mail your bill.

>> Go paper-free with our *e*-Bill service – save stamps, checks and paper. You can combine EFT and *e*-Bill to ensure you never miss a payment.

>> Use our *e*-Payment service to make a secure electronic payment from your checking account while still receiving a paper bill. Pay online at **nyseg.com** or by calling our self service line at **1.800.600.2275** – no enrollment or login needed.

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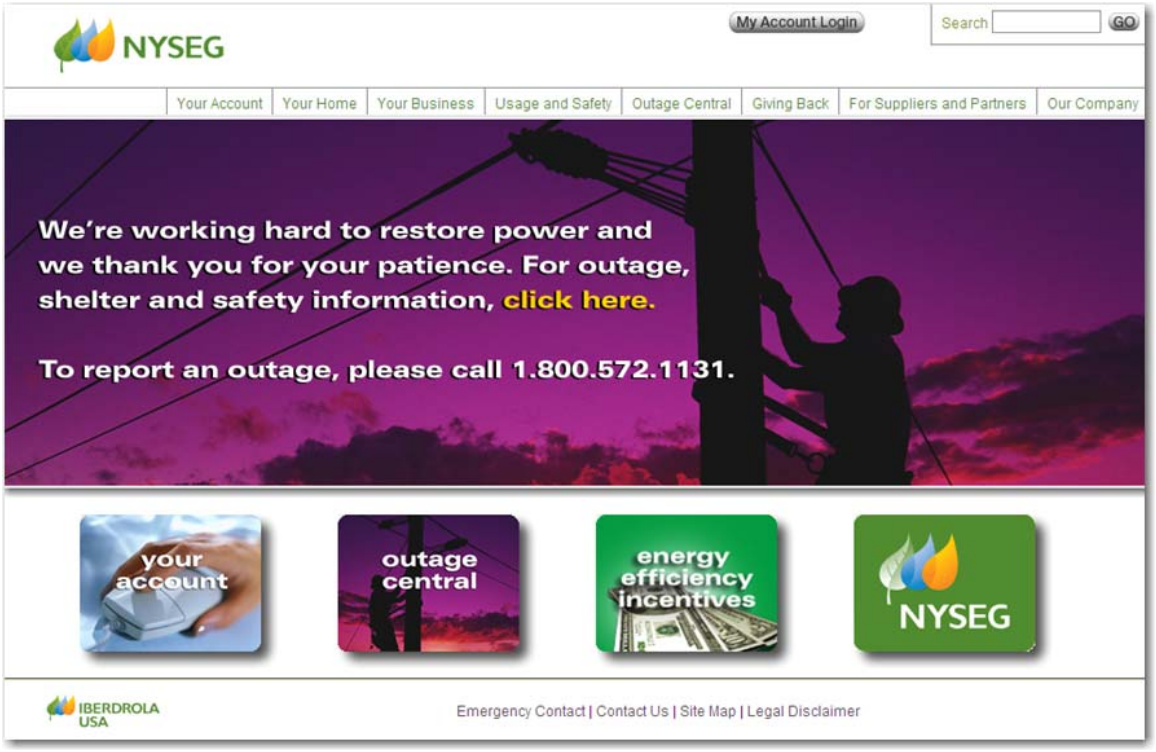
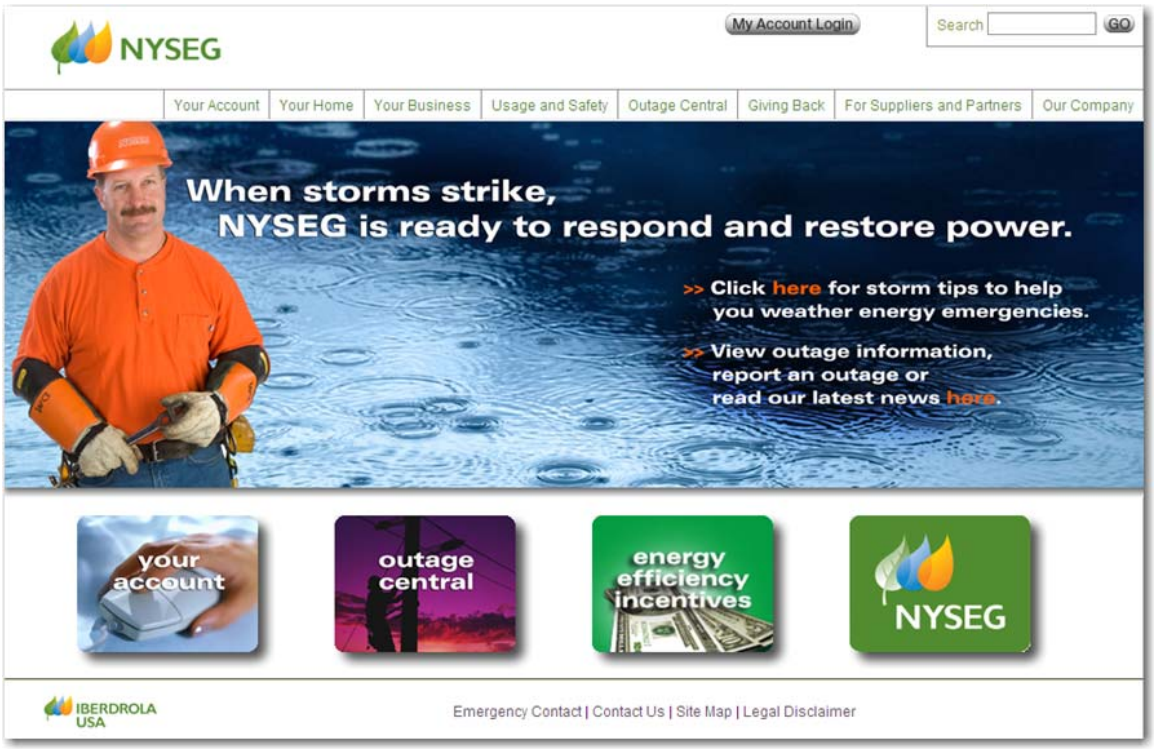
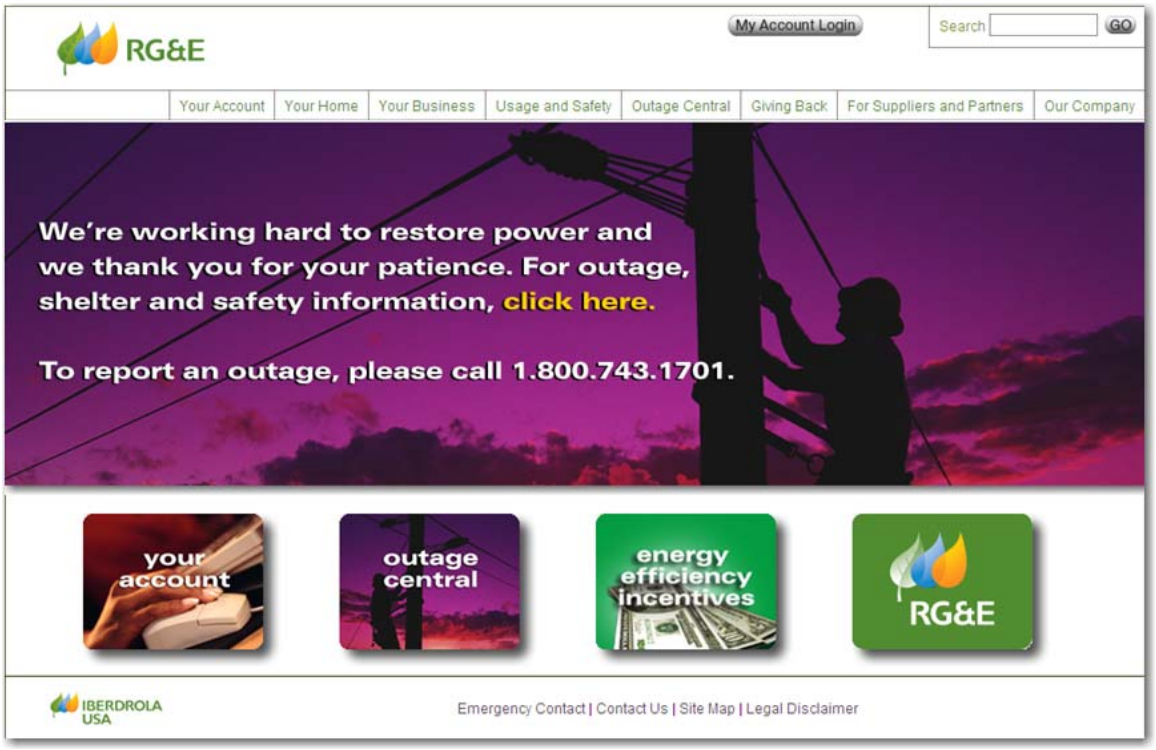
NYSEG 10-0468

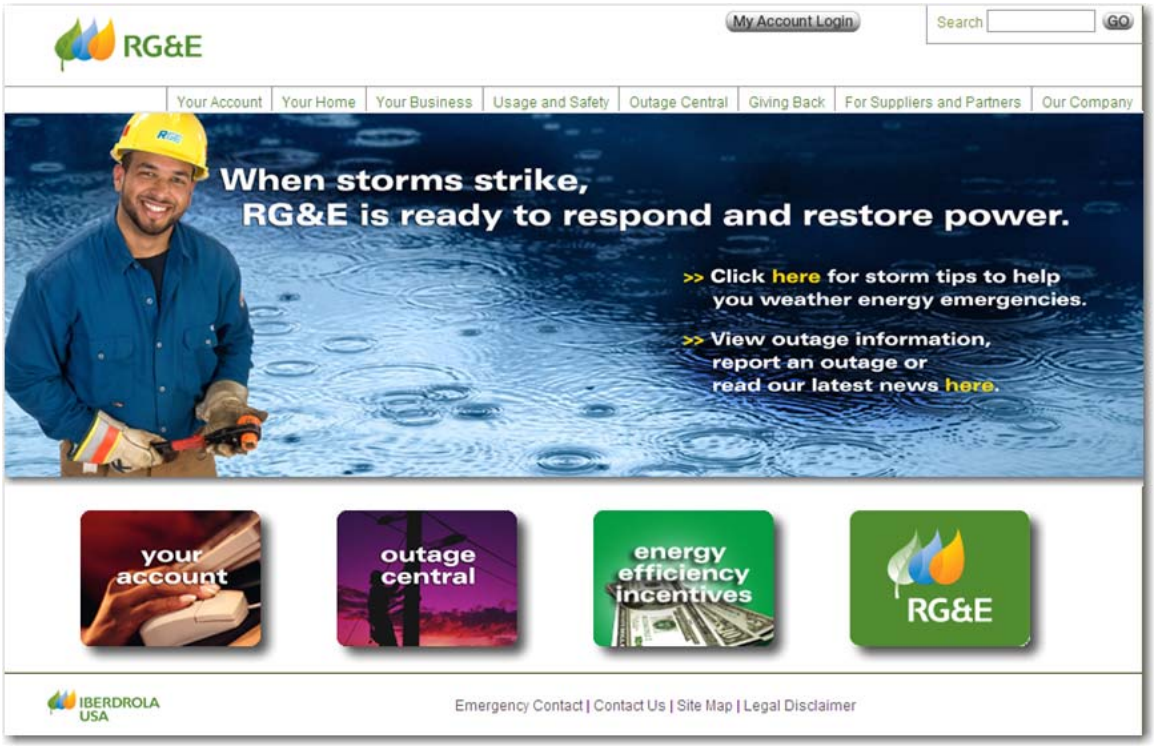
NYSEG Non-Winter Storm Website Home Pages



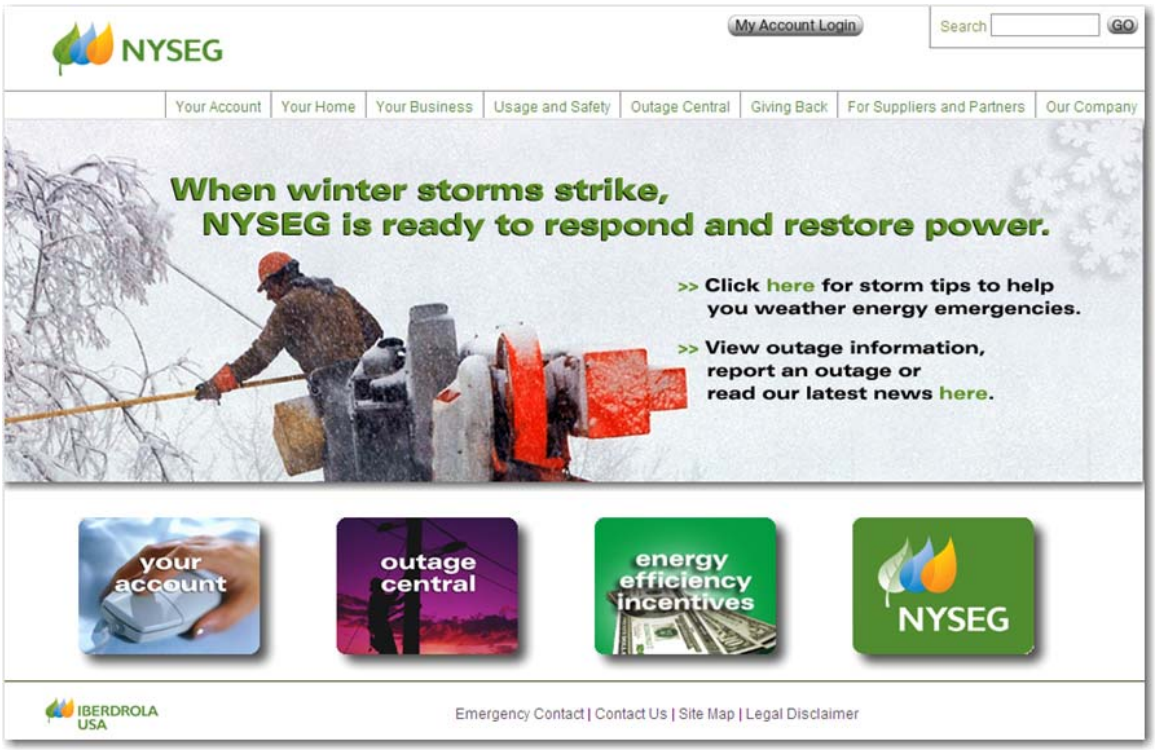




RG&E Non-Winter Storm Website Home Pages

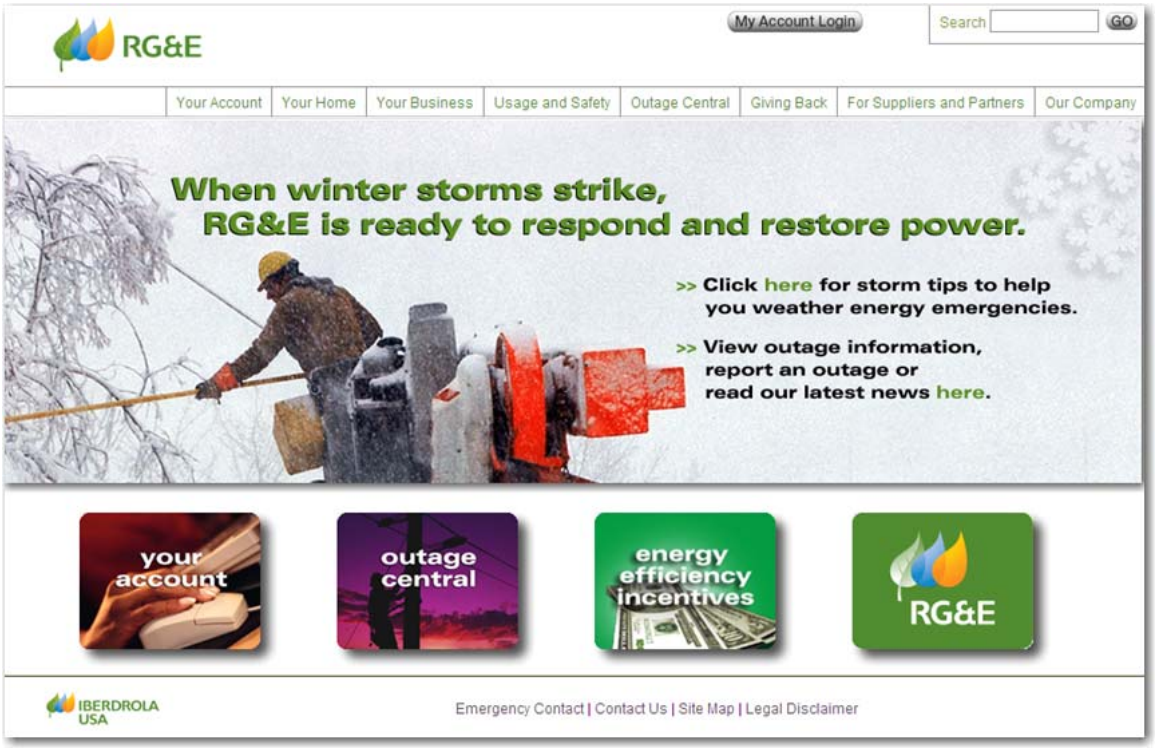



NYSEG Winter Storm Website Home Page




RG&E Winter Storm Website Home Page




**Example – Pre-Event Preparation News Release #1**

FOR IMMEDIATE RELEASE

January 31, 2011

# NYSEG and RG&E Preparing for Possible Effects of Nasty Mid-Week Storm

**>> NYSEG and RG&E urge customers to stay away from downed power lines – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations; RG&E customers should call 1.800.743.1701.**

**>> Emergency generators can be dangerous. Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.**

**>> NYSEG and RG&E remind customers to stay out of flooded basements because energized wiring or outlets below the water line may pose a hazard. Natural gas service in a flooded basement may also pose a danger. If a basement or home is in danger of flooding, customers should contact their utilities to turn off electricity and/or natural gas service.**

**>> For electricity emergencies and to report power interruptions, NYSEG customers should call 1.800.572.1131; RG&E customers should call 1.800.734.1701.**

**>> For natural gas emergencies and to report suspected natural gas odors, NYSEG customers should call 1.800.572.1121; RG&E customers should call 1.800.743.1702.**

With the weather forecast for the next two days calling for a mixed bag of freezing rain, sleet and/or heavy, wet snow across the NYSEG and RG&E service areas, the companies' emergency planners are preparing to respond to storm-related power interruptions. Tree contact with power lines is the leading cause of power interruptions, and NYSEG and RG&E are particularly concerned about the potential impact of the wintry mix on trees.

NYSEG and RG&E line crews and support personnel are on heightened alert, the companies' customer relations centers are prepared and materials are on hand to repair any damage to the companies' electricity delivery systems.

NYSEG and RG&E offer customers the following tips:

**BEFORE A STORM STRIKES**

- Anyone who uses life-sustaining equipment that operates on electricity should contact their utility right away (NYSEG at 1.800.572.1111; RG&E at 1.800.743.2110). Customers may be enrolled in a critical customer program or provided specific advice on how to prepare for power interruptions.

- Keep flashlights, a battery-powered radio or TV and fresh batteries handy.

- Have at least one telephone that is not dependent on electricity. (Cordless phones won't work during a power interruption.)

- Keep a supply of non-perishable food and bottled water on hand.

- Make sure cell phone batteries are fully charged.

**DURING A POWER INTERRUPTION**

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.

- Contact NYSEG (1.800.572.1131) or RG&E (1.800.743.1701) to report a power interruption. Our telephone systems let callers report the problem, help our crews respond quickly and efficiently, and provide customers with power interruption updates. Because many people may be trying to reach us during a power interruption, phone lines may be busy. Anyone who has access to a working computer during a power interruption can also report the interruption online at www.nyseg.com or www.rge.com.

- Listen to a battery-powered radio for weather and power restoration updates.

- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, audio equipment) to prevent overloading and possible damage when power is restored. Turning off this equipment may mean unplugging it, turning off a circuit breaker or removing a fuse for the circuit that provides power to this equipment. Leave one light switch "on" to know when power has been restored.

- Don't use a natural gas or propane range to heat your home.

- Never use outdoor grills or stoves inside.

- **Keep refrigerators and freezers closed as much as possible. Most food will last 24 hours if you minimize the opening of refrigerator and freezer doors.**

**AFTER YOUR POWER IS RESTORED**

- If a basement or home was flooded, customers should have an electrician check the home and have a plumbing and heating contractor check natural gas appliances before contacting NYSEG or RG&E to have services turned on.

- Turn on appliances and sensitive electronic equipment one at a time to avoid overloading circuits.

- Replenish emergency supplies used during the storm.

## Example – Pre-Event Preparation News Release #2

FOR IMMEDIATE RELEASE

March 4, 2011

# NYSEG and RG&E Encourage Customers in Flood-Prone Areas to Consider How Utility Services Could Be Affected

**Rochester, NY –** With the weekend weather forecast calling for significant rainfall and with considerable snow still on the ground, NYSEG and RG&E encourage customers in flood-prone areas to consider how their electricity and natural gas services could be affected by flooding. By taking appropriate actions, customers affected by flooding can ensure their safety and lessen potential property damage.

NYSEG and RG&E offer customers the following tips:

**>> If flooding of a home or business has already occurred or is about to occur,** customers should contact their utilities to have electricity and natural gas service turned off. Customers should never attempt to turn off electricity and natural gas service.

**>> Stay out of flooded basements.** Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

**>> To have electricity service restored once flood waters have receded:** Customers should contact an electrician to make sure that it is safe to have electricity service turned on before contacting their utility. If the main fuse box or circuit breaker box has been under water, it must be inspected by a Certified Electrical Inspector before service can be restored. Someone must be present for service to be turned on, the basement must be free of water and the electrical panel must be clean and free of debris. Customers and contractors should never attempt to turn on electricity service.

**>> To have natural gas service restored once flood waters have receded:** If the natural gas meter and/or regulator were under water, customers must first contact their natural gas company. If any natural gas equipment (furnace, boiler, water heater, etc.) has been under water, they need to contact a plumbing and heating contractor to have the equipment checked. Customers can then contact their natural gas company to have service restored. Customers and contractors should never attempt to turn on natural gas service.

NYSEG and RG&E also remind customers:

- If you smell natural gas, get up, get out and call your natural gas company from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

- Stay away from downed power lines. Even lines that appear “dead” can be deadly.

**To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.**

**To report electric emergencies and power interruptions, RG&E customers should call 1.800.743.1701; to report natural gas emergencies, 1.800.743.1702.**

# Appendix H

## Estimated Time of Restoration Guidelines

# ESTIMATED TIME OF RESTORATION GUIDELINES

The following guidelines provide 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 electric 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. Utilities procedures and practices that require actions prior to those identified should continue to be used.

The guidelines are necessary to ensure the public and the Department are adequately informed and are considered minimum requirements. 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 field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions and the potential additional damage to the electric system from a storm would be low in proportion to the expected level of damage already sustained. The start of the restoration period may be different for distinct 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.

Notification to DPS Staff should be made by email to the following addresses: michael_worden@dps.state.ny.us, paul_eddy@dps.state.ny.us, christian_bonvin@dps.state.ny.us, jason_pause@dps.state.ny.us, kin_eng@dps.state.ny.us, dsr_upstate_oncall@dps.state.ny.us, dsr_downstate_oncall1@dps.state.ny.us, and dsr_downstate_oncall2@dps.state.ny.us.

Activation of the Department's Electric Outage Reporting System (EORS) will be administered separately from these guidelines. Reporting under EORS is required at 7:00 AM, 11:00 AM, 3:00 PM, and 7:00 PM unless otherwise specified. EORS submissions and transmittal emails should contain known estimated restoration times and 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 EORS submissions 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 EIRS.
- Provide available information to the public via customer representatives, IVR systems, and web sites.
- 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.
- Prepare a statement for the press that includes known ETRs 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 twice daily to DPS Staff (approx. 7AM and 3PM) if EORS is not activated. Updates should continue until customer outages are below 500, or otherwise directed by Staff.
- If EORS is activated and you are selected for reporting, provide restoration information updates four times daily via EORS.
- 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.
- Provide a public statement indicating the likelihood of extended outages and make this information available via customer representatives, IVR systems, and web sites.
- 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 issue at 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.
- Issue a press release(s) for upcoming news cycles with the information described in previous bullet.

## EVENT EXPECTED TO LAST GREATER THAN 48 HOURS (continued)

**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.
- Establish regional/county ETRs for areas expected to be restored in five days, even if the total restoration period is expected to be over five days.
- Identify any heavily damaged areas where large numbers of customers are expected to remain without service for more than five days.
- The utilities must have completed the first scheduled municipal conference call.
- 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.
- Provide DPS Staff with a global ETR (when outages are expected to less than five days, this is required within 36 hours)**.**
- Where available, provide regional/county ETRs for heavily damaged areas where large numbers of customers are expected to remain without service for five or more days.
- Make ETR information available to the public via customer representatives, IVR systems, and web sites.

**Beyond the first 48 hours of the restoration period**

- For storms with expected restoration periods more than five days provide, estimated restoration times for each locality affected and make the information available via customer representatives, IVR systems, and web sites as they become available.

**Reporting guidelines during the event**

- Provide restoration information updates four times daily to DPS Staff (7AM, 11 AM, 3PM, and 7 PM), unless directed otherwise. Updates should continue until customer outages are below 500, or otherwise directed by Staff.
- Detailed outage and crewing spreadsheets are not required unless EORS is activated and you are selected for reporting.
- Notify DPS Staff when all storm related interruptions have been restored.

## NYSEG/RG&E 2011 Electric Utility Emergency Plan

| Emergency Plan (Part 105) Section | Yes/No/Partly | Page | Comments |
|---|---|---|---|
| 1) Table of contents. | Yes | 5 | |
| 2) Introduction.<br>a) A statement of the purpose, policies and objectives of the plan. | a) Yes | a) 7 - 10 | p. 7 – Executive Summary<br>p. 9 – Section 1.1-Introduction |
| 3) Emergency classifications.<br>a) Specify the criteria or guidelines used for determining the severity of electric emergencies and their classification. The guidelines should include, but need not be limited to, the geographical scope of the emergency, the estimated time required to restore general service, the type of expected damage to the electric system, i.e., from a storm or other storm-like emergency, and an indication of whether company personnel alone or company and supplementary, non-company personnel will be needed to repair system damage. | a) Yes | a) 25 | Section 3 |
| 4. Emergency response training program.<br>a) State the corporation's program to provide emergency response training for those personnel assigned service restoration responsibilities that are different from their normal duties.<br>b) Identify person(s) responsible for managing and evaluating the effectiveness of the program.<br>c) Include procedures for conducting 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.<br>d) State the extent to which any personnel outside the company may be involved in a storm drill.<br>e) Include as well, provisions for critiquing the drill procedures and for giving staff a minimum of two weeks' advance notice of a scheduled drill. | a) Yes<br>b) Yes<br>c) Yes<br>d) Yes<br>e) Yes | a) 11 - 14<br>b) 11<br>c) 11 - 14<br>d) 11 - 14<br>e) 11 - 14 | a) Sections 1.3, 1.3.1 & 1.3.2<br>b) Section 1.3<br>c) Sections 1.3, 1.3.1 & 1.3.2<br>d) Sections 1.3, 1.3.1 & 1.3.2 – Annual drill simulates communication with external entities.<br>e) Sections 1.3 and 1.3.2 |

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| 5. <u>Advance planning and preparation.</u> | | | |
| a) Specify the on-going actions that the corporation expects to take throughout each year to plan and prepare for an electrical emergency. | a) Yes | a) 14 - 15 | a) Section 1.4 |
| b) State the corporation's procedures to update at least semi-annually its lists of contact persons, with titles, addresses, phone numbers and other pertinent data for the following: | b) Yes | b) 14 | b) Section 1.4.1 |
| i) all utility personnel assigned service restoration responsibilities; | i) Yes | i) 14 | i) Section 1.4.1 |
| ii) mutual aid companies and contractors; | ii) Yes | ii) 14 | ii) Section 1.4.1 |
| iii) all life support and other special needs customers; | iii) Yes | iii) 15 | iii) Section 1.4.1 |
| iv) human services agencies; | vi) Yes | vi) 15 | vi) Section 1.4.1 |
| v) print and broadcast media; | v) Yes | v) 15 | v) Section 1.4.1 |
| vi) Operators/ managers of motels, restaurants and dormitories, etc.; | vi) Yes | vi) 15 | vi) Section 1.4.1 |
| vii) state, county and local elected officials, law enforcement officials, and emergency management and response personnel; | vii) Yes | vii) 15 | vii) Section 1.4.1 |
| viii) medical facilities; and | viii) Yes | viii) 15 | viii) Section 1.4.1 |
| ix) Vendors. | ix) Yes | ix) 15 | ix) Section 1.4.1 |
| c) At least annually, the corporation shall verify that all of the preceding data are current. | c) Yes | c) 14 | c) Section 1.4.1 |
| d) At least semiannually, the corporation shall issue updated lists of known changes to its employees that have plan implementation responsibilities. | d) Yes | d) 14 | d) Section 1.4.1 |
| e) The procedures should include the corporation's plans to stockpile emergency restoration tools and supplies in loose or kit form. | e) Yes | e) 15 and 51 | e) Sections 1.4.2 and 7.1 |
| f) State also, provisions for the preparation and distribution of literature or other forms of communication with information on customer storm preparations. Such information should address storm survival without electric power and safety precautions regarding electrical hazards such as downed wires and the use of portable generators. | f) Yes | f) 49 and G-1 through G-15 | f) Section 6.6.3 and Appendix G |

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| 6. <u>Emergency anticipation.</u><br>a) Identify the preparatory measures corporate management would implement in anticipation of a potential system emergency expected to affect the service territory within hours or days.<br>b) Identify the criteria under which key personnel with service restoration responsibilities would either be notified of an impending emergency or deployed to assigned areas, and any special precautions that would be taken. | a) Yes<br>b) Yes | a) 27 - 29<br>b) 27 – 29 | a) Section 4, 4.1 – 4.3.3<br>b) Section 4, 4.1-4.3.3 |
| 7. <u>Service restoration procedures.</u><br>a) Provide the corporation's procedures for mobilizing its personnel, materials and equipment in order to survey system damage and implement measures to ensure timely, efficient and safe restoration of service to customers in areas damaged by a storm or other storm-like electric emergency.<br>b) The procedures need to identify restoration priorities to ensure that restoration time is minimized, while ensuring critical customers' needs are met. Include a listing of the priorities for service restoration among customer groups in these procedures.<br>c) Identify criteria for determining when centralized versus decentralized control is appropriate.<br>d) For those severe emergencies when field damage assessments are needed, describe the methods for making, within 24 hours, broad scale preliminary assessments of the nature and extent of system damage based on rapid surveys of damaged areas and other data sources, and for making, within 48 hours, more detailed estimates of system damage based on systematic field surveys.<br>e) Describe how field reports of system damage will be integrated with damage reports or indicators from other sources, such as customer call-ins, in order to make a reasonably accurate assessment of system damage and reliable projections of the personnel, equipment, | a) Yes<br>b) Yes<br>c) Yes<br>d) Yes<br>e) Yes | a) 33 – 34; 36 – 38; F-1 through F-4<br>b) 38 - 41<br>c) 38<br>d) 33 – 34; F-1 through F-4<br>e) 34; F-3 and F-4 | a) Sections 5.1.2 and 5.2.1; Appendix F<br>b) Section 5.2.2 – 5.2.4<br>c) Section 5.2.1<br>d) Section 5.1.2 and Appendix F<br>e) Section 5.1.2 and Appendix F |

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| materials and time that will be needed to rapidly and safely achieve service restoration goals in all damaged areas.<br>f) Provide the procedures for deploying company and mutual aid crews to work assignment areas, monitoring crew activity, reassigning crews as necessary and releasing crews, under both centralized and decentralized command modes.<br>g) Describe the methods and means that will be used to communicate with damage survey crews and service restoration crews.<br>h) Identify the procedures for coordinating company restoration procedures with those of other utilities' restoration efforts and with state and local emergency management and public works agency efforts. | f) Yes<br>g) Yes<br>h) Yes | f) 36 - 38<br>g) 34; 38<br>h) 18 and 28 | f) Section 5.2.1<br>g) Sections 5.1.2 and 5.2.1<br>h) Sections 2.1.2 and 4.3.1 |
| 8. <u>Personnel responsibilities.</u><br>a) Provide a narrative and chart of the organization and operational assignments of personnel to be mobilized for each emergency classification identified. State the areas of management and supervisory responsibility and functions to be performed at each emergency classification level.<br>b) Include the procedures for contacting and managing all personnel assigned duties under the emergency restoration plan at both the corporate and operating division level. | a) Yes<br>b) Yes | a) 17 - 23<br>b) 17 – 23; 27 – 29 | a) Sections 2 through 2.5<br>b) Sections 2 through 2.5; Sections 4.1 through 4.3 |
| 9. <u>Customer contacts.</u><br>a) Provide the corporation's procedures and facilities for handling the extraordinary volume of customer calls that are normally placed during emergency events.<br>b) Include a description of the type of messages that may be given to call-in customers regarding projections for service restoration or other pertinent information.<br>c) State the overall corporate goals for answering customer calls during electric emergencies including, but not limited to, plans for staffing levels, number of positions activated, use of pre-recorded messages, means of | a) Yes<br>b) Yes<br>c) Yes | a) 43 - 45<br>b) 36; 43 - 45<br>c) 43 | a) Sections 6 through 6.2<br>b) Sections 5.1.3, 6.1 and 6.2<br>c) Section 6.1 |

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| providing updated information to customer service representatives, and the means of monitoring calls received and answered at the utility's office and, to the extent possible, at telephone company switching offices serving the utility's office. | | | |
| d) State the procedures for contacting within 24 hours, and policies for responding to the needs of, life support customers (those who require electrically operated machinery to sustain basic life functions) during an electrical emergency. | d) Yes | d) 45 - 47 | d) Sections 6.3.1 through 6.3.4 |
| e) State the procedures for contacting other special needs customers such as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility-impaired and human service agencies representing these customers, along with policies for handling inquiries and requests for assistance from them. | e) Yes | e) 47 | e) Section 6.4 |
| f) Describe the corporation's method for estimating dry ice needs during an emergency period projected to last more than 48 hours and arrangements for obtaining and distributing dry ice to designated customer groups. | f) Yes | f) 47 | f) Section 6.5 |
| g) State also the means of making out-of-service customers aware of the availability and the location, dates, hours and amounts of dry ice to be distributed. | g) Yes | g) 47 | g) Section 6.5 |
| 10. <u>Communications.</u> | | | |
| a) Provide the corporation's procedures and facilities for establishing and maintaining external communications exchanges regarding damage and restoration progress with customers in general, human service agencies, the media, the Department of Public Service, the State Emergency Management Office and other state agencies, county and local governments, emergency response services, and law enforcement agencies, etc. | a) Yes | a) 47 - 49 | a) Sections 6.6; 6.6.1 – 6.6.2 |
| b) Include the identification of any dedicated phone lines, the designation of any special company representative to act as liaison with government entities, and any special | b) Yes | b) 18, 47 - 49 | b) Sections 2.1.2, 6.6; 6.6.1 – 6.6.2 |

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| provisions that may be required for dealing with critical facilities.<br>c) State the corporation's planned frequency of communication updates to the media. | c) Yes | c) 18 & 19, 48 – 49 | c) Sections 2.1.2, 2.1.4, and 6.6.2 |
| 11. Outside aid.<br>a) State corporate policy and criteria governing conditions under which request for service restoration aid from other utilities, contractors, government agencies or others would be made<br>b) State the procedures to be followed in obtaining outside aid. | a) Yes<br>b) Yes | a) 9 - 10, 25, 36 - 38<br>b) 9 - 10, 25, 36 – 38 | a) Sections 1.1, 3, and 5.2.1<br>b) Sections 1.1, 3, and 5.2.1 |
| 12. Support services.<br>a) Describe the actions that will be taken, and who will be responsible for implementing them to sustain and support restoration crew activities. These shall include vehicle management; foreign crew accommodations, e.g., housing, food and transportation; and distribution of warehouse supplies, e.g., materials, tools, parts and equipment needed in the restoration process. | a) Yes | a) 19 – 23 | a) Sections 2.2 through 2.5 |