



Central Hudson Gas & Electric Electric Emergency Plan

April 1, 2013

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1. Overview

1.1 Introduction

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

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

2011 Storm Classification Guidelines				
Description	Class 1	Class 2	Class 3	Disaster Event
Number of Customers Predicted	5,000 - 10,000	5,000 - 20,000	20,000 - 75,000	> 75,000
Number of Divisions Staffed	1 - 2	> 2	> 2	All
Time to 90% Restoration*	< 24 hours	25 - 72 hours	73 - 96 hours	5 - 10 Days
Mutual Aid Crews	No	Optional	Yes	Yes
Type of Damage	Tree/limb contacts; few sections of primary down; very few broken poles.	More significant tree damage; numerous wire sections down; some broken poles.	Very heavy tree damage, substation breaker lockouts; significant wires down and many broken poles, damaged devices and equipment. Damage to transmission system.	States of Emergency declared; many distribution breakers open; several transmission outages; severe tree damage; large number of broken poles, downed wires and damaged equipment.

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

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

1.2 Safety

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

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

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

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

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

1.3 Annual Storm Drill

In accordance with 16 NYCRR Part 105, Central Hudson will perform an Electric Emergency Drill annually unless a major event has been experienced in the past 12 months. In order to satisfy the storm drill requirement, the event must include the mobilization of utility personnel with specific service restoration assignments and there must be contact with outside agencies, local governments and others.

If no actual emergency has been experienced, Central Hudson will conduct a simulation involving the same elements – mobilization of personnel and contact with outside agencies. The Storm Drill objectives are to:

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

Two weeks prior to the Storm Drill, the Storm Manager will notify drill participants of the date, time and location of the drill. The Storm Manager will also notify PSC Staff of the drill plans at least two weeks prior to the drill. The drill scenario will simulate the main aspects of responding to a Class 3 event which includes the following actions:

1. Storm Manager informs Section Chiefs of impending event
2. Operating Supervisors complete Personnel and Equipment Availability Reports
3. Initial EIRS notification is prepared
4. NYS Emergency Management Office (SEMO) is contacted
5. Storm organization is developed and positions are assigned
6. Simulated damage assessment information is reviewed and restoration plans are developed
7. Global and District ETRs are developed based upon the restoration plan
8. A simulated status conference call is held
9. PSC report forms (EORS) are completed
10. NYMAG conference call request is issued - notification of drill in progress

11. Mock Community Briefing call is conducted
12. EIRS updates are prepared
13. Press releases are prepared

Within two weeks following the conclusion of the drill, the System Storm Manager will issue a Drill Critique report to all participants.

1.4 Training

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

The training includes a detailed review of the current year's Electric Emergency Plan. Each employee in the class is given a copy of the current EEP and upon completion of the training, their name is added to the list of personnel to receive updates.

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

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

1.5 Contact Lists

The list of all Company employees with title, address, phone number and job classification is maintained by Human Resources and distributed to the Emergency Response department monthly.

Semi-annually, external contact lists are updated as shown below:

- Manager, T&D Operations, Emergency Response and Budgets – mutual aid companies, Office of Emergency Management managers
- Manager, Electric T&D & Quality Productivity Initiatives – electric line and line clearance contractors
- New Business Services Supervisors – medical facilities, law enforcement officials
- Director, Community Relations and Consumer Outreach – human services agencies
- Director, Media Relations – print and broadcast media, local elected officials
- Purchasing and Stores Director – motel managers, restaurants, storm supply vendors

Life Support and Special Needs customer lists are maintained by means of special codes on their CIS accounts. LSA customers are required to recertify annually. See Section 7.3 – LSA Contact Procedure for details on LSA contacts and annual recertification.

The above lists are verified annually and are included as appendices to this Plan.

1.6 Emergency Materials

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

1.7 Customer Storm Preparedness Information

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

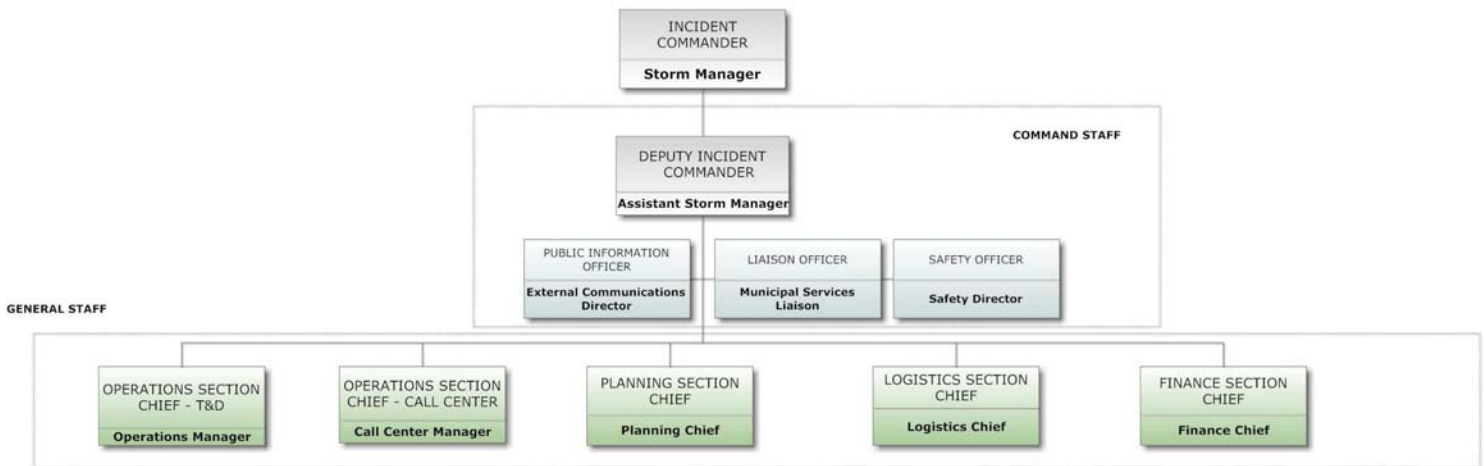
- Pay attention to weather advisories and storm warnings.
- Keep a flashlight and fresh batteries handy.
- Have a battery-powered radio to keep informed of restoration efforts.
- Double-check your supply of food, and stock your pantry with packaged or canned foods that require no refrigeration or cooking. Avoid opening your refrigerator unnecessarily during outages, so food lasts longer.
- Be sure you have a non-electric can opener.
- If you have an electric water pump, always keep an emergency supply of bottled water on hand for drinking and washing. If a major storm is forecast, fill your tub with water as an added reserve.
- Remember, never use outdoor gas or charcoal grills indoors. They pose a fire hazard, and over time can give off deadly carbon monoxide gas. Use these appliances only outdoors with proper ventilation.
- Be sure you know how to open your garage door manually, if you usually rely on an electrically-operated, automatic, remote control door opener.
- Use home generators safely and accordance with manufacturer's instructions
- Contact Central Hudson if anyone in your home depends on electrically-operated life-support equipment.
- Stay clear of downed or sagging wires.

2. Incident Command System

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

2.1 Organization Charts

The Incident Command Organization Chart is shown below:



The ICS positions are displayed on the top of each position box, with the Central Hudson position title underneath. Throughout this plan, the Central Hudson titles are the ones that will be used, as these are the terms that this company is familiar with having used them for many years. However, at any time, if reference is needed to the ICS structure, it can be done by checking the above chart and the Storm Organization Charts in Appendix A.

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

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

2.2 Position Descriptions

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

3. Pre-Event Planning

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

3.1 Command Staff Responsibilities

Storm Manager (Incident Commander)

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

Municipal/EMO Liaison (Liaison Officer)

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

External Communications Director (Public Information Officer)

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

3.2 General Staff Responsibilities

Planning Chief (Planning Section Chief)

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

Operations Manager (Operations Section Chief – T&D)

- Participate in weather briefings

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

Call Center Manager (Operations Section Chief – Call Center)

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

Logistics Chief (Logistics Section Chief)

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

Finance Chief (Finance Section Chief)

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

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

4. During Event

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

The Storm Manager will initiate response by developing a Response Plan (in ICS, this is known as the Incident Action Plan). The Response Plan will contain the following:

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

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

Establish Strategy – the Storm Manager will confer with the Operations Manager and determine if the restoration can be accomplished using internal company resources, or if contract and/or mutual aid assistance will be required. The Storm Manager and Operations Manager will then set target times for reports, conference calls and ETR communication.

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

4.1 Assessment

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

1. Outage Management System (OMS). The OMS system receives trouble calls/reports from customers and sorts them into predicted cases. Trouble calls are received by Customer Services Representatives (CSR), the Integrated Voice Response unit (IVR) or the Twenty-first Century call overflow system (TFCC). From these calls, trouble orders are created and these are then sent to the OMS database for analysis. Trouble orders can also be created by customers using our web or mobile web trouble reporting systems, or by means of the Central Hudson Smartphone app.
2. Trouble Call Comments - Customer comments can sometimes be helpful in pinpointing damage locations. CSRs are trained to enter any information provided by customers about possible outage causes into the trouble order comments.
3. SCADA – System Operations receives SCADA information for both transmission and distribution breaker trips and lockouts. This information is available to dispatchers via a view-only SCADA monitor in the Dispatch Operations Center. A direct link for SCADA data into the OMS system is currently being developed.
4. Police/Fire/911 Calls – Emergency responders in our service territory have a priority line which allows them direct access to a Telephone Representative. Reports from police/fire are coded as 'emergency' orders in the OMS system.
5. Field Representatives – Company employees already working on restoration or those observing damage locations on their way in to work report their findings to the dispatcher. Dispatchers locate the correct OMS case and enter the information provided by the field rep.
6. VIPER electronic reclosers – When they operate, the VIPER electronic reclosers send a text message over a cellular network to key operating personnel. From this notification, outage cases can be created or confirmed in OMS. Fault current information can also be obtained through a web interface which allows the opportunity for targeted patrolling.

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

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

4.1.1 Helicopter Patrols

When our SCADA system has indicated that wide-spread damage has occurred to our transmission system, helicopter patrols will be performed when it becomes safe to do so. System Operations will contact the air patrol contractor and schedule the time and locations to be patrolled. In some unique cases when extreme distribution damage is suspected (possibly indicated by many distribution breaker lockouts), helicopter patrols may also be performed on the distribution network to rapidly assess the extent of the damage and to identify worst-affected areas.

4.1.2 Preliminary Assessment

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

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

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

4.1.3 Detailed Damage Assessment

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

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

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

4.2 Restoration

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

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

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

External Communications Director: The External Communications Director advises the Storm Manager on information dissemination and media relations. The External Communications Director provides information to and receives information from the community and media. All information released to the public will be approved by the Storm Manager.

Municipal Services Liaison: The Municipal Services Liaison is the primary point of contact between the Storm Manager, community leaders and regulatory officials. All information exchange between Central Hudson and the Public Service commission, SEMO and municipal leaders will be done by, or approved by, the Municipal Services Liaison.

Safety Director: The Safety Director will advise the Storm Manager on issues regarding safety. He/she works with the Operations Section to ensure the safety of all personnel.

Operations Manager: The Operations Manager directs the field restoration work. He/she is responsible for staffing the field response sensibly to ensure fast and safe restoration of electric service. All line crews, line clearance crews, and damage assessment personnel fall under the command of the Operations Manager.

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

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

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

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

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

4.2.1 Restoration Priorities

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

1. Ensure public safety by working with emergency response personnel to respond to hazardous conditions

2. Electric transmission lines and substations that are resulting in customer outages
3. Medical care facilities
 - a. Hospitals
 - b. Nursing Homes
4. Critical Central Hudson restoration facilities
5. Critical communications facilities
6. Stewart Airport
7. Critical fresh water or wastewater pumping facilities
8. Critical state and local government facilities
 - a. County fire control centers
 - b. Critical Government facilities
 - c. Critical aid facilities
 - d. Designated emergency shelters
9. Life support apparatus customers
10. Other essential service facilities
 - a. Places of lodging or meals for mutual aid crews
 - b. Non-critical wastewater and fresh water supply facilities
 - c. Colleges and schools not designated as emergency shelters
 - d. Large businesses and media facilities
11. Restore service to the greatest amount of customers
 - a. Primary distribution – three phase
 - b. Primary distribution – single or two-phase
 - c. Secondary distribution
 - d. House services
12. Electric transmission lines and substations that do not result in customer outages
13. Permanent repairs to temporary conditions
14. Tree conditions not causing service interruptions

Deviations from the priority plan may occur as dictated by weather conditions, worksite accessibility and the progress of the restoration effort. The overall goal in setting restoration priority is to ensure public and worker safety and to restore service to all customers as quickly as possible.

4.2.2 Mutual Assistance

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

The Storm Manager will utilize the New York Mutual Assistance Group (NYMAG) and, if necessary, the Regional Mutual Assistance Group (RMAG) process to obtain the necessary crewing. If sufficient crewing is not available through the NYMAG/RMAG process, then the Storm Manager will individually solicit contractor line crews from companies on our storm contractor list. A Central Hudson representative will continue to participate in the NYMAG/RMAG process until the storm event is no longer affecting any utility in an RMAG that Central Hudson is part of.

If line resources become available in the time frame that they are required, either from inside or outside of the RMAG process, that are unknown to Central Hudson, the Planning Chief will research the resource and determine their capabilities prior to accepting their assistance.

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

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

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

1. List of required personal protective equipment
2. Accident reporting process
3. Alcohol and drug policy
4. Operating voltages
5. Requirement for daily OSHA job briefing
6. Traffic control requirements
7. Tagging and switching; NOT GROUNDED NOT DEAD
8. Copies of common construction standards
9. Customer owned equipment policy
10. Temporary repairs
11. Oil spills
12. Lyme disease prevention information
13. Hospital and Urgent Care Facilities Listing

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

4.2.3 Logistics

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

Service Branch

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

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

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

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

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

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

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

The Environmental Unit provides support to the Operating Section by:

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

Support Branch

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

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

- Verify daily crew locations with the Resource and Reports Coordinator daily
- Make hotel reservations for crews at establishments as close as possible to the crews' work locations

- Communicate lodging locations to Operating Supervisors daily or whenever changes occur
- Make arrangements for transportation of crews' personal belongings if necessary

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

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

Supply Branch

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

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

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

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

- Replenishing materials in district storerooms
- Delivering poles to job sites
- Providing line tools from secured stock at the request of the Operations Manager

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

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

4.2.4 Flooding of Customer or Company Equipment

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

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

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

4.3 Estimated Time of Restoration (ETR)

Customers have indicated that communication of storm status and estimated restoration times is as important to them as having their service restored. Also, in September, 2010, the PSC issued ETR Guidelines to all New York utilities which determine when restoration times must be communicated to customers and PSC Staff during storms.

Because of these guidelines, and Central Hudson's commitment to Customer Satisfaction, a high level of attention needs to be given to the development and communication of ETRs. Procedures and policies for developing and communicating ETR information are found in the Procedures section.

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

4.4 De-mobilization

The decision to release contract and mutual aid crews is made by the Operations Manager in conjunction with the Storm Manager. Before releasing all crews, the Operations Manager will encourage Operating Supervisors to perform circuits sweeps of all affected distribution circuits in order to identify possible damage that could cause additional outages.

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

5. Post Event

Following restoration of an event with a duration greater than 3 days, Central Hudson will conduct a post-storm assessment. This assessment will evaluate the effectiveness of our storm response, with the intention of identifying areas that worked well and those that could have been improved. Suggestions for improvement will become the responsibility of the Manager - T&D Operations Services, Budgets & Emergency Response who will follow up on recommendations.

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

This critique report will include:

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

6. Communication

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

This section includes guidelines for the IVR upfront message, Municipal Conference Calls, press releases and PSC reporting instructions. Two other communications-related procedures can be found in found in Section 7: Estimated Time of Restoration Guidelines (Section 7.1) and ETR Procedure (Section 7.2).

6.1 Estimated Time of Restoration Guidelines

In September, 2010, guidelines were issued by PSC regarding communication of Estimated Restoration Times during storm events. Central Hudson is expected to comply with the requirements contained within these guidelines and to take steps to achieve the targets set within. See Section 7.1 – ETR Guidelines.

6.2 ETR Communication

In an effort to be responsive to the PSC ETR Guidelines, a trial program was started in March, 2011 for developing and communicating Estimated Restoration Times. The basic goals of this procedure are summarized below:

The ETR Procedure was developed by a Task Force with representatives from T&D Operations, Call Center, Dispatch Operations, Emergency Response, and New Business Supervisors. The objective of the Task Force was to standardize the development and communication of Estimated Restoration Times during all outage situations, from Blue Sky days to Class 3 storm events.

The ETR Procedure outlines the process by which restoration times are estimated and includes the line crews in the development of these estimated times. It creates a firm process for communicating ETR times to the field forces so that they are aware of published ETR times for the cases they are assigned. Also, the Procedure standardizes ETR update times so that Call Center personnel can effectively respond to customer inquiries.

For complete details of the ETR Procedure, see Section 7.2.

6.3 IVR and Website Messages

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

Major non-storm outage:

You have reached Central Hudson. There are currently outages in the (townships/counties) areas due to (cause of outage). Our crews are currently (assessing damage/working on the problem) and we expect restoration of all area to be complete by (ETR time/date). If you are currently experiencing a power loss, please report your outage using our automated system with your Central Hudson account

number or phone number. The estimated time of restoration for your individual area will be accessible from the automated system if it is known. Outages can also be reported on the StormCentral section of our web and mobile websites and estimated restoration times are available on these sites.

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

Class 1 or 2 Storm

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

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

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

Class 3 Storm

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

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

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

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

6.4 PSC and SEMO Contacts/Reporting

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

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

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

6.5 Municipal Contacts/Conference Calls

For Class 3 storms where more than 10% or more of affected customers are expected to experience outages greater than 72 hours in duration, Municipal Conference Calls will be scheduled. All area municipal officials will be invited to participate in the calls which should begin as soon as reasonably possible after the storm impact has been assessed and the Restoration Plan has been developed. In accordance with the ETR Guidelines, Municipal Conference Calls must be scheduled within 18 hours of the start of restoration (see ETR Guidelines for definition of Start of Restoration). Calls do not have to be made within 18 hours, only scheduled.

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

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

In preparation for the Municipal Conference Call, the External Communications Director and Municipal Services Liaison will confer with the Storm Manager, Operations Manager and Call Center Manager. All information shared in the call should have prior approval of the Storm Manager. The Storm Manager will be responsible for briefing the Senior Vice President, Customer Services of the information that will be presented prior to the start of the call.

The External Communications Director and Municipal Services Liaison will lead the call discussions according to the following outline:

External Communications Director: Opens the meeting with introductions and ground rules for participation. These are:

1. The call should last approximately 20 minutes
2. Questions from the participants will be taken at the end of the call
3. Questions should be general in nature; participants requesting information concerning specific locations will be provided with a contact name and telephone number following the call.

External Communications Director will provide the following system information:

1. Total Number of customers affected at peak of event
2. Total Number of customers restored to date
3. Total Number of customers without service
4. Final estimated restoration time of event
5. Weather update and impact of weather on restoration

Municipal Services Liaison provides information for the event for the overall service territory including:

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

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

External Communications Director will entertain questions.

External Communications Director will announce the date, time and phone number for the next briefing.

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

Municipal Conference Calls will continue to be held until the External Communications Director and the Municipal Services Liaison agree that the calls are no longer necessary near the end of the event.

6.6 Press Releases and Media Information

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

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

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

During major storm, the External Communications Director will obtain information regarding the impact of the storm and the plan/status of restoration from the Storm Manager. The External Communications Director will then ensure that timely and accurate press releases are issued at least once per day. When the extent of outages is extremely wide-spread, press releases in the morning and evening are recommended.

All press releases will be expected to comply with ETR Guidelines – Section 7.1.

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

All other public communication measures such as news conferences, interviews and website updates will also be coordinated by the External Communications Director.

6.7 Social Media, Email and Text Messaging

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

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

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

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

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

Upon such time as the Notifi text messaging features become available, this format may also be used to disseminate specific customer information (ETR updates, outage restoration confirmation) during storm events.

6.8 Special Needs Customer Contacts

Central Hudson special needs customers fall into two categories, Life Support Apparatus (LSA) and Elderly, Blind or Disabled (EBD). Customers who qualify for these special conditions are coded on CIS with either an LSA code, one of eight EBD codes, or both. EBD codes are as follows:

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

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

When a storm event is underway, the LSA Contact Procedure is followed. The Call Center Manager is responsible for ensuring that all steps in the procedure are followed, reaching out to other departments for support if Consumer Outreach employees cannot accomplish all of the contacts in a timely fashion.

For details of the LSA Contact Procedure, see Section 7.3.

6.9 Customer Contact Process

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

ETR information is available through both the IVR and the call overflow system via a direct query into the OMS database. CSRs can get ETR information using an interface between OMS and the CIS system. CSRs do not use scripted messages, but instead respond to each customer inquiry individually. Information between IVR, call overflow and CSR comes from the same source (OMS), so customers

will get a consistent message from any of these contacts. The StormCentral internet outage map also uses data directly from OMS (updated every 30 minutes) and as such this information will also be consistent with other customer contact methods.

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

Statistics on storm call response are kept by Call Center Supervisors for use in critique reports after the event.

7. Procedures

The following Company procedures are contained in this section:

- 7.1 Estimated Time of Restoration Guidelines
- 7.2 ETR Procedure
- 7.3 LSA Contact Procedure
- 7.4 Wire Down Procedure
- 7.5 Damage Assessment Process
- 7.6 Outage Management System (OMS) Reliability Policy
- 7.7 Restoration of Flood Damaged Equipment

7.1 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:

[REDACTED]

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
<ul style="list-style-type: none"> ▪ 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 <u>not</u> affect the time requirements below.
Within the first 12 hours of the restoration period
<ul style="list-style-type: none"> ▪ 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
<ul style="list-style-type: none"> ▪ 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
<ul style="list-style-type: none"> ▪ 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.
Within the first 36 hours of the restoration period
<ul style="list-style-type: none"> ▪ 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
<ul style="list-style-type: none"> ▪ 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.

Event Expected To Last Greater Than 48 Hours (continued)

Beyond the first 48 hours of the restoration period

- For storms with expected restoration periods more than five days provide, 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.

7.2 ETR Procedure

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

Blue Sky Day

Procedure:

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

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

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

Class 1 Storm

Procedure:

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

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

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

1. The District Operating Team will develop a restoration plan which will lay out what cases are to be assigned to which crew.
2. The Storm Center SOC will contact the District Operating Team and inform them of the official time that the storm restoration started. Within 5 hours of this start time, the Operating Team will provide a global ETR time for 90% restoration in that district to the Storm Center SOC. If the Operating Team determines that 90% restoration within 24 hours is not likely, the procedure for a Class 2 or 3 storm will then be followed.
3. District Operating Team assigns 2-3 cases to each crew in accordance with the restoration plan. At the time of assignment, ETR will be set for these cases. These ETRs will be developed based on knowledge of weather/traffic conditions, any available damage assessment information which may have come in from foremen, 911 centers, etc. and knowledge of the circuit configuration (on/off road).
 - The Dispatcher will dispatch the cases to the line crews in the order determined by the District Operating Team, using ETR and size of the outage case as a guide.
 - Crews will call Dispatchers when arriving on the job site and report their expected ETR.
 - ETRs will be revised as needed, but not unless the new estimates exceed 1 hour from the existing value.
 - Field ETR box will be checked when the crew has communicated the ETR for that project.
 - Crews will also be instructed to inform the dispatcher if the predicted device is not open in the field. This is needed so that outage case adjustments can be made to more closely match field conditions, and accurately identify which customers belong in which case.
4. Every time a case is assigned the Dispatcher will update enter the ETR estimate, change the crew status to 'dispatched' or 'enroute' and update the ETR for the next case to be assigned to that crew.
5. If at any time, the global ETR is in danger of being exceeded, the District Operating Team must notify the Storm Center SOC and provide a revised estimate.

Class 2 Storm

Procedure:

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

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

1. The District Operating Team will develop a restoration plan which will lay out what cases are to be assigned to which crew. For storms on the high end of Class 2, this plan may begin to be laid out by circuit with a foreman/crews assigned to each. For the purpose of simplification, the term "crew" in this section will be intended to include either the line crew, or the foreman who has assumed operational authority for a circuit.
2. The Storm Center SOC will contact the District Operating Team and inform them of the time that the storm officially started. Within 10 hours of this start time, the Operating Team will provide a global ETR time for 90% restoration in that district to the Storm Center SOC. If the Operating Team determines that 90% restoration within 48 hours is not likely, the procedure for a Class 3 storm will then be followed.
3. District Operating Team assigns 2 cases to each crew according to the restoration plan. At the time of assignment, ETR will be set for these cases. These ETRs will be developed based on knowledge of weather/traffic conditions, any available damage assessment information and knowledge of the circuit configuration.
4. Dispatcher will follow the same process as the Blue Sky procedure, steps 4 – 7 above.
 - Crews are expected to contact the dispatcher as soon as they arrive at the outage location and provide an ETR for that case; dispatchers will mark the crew Arrived and check the 'Field ETR' box at this time.
 - ETRs will be revised as needed based on crew updates.
 - Crews will also be asked to inform the dispatcher if the predicted device is not open in the field. This is needed so that outage case adjustments can be made to more closely match field conditions, which is needed accurately identify which customers belong in which case.
5. Every time a case is assigned the Dispatcher will update enter the ETR estimate, change the crew status to 'dispatched' or 'enroute' and update the ETR for the next case to be assigned to that crew.
6. By 7 p.m. on each day of restoration, the District Operating Team will determine which cases will not be restored that day. They will then contact the Storm Center to confirm that cases with no ETR are expected to be out overnight. ETRs for cases assigned to the overnight crew will be managed by Dispatch Operations.
7. If at any time, the global ETR is in danger of being exceeded, the District Operating Team must notify the Storm Center SOC and provide a revised estimate.

Class 3 Storm

For Class 3 storms, the following assumptions are made:

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

Procedure:

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

1. Provide a global ETR within 24 hours of the storm start (storm start date/time provided by Storm Center staff)
2. Assign ETRs on the first high priority cases upon assignment to the crew and also set ETRs on the next cases to be assigned during that targeted 8-hour restoration period (i.e. 06:00 –14:00; 14:00 –22:00; 22:00 – 06:00).
3. Develop a circuit-based restoration plan by the end of the first full day following the storm.
4. Provide to the Storm Center the names of foremen/substation coordinators who have been given operational authority on each circuit and a preliminary ETR by circuit.
5. Storm Center will run the circuit ETRs through the conversion program to develop preliminary township ETRs. These will be confirmed with the District Operating Team.
6. Storm Center will work with Corporate Communications and the Call Center to ensure consistency in communication of ETR times with customers, automated systems and websites.
7. District Operating Team will update ETRs on outage cases at the following times:
 - by 06:00 – cases that are expected to be restored by 14:00 that day
 - by 14:00 – cases that are expected to be restored by the end of the day
8. By 19:00 each work day, District Operating Team will:
 - meet or call foremen/substation coordinators and obtain the status of the restoration with emphasis on which customers have been restored, which will be off overnight and any known service loops or customer owned damage locations.
 - confirm with the Storm Center the OMS cases or circuit devices that will remain out overnight.
9. District Operating Team will update circuit-based ETR times in time for assimilation into PSC reports (times to be defined at the start of the event by the Storm Center SOC).
10. Foremen/substation coordinators will keep the District Operating Team informed whenever any case or circuit section will likely exceed the restoration time provided.
11. Damage Assessment Coordinators will continually, throughout the event, work with EOE's to fine tune OMS case predictions to model as closely as possible the actual field conditions. This is necessary to ensure that customers are assigned to the correct cases and as such are getting correct ETR information.

7.3 LSA Contact Procedure

7.3.1 Identification

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

7.3.2 Non-storm Contacts

During non-storm conditions, Dispatch Operations is required to be aware of any LSA customers that report no power. This indication is present in the OMS system on the trouble call screen. If any LSA customer is expected to be out of service for more than 8 hours, Dispatch Operations personnel need to contact the Customer Outreach department and inform them of the customer(s) affected. Customer Outreach will contact the customer to check on their well-being and give them any information known about their outage case, including Estimated Restoration Time. Automatic notification of Customer Outreach when LSA customers experience outages is currently being developed and will replace the need for manual notifications.

7.3.3 Contacts During Storm Events

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

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

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

After Service is Restored: All restored customers receive an automated callback from our 21st Century System, or during major storms, a manual callback using company staff to verify that power has been restored. All affected LSA customers are also contacted after restoration to ensure that their power is restored and confirm the well-being of the life support apparatus user.

WARN Message

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

The text of the WARN message is as follows:

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

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

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

Thank you for your cooperation.

7.4 Wire Down Procedure

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

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

Following the October 2011 snowstorm, Central Hudson elected to modify our Wire Down Procedure with the objective of enhancing our tracking of wire down reports, time to respond to wire down locations, and recording of actions taken.

Technology, perhaps including a mobile solution, is being pursued to address some of these requirements and to help handle the large number of wire down orders that are received during a major event. However, should we have a storm (Class 2 or above) before new technologies can be tested and implemented, the following procedure will be followed:

1. Wire down reports will be received from customers, police/fire dispatchers, 911 center reps, or field personnel.
2. Trouble orders will be created with one of the wire conditions marked: WIRES: POLE-TO-POLE, POLE TO BUILDING, DOWN/BURNING or SPARKING/BURNING. These t-logs will be sent to OMS where the order comments will reflect a wire condition.
3. Reports will then be run by Wire Down Coordinators in each district against the OMS database. The Open Wire Down Calls Report will be run frequently throughout the day in the early part of a storm event as new orders will continually be received. High priority orders will have to be added into the Wire Responders' lists.
4. Wire Down Coordinators will then determine resources to be assigned to evaluate and guard wires down. Wire Responders will be Estimators, Commercial Reps and contractors. Wire Guards will be Meter Readers, Collectors, Gas Mechanics and contractors. The Coordinators will prioritize and sort orders into manageable volumes per responder. Orders with the highest risk to public safety, based on order comments, will be assigned first. (See Priority below.)
5. Priority: Wire down reports where there is a hazard such as a fire, or where people are trapped by a downed wire, should have already been assigned to a line crew. Wire Down Coordinators will verify with the Operating Supervisor that these have been assigned. Remaining wire down reports can then be assigned according to the **PRIORITY** below (highest to lowest):
 - Wire down reports where it is indicated that the wire is burning, or arcing/sparking.
 - Relief of fire departments, police departments, or other municipal agencies that are standing-by-downed wires.
 - Report of wire down from Emergency Management Offices:
 - Reported to be affecting traffic flow on a major public highway
 - Reported to be blocking/near a pedestrian walkway or driveway
 - Reported to be primary conductor
 - Reported to be secondary conductor

- Report of wire down from other sources:
 - Primary conductor is indicated
 - Secondary conductor is indicated
 - Report of wire down where type of wire is not indicated, or where it appears the wire could be not electric conductor
6. Coordinators will maintain a spreadsheet or other manual list of the orders that were assigned to each Wire Responder. Assignments will NOT be made in OMS, as this information is likely to be overwritten early in a storm event, and also, the "Crew" field in OMS should not be used for Wire Responder personnel.
 7. Wire Responders will drive to the location of the wire down report. After assessing the situation, they will determine the severity of the situation. Severity will be determined based on the following guidelines:
 - Severity 4 – (HIGHEST)** – Wire down is a primary conductor that poses a high risk to public safety due to its location in a road or pedestrian-accessible area. These situations will require the responder to remain on-site and guard the wire until they can be relieved. The Wire Responder/Guard may leave after the wire has been made safe by a qualified crew or line foreman.
 - Severity 3** – Wire down is a primary conductor, but is not on a main road or other easily accessible location. These situations will also require the responder to remain on-site until the conductor can be verified deenergized by a line foreman or crew. Once the wire is known to be de-energized, the Wire Responder/Guard will barricade the area and then can move on to their next location.
 - Severity 2** – Wire down is a secondary conductor. Wire Responder will attempt to notify nearby customers and will barricade/tape off the area. If wire is either open wire secondary, or triplex service cable that has an exposed end (wire is broken), Wire Responder/Guard will remain on-site until a qualified person has verified that the wire is not energized.
 - Severity 1 – (LOWEST)** Wire down is not an electric conductor and is not in contact with an electrical conductor, but is instead phone, cable or other communications property. If the situation is safe, Wire Responder will inform the Coordinator of this, and move on to the next order.
 8. Wire Responders will call in the result of this assessment to the Wires Down Coordinator. Coordinators will update the t-log with a description of the condition and the Severity Code (1-4). All Severity 1 orders can be closed in CIS; the OMS project can also then be closed.
 9. Severity 4 orders will be communicated IMMEDIATELY to the Operating Supervisor.
 10. Severity 2 and 3 cases will be coordinated with the Operating Supervisors and the Loop Crew Coordinators to determine the best repair crew to be dispatched, e.g. line, loop, or tree crew.
 11. The Wire Down Coordinator will assign Wire Guards to replace Wire Responders when appropriate so that the Wire Responders can move on to their next assignment.
 12. The Wire Down Coordinator will keep track of where personnel are standing by and will provide relief as needed.

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

In all cases where the assigned Wire Responder has an MWM device, dispatching the order through Mobility is the preferred method. This will provide data on dispatch, en-route and arrival times on the order. If the responder is a contractor or employee without MWM, the assignments will need to be done on paper and tracked manually.

Recommended staffing for Wire Down personnel:

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

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

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

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

7.5 Damage Assessment Process

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

The Storm Manager and/or the Electric Operations Manager will determine if formal Damage Assessment is warranted, based on the number of operating districts affected and the number/severity of cases showing in OMS.

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

The Preliminary Assessment process is as follows:

- Operating Supervisors and Electric Operating Engineers determine what areas need rapid assessment. These are usually the areas where a high number of customer outages are predicted in OMS.

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

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

- Damage Assessment Coordinators work with Operating Supervisors to determine if case or circuit patrolling is desired, based on the number of cases and expected damage extent. It is possible that some events might use a combination of case and circuit patrolling.
- Damage Assessment Coordinators will work with Operating Supervisors to determine which cases/circuits should be patrolled.
- Damage Assessment Coordinators then assign circuits/cases to patrol teams. Teams may already be in place (if advance warning was sufficient to have patrollers mobilize early in the event), or they may need to be called out. Damage Assessment patrollers work in two-person teams, which is considered safer due to the large amount of driving, navigating, and recording of information that is needed for this operation.
- For case patrolling, damage locations will be surveyed and then communicated back to the Damage Assessment Coordinators.
- For circuit patrolling, patrollers will start at the substation or other mainline device and inspect the mainline, three-phase portion of the circuit. They will mark damage locations and devices that are open on the circuit maps provided. Patrollers periodically call this information into the Damage Assessment Coordinator. After the main line is patrolled, patrollers will move on to the single-phase portion of the circuit and continue to record and report damage locations.
- Damage Assessment Coordinators then take the information called in by the Patrollers and update OMS, including confirming or adjusting predicted devices.
- When the circuit is complete, the Patrollers bring the marked-up maps to the Foreman or Substation Coordinator who is supervising the repairs on that circuit.
- When all cases/circuits assigned to a Patroller are complete, the Patroller will the report to the Foreman or Substation Coordinator in that area where they will help direct crews to damage locations and assist with communication of repair progress.

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

7.6 Outage Management System (OMS) Reliability Policy

Updated 3-27-13

OMS is one of Central Hudson's most crucial systems during storm situations. OMS has matured into a very reliable system, and Corporate Communications has established the widespread external credibility of the system. As such, it is critical to keep OMS stable and dependable. Therefore, the following guidelines have been set up to ensure OMS availability along with proper communication regarding its status.

IT Point of Contact:

Heidi Johnson, Director Electric Outage Services. Office phone _____, cell phone _____. Heidi is the first person to be contacted, by the Director of Technical Support & Communications, should any performance issues with OMS develop. Such issues would involve the loss of one, multiple or all districts or system failure resulting in loss of the ability to manage cases.

Additional Contacts:

Charlie Freni, Senior VP Customer Services. The Senior Director Information Technology will notify Charlie at cfreni@cenhud.com using request for read confirmation, and also text him at _____.

Denise VanBuren, VP Corporate Secretary & VP Corporate Communications. The Senior Director Information Technology will call Denise at _____ during work hours, and at _____ off hours.

Confirming email will be sent to _____ with bcc to _____.

Notification Content:

Issue
Cause if known
Impact
Fix
Timeline

All of the above contacts will be kept up to date on a regular basis as to the current status of the OMS issue, and will receive a final notification once the issue is resolved.

Storm Events:

It is the responsibility of the Director Electric Outage Services to notify the Director Technical Support & Communications when there is a Storm Event, an impending Storm Event, or any weather situation she determines is/will result in a significant number of outages.

Once IT has been notified of a Storm Event or situation, no activity related to the Production OMS database will take place unless specifically authorized by the Director of Electric Outage Services or required for system stability or restoration.

To help the Database Administrators differentiate between the Test and Production Databases, IT has implemented decentralized server management. It is now required to log in to each system separately using a unique password. The designation of which system is being accessed is displayed on the screen at all times, allowing for visual verification of proper Database.

OMS has been moved off the server cluster to reside on its own server. Maintenance, monitoring and restoration are now simpler and less disruptive than when OMS resided on the cluster. Production data is backed up every 2 hours and can be restored quickly if a problem occurs. Loss of data would be restricted to a maximum of 2 hours depending on when the problem was identified.

Emergency or Disaster:

In the event of the OMS system becoming unresponsive to the point where it is affecting storm restoration efforts due to hardware or software failure, a collaborative decision [between storm managers and IT personnel] will be made to invoke the OMS backup plan involving transfer of operations to the Newburgh site.

IT Infrastructure Maintenance and/or IPL's:

Following system software upgrades or IPL's, the Tech Support group will verify that all services are back up and running, and that all necessary servers have the current version of the tsnames.ora file. Separate technical documentation has been written up by Database support describing the necessary steps required when upgrading Broker or bringing up a brand new server.

IT Coverage:

IT will provide onsite coverage for OMS during a system wide problem or as requested. Onsite coverage will remain from 2-4 hours following resolution of problem in order to ensure continued stability.

Storm Central:

The Director Electric Outage Services will make the decision to shut down the Storm Central external site, and notify the Director of Technical Support & Communications. When shut down, the site will now display a static 'temporarily unavailable' page instead of an access error. The internal site will remain up if at all possible in order to allow monitoring by storm employees. The Director Electric Outage Services will notify IT when the external site can be reactivated.

IT OMS contact info:

Vicki Wheeler, Sr. Director IT, [redacted], cell [redacted].
Rick McGowan, Director Technical Support & Communications, [redacted], cell [redacted].
Nicole Tancredi, Director Information Systems Development, [redacted], cell [redacted].
Christine Robertson, Systems Specialist Project Leader, [redacted], cell [redacted].
Mike Mabey, Sr. Systems Analyst, [redacted], cell [redacted].

** Note: In case named individual is not available, notify his/her designate where possible.

7.7 Restoration of Flood Damaged Equipment

7.7.1 Pre-emptive System Shutdown

When flooding is forecasted to impact the electric system in a specific area, Central Hudson may elect to de-energize portions of the transmission system, portions of distribution system, one or more substations, and/or individual customers in that area in advance of any damaging water infiltration. Central Hudson may also elect to de-energize parts of the electric system when the gas system that is in that area is predicted to be impacted by flooding.

The decision to pre-emptively de-energize one or more areas can be based on the need to preserve Central Hudson equipment in order to hasten the eventual restoration and/or preserve the safety of our customers and the public. The decision on when and how much to pre-emptively de-energize should be made in consultation with the local fire chief and/or building department. There also may be times when a local municipality initiates the request to de-energize a section of the system. Whenever possible, the local Supervisor of New Business Services or Service Supervisor should address this request with the local municipality to ensure that all parties understand the timing and extent of the request, as well as the procedure that will be followed when the customers are to be restored.

While all flooding scenarios cannot be anticipated, the most common is basement flooding that impacts customer owned electrical equipment. In order to limit the impact on surrounding customers, it is typically desirable to lock off individual customers when this is anticipated

A less typical, but more wide spread scenario, is the need to de-energize a below grade network system due to predicted flooding. In this case, a more aggressive means of de-energizing the system, such as opening primary switches or breakers, may be the only method of quickly de-energizing equipment in the underground system.

The least likely scenario is de-energizing above grade equipment, such as overhead distribution or substations. In this case, cutouts, switches, or circuit breakers can be used to isolate an area that is predicted to be affected.

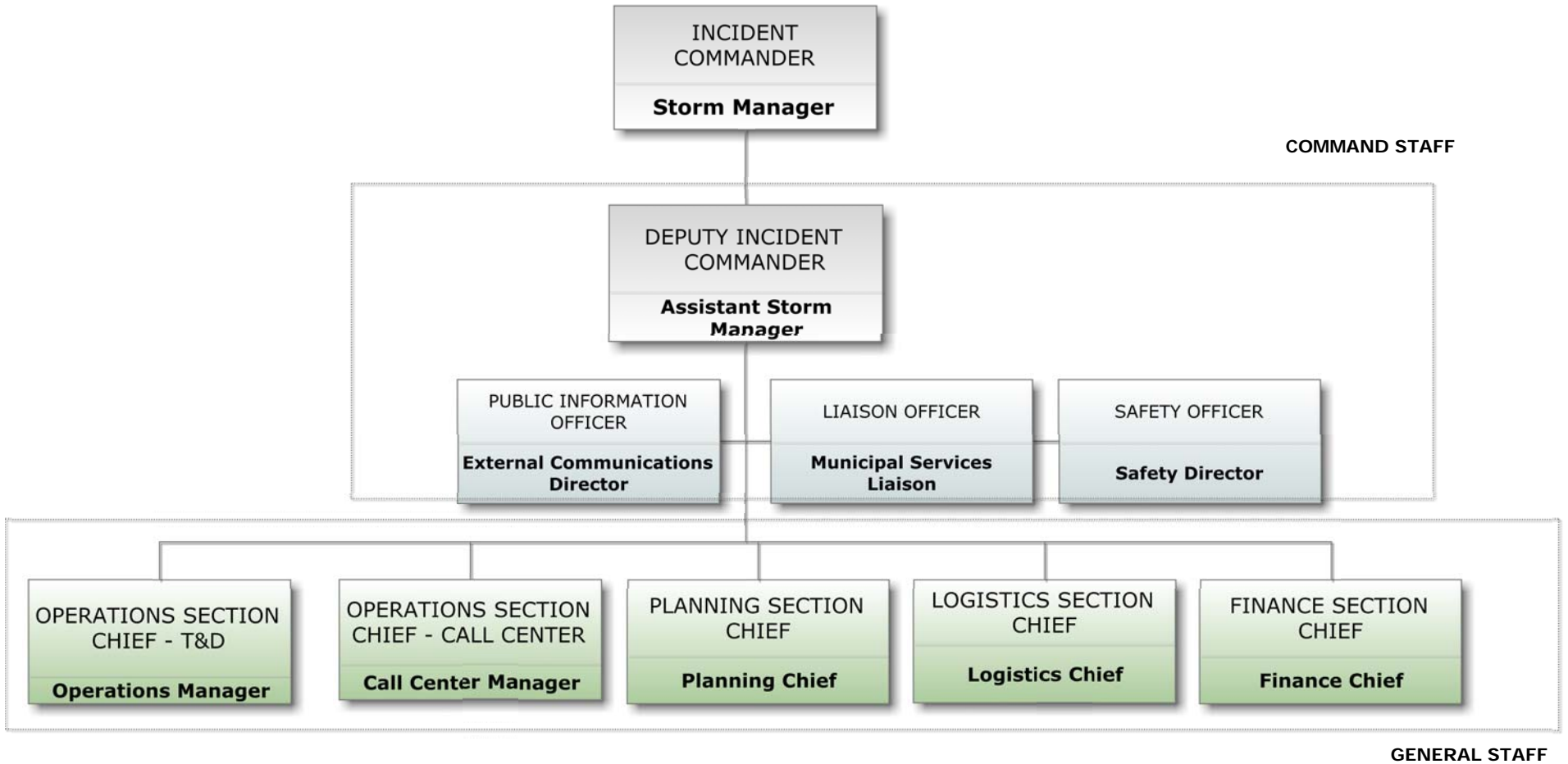
While flood mapping will indicate that flooding is possible in many areas, past experience is a very reliable indicator of where flooding is likely to occur in specific situations.

7.7.2 Restoration of Customer Electric Service

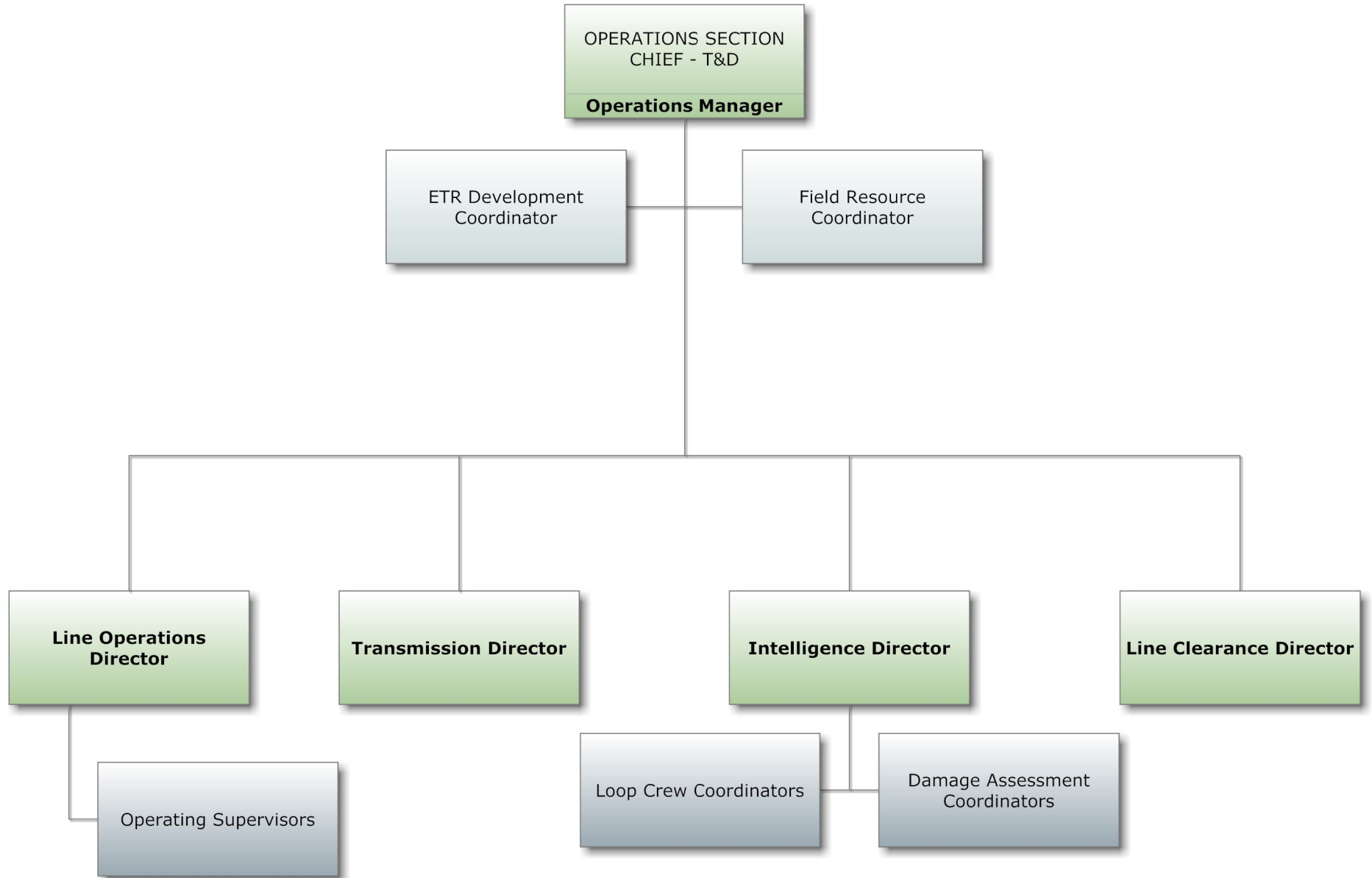
If a Central Hudson Representative observes that any part of a customer's electrical system is or will be submerged from flooding, the service will be locked off (terminated). The service may be terminated in several ways depending upon the severity of the flooding. The meter may be locked, the secondary taps may be cut at the pole, and/or the transformer may be turned off. In cases of more widespread major flooding the primary circuit may be de-energized and tagged out.

In any case where flood damage to customer electrical equipment has taken place, customers will be required to provide documentation of an inspection by the NYS Board of Fire Underwriters, or by a municipal fire inspector, before service will be reconnected. A Central Hudson Representative will also visually inspect the electric service serving the premises prior to reconnection. Several municipalities within Central Hudson's Service Territory also require a building code/safety inspection by the NYS Building and Code Enforcement Officials prior to service restoration.

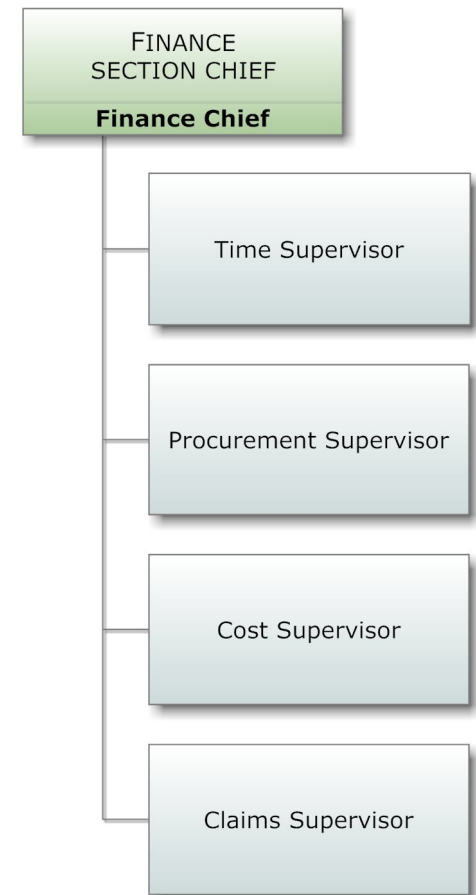
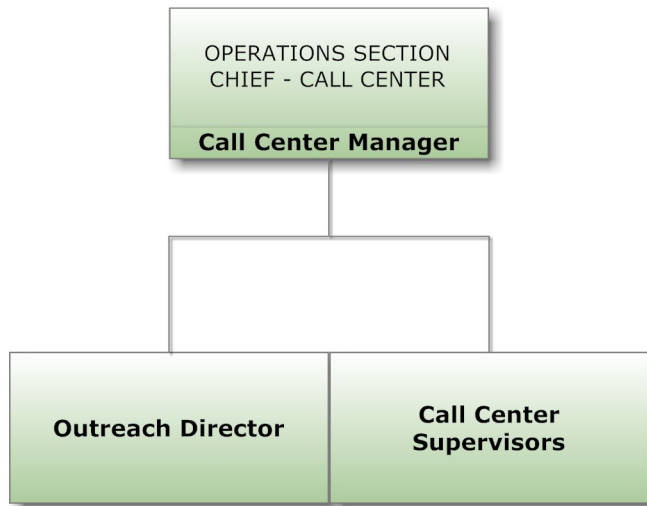
APPENDIX A - CHGE STORM ORGANIZATION



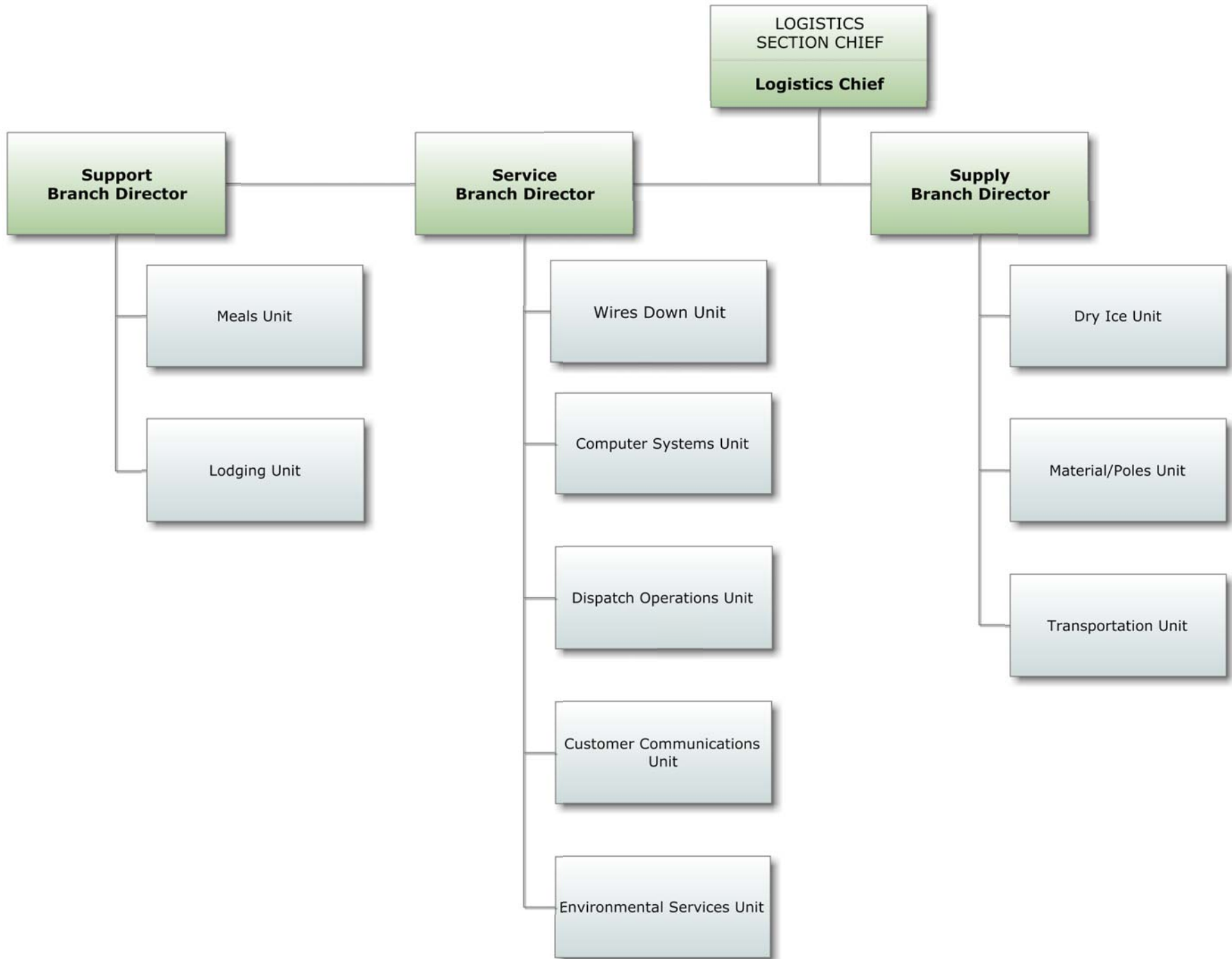
APPENDIX A - CHGE STORM ORGANIZATION



APPENDIX A - CHGE STORM ORGANIZATION



APPENDIX A - CHGE STORM ORGANIZATION



Appendix B Position Descriptions

POSITION	PAGE
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Assistant Storm Manager (Deputy Incident Commander)	B-4
External Communications Director (Public Information Officer)	B-5
Municipal Services Liaison (Liaison Officer)	B-6
Safety Director (Safety Officer)	B-7
 <u>General Staff:</u>	
Call Center Manager (Operations Section Chief – Call Center)	B-8
Operations Manager (Operations Section Chief – T&D)	B-9
Planning Chief (Planning Section Chief)	B-10
Logistics Chief (Logistics Section Chief)	B-11
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 <u>Operations Section:</u>	
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Storm Manager

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

Reports To: Central Hudson Executive Team

Responsibilities:

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

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

Participate in any scheduled NYMAG calls.

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

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

Establish "Start of Restoration" time for ETR Guidelines.

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

Work with the Operations Manager to develop the Response Plan for the event, which includes: plan for mutual aid or contractor resources, target times for PSC reports, schedule for conference calls, and requirements for ETR Guidelines compliance.

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

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

Assistant Storm Manager

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

Reports to: Storm Manager

Responsibilities:

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

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

Participate in any scheduled NYMAG calls.

Participate in storm planning meetings/conference calls.

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

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

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

Assist Storm Manager in developing the Response Plan for the event.

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

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

Relieve Storm Manager as directed.

External Communications Director

The External Communications Director advises the Storm Manager on information dissemination and media relations. The External Communications Director provides information to and receives information from the community and media. All information released to the public will be approved by the Storm Manager.

Reports to: Storm Manager

Responsibilities:

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

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

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

Provide media with dry ice distribution locations.

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

Participate in storm planning meetings/conference calls.

Municipal Services Liaison

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

Reports to: Storm Manager

Responsibilities:

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

Respond to inquiries and requests from municipal officials.

Participate in storm planning meetings/conference calls.

Safety Director

The Safety Director will advise the Storm Manager on issues regarding safety. He/she works with the Operations Section to ensure the safety of field personnel.

Reports to: Storm Manager

Responsibilities:

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

Perform safety inspections of field work sites.

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

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

Perform OSHA reports of any OSHA reportable accidents.

Call Center Manager

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

Reports To: Storm Manager

Responsibilities:

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

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

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

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

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

Participate in storm planning meetings/conference calls.

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

Operations Manager

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

Reports to: Storm Manager

Responsibilities:

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

In conjunction with the Storm Manager, develop the Response Plan which includes: plan for mutual aid or contractor resources, target times for PSC reports, schedule for conference calls, and requirements for ETR Guidelines compliance.

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

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

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

Participate in storm planning meetings/conference calls.

Provide storm restoration status information to the External Communications Director and/or Storm Manager when requested.

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

Planning Chief

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

Reports to: Storm Manager

Responsibilities:

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

Monitor weather reports and participate in any NWS weather briefings.

Initiate Mutual Aid crew requests when instructed by the Storm Manager or Operations Manager.

Assign personnel to Crew Guide positions if requested by Operations Manager.

Participate in storm planning meetings/conference calls.

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

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

Notify sending utility companies when resources have been released.

Logistics Chief

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

Reports to: Storm Manager

Responsibilities:

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

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

Participate in storm planning meetings/conference calls.

Communicate with Storm Manager and Operations Manager to fulfill daily logistics needs.

Finance Chief

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

Reports to: Storm Manager

Responsibilities:

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

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

Participate in storm planning meetings/conference calls.

Communicate with Storm Manager and Operations Manager to fulfill daily finance-related needs.

Call Center Supervisor

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

Reports To: Call Center Manager

Responsibilities

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

Keep the Call Center Manager informed of customer call volume information.

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

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

Outreach Director

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

Reports To: Call Center Manager

Responsibilities

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

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

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

Field Resource Coordinator

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

Reports to: Operations Manager

Responsibilities:

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

Assist Operations Manager with staffing of Substation Coordinator positions.

Assist Operations Manager and Operating Supervisors with determining areas to assign crews, Substation Coordinators and Foremen.

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

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

Assist with safety briefings to foreign crews, if requested.

ETR Development Coordinator

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

Reports to: Operations Manager

Responsibilities:

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

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

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

Line Clearance Director

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

Reports To: Operations Manager

Responsibilities

Provide supervision of Line Clearance Foreman and Line Clearance Crews.

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

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

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

Line Clearance Foreman

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

Reports to: Operating Supervisor

Responsibilities:

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

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

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

Transmission Director

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

Reports to: Operations Manager

Responsibilities:

Perform emergency switching to restore transmission lines after trip out.

Provide the Storm Manager and Operations Manager with daily Transmission and Distribution trip-out sheets and notify them when transmission lines are restored.

Coordinate activities of Substation Electricians and transmission repair crews, keeping Operations Manager informed of all locations where personnel are working.

Arrange for air patrol flights when requested. The results of the patrols will be forwarded to the Storm Manager and Operations Manager.

Participate in storm planning meetings/conference calls.

Line Operations Director

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

Reports to: Operations Manager

Responsibilities:

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

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

Assist Operating Supervisors in developing District Restoration Plans.

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

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

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

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

Assist with or assume the duties of the Operations Manager, as needed.

Intelligence Director

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

Reports to: Operations Manager

Responsibilities:

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

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

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

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

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

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

Operating Supervisor

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

Reports to: Line Operations Director

Responsibilities:

Assess the magnitude of storm damage on the operating district.

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

Develop District Restoration Plan and recommended crewing levels.

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

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

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

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

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

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

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

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

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

Electric Operating Engineer

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

Reports to: Operating Supervisor

Responsibilities:

Assist Operating Supervisor with assessment of storm magnitude.

Assist with development of District Restoration Plan and staffing recommendations.

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

Direct or approve all distribution switching.

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

Relieve Operating Supervisor as needed.

District Communications Liaison

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

Reports to: Operating Supervisor

Responsibilities:

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

Respond to critical customer and special needs customer inquiries.

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

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

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

Substation Coordinator

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

Reports to: Operating Supervisor

Responsibilities:

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

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

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

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

Coordinate repair of house services with Loop Crew Coordinator.

Line Foreman

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

Reports to: Operating Supervisor

Responsibilities:

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

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

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

Ensure that ETR Policy is being followed for circuits assigned.

Coordinate repair of house services with Loop Crew Coordinator.

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

Crew Guide

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

Reports to: Line or Line Clearance Foreman

Responsibilities:

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

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

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

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

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

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

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

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

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

Runner

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

Reports to: Substation Coordinator

Responsibilities:

Provide assistance to Substation Coordinator as assigned.

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

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

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

Damage Assessment Coordinator

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

Reports To: Intelligence Director

Responsibilities:

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

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

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

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

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

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

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

Damage Assessment Patroller

Reports To: Damage Assessment Coordinator

Responsibilities

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

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

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

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

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

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

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

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

Loop Crew Coordinator

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

Reports To: Intelligence Director

Responsibilities:

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

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

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

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

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

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

Report Loop Crew locations to Support Branch Director for meals.

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

Wire Down Supervisor

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

Reports To: Service Branch Director

Responsibilities:

Assign Wire Down Coordinators; provide relief as needed.

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

Communicate with Storm Manager, Intelligence Director and Operating Supervisors on progress of Wire Down response.

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

Wire Down Coordinator

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

Reports To: Wire Down Supervisor

Responsibilities:

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

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

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

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

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

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

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

Resources and Reports Coordinator

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

Reports to: Planning Chief

Responsibilities:

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

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

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

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

Receive daily time/material logs from Operating Supervisors.

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

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

Situation and Demobilization Coordinator

The Situation and Demobilization Coordinator monitors weather reports and provides briefings to the Storm Manager and Operations Manager as needed. He/she also coordinates the release of contract and Mutual Aid crews.

Reports to: Planning Chief

Responsibilities:

Participate in all NWS weather briefings. Provide a summary of anticipated weather to the Storm Manager.

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

Provide weather updates during storm planning meetings if requested.

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

Service Branch Director

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

Reports to: Logistics Chief

Responsibilities:

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

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

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

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

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

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

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

The Environmental Unit provides support to the Operating Section by:

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

Support Branch Director

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

Reports to: Logistics Chief

Responsibilities:

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

The Lodging Unit arranges lodging according to the guidelines below:

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

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

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

Supply Branch Director

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

Reports to: Logistics Chief

Responsibilities:

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

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

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

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

- Replenish materials in district storerooms
- Deliver poles to job sites
- Provide line tools from secured stock at the request of the Operations Manager

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

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

Time Supervisor

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

Reports to: Finance Chief

Responsibilities:

Ensure timely completion of employee timesheets.

Answer questions and resolve problems with time records.

Procurement Supervisor

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

Reports to: Finance Chief

Responsibilities:

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

Staff and schedule main storeroom operations.

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

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

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

Cost Supervisor

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

Reports to: Finance Chief

Responsibilities:

Establishes collect-cost work order for event if applicable.

Arranges for work orders to be prepared for equipment replacement.

Provides cost accounting services as requested.

Claims Supervisor

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

Reports to: Finance Chief

Responsibilities:

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

Respond to all personal injury situations involving public or customers.

Appendix C - Community Aid and Emergency Management Agencies

ALBANY COUNTY

Names, phone numbers, and email addresses removed from external copy to protect private information.

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Department of Social Services	162 Washington Avenue	Albany, NY 12210		
Office for the Aging	162 Washington Avenue, 6th Floor	Albany, NY 12210		
State Office for Aging	2 Empire State Plaza	Albany, NY 12223-1251		
NYS Emergency Management Office	1220 Washington Avenue Suite 101, Building 22			

COLUMBIA COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Department of Social Services	25 Railroad Avenue	Hudson, NY 12534		
Office for the Aging	325 Columbia Street	Hudson, NY 12534		
<u>After Hours Contact</u> Sherriff's Office	85 Industrial Track	Hudson, NY 12534		

Appendix C - Community Aid and Emergency Management Agencies

DUTCHESS COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Dutchess County Dept. of Community & Family Services	60 Market Street	Poughkeepsie, NY 12601		
<u>After Hours Contact</u> Red Cross	103 Hooker Avenue	Poughkeepsie, NY 12601		
Office for the Aging	27 High Street	Poughkeepsie, NY 12601		
Cornell Cooperative Extension	2715 Route 44, Suite 1 Farm & Home Center	Millbrook, NY 12545-0259		
Department of Health	387 Main Street	Poughkeepsie, NY 12601		
Dutchess Outreach, Inc.	29 North Hamilton Street, Suite 202	Poughkeepsie, NY 12601		
United Way of Dutchess County, Inc.	75 Market Street	Poughkeepsie, NY 12601		
The Salvation Army of Poughkeepsie	19 Pershing Avenue P.O. Box 3415	Poughkeepsie, NY 12603		
American Red Cross	103 Hooker Avenue	Poughkeepsie, NY 12601		

Appendix C - Community Aid and Emergency Management Agencies

DUTCHESS COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
The Salvation Army of Beacon	375 Main Street P.O. Box 494	Beacon, NY 12508		
Sherrif's Office	150 North Hamilton Street	Poughkeepsie, NY 12601		
Dutchess County Emergency Response	392 Creek Road	Poughkeepsie, NY 12601		

GREENE COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Department of Social Services	411 Main Street	Catskill, NY 12414		
Off Hours Call "On Call" worker at Greene County Sheriff's Department				
Greene County Sheriff's Department	Bridge Street, P.O. Box 231	Catskill, NY 12414		
Greene County Department for the Aging	Greene County Office Building 411 Main Street, 2nd Floor	Catskill, NY 12414		
Greene County Emergency Services	25 Volunteer Drive	Cairo, NY 12413		
Cornell Cooperative Extension	6055 Route 23 Mountain Avenue	Acram, NY		
American Red Cross	33 Everett Road	Albany, NY 12205		

Appendix C - Community Aid and Emergency Management Agencies

ORANGE COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Department of Social Services	Box Z, Quarry Road	Goshen, NY 10924	After Hour Emergency	
Office for the Aging	18 Seward Avenue, 2nd Floor	Middletown, NY 10940		
Emergency Management Office	Orange County Government Center 22 Wells Farm Road	Goshen, NY 10924		
The Salvation Army of Newburgh	234 Van Ness Street P.O. Box 2582	Newburgh, NY 12550		
Health Department of Orange County	1887 County Building 124 Main Street	Goshen, NY 10924		

Appendix C - Community Aid and Emergency Management Agencies

PUTNAM COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
American Red Cross	Building 2104, Visitor Center	West Point, NY 10996		
Department of Social Services	110 Old Route 6 Center	Carmel, NY 10512		
Office for the Aging	110 Old Route 6 Center - Building 1	Carmel, NY 10512		
Office of Emergency Management	112 Old Route 6	Carmel, NY 10512		

SULLIVAN COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Department of Social Services	Sunset Lake Road P.O. Box 231	Liberty, NY 12754		
Office for the Aging	County Government Center 100 North Street P.O. Box 5012	Monticello, NY 12701		
Emergency Control Center - Sullivan County 911 Center	Sullivan County Government Center 100 North Street P.O. Box 5012	Monticello, NY 12701		
American Red Cross	135 Crotty Road	Middletown, NY 10941		

Appendix C - Community Aid and Emergency Management Agencies

ULSTER COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Department of Social Services	1061 Development Court P.O. Box 231	Kingston, NY 12401		
Office for the Aging	1003 Development Court 100 North Street, P.O. Box 5012	Kingston, NY 12401		
Cornell Cooperative Extension Association	232 Plaza Road	Kingston, NY 12401		
The Salvation Army of Kingston	35 Cedar Street	Kingston, NY 12401		
United Way of Ulster County	430 Albany Avenue	Kingston, NY 12401		
Ulster Co. Emerg. Management Council	238 Golden Hill Lane	Kingston, NY 12401		

Appendix C - Community Aid and Emergency Management Agencies

COMMUNITY ORGANIZATIONS FOR THE DISABLED

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Resource Center for Accessible Living	727 Ulster Avenue	Kingston, NY 12401		
Independent Living, Inc.	5 Washington Terrace	Newburgh, NY 12550		
Taconic Resources for Independence, Inc.	82 Washington Street, Suite 214	Poughkeepsie, NY 12601		
Action Toward Independence	126 Seward Avenue P.O. Box 359	Middletown, NY 10940		
Mid-Hudson Interpreter Service	82 Washington Street, Suite 214	Poughkeepsie, NY 12601		

Appendix C - Community Aid and Emergency Management Agencies

LOCAL EMERGENCY OFFICIALS

ALBANY COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Emergency Management Office	75 Remsen Street	Cohoes, NY 12047		

Columbia County (518)

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Emergency Management Office	85 Industrial Tract Road	Hudson, NY 12534		

Appendix C - Community Aid and Emergency Management Agencies

DUTCHESS COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Office of Emergency Response	392 Creek Road	Poughkeepsie, NY 12601		

GREENE COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Office of Emergency Preparedness	County Office Building 25 Volunteer Drive	Cairo, NY 12413		

Appendix C - Community Aid and Emergency Management Agencies

ORANGE COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Emergency Management Division	County Government Center 22 Wells Farm Road	Goshen, NY 10924		

PUTNAM COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Putnam Co. Bureau of Emerg. Services	112 Old Route 6	Carmel, NY 10512		

Appendix C - Community Aid and Emergency Management Agencies

SULLIVAN COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Disaster Preparedness/Civil Defense County Emergency Control Center	100 North Street, P.O. Box 5012	Monticello, NY 12701		

ULSTER COUNTY

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>
Emergency Management Office	238 Golden Hill Lane	Kingston, NY 12401		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**CATSKILL DISTRICT
COMMERCIAL & INDUSTRIAL**

*Names and phone numbers
removed from external copy to
protect private information.*

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Blue Circle Cement (Lafarge)	1916 Route 9W	Ravena, NY		
Brockway Smith	171 Stacey Road	Coxsackie, NY		
CSX Railroad		Jacksonville, FL		
Callanan Industries	Route 9W	Ravena, NY		
Dynabil	2 Flint Mine Road	Coxsackie, NY		
Empire Merchants North	16 Houghtaling Road	W Coxsackie, NY		
Glens Falls Lehigh Cement	Route 9W & Alpha Rd	Cementon, NY		
Holcim Cement Co.	6446 Route 9W	Catskill, NY		
Hunter Mountain Ski Bowl	Route 23A	Hunter, NY		
Moran Food Inc (Save-A-Lot)	Route 9W	W Coxsackie, NY		
Peckham Materials	1 Union Street	Athens, NY		
Serta Mattress (Nat Bed Co.)	Route 9W	W Coxsackie, NY		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**CATSKILL DISTRICT
COMMERCIAL & INDUSTRIAL**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Stiefel Labs	Route 145	E Durham, NY		
United Stationers	Route 9W	W Coxsackie, NY		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**CATSKILL DISTRICT
EMERGENCY ORGANIZATIONS**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Fire Coordinators Headquarters.				
Greene County Emergency Ctr.	25 Volunteer Drive	Cairo, NY		
Hannay Hose	Main Street (Route 144)	Westerlo, NY		

HOSPITALS & NURSING

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Bethany Village, Sr. Housing	Mansion Street	W Coxsackie, NY		
Catskill Crossings	Jefferson Heights	Catskill, NY		
Catskill Mountain Housing				
Columbia Health Care Facility	159 Jefferson Heights	Catskill, NY		
Kaaterskill Care	Jefferson Heights	Catskill, NY		
Pavilion Adult Home (Elliott @ Catskill)	122 Jefferson Heights	Catskill, NY		
Rivertown Senior Housing	19 Third Street	Athens, NY		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**CATSKILL DISTRICT
PRISONS**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Coxsackie Correctional Facility	Route 9W	Coxsackie, NY		
Greene Correctional Inst.	County Route 9 (Plank Rd.)	Coxsackie, NY		
Greene County Jail	Bridge Street	Catskill, NY		
N.Y.S. Dept. of Correctional Services				

RADIO & TV

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
AT&T				
American Tower Corp				
Mid-Hudson Cable	200 Jefferson Heights	Catskill, NY		
State Telephone Co.	Mansion Street	Coxsackie, NY		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**CATSKILL DISTRICT
SCHOOLS**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Cairo-Durham Central Schools				
Catskill Central Schools	347 West Main Street	Catskill, NY		
Coxsackie-Athens Central Schools	24 Sunset Boulevard	Coxsackie, NY		
Greenville Central Schools	4972 Route 81	Greenville, NY		
Hunter-Tannersville Central Schools Catskill District	6094 Main Street	Tannersville, NY		

WATER AND SEWER

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Athens Water Plant				
Catskill Water Plant				
Coxsackie Water Plant				
Ravena Water Plant				

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**KINGSTON DISTRICT
COMMERCIAL & INDUSTRIAL**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
AG Properties (Tech City)	Enterprise Drive	Kingston, NY		
Alcoa Fastening Systems	1 Corporate Drive	Kingston, NY		
Charles River Laboratories	Route 209, Box 241	Stone Ridge, NY		
Dyno-Nobel	Salem Street	Port Ewen, NY		
Ellenville Development Partners	Schrade Court	Ellenville, NY		
Rotron Manufacturing	55 Hasbrouck Lane	Woodstock, NY		
Nevele Grande	1 Nevele Road P.O. Box 428	Ellenville, NY		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**KINGSTON DISTRICT
COMMERCIAL & INDUSTRIAL**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Northeast Solite	P.O. Box 437	Mt. Marion, NY		
St. Lawrence Cement	6446 Route 9W	Catskill, NY		
West Delaware	1324 Route 55A	Grahamsville, NY		

EMERGENCY ORGANIZATIONS

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
American Red Cross	21 O'Neil Street	Kingston, NY		
Ulster County Emergency Mgmt.	Golden Hill Drive	Kingston, NY		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**KINGSTON DISTRICT
HOSPITALS & NURSING**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Benedictine Hospital	Mary's Avenue	Kingston, NY		
Ellenville Regional Hospital	Route 209	Ellenville, NY		
Kingston Hospital	396 Broadway	Kingston, NY		
Ulster County Infirmary	Golden Hill Drive	Kingston, NY		
KRNH - Northeast Center		Lake Katrine, NY		
Ten Broeck Commons	1 Commons Drive	Lake Katrine, NY		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**KINGSTON DISTRICT
PRISONS**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Eastern NY Correctional Facility	Institution Road	Napanoch, NY		
Ulster County Jail	380 Boulevard	Kingston, NY		
Kingston District				

RADIO & TV

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
WBPM – FM	82 John Street	Kingston, NY		
WDST – FM	293 Tinker Street	Woodstock, NY		
WFGB – FM/Sound of Life, Inc.	199 Tuyenbridge Road	Lake Katrine, NY		
WGHQ	82 John Street	Kingston, NY		
WKNY Transmitter	718 Broadway Albany Avenue	Kingston, NY Kingston, NY		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

KINGSTON DISTRICT
SCHOOLS

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Ellenville Central Schools				
Kingston Central Schools				
Rondout Central Schools				
Saugerties Central Schools				
Ulster Community College	Cottekill Road	Stone Ridge, NY		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**KINGSTON DISTRICT
OTHER**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
County of Ulster	244 Fair Street	Kingston, NY		
County Health Department				
County Health Department Environmental Department (For Evacuations)				
NYC DEP		Grahamsville, NY		
NYS Assemblyman	Suite G-4 One Albany Avenue	Albany, NY Kingston, NY		
NYS Senator	Suite 4 201 Dolson Avenue	Middletown, NY		
Ulster Co Bldgs & Grounds				
United Way of Ulster County	450 Albany Avenue	Kingston, NY		
Ulster County Legislature	244 Fair Street P.O. Box 1800	Kingston, NY		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

POUGHKEEPSIE DISTRICT
COMMERCIAL & INDUSTRIAL

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Dutchess Quarry				

EFCO Products

Great Eastern Color Litho

Prism Solar

Schweitzer Mauduit

Main Operator - 24 Hours
Foreman's Office

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**POUGHKEEPSIE DISTRICT
EMERGENCY RESPONDERS**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Columbia County Central Fire Dispatch				
Columbia County Sheriff				
City of Poughkeepsie Fire Chief				
City of Poughkeepsie Police Chief				
Dutchess County Central Fire Dispatch				
Dutchess County 911 Emergency Response				
Dutchess County Sheriff				
New York State Troopers		Millerton, NY Millbrook, NY Poughkeepsie, NY Rhinebeck, NY		
Town of Clinton Fire		East Clinton Salt Point West Clinton Pleasant Plains Schultzville		
Town of Hyde Park Police				
Town of Hyde Park Fire		Hyde Park Roosevelt #1 Cardinal Road #2 Cream Street #3 Roosevelt Road Staatsburg #1 Mulford Avenue #2 South Cross Road Fairview		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**POUGHKEEPSIE DISTRICT
EMERGENCY RESPONDERS**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
LaGrange Fire District		#1 Route 82 #2 Route 55 #3 Red Oaks Mills		
Milan Fire District		Station #1 Jackson Corners Station #2 Rock City Station #3 North Road		
Town of Pine Plains Police				
Pine Plains Fire District				
Town of Pleasant Valley Fire		Station #1 Route 44 Station #2 Salt Point		
Town of Poughkeepsie Police				
Town of Poughkeepsie Fire		Arlington Fairview Poughkeepsie		
Town of Red Hook Fire				
Town of Rhinebeck Fire		Rhinebeck Rhinecliff Hillside		
Stanford Fire District				
Town of Washington Fire		Millbrook		
Town of Union Vale Fire	Verbank Clove Road	Unionvale #1 Unionvale #2		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**POUGHKEEPSIE DISTRICT
EMERGENCY RESPONDERS**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Village of Millbrook Police				
Village of Millbrook Fire				
Village of Millerton Fire				
Village of Millerton Police				
Village of Red Hook Police				
Village of Rhinebeck Police				
Village of Tivoli Fire				

HOSPITALS & NURSING

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Hudson River Psychiatric Ctr.				
Northern Dutchess Hospital				
St. Francis Hospital				
Vassar Brothers Hospital				

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**POUGHKEEPSIE DISTRICT
HOSPITALS & NURSING**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
The Thompson House	Springbrook Avenue	Rhinebeck, NY		
Baptist Home of Brooklyn	198 Route 308	Rhinebeck, NY		
Fernduff Nursing Home	52 River Road	Rhinebeck, NY		
Dutchess Manor	186 Washington Street	Poughkeepsie, NY		
Eden Park Nursing Home	100 Franklin Street	Poughkeepsie, NY		
Wingate at Ulster	Macks Lane	Highland, NY		
Hudson Valley Nursing Center	260 Vinyard Avenue	Highland, NY		
Highland Assisted Living	1 Grove Street	Highland, NY		
Valley Vista Adult Assisted Living	141 North Road	Highland, NY		
Lutheran Care Center	411 Dutchess Turnpike	Poughkeepsie, NY		
Anderson School	Route 9	Staatsburg, NY		
Hyde Park Nursing Home	897 Route 9	Staatsburg, NY		
Victory Lake Nursing Home	419 Quaker Lane	Hyde Park, NY		
Dutchess County Health	Oak Summit Road	Millbrook, NY		
Fountains at Millbrook	Flint Road	Unionvale, NY		
The New River Valley	140 Main Street	Poughkeepsie, NY		
Manor at Woodside	168 Academy Street	Poughkeepsie, NY		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

POUGHKEEPSIE DISTRICT
SCHOOLS

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Bard College				
Culinary Institute of America				
Dutchess Community College		Poughkeepsie, NY		
Marist College				
Vassar College		Poughkeepsie, NY		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**POUGHKEEPSIE DISTRICT
WATER & SEWER**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
City of Poughkeepsie Water				
City of Poughkeepsie Sewage (Envirotech)				
Dutchess County				
Hyde Park Water Treatment	St. Andrews Road			
Hyde Park Sewage Treatment	Hudson Drive			
Hyde Park Water Treatment	South Drive			
Hyde Park Water Treatment	Fuller Lane Ext.			
Hyde Park Sewage Treatment	East Market Street			
Pleasant Valley Water Treatment	Forest Valley Road			
Hyde Park Water Treatment	Spellman Road			
Pleasant Valley Water Treatment	Freedom Plains Road			
Pleasant Valley Water Treatment	Forest Valley Road			
Pleasant Valley Water Treatment	Forest Valley Road			
City of Poughkeepsie				
Poughkeepsie Sewage Treatment	North Water Street			
Poughkeepsie Water Treatment	Water Works Road			
Poughkeepsie Water Treatment	College Hill			
Poughkeepsie Water Treatment	Cedar Avenue			
*see commercial/industrial contact listing for contact employees and phone numbers				
Town of Hyde Park			Greenfield Water and Sewer District & Quaker Hill Estates Water Town Supervisor	
Sewage Treatment Plant	Cream Street			
Water Treatment Plant	Cream Street			
Water Treatment Plant	Quaker Hill			

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**POUGHKEEPSIE DISTRICT
WATER & SEWER**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Town of LaGrange				
Sewage Treatment Plant	Mandalay Drive			
Water Treatment Plant	Timothy Drive			
Water Treatment Plant	Stringham Road			
Water Treatment Plant	Titusville Road			
Water Treatment Plant	Bart Road			
Town of Pine Plains				
Water Treatment Plant	Factory Lane			
Town of Pleasant Valley				
Sewage Treatment Plant	Martin Road			
Town of Poughkeepsie				
Sewage Treatment Plant	Ray Boulevard			
Sewage Treatment Plant	Boulevard Knolls			
Sewage Treatment Plant	Sand Dock Road			
Sewage Treatment Plant	South Road			
Sewage Treatment Plant	Route 9			
Sewage Treatment Plant	Cottage Street			
Sewage Treatment Plant	Innis Avenue			
Water Treatment Plant	Spy Hill			
Water Treatment Plant	Spring Street			
Water Treatment Plant	Oakdale Avenue			
Water Treatment Plant	Cedar Avenue			
Sewage Treatment Plant	Sutton Park			
Water Treatment Plant	Overlook Road			
Sewage Treatment Plant	Thornberry Way			
Sewage Treatment Plant	South Road			
Town of Red Hook			Water Department	

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**POUGHKEEPSIE DISTRICT
WATER & SEWER**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Water Treatment Plant	Willowbrook Lane			
Village of Millbrook				
Sewage Treatment Plant	North Avenue			
Village of Millerton				
Water Treatment Plant	Route 22			
Village of Red Hook				
Water Treatment Plant	Firehouse Lane			
Village of Rhinebeck				
Sewage Treatment Plant	Montgomery Street			
Sewage Treatment Plant	Violet Hill			
Sewage Treatment Plant	Astor Drive			
Water Treatment Plant	Dock Road			
Village of Tivoli				
Water Treatment Plant	Pine Street			
Sewage Treatment Plant	Montgomery Street			
Water Treatment Plant	Red Church Road			
Water Treatment Plant	Montgomery Street			

OTHER	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
<u>Name</u>				
Montenay Dutchess LLC				

Metro North

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**FISHKILL DISTRICT
COMMERCIAL & INDUSTRIAL**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
165 Myers Corners Road, LLC	165 Myers Corners Road	Wappingers Falls, NY		
Cervalis	155 Myers Corners Road	Wappingers Falls, NY		
Dutchess County Airport	New Hackensack Road	Wappingers Falls, NY		
GAP, Inc.	110 Merritt Boulevard	Beacon, NY		
IBM East Fishkill	Hudson Valley Research Park, Route 52	East Fishkill, NY		
Mycor	167 Myers Corners Road	Wappingers Falls, NY		
NY Trap Rock	Sheafe Road			

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**FISHKILL DISTRICT
COMMERCIAL & INDUSTRIAL**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Package Pavement	Route 52	Stormville, NY		
Poughkeepsie Galleria	South Road	Poughkeepsie, NY		
Southeastern Container	151 Airport Road	Wappingers Falls, NY		
Vornado South Hills LLC (South Hills Mall)				
Witco-Chemprene Division	Fishkill Avenue	Beacon, NY		

EMERGENCY ORGANIZATIONS

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Putnam County Sheriff				

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**FISHKILL DISTRICT
HOSPITALS & NURSING**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
V.A. Medical Center		Castle Point, NY		

PRISONS

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Downstate Correctional Facility	Red Schoolhouse Road			

RADIO & TV

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
WHUD				
WBNR				
Cablevision				
Trinity Broadcasting				

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**FISHKILL DISTRICT
SCHOOLS**

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Beacon City Schools				
Wappingers Central Schools				

WATER & SEWER

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
City of Beacon Sewage Plant	Dennings Avenue	Beacon, NY		
NYC Board of Water Supply		Chelsea, NY		

OTHER

<u>Name</u>	<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
NYS Bridge Authority				
Mount Beacon - National Grid Wireless				
Wappingers Falls Hydro	Market Street	Wappingers Falls, NY		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**NEWBURGH DISTRICT
COMMERCIAL & INDUSTRIAL**

<u>Name</u>			<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
American Felt & Filter	Electric/Gas	8664028000	Walsh Road	Newburgh, NY		
Anthony's Pier 9	Electric/Gas	8664064000		New Windsor, NY		
Arctic Glacier	Electric/Gas	8121179000		Newburgh, NY		
C&S Wholesalers	Electric/Gas	8120786005		Newburgh, NY		
Do It Best Corp	Electric/Gas	8657082000		Montgomery, NY		
Eastern Alloys	Electric/Gas	8121220100	Route 208	Maybrook, NY		
Fair Rite Products	Electric/Gas	8649050000	Commercial Row	Wallkill, NY		
LSI Lightron	Electric/Gas	8651134900		New Windsor, NY		
Maybrook Materials	Electric/Gas	8121550000	Neelytown Road	Maybrook, NY		
Metal Container Corp.	Electric/Gas	8121190500	1000 Bruenig Road	New Windsor, NY		
Prismatic Dyeing	Electric/Gas	8681059500		Newburgh, NY		

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**NEWBURGH DISTRICT
COMMERCIAL & INDUSTRIAL**

<u>Name</u>			<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Staples Inc.	Electric/Gas	8120600002	Bracken Road	Montgomery, NY		
Stewart Airport	Electric/Gas	8121650001	Port Authority	New Windsor, NY		
Unitex Textile Services	Electric/Gas	8121950000		Newburgh, NY		
Watchtower Farms	Electric	8121942999	Goebel Road	Wallkill, NY		
Woodland Ponds	Electric/Gas	8645039100		New Paltz, NY		

HOSPITALS & NURSING

<u>Name</u>			<u>Address</u>	<u>City/State</u>	<u>Contact</u>	
Cornwall Hospital	Electric/Gas	8661068000	Laurel Avenue	Cornwall, NY		
St. Lukes Hospital	Electric/Gas	8121640000	Dubois Street			
Arden Hill Life Care	Electric/Gas	8647085001		Newburgh, NY		
Campbell Hall Health Care	Electric/Gas	8659072000		Campbell, NY		
Cardinal Health	Electric/Gas	8121570001	County Route 99	Montgomery, NY		
Johns Home	Electric/Gas	8655086500	Town of Newburgh			
Wingate at Ulster	Electric	5635044400	Town of Lloyd			

APPENDIX D - CRITICAL AND INDUSTRIAL CUSTOMERS

**NEWBURGH DISTRICT
PRISONS**

<u>Name</u>			<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Shawangunk Correctional	Electric	8649029000		Wallkill, NY		
Wallkill Correctional Facility	Electric	8649019000		Wallkill, NY		

SCHOOLS

<u>Name</u>			<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Mt. St. Mary College	Electric/Gas	8673130000		Newburgh, NY		
SUNY New Paltz	Electric/Gas	8120074500	South Manheim Avenue	New Paltz, NY		
West Point	Gas	8121940000		West Point, NY		

OTHER

<u>Name</u>			<u>Address</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone Number</u>
Armed Forces Reserve Center	Electric/Gas	8651119201	Stewart Airport	Newburgh, NY		
New York Air National Guard	Electric/Gas	8121605000	Route 17K - Stewart	Newburgh, NY		
NYS Thruway Authority	Electric/Gas	8121625000		Newburgh, NY		
USDA Animal Import Center	Electric/Gas	8120780100		Newburgh, NY		
US Post Office	Electric/Gas	8651057000	Enterprise Drive	Newburgh, NY		

APPENDIX E

Phone numbers and email addresses removed from external copy to protect private information

Municipal Leaders

Name	Title	District	Phone Number
Steve Katz	Assemblyman		
	District Office	Mahopac	
Kevin Cahill	Chairman Energy Comm	Kingston	
	District Office		
Sandra Galef	Assemblywoman		
	District Office	Ossining	
Clifford Crouch	Assemblyman		
	District Office	Binghampton	
Steve McLaughlin	Assemblyman		
	District Office	Troy	
Aileen Gunther	Assemblywoman		
	District Office	Monticello	
	District Office	Middletown	
Peter Lopez	Assemblyman		
	District Office	Catskill	
	District Office	Schoharie	
Annie Rabbitt	Assemblywoman		
	District Office	Goshen	
James Skoufis	Assemblyman	Albany	
Claudia Tenney	Assemblywoman	Albany	
Frank Skartados	Assemblyman	Albany	
	District Office	Newburgh	
Kieran Lalor	Assemblyman	Albany	
Pat Fahy	Assemblywoman	Albany	
John Bonacic	NY State Senator	Sullivan,Orange,Ulster	
	District Office	Middletown	
Neil Breslin	NY State Senator	Albany	
	District Office		
William Larkin Jr.	NY State Senator		
	District Office	New Windsor	
Greg Ball	NY State Senator		
	District Office	Brewster	
James Seward	NY State Senator		
	District Office	Oneonta	
Kirsten Gillibrand	NY State Senator		
	District Office	Hudson Valley	
Charles Schumer	NY State Senator		
	District Office		
Kathleen Marchione	NY State Senator	Albany	
Cecilia Tkaczyk	NY State Senator	Albany	
Chris Gibson	Congressman	Kinderhook	
	District Office	Hyde Park	
Nan Hayworth	Congresswoman		

APPENDIX E

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Municipal Leaders

Name	Title	District	Phone Number
	District Office	Goshen	
Paul Tonko	Congressman		
	District Office	Albany	
Sean Patrick Maloney	Congressman		
	District Office	Newburgh	
Daniel McCoy		Albany County Executive	
Patrick Grattan		Columbia County Board of Supervisors	
Marc Molinaro		Dutchess County Executive	
Robert Balkind, Acting Commissioner	Commission of Public Works	Dutchess County	
Wayne Speenburgh		Green County Legislature Chair	
Edward Diana		Orange County Executive	
MaryEllen Odell		Putnam County Executive	
Fred Pena	Commissioner of Highway	Putnam County Executive	
Michael Hein		Ulster County Executive	
David Fanslau	County Manager	Sullivan Cont.	
Scott Samuelson		Sullivan County Government Center	
Terry Bernardo		Ulster County Legislature Chair	
Arthur Bassen	Supervisor	Town of Ancram	
Jim MacArthur	Highway Suerintendent	Town of Ancram	
Lee Allen Palmateer	Supervisor	Town of Athens	
Andrea Smallwood	Mayor	Village of Athens	
Randy Casale	Mayor	City of Beacon	
Meredith Robinson	City Administrator	City of Beacon	
Ted Banta	Supervisor	Town of Cairo	
Doug Ostrander	Deputy Supervisor	Town of Cairo	
Kenneth Schmitt	Supervisor	Town of Carmel	
Michael Johnson	Chief of Police	Town of Carmel	
Joseph Leggio	Supervisor	Town of Catskill	
Vincent Seeley	President	Village of Catskill	
Jeffrey Burns	Supervisor	Town of Clinton	
Michael Appolonia	Councilman	Town of Clinton	
Stephen Flach	Supervisor	Town of Coeymans	
Gregory Darlington	Chief of Police	Town of Coeymans	
Seth Gallagher	Mayor	Village of Cold Spring	
Bruce Campbell	Deputy mayor	Village of Cold Spring	
Reginald Crowley	Supervisor	Town of Copake	
Kevin Quigley	Supervisor	Town of Cornwall	
Todd Hazard	Chief of Police	Town of Cornwall	
Brendan Coyne	Mayor	Cornwall on Hudson	

APPENDIX E

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Municipal Leaders

Name	Title	District	Phone Number
Mark Edsall	Deputy Mayor	Cornwall on Hudson	
Alexander Betke	Supervisor	Town of Coxsackie	
Michael Tighe	Highway Superintendent	Town of Coxsackie	
Mark Evans	Mayor	Village of Coxsackie	
Bill Bruning	Supervisor	Town of Denning	
Daniel VanSaders	Highway Superintendent	Town of Denning	
Ryan Courtien	Supervisor	Town of Dover	
Gary Hulbert	Supervisor	Town of Durham	
Cindy Moore	Clerk to Supervisor	Town of Durham	
John Hickman, Jr.	Supervisor	Town of East Fishkill	
Carol Hurray	Town Clerk	Town of East Fishkill	
Jeffrey Kaplan	Mayor	Village of Ellenville	
Mary Sheeley	Vlg Mgr	Village of Ellenville	
Brian Schug	Code Enforcement	Village of Ellenville	
Noreen Dechon	Vlg Clrk	Village of Ellenville	
John Coutant	Supervisor	Town of Esopus	
Donna McAuley	Deputy Town Supervisor	Town of Esopus	
Robert Lacolla	Supervisor	Town of Fishkill	
Kurt Buck	Councilman	Town of Fishkill	
James Miccio	Mayor	Village of Fishkill	
Rad Wilson	Emergency Coordinator	Village of Fishkill	
Thomas Garrick	Supervisor	Town of Gallatin	
Lisa DeLeeuw	Town Clerk	Town of Gallatin	
Carl Katz	Supervisor	Town of Gardiner	
Paul Macko	Supervisor	Town of Greenville	
Robert Jankowski	Supervisor	Town of Hamptonburgh	
Diane Fortuna	Town Clerk	Town of Hamptonburgh	
Bob Livsey	Supervisor	Town of Highlands	
June Gunza	Town Council	Town of Highlands	
Joseph D'Onofrio	Mayor	Village of Highlands Falls	
Daryl Legg	Supervisor	Town of Hunter	
William Maley	Mayor	Village of Hunter	
	Mayor	Village of Hunter	
Paula Boland	Clerk/Treasurer	Village of Hunter	
Gary Bellows	Supervisor	Town of Hurley	
John Gill	Town Councilman	Town of Hurley	
Aileen Rohr	Supervisor	Town of Hyde Park	
William Truitt	Board Member	Town of Hyde Park	
Carol Muth	Supervisor	Town of Jewett	
James Pellitteri	Deputy Supervisor	Town of Jewett	
Shayne Gallo	Mayor	City of Kingston	
Paul Landi	Supervisor	Town of Kingston	
Ed Moore	Highway Superintendent	Town of Kingston	
Jon Wagner	Supervisor	Town of LaGrange	
Joseph Luna	Deputy Supervisor	Town of LaGrange	
Dixie Baldrey	Supervisor	Town of Lexington	

APPENDIX E

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Municipal Leaders

Name	Title	District	Phone Number
	Supervisor	Town of Lexington	
Rose Williams	Town Clerk	Town of Lexington	
Paul Hansut	Supervisor	Town of Lloyd	
Elaine Rivera	Deputy Supervisor	Town of Lloyd	
Michael Warren	Supervisor	Town of Marbletown	
Doug Stevens	Highway Dept.	Town of Marbletown	
Stephen Osborn	Supervisor	Town of Marlborough	
Dennis Leahy	Mayor	Village of Maybrook	
William Gallagher	Supervisor	Town of Milan	
Bobbi Egan	Deputy Supervisor	Town of Milan	
Laura Hurley	Mayor	Village of Millbrook	
Joseph Spagnola	Deputy Mayor	Village of Millbrook	
John Scutieri	Mayor	Village of Millerton	
Amber Jordon	Clerk	Village of Millerton	
Sandy Leonard	Supervisor	Town of Monroe	
Michael Hayes	Supervisor	Town of Montgomery	
Charles Wozwick	Highway Superintendent	Town of Montgomery	
Stephen Brescia	Mayor	Village of Montgomery	
Buddy Nelson	Public Works Superintendent	Village of Montgomery	
Tom Corless	Mayor	Village of Nelsonville	
Lisa Garigliano	Town Clerk	Town of Neversink	
Susan O'Rorke	Supervisor	Town of New Baltimore	
Susan Zimet	Supervisor	Town of New Paltz	
Jason West	Mayor	Village of New Paltz	
Gene Terwilliger	Superintendent of Public Works	New Paltz Cont.	
George Green	Supervisor	Town of New Windsor	
Judith Kennedy	Mayor	City of Newburgh	
Michael Vatter	Fire Chief	City of Newburgh	
Richard Herbek	City Manager	City of Newburgh	
Wayne Booth	Supervisor	Town of Newburgh	
Thomas Dubetsky	Safety Officer	Town of Newburgh	
John Merwin	Supervisor	Town of Northeast	
Timothy Shaffer	Deputy Supervisor	Town of Northeast	
Berndt Leifeld	Supervisor	Town of Olive	
Richard Shea	Supervisor	Town of Philipstown	
John VanTassel	Councilman	Town of Philipstown	
Brian Coons	Supervisor	Town of Pine Plains	
	Acting Supervisor	Town of Plattekill	
Bob Wager	Highway Superintendent	Town of Plattekill	
Carl Tomik	Supervisor	Town of Pleasant Valley	
John Tkazyik	Mayor	City of Poughkeepsie	
Milo Bunyi	Administrator	City of Poughkeepsie	
Ron J Knapp	Police	Poughkeepsie Cont.	

APPENDIX E

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Municipal Leaders

Name	Title	District	Phone Number
Todd Tancredi	Supervisor	Town of Poughkeepsie	
Kory O'Hara	Supervisor	Town of Prattsville	
John Bruno	Mayor	Vilage of Ravena	
Susan Crane	Supervisor	Town of Red Hook	
Linda Stoddard	Assistant	Town of Red Hook	
Susan McCann	Twn Clrk	Town of Red Hook	
Edward Blundell	Mayor	Village of Red Hook	
David Seymour	Village Trustee	Village of Red Hook	
Marie Dermody	Supervisor	Town of Rensselaerville	
Kathleen Hallenbeck	Town Clerk	Town of Rensselaerville	
Randy Bates	Highway Superintendent	Town of Rensselaerville	
Thomas Traudt	Supervisor	Town of Rhinebeck	
James Reardon	Mayor	Village of Rhinebeck	
Carl Chipman	Supervisor	Town of Rochester	
Tavi Cilenti	Deputy Supervisor	Town of Rochester	
Jeanne Walsh	Supervisor	Town of Rosendale	
Bob Gallagher	Deputy Supervisor	Town of Rosendale	
Kelly Myers	Supervisor	Town of Saugerties	
Jim Bruno	Deputy Supervisor	Town of Saugerties	
William Murphy	Mayor	Village of Saugerties	
Jeannine Mayer	Deputy Mayor	Village of Saugerties	
John Valk	Supervisor	Town of Shawangunk	
Adrian Dewitt	Deputy Supervisor	Town of Shawangunk	
Virginia Stern	Supervisor	Town of Stanford	
Lee McGunnigle	Mayor	Village of Tannersville	
Bryan Cranna	Mayor	Village of Tivoli	
Michael Leedy	Deputy Mayor	Village of Tivoli	
James Quigley	Supervisor	Town of Ulster	
Lissette Hitsman	Supervisor	Town of Unionvale	
John Welsh	Town Councilman	Town of Unionvale	
Barbara Gutzler	Supervisor	Town of Wappingers	
Matthew Alexander	Mayor	Town of Wappingers	
Peter Puggi	Superintendent of Public Works	Town of Wappingers	
Gary Ciferri	Supervisor	Town of Washington	
Mary Alex	Town Clrk	Town of Washington	
James Brownell	Hwy Supt	Town of Washington	
Stephen Turletes	Town Council	Town of Washington	
William Murphy	Town Council	Town of Washington	
Robert Audia	Town Council	Town of Washington	
Michael Murphy	Town Council	Town of Washington	
Scott Carlsen	Supervisor	Town of Wawarsing	
Richard Rapp	Supervisor	Town of Westerlo	
Kim Slingerland	Administrative Aide	Town of Westerlo	
John Burke	Supervisor	Town of Woodbury	
Desiree Potvin	Town Clerk	Town of Woodbury	

APPENDIX E

Phone numbers and email addresses removed from external copy to protect private information

Municipal Leaders

Name	Title	District	Phone Number
Jeremy Wilber	Supervisor	Town of Woodstock	
Mike Reynolds	Highway Superintendent	Town of Woodstock	

APPENDIX F - LODGING AND RESTAURANTS

LODGING

CATSKILL DISTRICT

Names, phone numbers, and email addresses removed from external copy to protect private information.

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Catskill Inn	7848 Route 9W 25 rooms, no Restaurant	Catskill, NY			
Gavin's Irish Country Inn	118 Golder Hill Rd 65 Rooms-Restaurant	East Durham, NY 12423			
Catskill Mountain Lodge	334 Route 32A 40 rooms-Restaurant Can accommodate 12 trucks	Palenville, NY			
Maple Lawn Hotel	15 Stork's Nest Road Restaurant	Round Top, NY 12473			
Catskill Motor Court (Closed winter season reopens in April)	5100 Route 32 No restaurant	Catskill, NY 12414			
Red Ranch Motel Open April-November	4555 Route 32 No Restaurant Angelas Restaurant next door 39 Rooms- up to 38 avail-for crews, accomodates 9-12 bucket trucks	Catskill, NY 12414			
Best Western - New Baltimore Inn	12600 Route 9W 63 Rooms-Breakfast	West Coxsackie, NY 12192			
Quality Inn & Conference Center	704 Route 23B 74 Rooms-Restaurant	Catskill, NY			

APPENDIX F - LODGING AND RESTAURANTS

CATSKILL DISTRICT

HUNTER MOUNTAIN AREA

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Scribner Hollow Motor Lodge	Route 23A Restaurant	Hunter, NY			
Villa Vosilla	6302 Main Street Restaurant	Tannersville, NY			
Kaatskill Mountain Club	62 Liftside Dr.	Hunter, NY 12442			
The Fairlawn Inn	7872 Main Street (Hwy 23A)	Hunter, NY 12442			
Christman's Windham House	5742 Rt 23 Restaurant	Windham, NY 12496			

APPENDIX F - LODGING AND RESTAURANTS

KINGSTON DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Quality Inn & Suites \$69 rate was quoted for Feb 2010 Storm	114 Route 28 NYS Thruway Exit 19 142 Rooms-Restaurant	Kingston, NY			
Hampton Inn Kingston	1307 Ulster Avenue	Kingston, NY			
Holiday Inn Kingston	503 Washington Avenue 212 Rooms-Restaurant	Kingston, NY 12401			
Super Lodge Use as last resort	129 Route 28	Kingston, NY			
Motel 19 Use as last resort	187 Route 28 Restaurant	Kingston, NY			
Super 8 Motel (continental breakfast)	487 Washington Avenue	Kingston, NY			
Courtyard by Marriott	500 Frank Sottile Blvd.	Kingston, NY 12401			
Rodeway Inn at Sky Top (restaurant on premises)	239 Forest Hill Dr	Kingston, NY 12401			
Comfort Inn	2790 Route 32 NYS Thruway Exit 20	Saugerties, NY 12477			

APPENDIX F - LODGING AND RESTAURANTS

KINGSTON DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Howard Johnson Inn (restaurant on premises)	2764 Route 32 NYS Thruway Exit 20	Saugerties, NY 12477			
Diamond Mills Hotel & Tavern	25 S. Partitian Street	Saugerties, NY 12477			
Emerson Resort & Spa	5340 Rt. 28	Mt. Tremper, NY 12457			
Kerhonkson/Ellenville Area					
Hudson Valley Resort & Spa (continental breakfast) (meals available Bentley's American Grill - Closed during winter season)	400 Granite Road 275 Rooms	Kerhonkson, NY 12446			
Honor's Haven Resort	1195 Arrowhead Road 232 Rooms-Restaurant	Ellenville, NY 12428			
Pinegrove Ranch & Family Resort	30 Lower Cherrytown Road 120 Rooms-Restaurant	Kerhonkson, NY 12446			

APPENDIX F - LODGING AND RESTAURANTS

POUGHKEEPSIE DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Clarion Hotel and Conference Center	2170 South Road (Route 9) 153 Rooms-Restaurant	Poughkeepsie, NY			
LaGrange Motel	192 McDonnell Road & Taconic Pkwy 30 Rooms-no dining	Pleasant Valley, NY			
Poughkeepsie Inn formerly EconoLodge	2625 Route 9	Poughkeepsie, NY			
Holiday Inn Express (Breakfast Bar)	2750 South Road (Route 9) 121 Rooms accommodates 20 trucks Laundry facility for guests Emerg.Crew Rate-\$104 w/ brkfst	Poughkeepsie, NY			
Courtyard by Marriott	2641 South Road (Route 9) 149 Rooms-Breakfast only	Poughkeepsie, NY			
Days Inn (continental breakfast)	536 Haight Avenue 66 Rooms	Poughkeepsie, NY			
Dutchess Motor Lodge	1512 Route 22 18 Rooms	Wingdale, NY			
Super 8 Motel (next to Cappucino's)	2349 South Road 59 Rooms-Breakfast	Poughkeepsie, NY			
Foothills Motel	3234 Route 22 15 Rooms- no dining	Dover Plains, NY			

APPENDIX F - LODGING AND RESTAURANTS

POUGHKEEPSIE DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
The Poughkeepsie Grand Hotel	40 Civic Plaza 194 Rooms Restaurant open Brkfs thru Dinner-parking for trks across the street --Onsite Laundry	Poughkeepsie, NY			
Hampton Inn & Suites (2012 Rate \$109/night double room)	2361 South Road 129 Rooms-Hot Breakfast	Poughkeepsie, NY			
Inn at the Falls	50 Red Oaks Mill Rd 36 Rooms-Breakfast	Poughkeepsie, NY			
Residence Inn-Poughkeepsie	2525 South Road, Rt. 9 128 Rooms-Hot Breakfast	Poughkeepsie, NY			
Golden Manor Hotel	4100 Albany Post Rd., Rt. 9 40 Rooms-Cont. Breakfast	Hyde Park, NY			
Inn at Hyde Park	4171 Albany Post Road Rt.9	Hyde Park, NY			
Roosevelt Inn of Hyde Park (closed winter season - reopens March)	4360 Albany Post Road (Route 9) (continental breakfast)	Hyde Park, NY			
Quality Inn	4142 Albany Post Road (Route 9) 61 Rooms-Breakfast Buffet	Hyde Park, NY			

APPENDIX F - LODGING AND RESTAURANTS

POUGHKEEPSIE DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Cottonwood Motel	2639 Route 44 17 Rooms	Millbrook, NY			
Hearthstone Motel	7958 Albany Post Road (Route 9) 8 Rooms	Red Hook, NY			
Vanderbilt Hotel	2 Linden Lane, Rt 9 18 Rooms-No Restaurant	Hyde Park, NY			

APPENDIX F - LODGING AND RESTAURANTS

FISHKILL DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Holiday Inn Express (restaurant on premises) (\$112 Rate given for February 2010 storm)	21 Schuyler Boulevard 71 Rooms-Breakfast	Fishkill, NY			
The Residence Inn Marriott	14 Schuyler Boulevard 139 Suites-Breakfast	Fishkill, NY			
Towne Inn	767 Route 9	Fishkill, NY			
Courtyard Marriott	17 Westage Dr. Rt. 9 152 Rooms-Breakfast Brkfst & Dinner served from Bistro Onsite Laundry facility fpr guests Parking available for trucks	Fishkill, NY			
Days Inn (formerly Ramada) (Does not accept Pos, only Corporate Credit Card) (\$99 Rate for February 2010 storm)	20 Schuyler Boulevard 81 Rooms-Cont Breakfast	Fishkill, NY			
Homestead Hotels	25 Merritt Boulevard 106 Suites-Cont Breakfast	Fishkill, NY			
LeChambord Restaurant/Inn (restaurant on premises)	Route 52 & Carpenter Road	Hopewell Junction, NY			

APPENDIX F - LODGING AND RESTAURANTS

FISHKILL DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Hampton Inn (\$89 rate for February 2010 storm)	544 Route 9 99 Rooms-Cont Breakfast	Fishkill, NY			
Hotel Sierra Fishkill	100 Westage Business Center 86 Suites-Hot Breakfast	Fishkill, NY			
Quality Inn (behind 84 Diner) (\$60 rate given for February 2010 storm)	Route 52 75 Rooms	Fishkill, NY			
Inn at Arbor Ridge (restaurant on premises) (Exit 15 I-84 or Exit 16 I-84 to TSP North to Route 52W)	17 Route 376	Hopewell Junction, NY			
Hilton Garden Inn	25 Westage Drive 111 Rooms-Restaurant	Fishkill, NY			
Ramada Conference Center	542 Route 9 157 Rooms-Restaurant	Fishkill, NY			
Roadhouse at Beacon Falls	2 East Main Street 56 Rooms-Restaurant	Beacon, NY			

APPENDIX F - LODGING AND RESTAURANTS

CONNECTICUT AREA

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Holiday Inn - Danbury (restaurant on premises)	80 Newtown Road	Danbury, CT			
Danbury Plaza Hotel (restaurant on premises)	18 Old Ridgebury Road	Danbury, CT			
Wellesley Inn - Danbury (continental breakfast)	115 Newtown Road	Danbury, CT			
Hampton Inn - Danbury	Route 6, Newtown Road	Danbury, CT			
Hilton Garden	119 Mill Plain Road	Danbury, CT			

APPENDIX F - LODGING AND RESTAURANTS

NEWBURGH DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Atlas Motor Lodge	125 Tillson Avenue Ext. (off Route 9W)	Highland, NY			
Rocking Horse Ranch	600 Route 44-55 120 Rooms-Restaurant	Highland, NY			
Super 8 Motel of Highland (continental breakfast)	3423 Route 9W	Highland, NY			
West Point Motel	156 Main Street 51 Rooms-Cont Breakfast	Highland Falls, NY			
Thayer Hotel	674 Thayer Rd 151 Rooms-No Emerg Crew rate established Inhouse Restaurant No laundry facilities Parking can accommodate trucks	West Point NY 10928			
Econo Lodge (continental breakfast)	17 Main Street	Highland Falls, NY 10928			
Hudson Valley Inn	5180 Route 9W	Newburgh, NY			
Hudson Valley Hotel & Conference Center -formerly Quality Inn	90 Route 17K	Newburgh, NY			
Comfort Inn	5 Lakeside Road (Route 17K) 130 Rooms-Cont Breakfast	Newburgh, NY			
Courtyard by Marriott	4 Governor Drive (off 17K) 74 Rooms-Breakfast	Newburgh, NY			

APPENDIX F - LODGING AND RESTAURANTS

NEWBURGH DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Howard Johnson Inn (restaurant on premises)	95 Route 17K 74 Rooms	Newburgh, NY			
Economy Inn	5155 Route 9W 28 Rooms	Newburgh, NY			
Ramada Inn & Suites (West Point) (2012 Rate \$109/night Double Room)	1289 Route 300 156 Rooms-Restaurant	Newburgh, NY			
Hampton Inn	1292 Rt 300 116 Rooms-Cont Breakfast	Newburgh, NY			
Hilton Garden Inn	15 Crossroads Ct. 119 Rooms-Restaurant	Newburgh, NY			
Econo Lodge of West Point (continental breakfast) (unacceptable conditions - use only if you have to)	310 Windsor Highway (Route 32 New Windsor, NY	New Windsor, NY			
New Windsor					
Days Inn - Newburgh (continental breakfast)	915 Union Avenue 97 Rooms-Cont Breakfast	New Windsor, NY			
Homewood Suite - Hilton (Please use as last resort - too expensive) (\$299/four to a Suite, \$149/Studio rate given during February 2010 storm)	1800 Breunig Road	New Windsor, NY 125 Suites-Breakfast			
Minnewaska Lodge	3116 Rt 44/55 26 Rooms	Gardiner, NY 12525			

APPENDIX F - LODGING AND RESTAURANTS

NEWBURGH DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Rodeway Inn & Suites (continental breakfast)	601 Main Street	New Paltz, NY			
Super 8 Motel of New Paltz (continental breakfast)	7 Terwilliger Lane	New Paltz, NY			
Econo Lodge (continental breakfast)	530 Main Street (Route 299)	New Paltz, NY			
87 Motel (continental breakfast)	403 Main Street (Route 299)	New Paltz, NY			
Mohonk Mountain House	1000 Mountain Rest Rd 259 Rooms-Restaurant Crew rate \$252-single occup Incl-brkf,lunch & dinner parking for 10 trucks	New Paltz, NY			

APPENDIX F - LODGING AND RESTAURANTS

MIDDLETOWN AREA

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Hampton Inn (continental breakfast) (4-restaurants in walking distance or delivers)	20 Crystal Run Crossing 127 Rooms-Breakfast	Middletown, NY 10941 (I-84 Exit 4E/Rt 17 Exit 122)			
Global Budget Inns	5007 Route 17M 16 Rooms	New Hampton, NY 10958			
Economy Inn	20-22 Motel Road 20 Rooms	Middletown, NY 10941			
The Best Western Inn (continental breakfast)	Routes 6 & 209	Matamoras, PA			
Holiday Inn	68 Crystal Run Road 102 Rooms-Restaurant	Middletown, NY (I-84 Exit 4E/Rt 17 Exit 122)			
Middletown Motel	501 Route 211 101 Rooms-Brkfst @ Diner	Middletown, NY 10941			
Howard Johnson Lodge	551 Route 211 East 117 Rooms-Restaurant	Middletown, NY 10940			
Days Inn (continental breakfast)	Route 17M	Middletown, NY			
Super 8 Motel	563 Rt. 211 E 82 Rooms	Middletown, NY 10941			
Microtel Inn & Suites	19 Crystal Run Crossing 80 Rooms-Cont Breakfast	Middletown, NY 10941			

APPENDIX F - LODGING AND RESTAURANTS

RESTAURANTS & DINERS

CATSKILL DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Ambrosia Diner	321 West Bridge Street	Catskill, NY			
Angela's Pizza & Pasta	4545 Rt 32	Catskill, NY 12414			
Tori G's Pizzeria & Family Rest.	1125 Rt 23	Catskill, NY 12451			
Pegasus Restaurant	Route 9W	Coxsackie, NY			
Quarry Steak House	Route 26	Climax, NY			
O'Neill's	6254 Main Street	Tannersville, NY			
Slopes Grill		Tannersville, NY			
Maggies Crooked Café	6000 Main Street	Tannersville, NY			
Selena's Diner	5701 Rt 23A	Haines Falls, NY 12436			

APPENDIX F - LODGING AND RESTAURANTS

KINGSTON DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Kings Valley Diner	617 Ulster Avenue Mall	Kingston, NY			
Crossroads Deli Inc.	18-21 Lucas Avenue	Cottekill, NY			
Deitz Stadium Diner	127 North Front Street	Kingston, NY			
Kingston Family Restaurant	Route 28	Kingston, NY			
Olympic Diner	20 Washington Avenue Extensic	Kingston, NY			
Michael's Diner	1071 Ulster Avenue Mall	Kingston, NY			
Barclay Heights Diner	1 Village Drive	Saugerties, NY			
LaMirage Restaurant	Route 9W	Port Ewen, NY			
Broadway Lights Diner	713 Broadway	Kingston, NY			
Eddy's Restaurant	742 Broadway	Kingston, NY			

APPENDIX F - LODGING AND RESTAURANTS

KINGSTON DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Hurley Mountain Inn	Old Route 209	Hurley, NY			
Oscar Restaurant	Route 44/55	Kerhonkson, NY			
Barringers Keepin' It Country Diner	Route 209	Kerhonkson, NY			
Justiano's Restaurant		Glasco, NY			
Johnny G's Restaurant dba (Howard Johnson)	2764 Route 32	Saugerties, NY			
Black Bear Restaurant	Route 28	Woodstock, NY			
Benny's Pizza	Route 28	Kingston, NY			
Village Diner	140 Main Street	Saugerties, NY			
Sue's Restaurant	5 Arthur Lane Route 9W	Saugerties, NY			
209 Diner	Route 209	Ellenville, NY			

APPENDIX F - LODGING AND RESTAURANTS

KINGSTON DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
High Falls Café	12 Stone Dock Rd	High Falls, NY			
Tapaderos	30 Cherrytown Road	Kerhonkson, NY			

APPENDIX F - LODGING AND RESTAURANTS

POUGHKEEPSIE DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Palace Diner	194 Washington Street	Poughkeepsie, NY			
Daily Planet	284 Route 55	LaGrangeville, NY			
Everready Diner	540 Albany Post Road (Route 9)	Hyde Park, NY			
Millbrook Diner	Franklin Avenue	Millbrook, NY			
Aloy's Garden Restaurant	155 Garden Street	Poughkeepsie, NY			
Copperfields Restaurant	Route 44	Millbrook, NY			
Pete's Famous	4200 Albany Post Road (Route 9)	Hyde Park, NY			
Acropolis Diner	829 Main Street	Poughkeepsie, NY			
Andy's Place	45 Dutchess Avenue	Poughkeepsie, NY			
Foster's Coach House	22 Montgomery Street	Rhinebeck, NY			
Village Diner	39 North Broadway (Route 9)	Red Hook, NY			

APPENDIX F - LODGING AND RESTAURANTS

POUGHKEEPSIE DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Broadway Grille	7483 South Broadway	Red Hook, NY			
Portofino Ristorante	57 Old Post Road	Staatsburg, NY			
Derbin O'Briens	Church Street	Millbrook, NY			
Pete's Famous Restaurant	618 Main Street	Poughkeepsie, NY			
Milanese Restaurant	115 Main Street	Poughkeepsie, NY			
Dutchess Diner	799 South Road	Poughkeepsie, NY			
Antonella's Restaurant	180 South Road (Rt 9) 4246 Albany Post Rd (Rt 9)	Wappinger Falls, NY Hyde Park, NY			
Foster's Coach House	22 Montgomery Street	Rhinebeck, NY			
Sal's Place	99 Vineyard Avenue	Highland, NY			
Village Diner	39 North Broadway (Rt 9)	Red Hook, NY			

APPENDIX F - LODGING AND RESTAURANTS

FISHKILL DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
I-84 Diner	Route 52	Fishkill, NY			
Seasons II Restaurant	1189 Route 52	Fishkill, NY			
Cappy's Deli & Catering	37 Elm Street Plaza	Fishkill, NY			
Bagel Shop	154 Main Street, Ames Plaza	Fishkill, NY			
Creekside Restaurant	47 East Main Street	Beacon, NY			
Village Market	73 Main Street (Route 52)	Fishkill, NY			
Locanda Restaurant	1105 Main Street (Route 52)	Fishkill, NY			
Antonella's Restaurant	738 US Highway (Rt 9)	Fishkill, NY			

APPENDIX F - LODGING AND RESTAURANTS

NEWBURGH DISTRICT

<u>Name</u>	<u>Street</u>	<u>City/State</u>	<u>Contact</u>	<u>Phone</u>	<u>Email</u>
Gateway Diner	Route 9W	Highland, NY			
College Diner	500 Main Street (Route 299)	New Paltz, NY			
Hudson Diner	Route 9W	Middlehope, NY			
Hard Roll Deli	566 Route 299	Highland, NY			
Café International DBA (Ramada Inn)	1289 Route 300	Newburgh, NY			
Kirky's Deli	1922 Route 9W	Milton, NY			
New Windsor Coach Diner	Route 32	New Windsor, NY			
Anthony's Pier 9	2975 Route 9W	New Windsor, NY			
Lexus Diner	411 Route 9W	Newburgh, NY			
Café International DBA (Ramada Inn)	1289 Route 300	Newburgh, NY			
J & F Pizzeria and Catering	474 Broadway	Newburgh, NY			
Capri	410 Broadway	Newburgh, NY			

APPENDIX G - OFFICE AND SUBSTATION LISTING

Appendix removed from external copy to protect private information.

COMPANY EMPLOYEE LISTING

APPENDIX H

Appendix removed from external copy to protect private information.

APPENDIX I - PRINT AND BROADCAST MEDIA LISTING

RADIO

ClearChannel Radio of the Hudson Valley

- WRNQ 92.1 Lite FM (soft rock, contemporary)
- WBWZ Star 93.3 (adult contemporary)
- WPKF Kiss FM 96.1 (urban, rhythmic)
- WRWD 107.3, 99.3 (country)
- WELG 1370 AM (country)
- WKIP 1450 AM (news, talk)
- WCTW "The Cat" 98.5 Lite FM (soft rock, contemporary)
- WZCR Cruisin' 93.5 "good time rock'n'roll"
- WHUC 1230 AM (news, talk)

Phone numbers and email addresses removed from external copy to protect private information.

20 Tucker Drive
Poughkeepsie, NY 12603

Cumulus Broadcasting

- WPDH 101.5 FM (The 50,000 Watt Home of Classic Rock and Roll)
- WRRV 92.7/96.9 FM (new rock alternative)
- WCZX MIX 97 FM - (adult contemporary)
- "The Wolf" 94.3/97.3 FM (Country)
- WKNY 1490 AM news, talk, oldies "The Kingston Station"
- WEOK 1390 AM "True Oldies"
- WALL 1340 AM "True Oldies"

2 Pendell Road
Poughkeepsie NY 12601

PAMAL Broadcasting

- WSPK K104.7 FM (Today's Hit Music)
- WBPM 92.9 FM (Classic Hits)
- WHUD 100.7 FM (soft rock- skews south into Westchester in its news)
- WBNR 1260 AM Hudson valley talk radio network
- WGHO 920 AM Hudson valley talk radio network
- WLNA 1420 AM Hudson valley talk radio network

PO Box 310, Route 52
Beacon NY 12508

APPENDIX I - PRINT AND BROADCAST MEDIA LISTING

Sunrise Broadcasting

- WGNY 1220 AM (Hudson Valley Oldies)
- WGNY FM (FOX 103.1/96.7-Today's Hits & Yesterday's Favorites)

661 Little Britain Rd.
New Windsor, NY 12553

CHET-5 Broadcasting

- WDST 100.1 FM (Classics and New Rock)

118 Tinker Street
Woodstock, NY 12498

Independent Radio Stations

- WKZE 98.1 FM (Musical Diversity)
- WRIP 97.9 FM (Adult Contemporary)
- WAMC 90.3 FM Northeast Public Radio

7392 N. Broadway
134 South St.
318 Central Avenue

CABLE

YNN Hudson Valley (Time Warner Cable)

Orange, Dutchess, Ulster, Sullivan. Local offices in Middletown and Poughkeepsie.

104 Watervliet Ave. Ext.
Albany, NY 12206

Cablevision

Regional News Network (RNN)

News 12 Hudson Valley

Cable 12 of Nyack covers Orange County only. It's actually another Cablevision franchise.

719 Old Route 9 North
Wappingers Falls, NY 12590
721 Broadway
Kingston, NY 12401
235 W. Nyack Rd.
W. Nyack, NY 10994

Fox 23 News (Albany Area)

518-862-0995

APPENDIX I - PRINT AND BROADCAST MEDIA LISTING

PRINT MEDIA

Daily Newspapers

Albany Times Union
Catskill Daily mail
Kingston Daily Freeman
Middletown Times Herald Record
Poughkeepsie Journal
Newsday
Westchester Journal News
Sullivan County Democrat

Weekly Newspapers

Times Community Newspapers
Ulster County Press
Ulster Publishing
Shawangunk Journal
New Windsor Sentinel
Putnam County News & Recorder
Millbrook Independent
Millerton News
HV Biz
Hudson Valley Press

Web News

Midhudsonnews.com

APPENDIX J - ARCOS CALLOUT LISTS

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

APPENDIX J - ARCOS CALLOUT LISTS

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

APPENDIX J - ARCOS CALLOUT LISTS

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

APPENDIX J - ARCOS CALLOUT LISTS

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

APPENDIX J - ARCOS CALLOUT LISTS

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

Guidelines for Mutual Assistance Workers

Contact Names and Telephone Numbers

System Operations Fax (phone numbers removed from external version)

For emergency medical response dial 9-1-1

Division Name _____

Division Telephone Number _____

Division Contact Name _____

Mutual Aid Guide Name _____

Mutual Aid Guide Number _____

Mutual Aid Guide Vehicle Number _____

Hotel Name _____

Hotel Number _____

Meal Guidelines

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

DISTRICT OFFICES

CATSKILL
7964 Route 9W
Catskill, NY 12414

KINGSTON
2001 Rt. 9W
Lake Katrine, NY 12449

POUGHKEEPSIE
284 South Avenue
Poughkeepsie, NY 12601

FISHKILL
25 Central Hudson Way
Fishkill, NY 12524

NEWBURGH
610 Little Britain Road
New Windsor, NY 12553

SAFETY IS THE PRIMARY CONCERN

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

Fire resistant clothing - Mutual aid crews shall wear outer clothing which adheres to all current OSHA requirements when working in areas where they may be exposed to flame or electric arcing. Mutual aid crews shall also adhere to their individual corporate requirements. Under no circumstances are synthetic fabrics acceptable.

Fire retardant outer clothing shall be worn at all times when working on voltages greater than 600V.

ANSI approved Hard Hats shall be worn by all workers.

Rubber gloves and sleeves must be worn whenever it is possible to reach, slip or fall into any conductors which are, or may become energized. Rubber gloves shall be used in a manner consistent with their approved voltage rating. Rubber gloves shall be inspected and air tested at the beginning of any work period, and at any other time when you have reason to believe that the gloves may be damaged. Rubber gloves shall be put on prior to leaving the ground or cradle.

ANSI approved Eye Protection shall be worn by all workers

Work gloves shall be used when handling tools or materials unless their use constitutes a recognizable hazard or prevents the performance of the work. Work gloves shall also be used when working with, or on, utility poles.

Reflective safety vests shall be worn by all workers exposed to vehicular traffic. An exception to this requirement is made when wearing reflectorized raingear, or when the work being performed involves exposure to an electric arc, or live gas.

Fall protection harnesses are mandatory whenever working in the elevated position. Harnesses shall be put on prior to leaving the ground or cradle, and shall not be removed until the boom is returned to the cradle.

General Safety Concerns

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

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

Operating Voltages

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

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

Job Preparation

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

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

Tagging and Switching

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

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

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

Interruption Information

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

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

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

Construction Standards

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

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

Specifications and Requirements for Electric Installations (Blue Book)

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

Figure 1 - Service Definitions – delineation between Central Hudson owned facilities and Customer owned facilities

Figure 5 – Typical Overhead Service Connection

Figure 9 – Load Center Meter Pole

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

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

Temporary Electric Service Repair Tracking Procedure

Objective:

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

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

Temporary Repairs on Customer Owned Equipment

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

1. The company or Mutual Assistance employee shall obtain the name, address, contact number, and account number of the customer and a Temporary Electric Service Repair Notice, (referred to as Notice) will be completed. (Attachment 1) The Notice will identify the temporary repair made by the employee and direct the customer to contact the company when the identified deficiency has been permanently corrected.
2. An attempt shall be made to obtain a signature from the customer of record acknowledging receipt of such notice. In multi-family dwellings (such as apartment buildings), the property owner or owner's agent shall be notified of the condition and the necessary required corrective action.
3. The completed Notice will be returned to the Central Hudson supervisor or crew guide.

Temporary Repairs On Central Hudson Owned Equipment:

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

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

Material Tracking

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

Transformers:

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

Poles:

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

Oil Spills

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

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

HOSPITALS

<u>Name & Location</u>	<u>Telephone No.</u>	<u>Nearest Central Hudson District Office</u>
Albany Medical Center 43 New Scotland Ave. Albany, NY 12208	(518) 445-3125	Catskill/Greenville
Benedictine Hospital 105 Mary's Avenue Kingston, NY 12401	(845) 338-2500	Kingston
Julia Butterfield Hospital Paulding Avenue Cold Spring, NY 10516	(845) 265-3642	Fishkill

HOSPITALS (cont.)

<u>Name & Location</u>	<u>Telephone No.</u>	<u>Nearest Central Hudson District Office</u>
Columbia Memorial 71 Prospect Avenue Hudson, NY 12534	(518) 828-7601	Catskill
St. Lukes Cornwall Hospital Newburgh Campus 70 Dubois Street Newburgh, NY 12550	(845)561-4400	Newburgh
Cornwall Campus 19 Laurel Avenue Cornwall, NY 12518	(845) 534-7711	Newburgh
Ellenville Regional Hospital 50 Shop Right Blvd Ellenville, NY 12428	(845) 647-6400	Ellenville/ Kingston Newburgh
Kingston Hospital 396 Broadway Kingston, NY 12401	(845) 331-3131	Kingston
Margaretville Memorial Hospital Route 28 Margaretville, NY 12455	(845) 586-2631	Kingston
Northern Dutchess 6511 Springbrook Avenue Rhinebeck, NY 12572	(845) 876-3001	Poughkeepsie
Hudson Valley Hospital center 1980 Crompond Road Cortlandt Manor, NY 10567	(914) 737-9000	Fishkill
Putnam Community Medical Center Stoneleigh Avenue Carmel, NY 10512	(914) 279-6111	Fishkill
Sharon Hospital 50 Hospital Hill Road Sharon, CT 06069	(203) 364-4141	Stanfordville/Poughkeepsie
St. Francis 241 North Road Poughkeepsie, NY 12601	(845) 471-2000	Poughkeepsie

HOSPITALS (cont.)

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

URGENT CARE FACILITIES

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

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

URGENT CARE FACILITIES (cont.)

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

LYME DISEASE

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

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

What is Lyme disease?

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

How are ticks picked up?

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

Why do ticks bite?

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

Why is preventing tick bites important?

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

What do deer ticks look like?

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

Where and when are deer ticks found?

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

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

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

What do I do if I find an attached tick?

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

How would I know if I had Lyme disease?

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

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

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

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

The following insect repellants are available:

Sawyer Deet Plus, 2 oz cream (active ingredient 30% DEET)

STOCK CODE: 31-66-365

Sawyer Deet Plus, 2 oz bottle (active ingredient 17.5% DEET)

STOCK CODE: 31-66-507

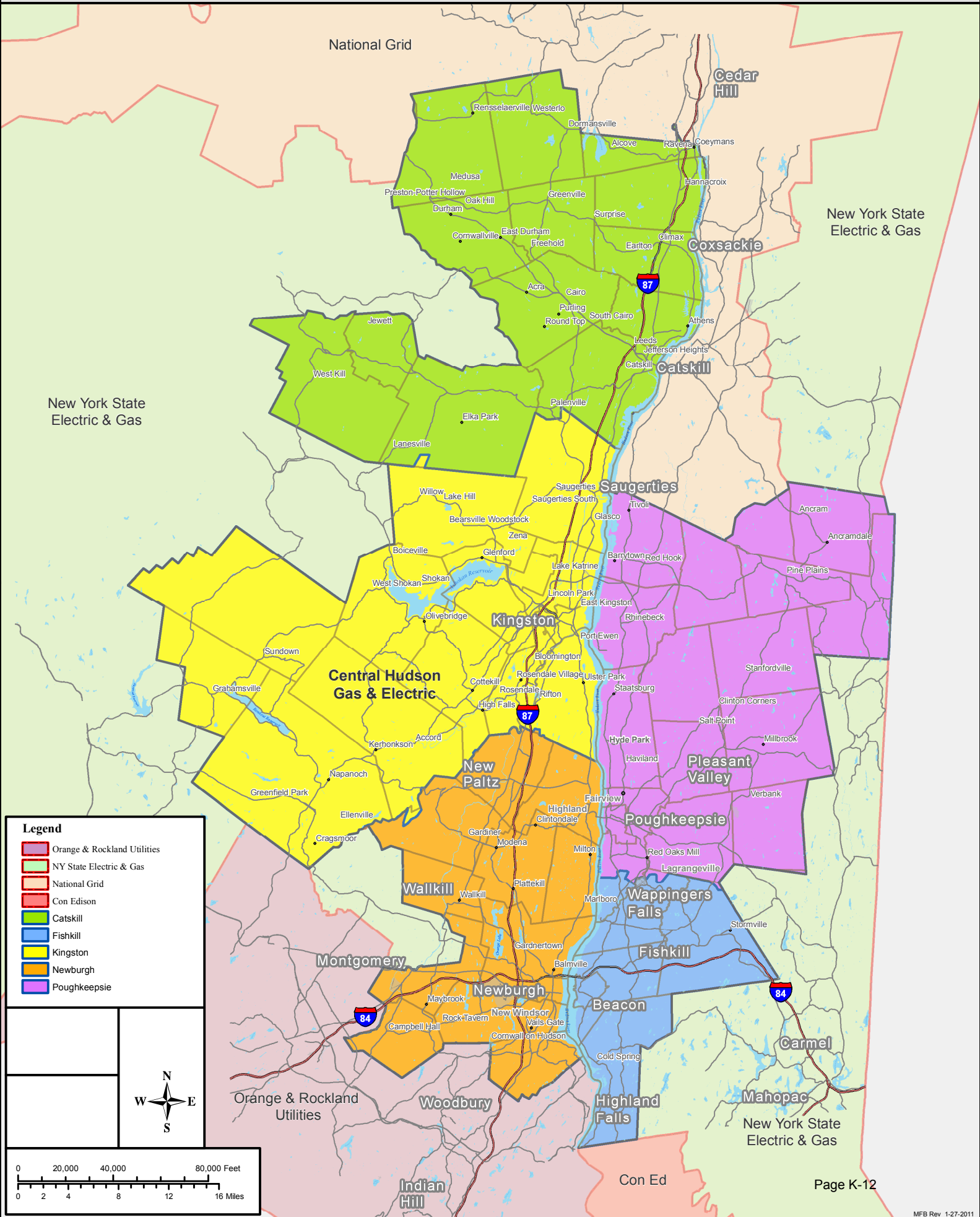
Permanone, 6 oz spray can (active ingredient 0.5% Permethrin)

STOCK CODE: 31-66-584

NOTE: This product is intended to be applied to clothing.

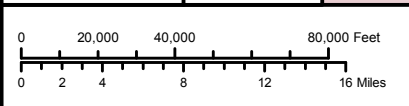
As with all products, follow the manufacturers application recommendations

Central Hudson Gas & Electric Service Territory



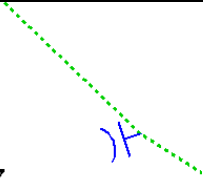
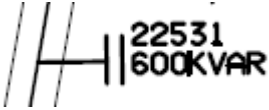
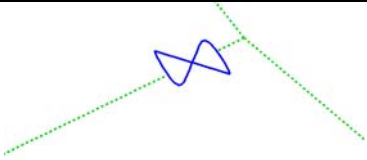
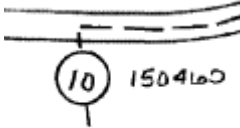
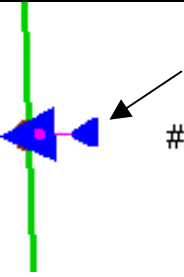
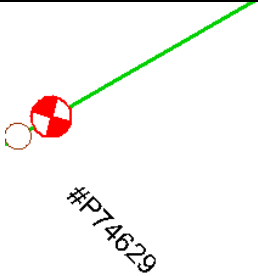
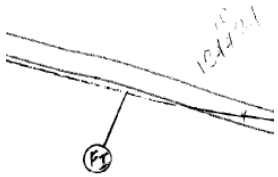


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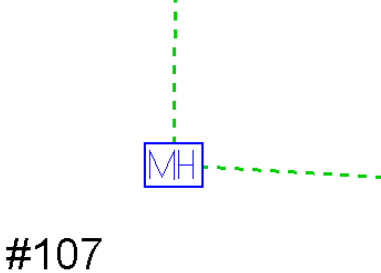
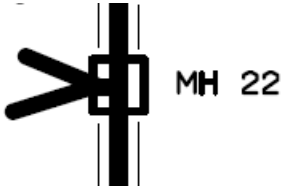







- Orange & Rockland Utilities
- NY State Electric & Gas
- National Grid
- Con Edison
- Catskill
- Fishkill
- Kingston
- Newburgh
- Poughkeepsie



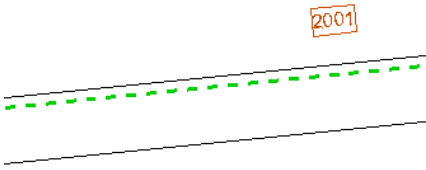

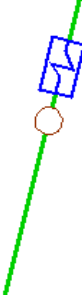
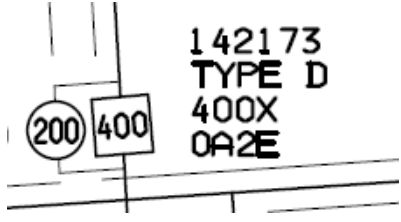
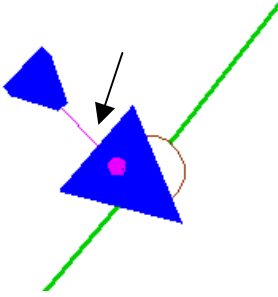
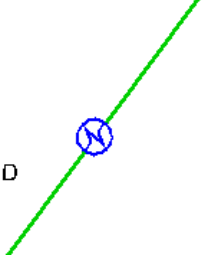
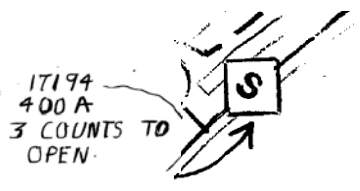
Central Hudson Symbols Guide

Device	OMS Symbol	Map Symbol
Automatic Throwover	<p>PREF-NULL</p>  <p>ALT-NULL</p>	
Capacitor	 <p>#K42197 25 KVAR</p>	
Cutout	 <p>#153620 15A</p>	
Electric Service Point	 <p>#K12255</p>	<p>Not on circuit maps</p>
Fault Indicator	 <p>#P74629</p>	

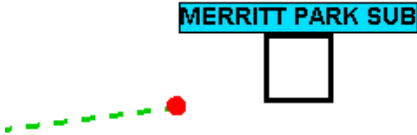

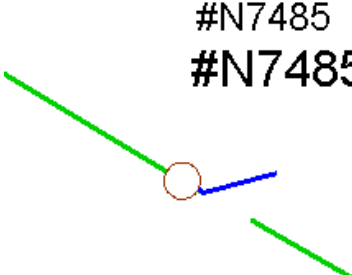


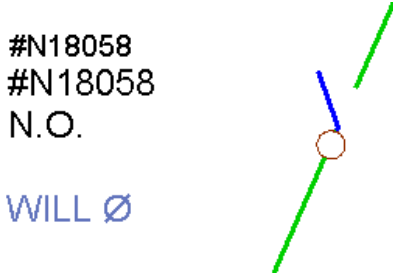
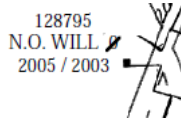

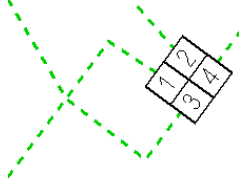
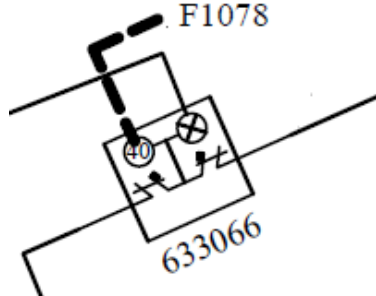
Central Hudson Symbols Guide

Device	OMS Symbol	Map Symbol
Manhole		
Pole	<p data-bbox="651 562 906 621">#138100</p> 	<p data-bbox="1182 674 1446 709">Not on circuit map</p>
Primary Overhead Conductor - Single Phase		
Primary Overhead Conductor - Three Phase		
Primary Overhead Conductor - Two Phase		

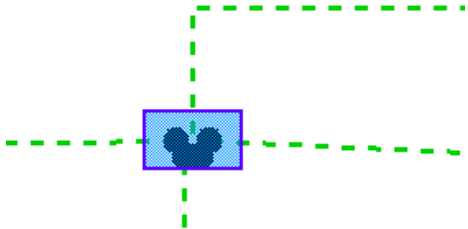
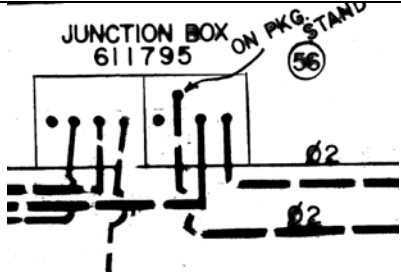
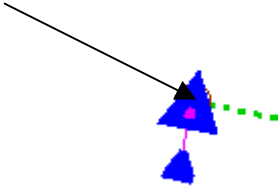
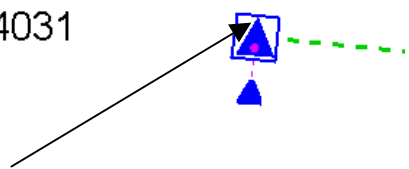
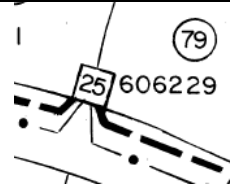
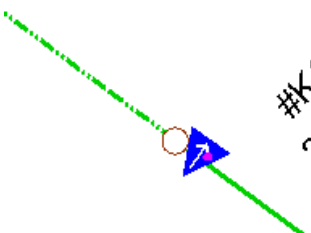
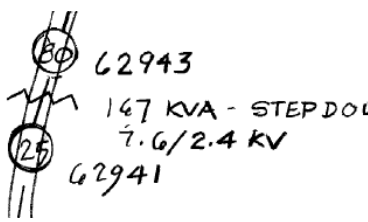
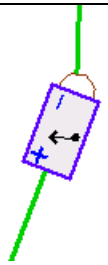
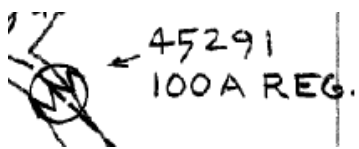
Central Hudson Symbols Guide

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

Central Hudson Symbols Guide

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

Central Hudson Symbols Guide

Device	OMS Symbol	Map Symbol
3 Phase Junction Box	<p>#PAD614463</p> 	
Overhead Transformer		<p>Not on circuit map</p>
Underground Transformer	<p>#PAD614031</p> 	 <p>Not on circuit map – URD map only</p>
Stepdown Transformer	 <p>#K45266 2-167 KVA</p>	
Voltage Regulator	 <p>#130543 3-219A</p>	

APPENDIX L - FORMS

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

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

Catskill Kingston Poughkeepsie Fishkill Newburgh Totals

Personnel

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

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

Contractors

Contract Trimming Crews						0
Contract Line Crews						0
Contract Pole Setting Crews						0

Vehicles

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

**STORM AVAILABILITY
OPERATIONS SERVICES**

Date:	
-------	--

Time:	
-------	--

Contact Person:	
-----------------	--

Primary Backup:	
-----------------	--

Secondary Backup:	
-------------------	--

Number Available

Other Supervisors:	
--------------------	--

Electricians:	
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Substation Operators:	
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Relay Technicians	
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Communications Technicians	
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Riggers	
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Construction Maintenance	
--------------------------	--

Bucket Trucks	
---------------	--

Pole Setting Trucks	
---------------------	--

Pole Setting Crews	
--------------------	--

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

0

UTILITY CODE: **1001**
UTILITY NAME: **CHGE**

REPORT DATE: **06/26/09**
REPORT TIME **07:00**

CUSTOMER-OUTAGES
BEING
REPORTED

0

COMPANYWIDE RESTORATION DATE AND TIME (Estimated):

01/00/00 0:00

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

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

APPENDIX M - STORM RESPONSE MATERIALS LIST

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

APPENDIX M - STORM RESPONSE MATERIALS LIST

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