



SUBJECT

EMERGENCY MANAGEMENT
UTILITY LIAISON PROGRAM

EMERGENCY MANAGEMENT UTILITY LIAISON PROGRAM

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1.0 PURPOSE

This procedure describes the Utility Liaison Program that provides for an interface between Con Edison's Emergency Response Organization and telecom utilities including landline, wireless, and cable TV in preparation for and during an emergency response.

2.0 APPLICATION

This procedure is applicable to Consolidated Edison Company of New York (CECONY) personnel involved with emergency response and to those assigned to the Utility Liaison role.

3.0 PROCEDURES**3.1 Utility Liaison Program Scope**

- a. Severe weather, such as significant storms, or other emergency events, commonly affect the operations, facilities, and equipment of multiple utilities with infrastructure. As the assessment and restoration activities of one utility can impact another utility's infrastructure and operations, the deployment of a liaison can be mutually beneficial toward coordination of efforts, and resolution of issues.
- b. The Utility Liaison interfaces, and serves as a conduit of information, with counterparts at other telecom utility companies including landline (e.g., Verizon, AT&T), wireless (e.g., Verizon, AT&T, Sprint), and cable TV (e.g., Cablevision, Time Warner).
- c. When severe weather or other emergency events occur, or there is a high level of confidence that a significant threat to the electrical transmission or distribution system is imminent, the Utility Liaison may be deployed to provide information and updates to other telecom utility companies about the status of the planned restoration process. The Utility Liaison also provides information to the Liaison Officer regarding feedback from the respective groups. The Liaison Officer aggregates this information and shares it with the Con Edison Incident Commander, Public Information Officer (PIO), Con Edison officers, and other applicable areas of the Emergency Response Organization.
- d. The Utility Liaison also supports and participates in Company, local, and state emergency preparedness exercises and drills, and provides feedback to their respective constituencies and the Company about actions that can be taken to ensure continuous improvement.
- e. The Utility Liaison may also respond to the direct inquiries and/or assignments from the Con Edison Incident Commander or other emergency personnel.
- f. The Training Program (see section 3.8) provides the Utility Liaison with the appropriate training and refresher training required to effectively conduct the responsibilities of the Utility Liaison.

3.2 Utility Liaison Role and Responsibilities

- a. The Utility Liaison reports to the Liaison Officer and provides the interface with other utility companies as described above.
- b. The Utility Liaison keeps the counterparts at other utility companies informed of the progress of restorations and relays concerns, issues, and priority requests back to the appropriate Con Edison personnel, including the Liaison Officer.
- c. When appropriate, provide counterparts at other utility companies with an email of relevant Con Edison media advisories during widespread emergency conditions.



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- d. During incidents, the utility liaisons work with each other to address requests for outage information as well as other utility companies' priority locations.
- e. Work with other utilities to share damage assessment information including wires down locations based upon reports provided by Operations to help ensure planned restorations are completed in an efficient and effective manner.

3.3 Emergency Management – Implementation of Utility Liaison Program

- a. When an elevated height of readiness is necessary based on early information or data, notify the Utility Liaison that it may be necessary to activate the Con Edison Utility Liaison Program, and if appropriate Emergency Management will conduct conference calls until the program is implemented.
- b. When the Utility Liaison support is actually required based on information and data, notify the Utility Liaison to begin to function in their assigned role.
- c. When there is no longer a need for the Utility Liaison, notify the Utility Liaison that they may demobilize and return to their regular duties.

3.4 Utility Liaison – Regular Communication Process When Deployed

- a. Once activated, the Utility Liaison will reach out to utility counterparts to discuss pending severe weather and impact to service territory. This will normally be conducted through email or conference call, when necessary.
- b. Communicate with the designated counterparts throughout the day based on information provided to the Utility Liaison from the Liaison Officer and PIO, or appropriate personnel.
- c. If appropriate, conference calls will be conducted. The Utility Liaison is to fill out the Conference Form and follow the agenda noted in Exhibit D. The agenda will be as follows:
 - Roll call of participants;
 - Utility Liaison will provide weather forecast and storm impact;
 - Each participant discusses impacted infrastructure, wires down/damage assessment, supplemental workforce availability, and resource availability or requests; and
 - Utility Liaison queries participants for other issues and, if applicable, will provide next conference date and time.

3.5 Opening of the Utility Liaison Operations Center

- a. When appropriate, advise the designated counterparts when the Utility Liaison Operations Center is open so they can send one of their liaison personnel to sit within the designated area near Con Edison's Emergency Operations Center (EOC) to represent their company and receive first-hand information from the Utility Liaison.
- b. Direct each representative to sign-in with Security. (The security guard will notify the Utility Liaison of the representative's arrival for escort purposes.)
- c. Explain and provide emergency exit routes in case of building evacuation.
- d. Work in collaboration with other utility liaisons, to identify high priority sites and share information.

3.6 Escalating Emergent Issues

- a. If a critical issue arises, the Utility Liaison should contact the Liaison Officer by telephone, email, or text message.



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- b. If contact with the Liaison Officer cannot be established promptly, contact Con Edison Emergency Management leadership and send a copy of the message via email to the Duty Liaison on the Con Ed contact sheet provided.
- c. Communicate with the appropriate utility liaison regarding outages involving 911 facilities, cell towers, and major telecommunication service providing locations (i.e., central offices, cable TV power supply cabinets), that provide phone and internet communications within the Con Edison service territory. (May be required multiple times each day.)
- d. When communicating emergent issues the Utility Liaison should:
 - Receive updates from the appropriate utility liaison regarding the status of escalated locations experiencing outages;
 - Work with the Liaison Officer and others in the Con Edison ICS and resolve other utility companies' complaints and issues; and
 - Contact and directly provide feedback to counterparts at other utility companies, if necessary.

3.7 Demobilize

When everything is managed a meeting will be setup to conduct an After Action Review (AAR).

3.8 Training

- a. Con Edison personnel that are designated to serve as a Utility Liaison will receive training to ensure they are knowledgeable of the roles, responsibilities, and procedures associated with the position.
- b. The training program may consist of instructional training as well as practical exercises.
- c. To the extent possible, training and exercises should be conducted under "blue-sky" conditions and with participation from telecom utilities.
- d. Con Edison's Emergency Management organization will plan, coordinate, and conduct the training and exercise program for the Company's Utility Liaison.
- e. If invited, when other telecom utility companies conduct exercises for their own utility liaisons, Con Edison's Utility Liaison should attend and participate, when available.

5.0 REFERENCES

None

6.0 ADVICE & COUNSEL

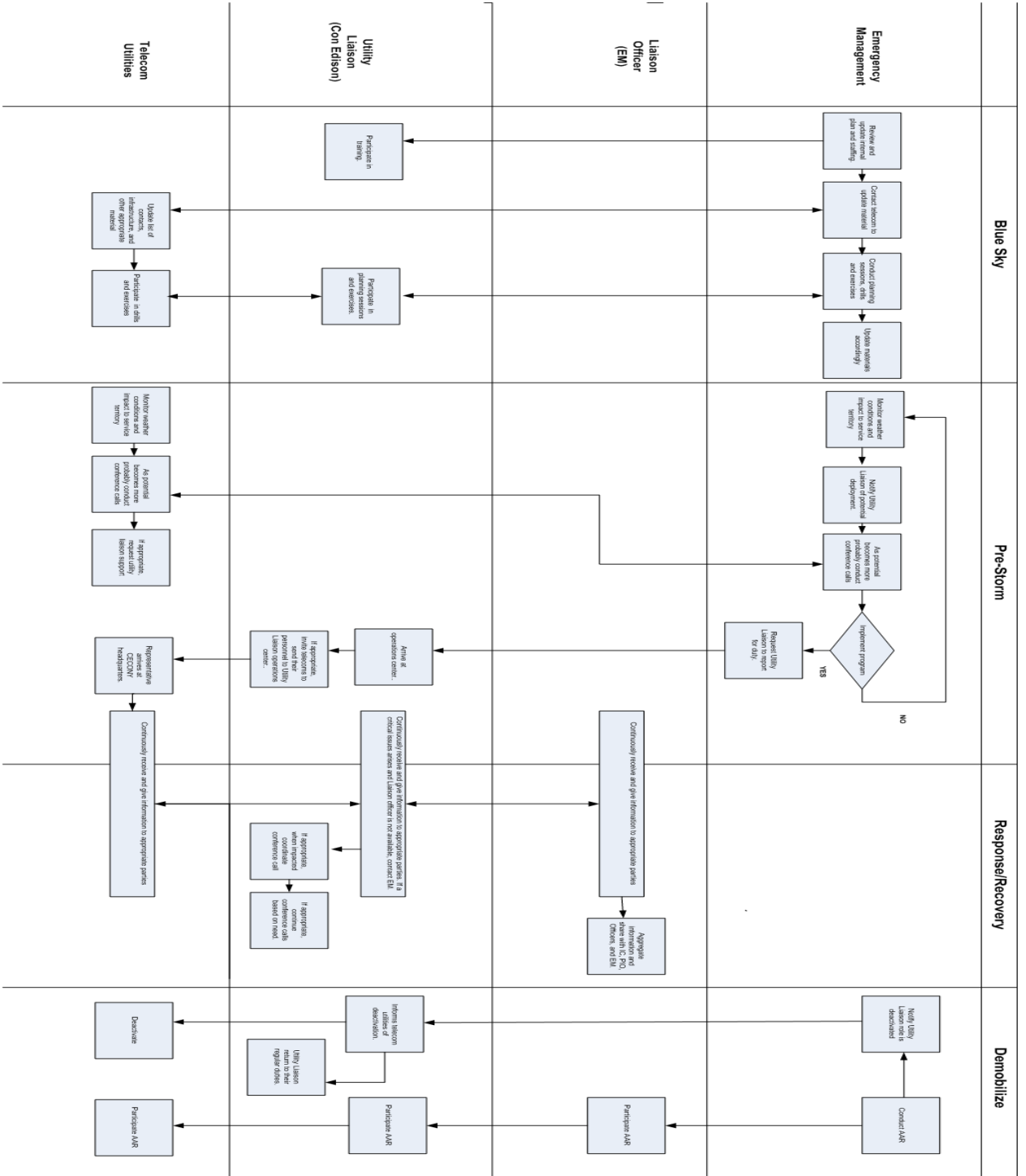
Andy Tiao, Emergency Management, or his/her designee will provide advice and counsel on this procedure.



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EXHIBIT A

UTILITY LIAISON PROGRAM PROCESS DIAGRAM



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EXHIBIT B
CRITICAL CONTACTS
CONFIDENTIAL

Con Edison Working Group Contact Information - 1/17/14						
Company	Last Name	First Name	Title	Email	Primary	Secondary
AT&T			Northeast C&E Staff Support			
AT&T			Senior Real Estate and Construction Manager			
AT&T						
AT&T						
AT&T			Project Manager			
Cablevision			Manager WC			
Cablevision			Manager NYC			
Cablevision			Manager NYC			
Cablevision			VP Field Engineering and Ops Strategy			
Cablevision			24 Hour Network Operations Center			
Crown Castle			Maintenance Process Supervisor			
Crown Castle						
RCN			RCN headend / Plant Manager			
RCN			Engineering / Construction Manager			
RCN			Outside Plant Manager			
RCN			Project Manager / Interference Manager			
RCN			Director of Operation for the New York Market			
Lightower			New York City			
Lightower			Westchester- Manager, OSP Construction			
Lightower			24 Hour Emergency Number			
Lightower			Westchester- Manager, OSP Construction			
Lightower			Westchester- Manager, OSP Construction			
Sprint			Government and Public Sector			
Sprint			Public Sector Manager			
Time Warner			Manager, Business Class TOC			
Time Warner			Manager, Business Continuity (Legal)			
Time Warner			Director, Critical Infrastructure Data Centers			
Time Warner			Manager, Plant Operations			
Time Warner			Director, Plant Operations			
Time Warner			Sr Manager, Hub Operations (NM)			
Time Warner			Director, Plant Operations			
Time Warner			Area Vice President			
Time Warner			Director, Plant Operations			
Time Warner			Sr Manager, Business Class TOC			
Time Warner			Manager, Engineering			
Time Warner			Sr Director, TOC & Dispatch			
Time Warner			Director, Construction			
Time Warner			VP, Hub Operations North			
Time Warner			Sr Director, Construction			
Time Warner			Sr Director, Hub Operations NYC			
Time Warner			Area Vice President			
Time Warner			Manager, Plant Operations			
Time Warner			RVP, NYC Business Class Services			
Time Warner			Area Vice President			
Time Warner			VP, Security (Legal)			
Time Warner			RVP, NYC Residential Services			
Time Warner			Manager, Technical Operations			
Time Warner			Manager, Plant Operations			
Time Warner			VP, Public, Government, & Commercial Affairs			
Time Warner			Sr Manager, Hub Operations (SM/SI)			
Time Warner			VP, Business Class Technical Operations			
Time Warner			Sr Manager, Hub Operations (BQ)			
Time Warner			Director, Construction			
Verizon						
Verizon						
Verizon			Global Enterprise Manager Verizon Enterprise Solutions			
Verizon			Manager - Implementation/Emergency Services			
Verizon			Director of Network Operations			
Verizon			Manager of Business Continuity& Disaster Recovery			
Verizon						
Verizon						
Verizon			Director of Network Operations			



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EXHIBIT C
CRITICAL FACILITIES

CONFIDENTIAL

Parent Company	Type of Facility	Street	Town
AT&T		Hamilton Ave	City of White Plains
AT&T		Hamilton Ave Ent	City of White Plains
AT&T		94-03 Queens Blvd Ent	Queens
AT&T		32 6 Ave Ent	New York City
AT&T		33 Thomas St	New York City
AT&T		811 10 Ave	New York City
AT&T		811 10 Ave	New York City
AT&T		811 10 Ave	New York City
AT&T		Hamilton Ave	City of White Plains
AT&T		94-03 Queens Blvd Ent	Queens
AT&T		811 10 Ave	New York City
Cablevision	Call Center	2100 Bartow Avenue	Bronx
Cablevision	Customer Support Center (Walk in)	450 East Fordham Rd	Bronx
Cablevision	Customer Support Center (Walk in)	961 E 174th Street	Bronx
Cablevision	Customer Support Center (Walk in)	11020 Flatlands Avenue	Brooklyn
Cablevision	Customer Support Center (Walk in)	47 Purdy Street	Harrison
Cablevision	Customer Support Center (Walk in)	1053 Park Street	Peekskill
Cablevision	Field Staff Depot	500-510 Brush Avenue	Bronx
Cablevision	Field Staff Depot	1095 East 45th Street	Brooklyn
Cablevision	Field Staff Depot	9502 Avenue D	Brooklyn
Cablevision	Field Staff Depot	510 Center Avenue	Mamaroneck
Cablevision	Field Staff Depot	2013 Crompond Road - A	Yorktown Heights
Cablevision	Field Staff Depot	Front Street	Yorktown Heights
Cablevision	Headend	389 Adams Street	Bedford Hills
Cablevision	Headend	1315 Seabury Avenue	Bronx
Cablevision	Headend	9-11 West 181st Street	Bronx
Cablevision	Headend	1015 Tiffany Street	Bronx
Cablevision	Headend	827 East 92nd Street	Brooklyn
Cablevision	Headend	800 & 804 East 92nd Street	Brooklyn
Cablevision	Headend	2558 East 18th Street	Brooklyn
Cablevision	Headend	900 East 60th Street	Brooklyn



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Parent Company	Type of Facility	Street	Town
Cablevision	Headend	2234 Fulton Street	Brooklyn
Cablevision	Headend	532 St. Marks Avenue	Brooklyn
Cablevision	Headend	605-609 Center Avenue	Mamaroneck
Cablevision	Headend	Candle Rd & W. Mombasha	Monroe
Cablevision	Headend	Six Executive Plaza	Yonkers
Cablevision	Headend	3652 Dyre Avenue	Bronx
Cablevision	Headend	1047-1061 East 46th Street	Brooklyn
Cablevision	Lightpath	60 Hudson Street	New York
Cablevision	Lightpath	60 Hudson Street	New York
Cablevision	Master Headend	151 South Fulton Avenue	White Plains
Cablevision	Warehouse Field Staff Support	12 John Walsh Blve	Peekskill
RCN		33-16 Woodside Ave	QUEENS
Sprint	Switch	60 HUDSON STREET	NEW YORK CITY
Sprint	Switch	111 8TH AVENUE, 3RD FLOOR	NEW YORK CITY
Sprint	Switch	111 8TH AVENUE, SUITE 523 AND SUITE 815	NEW YORK CITY
Sprint	Switch	32-50 HUNTERS POINT AVENUE	LONG ISLAND CITY
Sprint	Switch	1 NORTH BROADWAY	WHITE PLAINS
Sprint	Switch	175 CLEARBROOK ROAD	ELMSFORD
Sprint	POP	300 HAMILTON AVENUE, OFFICE 6A	WHITE PLAINS
Verizon		82-11 BROADWAY ENT	QUEENS
Verizon		137-34 NORTHERN BLVD ENT	QUEENS
Verizon		88-02 164 ST ENT	QUEENS
Verizon		89-63 163 ST ENT	QUEENS
Verizon		80-45 WINCHESTER BLVD OPT	QUEENS
Verizon		107-22 QUEENS BLVD ENT	QUEENS
Verizon		EAST MAIN ST	Village of Mt Kisco
Verizon		WHITE PLAINS POST RD	Village of Scarsdale
Verizon		140 West St	NEW YORK CITY
Verizon		179-45 110 AV-(BRINKEROFF AV)	QUEENS
Verizon		1745 RICHMOND AVENUE	Staten Island
Verizon		208 W 18 ST ENT	NEW YORK CITY
Verizon		227 E 30 ST ENT	NEW YORK CITY
Verizon		300 E 13 ST ENT (204 2nd Ave)	NEW YORK CITY
Verizon		208 E 79 ST BLDG	NEW YORK CITY
Verizon		5020 BROADWAY ENT	NEW YORK CITY
Verizon		425 W 50 ST ENT	NEW YORK CITY
Verizon		224 W 36 ST ENT	NEW YORK CITY
Verizon		224 W 36 ST ENT	NEW YORK CITY
Verizon		224 W 36 ST ENT	NEW YORK CITY



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Parent Company	Type of Facility	Street	Town
Verizon		224 W 36 ST ENT	NEW YORK CITY
Verizon		224 W 36 ST ENT	NEW YORK CITY
Verizon		235 E 37 ST / AKA 240 E 38 St	NEW YORK CITY
Verizon		1095 6 AVE ENT (VERIZON)	NEW YORK CITY
Verizon		COUNTY CENTER RD BLDG	Town of Greenburgh
Verizon		POST RD ENT	Village of Scarsdale
Verizon		BROAD ST ENT	Village of Port Chester
Verizon		5180 AMBOY RD SI	Staten Island
Verizon		2885 OCEAN AVE ENT	BROOKLYN
Verizon		355 FOREST AVE SI	Staten Island
Verizon		2111 CONEY IS AVE ENT	BROOKLYN
Verizon		5501 AV I ENT	BROOKLYN
Verizon		1625 FOREST AVE ENTI	Staten Island
Verizon		1890 SHORE PKWY ENTI	BROOKLYN
Verizon		1890 SHORE PKWY ENTI	BROOKLYN
Verizon		1919 NEPTUNE AVE ENT	BROOKLYN
Verizon		335 14 ST ENT	BROOKLYN
Verizon		201 3 ST ENT	BROOKLYN
Verizon		201 3 STREET	BROOKLYN
Verizon		175 3 ST ENTI	BROOKLYN
Verizon		175 3 ST ENTI	BROOKLYN
Verizon		297 NORMAN AVE ENTI	BROOKLYN
Verizon		230 43 ST ENTI	BROOKLYN
Verizon			
Verizon			
Verizon		89-63 163 ST ENT	QUEENS
Verizon		WESTCHESTER AVE ENT	Town of Harrison
Verizon		CROTON DAM RD PUMP	Town of Ossining
Verizon		WESTCHESTER AVE ENT	Town of Harrison
Verizon		11-31 46 RD ENT	QUEENS
Verizon		4101 14 AVE ENT	BROOKLYN
Verizon		1530 CARROLL ST ENT	BROOKLYN
Verizon		1070 BUSHWICK AVE ENT	BROOKLYN
Verizon		2885 OCEAN AVE ENT	BROOKLYN
Verizon		STADIUM RD	Town of Greenburgh
Verizon		MAIN ST	CITY OF WHITE PLAINS
Verizon		7701 3 AVE ENT	BROOKLYN



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Parent Company	Type of Facility	Street	Town
Verizon		1421 OCEAN AVE ENT	BROOKLYN
Verizon		2177 ALBEMARLE RD ENT	BROOKLYN
Verizon		335 14 ST ENT	BROOKLYN
Verizon		7101 16 AVE ENT	BROOKLYN
Verizon		739 ROCKAWAY AVE ENT	BROOKLYN
Verizon		862 LIBERTY AVE ENT	BROOKLYN
Verizon		38 AV U ENT	BROOKLYN
Verizon		360 BRIDGE STREET ENT	BROOKLYN
Verizon		55 MESEROLE ST ENT	BROOKLYN
Verizon		395 FLATBUSH AVE EXT	BROOKLYN
Verizon		547 CLINTON AVE ENT	BROOKLYN
Verizon		800 FOUNTAIN AVE ENT	BROOKLYN
Verizon		1501 VOORHIES AVE ENT	BROOKLYN
Time Warner	Hub	120 E 23rd St	Manhattan
Time Warner	Hub	211 W 61st St	Manhattan
Time Warner	Hub	350 Broadway	Manhattan
Time Warner	Hub	5120 Broadway	Manhattan
Time Warner	Hub	306 E 112th St	Manhattan
Time Warner	Hub	156-158 W 108th St	Manhattan
Time Warner	Hub	409 E 60th st	Manhattan
Time Warner	NYC Market Center	5120 Broadway 2nd fl	Manhattan
Time Warner	Hub	701 Maquesten Parkway	Mt Vernon
Time Warner	Hub	133 Atlantic Ave	Queens/Brooklyn
Time Warner	Hub	4161 Kissena Blvd	Queens/Brooklyn
Time Warner	Hub	50-40 71st St	Queens/Brooklyn
Time Warner	Hub	56-69 58th St	Queens/Brooklyn
Time Warner	Hub	137-11 Crossbay Blvd	Queens/Brooklyn
Time Warner	Hub	222-18 Hempstead Ave	Queens/Brooklyn
Time Warner	Hub	233 Conover St	Queens/Brooklyn
Time Warner	Hub	769 5th Ave	Queens/Brooklyn
Time Warner	Hub	76-45 164th St	Queens/Brooklyn
Time Warner	Hub	25-20 Brooklyn Queens Expressway W Service Rd	Queens/Brooklyn
Time Warner	Hub	100 Cableway	Staten Island
Time Warner	Hub	818 Forest Ave	Staten Island
Time Warner	Hub	1142 Railroad Ave	Staten Island
Time Warner	Hub	3984 Amboy Rd	Staten Island
Time Warner	Hub	6040 Amboy Rd	Staten Island
Time Warner	Hub	40 Feldmeyers Rd	Staten Island



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EXHIBIT D

UTILITY LIAISON CONFERENCE CALL FORM
Utility Liaison Conference Call Form

Date:

Time:

Roll Call (Circle Remote "R" or Deployed at Con Edison "D")

AT&T	R or D	
Cablevision	R or D	
Crown Castle	R or D	
Lighttower	R or D	
RCN	R or D	
Sprint	R or D	
Time Warner	R or D	
Verizon	R or D	

Weather Conditions

CECONY Storm Impact



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Impacted Infrastructure

AT&T	
Cablevision	
Crown Castle	
Lightower	
RCN	
Sprint	
Time Warner	
Verizon	

Wires Down/Damage Assessment

AT&T	
Cablevision	
Crown Castle	
Lightower	
RCN	
Sprint	
Time Warner	
Verizon	

Supplemental Workforce Availability

AT&T	
Cablevision	
Crown Castle	
Lightower	
RCN	
Sprint	
Time Warner	
Verizon	

Resource Availability or Requests

AT&T	
Cablevision	
Crown Castle	
Lighttower	
RCN	
Sprint	
Time Warner	
Verizon	

Queries

Next Conference Call

Date: Time:



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