Patric R. O'Brien
Senior Counsel

March 29, 2013

VIA ELECTRONIC FILING

Honorable Jeffrey C. Cohen
Acting Secretary
New York State Public Service Commission
Three Empire State Plaza
Albany, New York 12223-1350

Re: Case 10-00777 – In the Matter of Electric Emergency Plans for All Electric Companies

Dear Acting Secretary Cohen:

Pursuant to 16 NYCRR § 105.3, Niagara Mohawk Power Corporation d/b/a National Grid submits for filing a redacted copy of its New York Electric Emergency Procedures Manual, updated effective April 1, 2013.

A confidential copy has been submitted separately to the Records Access Officer.

Should you have any questions or concerns, please do not hesitate to contact me. Thank you for your time and attention.

Respectfully submitted,

/s/Patric R. O'Brien
Patric R. O'Brien

Attachment

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PREFACE

This manual includes Electric Emergency Procedures to be adhered to throughout the upstate New York National Grid service territory whenever failure of electric service occurs.

It is your responsibility to maintain an updated manual, and keep it available for reference. This copy is assigned to you, and should not be transferred or given to another person. If you find you no longer have any use for it, please return the manual to Emergency Planning.

These procedures have been developed with input from the following groups who also have direct responsibility to various Emergency Response Organization leaders as referenced throughout these procedures:

- Network Strategy
- Operations, Maintenance, and Construction
- Safety, Health and Environmental
- Learning and Development
- Fleet Services
- Procurement
- Standards, Policies and Codes
- Jurisdiction, Community, and Customer Management
- Sales Operations / Support Services
- Customer Meter Services
- Customer Care
- Corporate Affairs / Media Relations
- Facilities
- Warehouse / Inventory Management
- Security
- Emergency Planning

INTRODUCTION

The constant everyday use of electricity for a great number of purposes makes it essential that there be a continuing effort to anticipate and prevent electric interruptions and other electric emergencies insofar as it is reasonably possible to do so.

Experience has proven that in spite of vigilance, such interruptions occur unexpectedly and we must, therefore, be prepared to cope with the situation if, when and wherever it should occur, and to reduce the scope, severity and duration of interruption to the minimum.

This manual provides the framework to establish a uniform readiness for action, along with guidelines for prompt action of a standardized nature if, when and wherever an electric emergency should occur in our System.

As written, the manual primarily provides for readiness and action as applied to an emergency of major scope and severity in any of our operating regions. This manual also maintains the flexibility to adjust its application for use in a relatively small operating area where there may be only a limited number of persons available to assume and discharge the numerous responsibilities and functions indicated.

The manual is divided into sections for the convenient reference to responsibility by function, purpose, role, individual, and inter / cross functional responsibilities.

It is, however, important that each individual who may be charged with responsibility for administering any phase of the overall plan be thoroughly familiar with the contents of the entire manual.

RESPONSIBILITY

It is the responsibility of Incident Commander/Branch Director to closely monitor all emergencies and to evaluate their size, scale, and complexity. The importance of evaluation cannot be overstated and must be made at the earliest possible moment of occurrence.

The Incident Commander/Branch Director has the responsibility to implement emergency procedures within the affected Division commensurate with the size, scale, and complexity of the emergency. The VP - NY Electric Operations Maintenance and Construction and the Director of Emergency Planning shall be immediately notified by the Incident Commander/Branch Director of Class III, IV, and V emergencies.

An individual major storm number will be issued by Emergency Planning for each Division affected for every Class IV or V storm.

MAJOR EVENT

Justification Documentation for PSC Reliability and Deferral

Storm classifications are based on the restoration goal of 24 hours.

Emergency (Major Storm) Evaluation for Class III or Greater Events - The Incident Commander/ Branch Director shall evaluate the event from its onset to determine if a major storm classification may be applicable. This evaluation shall be based upon the following criteria:

1. The weather event has caused either ten percent (10%) of the customers in an *Operating Region (also known as operating area) to experience interrupted service at one point in time during the event; (Reliability and Deferral) or
2. Customers within an *Operating Region have experienced interrupted service for at least twenty-four (24) hours. (Reliability) or

   At least 1% or more of customers within an *Operating Region have experienced interrupted service for at least twenty-four (24) hours. (Deferral)

*Note: The New York Operating Regions within the Divisions are:

NY-West:	Frontier, Genesee, Southwest
NY-Central:	Central, Northern, Mohawk
NY-East:	Capital, and Northeast

To justify that an event has qualified as a major storm for PSC reliability or PSC deferral, a designee from Electric Operations Construction and Maintenance will need to fax the following information to Network Strategy [redacted] for review and concurrence. A major storm work order number shall be issued by Emergency Planning on a regional basis.

Once all supporting documentation has been reviewed and accepted, an event will be qualified as a major storm for either reliability purposes and/or deferral treatment. Network Strategy shall notify Distribution Finance of the results of the review. Distribution Finance shall process the deferral requirements when it is determined the event is qualified. Network Strategy shall be responsible for obtaining and retention of all supporting documentation for the classification of major storms for PSC reliability and deferral:

A. When an event causes ten percent (10%) of the customers in an *Operating Region to experience interrupted service, the documented validation by the Regional Control Center of facility lockouts comprising the ten percent of customers (at one point in time) shall be provided. The validation should include the date and time of the lockout, Operating Region involved, customers affected and restored date and time if restoration of the facility has occurred.

B. When an event causes an *Operating Region to experience interrupted customer service for more than twenty-four (24) hours, copies of the associated actual interruption (SIR System) tickets completed by the line crews shall be provided for either Reliability or Deferral qualification. In order to process the deferral storm successfully, interruption tickets for 1 percent of the regions customers out of service greater than 24 hours are required. The Power-On order sheets sent by the Regional Control Center are not acceptable. However, the Power On order # should be noted on the interruption ticket. The event qualifies only on SIR interruption tickets. In order to eliminate reporting mistakes, durations and customers affected are to be verified by Electric Customer Operations before sending the interruption tickets to Asset Strategy and Performance for review and concurrence.

Note: Power-On/Portis reporting sheets cannot be accepted at this time as a valid source for justifying the evaluation of events.

C. If an event necessitates that Mutual Assistance will be required by National Grid or other reasons as determined necessary by the Incident Commander / Branch Director, a Work Order Number will be issued by Emergency Planning for that event. However, documentation as noted above to qualify an event as a major storm is still required.

For all major storms, the Divisions shall retain the information regarding Assistance provided and Assistance obtained which is outlined in Attachment 1. Emergency Planning will ensure this information will be available for review by Network Strategy, Operations Maintenance and Construction, and Project Management and Complex Construction prior to being forwarded to Finance.

For all storms where a Major Storm Work Order Number is issued that is not a Class V Emergency, the incident Commander or Branch Director is to provide Emergency Planning with a storm summary report. If the storm is classified as a Class V Emergency, then the requirements of EEP.08 are to be followed, unless directed otherwise by the Emergency Planning.

PRELIMINARY - WEATHER REPORTS

It is of great importance that the weather be monitored closely, particularly during periods of impending adverse conditions. Forecasts may be obtained from weather websites, Regional Control Centers, and National Grid's retained weather service provider.

Weather reports as well as severity and tracking should be communicated to NE.

Standby

Forecasts of severe weather may dictate the need to alert key supervision convene a storm conference call or place personnel on standby status. The NY Vice President – Operations Maintenance and Construction shall be notified.

CLASSIFICATIONS

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

The following are guidelines to determine the severity of emergencies and their classifications:

CLASS I The severity within a District is such that complete restoration can be accomplished by the District manpower in an eight (8) hour period. Events in this classification typically possess any of the following characteristics: gusty winds, heat, rain, freezing rain, snow and/or lightning resulting in minor line problems, light system outages, and possible occasional damaged circuits that are relatively local in nature.

CLASS II The severity within a District is such that complete restoration cannot be accomplished by District personnel resources in an eight (8) hour period. Assistance from other Districts within a Region is required to accomplish complete restoration within an eight (8) hour period. Events in this classification typically possess any of the following characteristics: gusty winds, heat, rain, freezing rain, snow and/or lightning resulting in minor line problems, light system outages, and possible occasional damaged circuits that are relatively local in nature.

CLASS III The severity within a Region is such that complete restoration can be accomplished with its own Regional manpower in an eight (8) to twenty-four (24) hour period.

Events in this classification typically possess any of the following characteristics: gusty winds, heat, rain, freezing rain, snow and/or lightning resulting in minor line problems, light system outages, and possible occasional damaged circuits that are relatively local in nature.

CLASS IV The severity within one or more Regions is such that complete restoration cannot be accomplished by their manpower in a twenty-four (24) hour period. Requires assistance from other Regions. Events in this classification can possess any of the following characteristics high winds over a prolonged period, heavy rain, freezing rain, sleet, wet snow, ice, and/or heavy lightning resulting in moderate system outages with damaged circuits.

CLASS V The severity is such that complete restoration cannot be accomplished in a Twenty-four (24) hour period by utilizing Company personnel resources. Requires mutual assistance from other utilities, contractors, etc. Events in this classification include: severe storms such as hurricanes, prolonged high wind events, heavy icing, accumulation of heavy or wet snow, severe lightning, flooding, straight-line wind events, or other conditions which produce widespread outages, high customer call volume, extensive damage and a large number of circuit lockouts.

PSC CLASSIFICATIONS

CLASS I Restoration using normal division resources -
PSC Class I = NG Class I, II or III

CLASS II Restoration using company resources -
PSC Class II = NG Class IV

CLASS III Restoration requiring outside mutual assistance -
PSC Class III = NG Class V

Attachment 1

nationalgrid	UPSTATE NY - SYSTEM EMERGENCY OPERATIONS CENTER CREW STATUS SHEET		Class of Storm			
CREW SUMMARY AS OF:	CREW STATUS SHEET - MASTER		Latest ETR			
Storm Name	Date / Event Name					
Distribution WO #			Storm Start Date			
Transmission WO #			Storm End Date			

INTERNAL NATIONAL GRID - Baseline Crews by Division															
DISTRICT	WEST	CENTRAL	EAST	Orig. Totals											HEADCOUNT Active
Baseline In-Hse Crews Assigned (within the District) Qualified	0	0	0	0											0
In-Hse Crews Commited to this Storm Qualified	0	0	0	0											0
Baseline In-Hse OPC/Trouble Crews Qualified Assigned (within the District)	0	0	0	0											0
OPC/Trouble Crews Commited to this Storm Qualified	0	0	0	0											0
TOTAL COMMITTED LINE IN-HSE CREWS	0	0	0	0											0
Baseline In-House Forestry Crews Assigned	0	0	0	0											0
TOTAL COMMITTED FORESTRY IN-HSE CREWS	0	0	0	0											0
Baseline In-House Service Crews	0	0	0	0											0
TOTAL COMMITTED SERVICE IN-HSE CREWS	0	0	0	0											0
TOTAL COMMITTED LINE & FORESTRY INTERNAL NGRID CREWS	0	0	0	0	From	Supv.	Requested	Est. Departure	Est. Arrival	Destination		Release date			0
Other In-Hse Crews (distribution) Transferred to Division Shown:	0	0	0	0											0
	0	0	0	0											0
	0	0	0	0											0
	0	0	0	0											0
	0	0	0	0											0
	0	0	0	0											0
		0	0	0											0
TOTAL Other In-Hse Crews (distribution) Transferred:	0	0	0	0											0
NGRID EQUIP OPER	0	0	0	0											0
NGRID Service Crews Transferred to Division Shown	0	0	0	0											0
	0	0	0	0											0
	0	0	0	0											0
	0	0	0	0											0
	0	0	0	0											0
Total Service Restoration Crews	0	0	0	0											
NGRID TLS Transmission Crews		0	0	0											0
	0	0	0	0											0
	0	0	0	0	0	Total at Peak									0
TOTAL NGRID CREWS ASSIGNED	0	0	0	0	From	Supv.	Requested	Est. Departure	Est. Arrival	Destination		Release date			0
Other Utilities (Mutual Aid)	0	0	0	0											0
	0	0	0	0											0
	0	0	0	0											0
	0	0	0	0											0
	0	0	0	0											0
	0	0	0	0											0
TOTAL Other Utilities (Line)	0	0	0	0											0
CONTRACTORS (incl. Diggers)					From	Supv.	Requested	Est. Departure	Est. Arrival	Destination	FCC	Release date			Headcount
Line Contractors (distribution)	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0	*Additional contractor crews (Committed w/o Crew Sheets)*										
	0	0	0	0											
Contractors (transmission)		0	0												
	0	0	0	0											
	0	0	0	0											
Total Line Contractors	0	0	0	0	0	Total at Peak									0
Forestry Contractors				0											0
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
	0	0	0	0											
Total Forestry CONTRACTORS	0	0	0	0	0	Total at Peak									0
Total Forestry Crews	0	0	0	0											0
Total Line Crews	0	0	0	0											
Total Service Rest. Crews	0	0	0	0											
TOTAL OVERALL CREWS	0	0	0	0											0

CREW REQUESTS (Date / Time/ Requesting Division)	Request 1		Request 2		Request 3		OTHER	Request 4		Request 5	
	Line	Tree	Line	Tree	Line	Tree	Equipment	Line	Tree	Line	Tree

GENERAL

The Company is allowed to recover the incremental cost of storm restoration not already included in base rates. Cost recovery is managed through a deferral mechanism. In order to justify cost recovery, the Company needs to be able to adequately support (through documentation) the incremental costs that were incurred in order to restore service to customers.

PURPOSE

This section of the procedures details the storm costs that met the major storm criteria set forth in EEP.01 that are deferrable, the required documentation, method for determining/identifying incremental costs, and the groups responsible for supporting the effort to identify and capture incremental storm restoration costs.

STORM DOCUMENTATION – FIELD CREWS

General

During Storm emergencies, the Divisional Electric Operating groups manage the restoration effort through the use of internal and external crews. In addition to in-house divisional crews, other internal company crews are often transferred from divisions not affected by the storm. External assistance is often requested from contractors and other mutual assistance utilities. Management and tracking of crews from multiple sources and locations is done via crew transfer sheets and crew status spreadsheets (if necessary). This information is used during the restoration effort to manage the work effort.

Responsible

Branch Director
(Traditionally known as Director, Operations Maintenance and Construction)

Requirements

Document/maintain daily crew headcount for each operating division where storm restoration work is required. This includes both internal and external crews. Daily headcount documentation maintained in each division for the duration of the storm should be forwarded to the Regional Finance Section Chief during restoration

The NY-EOC and or Emergency Planning shall document assigned internal crews using the daily crew status worksheets. Use Attachment 1 of EEP.01 to provide headcount documentation for:

- Contractor crews
- Mutual Aid crews
- Associated Company crews
- Other types of contractors brought in due to exceptional circumstances (e.g., survey/inspectors, security, etc.)

Use Attachment 1 of EEP.01 to document the daily decision process for determining which or how many Line/Forestry crews are assigned to work on storm restoration vs. crews held back in home divisions.

TIME REPORTING

General

Accurate time reporting for time worked on a storm restoration effort is essential for recording and capturing labor costs attributable to storm work. In particular, regular straight time is not considered an incremental cost while overtime is incremental. In order to correctly determine the cost of labor that is incremental (and recoverable), time reporting should accurately reflect the hours worked (regular and overtime) and the level of overtime (base overtime, premium overtime). In addition, overtime should be recorded in accordance with established policies for Management (Go to: Infonet: Shared Services, Transactions Delivery Center TDC, Employee Services, HR Policies, Pay Policies, Premium Pay and Overtime Policies for Management Employees.)

Responsible

Human Resources
All Disciplines/Departments supporting the Storm Emergency

Requirements

The Regional Finance Section Chief shall communicate to Emergency Planning the proper regional storm numbers to which time should be charged. Time should be reported to the storm number for the Operating Region (also known as the operating area) where the storm restoration work is being done, not the Operating Region that the employee normally works in, if different. Reinforce time reporting requirements to all who charge time to storms. Include appropriate regional storm work order numbers for each Operating Region affected. Overtime policies should be reinforced for both management and represented employees and time reporting should be done in accordance with established policies.

Support functions (*e.g.*, Customer Service, Procurement, Supply Chain, Fleet, etc.) shall be instructed to charge time to the Operating Region that they are supporting. If a support functions' storm support is for multiple Operating Regions (*e.g.*, Customer Service or Procurement), the support function shall charge the first regional storm number issued by the Regional Finance Section Chief. Prior to finalizing the deferral balance, Distribution Finance shall determine the appropriate allocation to the Operating Region(s) based on customer outage information.

Human Resources

Obtain and document Senior Management approval for deviations from the Overtime policy.

TIME REPORTING REVIEW

Responsible

Supervision/Management of:
All resources, disciplines, departments with overtime charged to storm restoration.

Accurate time reporting is essential for determining and supporting labor costs associated with storm restoration. As time is reviewed and approved in the time entry system (SAP), ensure that:

For Management Time Reporting:

- Overtime charged shall be in accordance with the management overtime policy.
- The correct overtime coding shall be used per SAP.
- Time is entered within the current pay period (or the following pay period if circumstances preclude time reporting during storm restoration) and approved by the Supervisor or Manager in SAP.

For Represented Time Reporting:

- Regular time and overtime is charged in accordance with the labor contract.
- Overtime is properly charged using the correct coding in SAP.
- Time charged to storms beyond the storm restoration period is supported and approved.
- Time is entered within the current pay period (or the following pay period if circumstances preclude time reporting during storm restoration) and approved by the Supervisor or Manager in SAP.

Note: For overtime work that continues beyond the storm period (*e.g.*, tree trimming, confirming work orders, clean-up etc.) supporting documentation shall be maintained detailing the type of work being done, the need for the work to continue beyond the storm restoration period, and the reason the work was completed on overtime. The work should be approved by management.

INVOICE REVIEW

General

A thorough review of contractor and mutual assistance invoices should be done prior to payment to provide assurance that billing for external labor is accurate and in accordance with contracts.

Responsible

Project Management and Complex Construction – Responsible for the review of external contracted Line Crew and Mutual Assistance contracted Line Crew invoices.

Forestry – Responsible for external contracted Forestry Crew invoices.

Finance – Responsible for review of all other invoice charges to the deferral.

Requirements

- The review for contractor invoices shall be documented and include the following:
- Verify that the labor and equipment included in invoices agrees to timesheets provided by the contractor.
- Verify that labor rates agree with rates established in the vendor contract.
- Review charges for miscellaneous items (e.g., food, fuel, hotels, etc.) for reasonableness and adherence to the contract.
- Contact the contractor to resolve charges that appear to be incorrect or questionable.
- Attach the correct regional accounting string prior to forwarding to Accounts Payable for payment. Work with Finance for the correct accounting string if necessary.
- The approval signature and dates on the invoice/invoice cover sheet will serve as documentation that the review took place as set forth above.

The review for other invoice charges shall be documented and include the following:

- Verify costs relate to the restoration effort.

DEFERRAL CALCULATION

General

Subject to conditions established in the Commission's order setting rates, the Company can recover incremental storm costs, which consist of internal and external labor, materials, transportation costs, payroll taxes, etc. The costs will be identified and accumulated by the Finance department with the assistance of other departments involved in the storm restoration process. Actual costs (as they become known) and estimated costs will be submitted by Finance and booked to the deferral account by Accounting Services until all storms costs have been identified and booked.

Storm costs will be charged to each Operating Region based on the work performed in that region.

FINANCE shall, per the Commission's order setting rates, prepare deferral storm costs entry based on the Operation Region(s) determined eligible for deferral.
A deferral calculation estimate should be made as soon as possible after the storm occurs and provided to Accounting Services for accrual to the deferral account. The calculation should be updated on as needed basis to reflect actual costs incurred until all storm costs are captured and a final deferral amount can be calculated.

EMPLOYEE EXPENSES

General

The guideline for the reimbursement of costs incurred by the employee as a result of Company business is detailed in the policies for US Business Travel & Expense Policy go to:

"US Travel and Business Expense Policy" - The "US Business Travel and Expenses" guidelines detail the normal types of expenses and the scenarios when employees shall be reimbursed for costs incurred as a result of Company business. During a major storm event, instances may arise that require the employee participating in restoring power as a result of the storm to incur costs that are not detailed in the "US Business Travel & Expense Policy" and/or could be considered "unusual". These types of "unusual" costs are usually associated with employees participating in storm restoration required to be out of town for periods of time greater than first anticipated. Examples of "unusual" costs are but not limited to articles of clothing, shoes, coats, gloves, hats.

Responsible

All Departments participating in restoring power as a result of a storm.

Requirements

Supervisors shall review and approve employee expense reimbursements related to storm restoration per Human Resources US Business Travel & Expenses Policy, Section 4, Subject 4.2. As stated in the guideline, supporting documentation (e.g. receipts, paid bills or invoices) is required for an expenditure of $25 or more. For reimbursement of expenses that could be considered "unusual", the supervisor shall document on the expense account prior to submitting the paper copy to Accounts Payable the reason why these costs are reimbursable. By approving the expense reimbursement, the supervisor is verifying the expenditure was necessary and reasonable.

Attachment 1

NY PROCEDURE FOR CAPTURING/
RECORDING CAPITAL CONFIRMING FIELD
INFORMATION DURING STORMS

Prerequisite

Establish two funding project for your division, per company. One Expense Project and one Capital Project. Once established, it is suggested that these project numbers be used for future years going forward.

Procedure

This procedure explains how to properly capture/document all of the applicable capital confirming details during an emergency storm event. This includes all the capital material details, the National Grid capital related time worked in the field, and the capital to O&M accounting split needed to pay applicable construction contractor invoices.

1. Customer Operations – Planning and Scheduling – Create the WRS: Create one confirming storm WRs for each affected area (by District) for capital work linked to the capital storm funding project.

   a) Capital Confirming WR:
   This is done following the regular Confirming WR Process and using the job type DCONFRMWO. When entering the header information for this WR, title the WR as such, “N&G Storm Capital WR – 04/01/06 Event” (substituting the correct Division/District, Date & WR type). Also, use the current office street address for the WR location. Make sure all steps are completed in STORMS so that the job is processed all the way to Status 80.

   b) For Expense work, the procedure in place today will continue. The field crew will charge the expense activity provided for the storm.

2. Distribution Design - Communicate the Charge Numbers to your Area:
   The Distribution Design Supervisor on duty at the Divisional/Divisional/District Storm room will communicate the capital confirming WR number and the expense activity number to all T&D Supervision, FCC’s and Crew Guides working the storm boards and all clerical support personnel. T&D Supervision will ensure that all crews working the storm are informed of the charge numbers and that all pertinent Capital Assets are recorded correctly on the Conforming Work Field Report. During Major Emergency Storm Events, Damage Survey Crews will provide listed damage to Field Personnel in “Packet” Format which will include copies of the “Confirming Work Field Report” forms.

Attachment 1 (cont'd)

3. Customer Operations – Field Personnel & Distribution Design – Record all Details for the Capital Repairs (via Confirming Work Field Report) and complete the Confirming WR:
   As the storm progresses, T&D Supervisors, FCC's and Crew Guides will ensure that capital asset repair/replacements are captured onto the Confirming Work Field Report.

   a) For each capital repair, Customer Operations people (T&D Supervisor, T&D Crew Chief, FCC's, and/or Crew Guides) will ensure that the crews working under their direction capture the capital related assets and document them accordingly per the confirming Work Field Report.

   b) Distribution Design Damage Surveyors will record capital related damages as well while performing damage surveys.

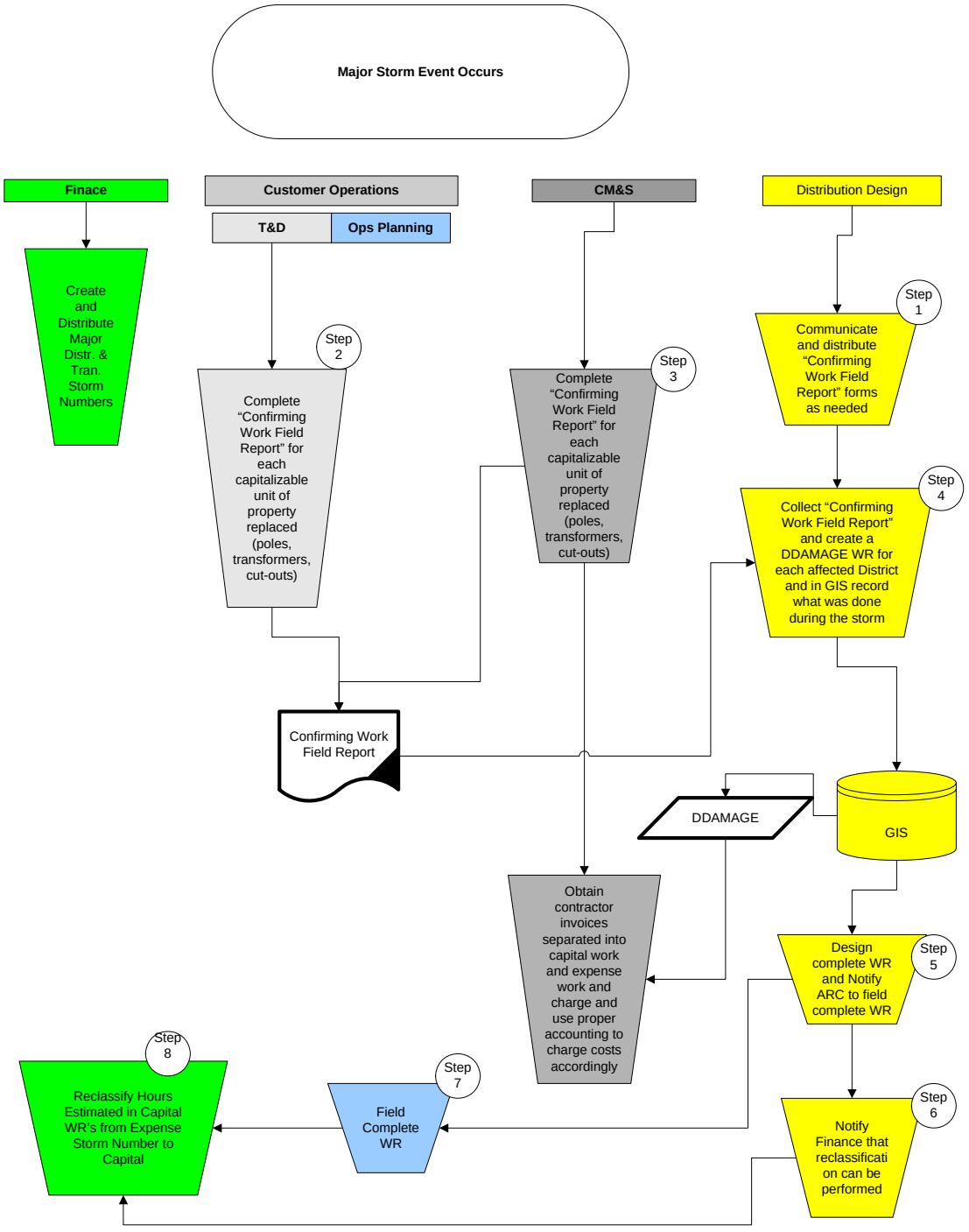
   c) Crews working the storm will most often charge their time to the expense activity associated with the Major Storm or the expense activity associated with emergency repairs. After all the work is completed and the as-builts are completed by Design, the hours associated with capital vs. expense work will be adjusted accordingly by local Finance personnel in accordance with the Capital O&M split given in the confirming WR.

4. Distribution Design – Perform As-builts:
   Any time during the storm Distribution Design can begin to record in GIS the changes associated with the capital equipment replacement. This is done similarly to any confirming WR by assigning the 850 and sending the WR to GIS. It is important not to complete the job in GIS until all capital work has been recorded because this will automatically complete the 850 and close the order. Design may enter the capital time entry details in the Remarks Tab of the STORMS WR so these details are permanently electronically saved with the WR.

5. Distribution Design – Complete the STORMS WR:
   a) When all the repairs are captured, at the end of the storm, complete the WR by making the job complete in GIS. The job will post to the top and make the 850 STORMS Requirement "Complete" so that the jobs will auto close.

   b) Notify local Finance that all capital work is as-built completed and also provide listing of associated STORMS WR numbers.

Attachment 2



Attachment 3

Emergency Storm Capital Replacement nationalgrid

Location of Work (District)	Chief/Supv/Surveyor	Storm #	Date

Poles & Guys/Anchors Installed

ROAD/TOWN	Tax Dist.	Line #	Pole #	Size/ Class	Framing	Guy	Anchor

Conductor Installed

ROAD/TOWN/FEEDER #	Tax Dist.	Line #	From Pole	To Pole	# of Cond.	Cond. Size	Span Length	Prim.	Sec.

Transformer Equipment

ROAD/TOWN/FEEDER #	Tax Dist.	Line #	Pole #	Kind Code	KVA	Manufactured Date

NG0227 (04.08)

Attachment 4

Services Replaced

ROAD/TOWN	House #	Line #	Service Pole	Cond. Size	Serv. Length

Street Light/Pal Replacements

ROAD/TOWN	Tax Dist.	Line #	Pole #	Brk Lgth	Lumn Type	Std. Type	Std Length

Cutouts Replaced

ROAD/TOWN	Tax Dist.	Line #	Pole #	Size	Type

Comments

GENERAL

Emergency Restoration Centers are established in each District, Divisional Headquarters, and the NY System Headquarters. The functions of the Emergency Restoration Centers are to establish and maintain communications and coordinate field operations. The size, scale, and complexity of the emergency determines which Emergency Restoration Centers will be activated. Occasions may arise where all Emergency Restoration Centers may be activated for a system-wide emergency or, a District Emergency Restoration Center may be activated for a local emergency.

When activated, the Emergency Restoration Centers, if required, shall be staffed 24 hours a day on 12 hour shifts. Each Emergency Restoration Center shall report (as outlined in EEP.08 - Reports), every four (4) hours or at other pre-designated intervals as directed.

All news media requests for information shall be handled in accordance with EEP.13 - Emergency Public Information.

Staffing of the Emergency Restoration Center should be in accordance with EEP.03 - Organization.

DISTRICT EMERGENCYRESTORATION CENTERS

General

The decision to activate a District Emergency Restoration Center is vested in the Incident Commander and or the Branch Director, but must be activated when an emergency is judged to be of such severity that the majority of District workforces must be committed.

The District Emergency Restoration Center is responsible for keeping the Regional Emergency Restoration Center informed at all times and for implementing policies and directives received. A report will be made by the District Emergency Restoration Center to the Regional Emergency Restoration Center every four (4) hours or at other pre-designated intervals as directed, in most situations PowerOn data will be adequate, unless otherwise directed. Should the Regional Emergency Restoration Center not be activated, as the case would be if the emergency was not widespread, the Branch Operations Coordinator or Overhead Line Supervisor as assigned will perform the functions of the Regional Emergency Restoration Center.

LOCATIONS

WESTERN DIVISION

Frontier	Internal	External	Fax
Buffalo			
Niagara Falls			

Genesee	Internal	External	Fax
Batavia			
Albion			
Avon			

Southwest Region	Internal	External	Fax
Fredonia			
Olean			
Angola			
Franklinville			
Stow			

CENTRAL DIVISION

Central Region	Internal	External	Fax
Beacon North			
Storm Room Desks			
Hinsdale			
Cazenovia			
Cortland			
Volney			
Pulaski			

Mohawk Valley	Internal	External	Fax
Utica/Old Forge			
Herkimer			
Rome			

Northern Region	Internal	External	Fax
Clayton			
Gouverneur			
Lowville			
Malone			
Ogdensburg			
Potsdam			
Saranac			
Watertown			

EASTERN DIVISION

Capital East	Internal	External	Fax
Albany			
Hudson			
Troy			

Capital West	Internal	External	Fax
Capital West			
Cobleskill			
Schenectady			
Gloversville			

Northeast	Internal	External	Fax
Glens Falls			
Saratoga			
Warrensburg			
Ticonderoga			

REGIONAL EMERGENCY RESTORATION CENTERS

General

Emergency Restoration Centers are established in each of the eight (8) Regions. The decision to activate a Regional Emergency Restoration Center is vested in the Incident Commander and/or the Branch Director.

Once a Regional Emergency Restoration Center is activated, its operation becomes the responsibility of the Incident Commander and or the Branch Director. The VP, New York Electric Operations Maintenance and Construction, and the Regional Planning Section Chief must be notified when the Regional Emergency Restoration Center is activated for a Class III, IV or V storm.

The Regional Emergency Restoration Center is responsible for keeping the Incident Commander and or the Branch Director informed at all times and for implementing policies and directions received from them. A report shall be made to the VP, New York Electric Operations Maintenance and Construction every four (4) hours or at other pre-designated intervals as directed, unless PowerOn is being utilized, which will suffice, unless otherwise directed. If the emergency is confined to one Region, the Branch Operations Coordinator will give guidance and counsel to the local supervision and will determine if additional manpower is required from outside the Region. The Branch Operations Coordinator will keep the VP, New York Electric Operations Maintenance and Construction and the Regional Planning Section Chief informed at all times and if needed will petition for outside assistance by request to the VP, New York Electric Operations Maintenance and Construction and to the Regional Planning Section Chief.

Locations

Frontier - Kensington Avenue EMS Center, Buffalo
Genesee - Batavia Service Center, Batavia
Southwest - Fredonia Service Center, Fredonia

Central - Beacon North, Syracuse
Mohawk Valley - Campion Road Service Center, Utica
Northern - Watertown Service Center, Watertown

Capital East - North Albany Service Center, Albany
Capital West – Broadway Service Center, Schenectady
Northeast - Quaker Road Service Center, Glens Falls

SYSTEM EMERGENCY RESTORATION CENTER

General

A System Emergency Operations Center (EOC) is established in the Henry Clay Boulevard office complex, HCB3, Rm 108C. The decision to activate the System EOC is determined by the Incident Commander (typically the VP, NY Electric Operations Maintenance and Construction).

Additionally, when a major substation event occurs, the Center should be activated in accordance with EEP.03.

The System EOC coordinates and monitors activities during system emergencies. These events may be caused by storms or other events causing extensive customer outages. During system emergencies and the subsequent electric service restorations, the System Emergency Restoration Center will:

1. Monitor customer outages
2. Monitor / Assess system operating status and assess damage to the system;
3. Provide information on customer outages, system status and the ongoing restoration activities to management and Corporate Communications;
4. Monitor and report on resources for the restoration activities including Company crews, tree crews, contract crews, and crews from other utilities;
5. Provide reports every four (4) hours or at other pre-designated intervals.

The activation and operation of the System EOC is the responsibility of the Incident Commander (typically the VP, NY Electric Operations Maintenance and Construction). This responsibility may be transferred at any time after the System EOC has been activated and the person assuming the responsibility has reported to the Center. Hours of operation of the Emergency Restoration Center will be based on the circumstances associated with the size, scale, and complexity of the event and the stage of the event. (See attached Organization Chart.)

The System Emergency Operations Center is located in the Henry Clay Boulevard Complex HCB-3, Rm 108C. Contact numbers, if staffed, are as follows:

Regional Planning Section Chief
Emergency planning
Mutual Assistance
Contractor Coordination
Forestry

In the event that the Henry Clay Boulevard Complex HCB-3, Room 108C location is unavailable, the offsite backup location is at Henry Clay Boulevard Building 2, Room 159. Contact numbers, when staffed, are as follows:

Regional Planning Section Chief
Emergency planning
Mutual Assistance
Contractor Coordination
Forestry
Transmission Engineering
Fax

When opening the System Emergency Operations Center the following guidelines shall be employed:

1. Emergency Planning shall arrange for weather forecast info through Telvent 1-800-994-7947. Please treat this number as confidential for limited internal use only.

2. Receive notification of storm from affected Region(s).

3. Contact unaffected Regions to determine status, availability to assist storm affected Region(s).

4. The decision to activate the System EOC is determined by the Incident Commander (typically the VP, NY Electric Operations Maintenance and Construction). When activated, the System Emergency Operations Center will be staffed to the appropriate degree to match the size, scale, and complexity of the event. The System Emergency Operations Center shall provide the 7:00 a.m., 11:00 a.m., 3:00 p.m., and 7:00 p.m. PSC Report or as requested by the PSC.

   Notify [redacted] , [redacted] , and [redacted]

6. Notify the New England E-Room that the System Emergency Operations Center is operational (New England E-Room notification number and / or [redacted]

7. Ensure that outage restoration updates are made in PowerOn and provided to Customer Care Center (CCC). Update regularly and contact [redacted] or contact at CCC. Obtain periodic reports from affected Region(s). Compile System Storm Report and transmit. ([redacted]) (PSC Fax)

8. If requested by PSC, obtain periodic reports from affected Region(s), compile System Storm Report and transmit. [redacted]) (PSC Fax)

9. Notification for loss of Electric Service as required by the state regulatory agency should follow instructions per NG-EOP G010.

10. Notify PSC of storm conditions for Class IV & V storms. ([redacted] or [redacted])

11. Facilitate data collection process in affected Region(s) or at other times requested by the PSC.

12. When required - supply a report to the PSC four (4) times a day that provides a synopsis of major issues, peak number of customers interrupted, customers restored as of the time of the report, critical customers affected by the interruptions at the time of the report, Life Support Equipment Customers affected by the interruptions at the time of the report, and resources. If requested – provide an outage report sorted by township. The reports are to be submitted to the PSC at 7:00 a.m., 11:00 a.m., 3:00 p.m., and 7:00 p.m. unless otherwise stated or directed by the PSC.

13. Notify Safety for Class IV & V storms.

14. Assist/coordinate as needed with the arrangements/assignment of crews between unaffected and affected region(s).

15. Ensure appropriate Storm Crew Assignment sheets are completed by assisting Region and forward to affected Region(s).

16. Notify Human Resources ([redacted]) and Pres. IBEW Local 97 ([redacted]) of crew transfers for both divisional and mutual assistance activities.

17. Assist/coordinate as needed with the arrangements for obtaining assistance from other companies (NYS Utilities/National Grid NE, then the EEI Mutual Assistance Roster). Summarize the assistance obtained from each participating company and provide to requesting division(s) as required.

18. Assist/coordinate as needed with the arrangements for obtaining contractors. Request for contractors, if required, shall be made through Project Management and Complex Construction by contacting [redacted]. If Canadian contractors are contracted, confirm that Project Management & Complex construction will handle US Customers & Border protection requirements.

19. Assist/coordinate as needed with the arrangements for obtaining tree crew requirements, ensure representation in System Emergency Restoration Center. ([redacted] or [redacted]), Assist/coordinate as needed with System Departments, i.e., Forestry, Fleet Management, Safety, Supply Chain, Engineering, Distribution Design, Distribution Planning & Engineering, Learning & Development Technical Training, Telecommunications (System Radio-Network Communications), Security, Media Relations, Emergency planning, Transmission Control Center – NY - Distribution Control Centers, and Upstate Dispatch & Scheduling.

20. Notify the New York State Office of Emergency Management Warning Point ( ) for all Class IV & V storms through Emergency Planning. ( ), or ( )

21. Ensure that Critical Customer/Life Support Customer procedures are implemented. This includes procedures outlined in the NY-EEP and any required reporting on the number of Critical Customers and LSE Customers affected by the interruptions at the time of the report.

22. For Class IV and V Storms, ensure that appropriate storm work order accounting is written and transmitted to affected Region(s) and responding Region(s). ( )

23. For National Grid mutual assistance, ensure that appropriate work order is written and transmitted to Region(s) providing assistance to foreign utility. ( )

24. Maintain communications with neighboring utilities as appropriate regarding status of storm, weather conditions, etc. (See EEP.09, Exhibit 1)

25. For mutual assistance requests to other utilities not in NY State, notify all NYS utilities prior to release of crews. (See EEP.09, Exhibit 1)

26. Provide liaison from Emergency planning for assistance to other utilities (when required).

27. Assist / coordinate as needed to ensure that appropriate maps are available through GIS.

28. Notify New England – of all mutual assistance requests from other utilities.

29. Notify Long Island - , , or of mutual assistance request from other utilities.

30. In these communications, current trouble status, current and pending weather forecast, current staffing and workload shall be discussed to provide information required to make mutual assistance decisions.

31. Notify IS that the Storm Room is opening so that appropriate resources are available if necessary. IS Help Desk at .

Department/Title	Name	Office	Home	Cell
CONTROL CENTER OPERATIONS VICE PRESIDENT	[redacted]			
CONTROL CENTER OPERATIONS DIRECTOR CTL CTR NY CENTRAL	[redacted]			
CONTROL CENTER OPERATIONS DIRECTOR CTL CTR NY EAST	[redacted]			
CONTROL CENTER OPERATIONS DIRECTOR CTL CTR NY WEST	[redacted]			
CONTROL CENTER OPERATIONS DIRECTOR TRANSMISSION CTL CTR	[redacted]			
CONTROL CENTER OPERATIONS MANAGER TRANSMISSION CTL CTR	[redacted]			
MANAGER, MEDIA RELATIONS, NY/LIPA	[redacted]			
SENIOR MEDIA RELATIONS REPRESENTAIVE	[redacted]			
DISPATCH & SCHEDULING (SOD)	Dispatch Shift Supervisor			
EMERGENCY PLANNING DIRECTOR	[redacted]			
EMERGENCY PLANNING MANAGER - NY	[redacted]			
EMERGENCY PLANNING ANALYST	[redacted]			
FLEET SERVICES MGR FLEET MAINT – NE (MEOC - Bus)	[redacted]			
FLEET SERVICES MGR FLEET MAINT – NY WEST	[redacted]			
FLEET SERVICES MGR FLEET MAINT – NY EAST	[redacted]			
FLEET SERVICES MGR FLEET PERFORMANCE	[redacted]			
INFORMATION SERVICES MANAGER SERVICE CONTINUITY	[redacted]			
INFORMATION SERVICES MGR TELECOM VOICE SERVICES	[redacted]			
INFORMATION SERVICES – NCC 24/7 TELECOM ISSUES	Request Upst NY Telecom On-call			
INFORMATION SERVICES Power On Support	Pager			
LEARNING AND DEVELOPMENT DIRECTOR	[redacted]			
LEARNING AND DEVELOPMENT MGR ELECTRIC - UPSTATE NY	[redacted]			

Department/Title	Name	Office	Home	Cell
NETWORK STRATEGY DIRECTOR NY ELECTRIC	[redacted]			
NETWORK STRATEGY MGR ELECT OPERATIONS ENG.	[redacted]			
NETWORK STRATEGY MGR NY CENTRAL DESIGN	[redacted]			
NETWORK STRATEGY MGR NY EAST DESIGN	[redacted]			
NETWORK STRATEGY MGR NY WEST DESIGN	[redacted]			
NETWORK STRATEGY DIR TRANSMISSION ENGINEERING	[redacted]			
NETWORK STRATEGY COORDINATOR OH LINES	[redacted]			
NETWORK STRATEGY COORDINATOR TELECOMS	[redacted]			
OPERATIONS SUPPORT DIRECTOR INVENTORY MGMT	[redacted]			
PROJ. MGMT & COMPLEX CONST. MGR T&D FORESTRY - NY	[redacted]			
PROTECTION AND TELECOM OPERATIONS MANAGER, PROTECTION	[redacted]			
PROTECTION AND TELECOM OPERATIONS MANAGER, TELECOM NY (Radio)	[redacted]			
SAFETY REGIONAL SAFETY MGR UPSTATE NY	[redacted]			
SAFETY, HEALTH, & ENVIRONMENT DIRECTOR SHE (OPERATIONS)	[redacted]			
SECURITY CTRL CTR – HICKSVILLE				
SECURITY ALT CTRL CTR – SYR				
SECURITY MGR SECURITY - CENTRAL	[redacted]			
SECURITY INVESTIGATOR – EAST	[redacted]			
SECURITY INVESTIGATOR – WEST	[redacted]			
SUBSTATIONS	[redacted]			
SHARED SERVICES VP CUSTOMER CARE	[redacted]			
SHARED SERVICES DIRECTOR CONTACT CENTER	[redacted]			

Safety – Notify System Safety for all Class IV & V storms and for mutual assistance efforts to other companies.

Procurement – Notify Supply Chain of special material needs or if items need to be procured on an emergency basis and/or contracts are required to be set up, notify if staging sites are required.

Transmission Engineering – Notify System Engineering if special transmission surveys are required and/or jobs need to be drawn in the field.

Distribution Design – Notify the respective Planning groups if additional surveyors are required.

Network Strategy – Notify Engineering if special engineering assistance is required.

Learning & Development– Notify Training if special training needs are required, e.g., service crew training.

Telecom Operations (System Radio) – Notify Telecom Operations for two way radio frequency interpretations and/or additional radios are required. Notify also if a base station is required for mutual assistance efforts to a foreign utility.

IS – Notify Network Communications if additional cell phones are required.

Security – Notify System Security for special security needs.

Media Relations – Notify Corporate Communications regarding storm status/updates.

Project Management & Complex Construction – Notify if it will be necessary to obtain crews from Canada.

Regional Control – Provide updates of status for major interruptions to bulk power supply.

IS – Notify when Emergency Operations Center is opening or if computer hardware or software issues require resolution.

Depot NE - Notify if the Mobile Emergency Operations Center bus is needed to deploy.

DISTRIBUTION CONTROL CENTERS

General

Distribution Control Centers (DCC's) are located in each of the Divisions and will be staffed 24 hours
each day during major emergencies. The DCC's are the controllers of distribution assets during non-emergency periods. During emergencies, controllership for some portions of the electric distribution system may be delegated to the Regional Restoration Center as jointly determined necessary by the DCC manager (or designee) and Incident Commander and or Branch Director. Typically, the Regional Restoration Center will dispatch trouble and be delegated controllership of un-fused radial single phase or three phase laterals while the DCC will retain 3-phase main-line controllership and maintain the PowerOn model. However, other arrangements, such as delegation of controllership for an entire feeder to the Regional Restoration Center, are permissible depending on the size, scale, and complexity of the emergency. The Distribution Control Centers and the Transmission Control Center will retain responsibility for controllership and operation of the electric transmission/sub-transmission systems and stations within their respective Region(s). During a major emergency, the DCC's shall be responsible for the restoration of these systems in coordination with the Transmission Control Center and Emergency Restoration Centers. The Director of Distribution Control may serve as a member of the System Emergency Operations Center as conditions warrant.

LOCATIONS

DISTRIBUTION CONTROL CENTER - CENTRAL - HCB-3, Syracuse

(

)

SYRACUSE (METRO)

MOHAWK VALLEY

NORTH

DISTRIBUTION CONTROL CENTER - EAST - Guilderland

CAPITAL EAST

CAPITAL WEST

NORTHEAST

DISTRIBUTION CONTROL CENTER - WEST - Kensington S.C., Buffalo

FRONTIER

GENESEE

SOUTHWEST

TRANSMISSION CONTROL CENTER

General

The NY - Transmission Control Center is responsible for the real-time delivery of safe, secure and reliable transmission systems involving National Grid's assets. Transmission Control Center – NY will be staffed 24 hours each day during major emergencies. During Emergencies this Center shall be responsible for communications and coordination of restoration of NMPC bulk power system interconnections with other utilities and the New York Power Pool. The Transmission Control Center will retain responsibility for controllership and operation of the electric transmission system and stations. During a major emergency, the Transmission Control Center shall be responsible for the restoration of these systems in coordination with the Distribution Control Centers and Emergency Restoration Centers.

TRANSMISSION CONTROL CENTER NY - HCB-3, Syracuse

SYSTEM OPERATOR

SECURITY OPERATOR

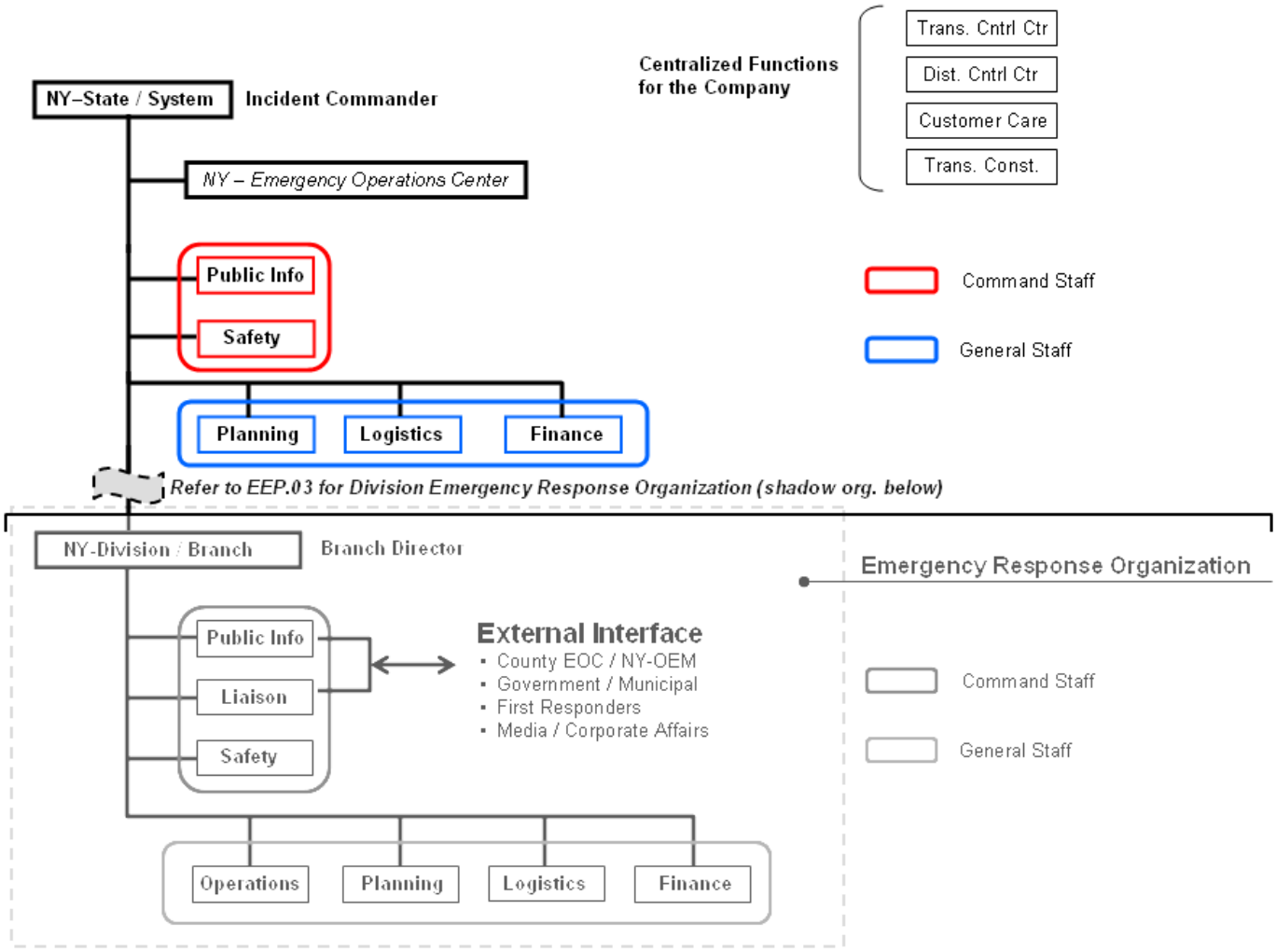
REGIONAL OPERATOR – West

REGIONAL OPERATOR – Central

REGIONAL OPERATOR – East

NEW ENGLAND E-ROOM

SYSTEM EMERGENCY RESTORATION CENTER ORGANIZATION CHART



See EEP.03 for the detailed Emergency Response Organization that reports to the System Emergency Restoration Center Organization

GENERAL

Incidents typically begin and end locally, and are managed on a daily basis at the lowest possible geographical, organizational, and jurisdictional level. There are instances in which successful incident management depends on the involvement of multiple jurisdictions, various levels of the Company, coordination with municipal and governmental agencies, and/or emergency responder disciplines. These instances require effective and efficient coordination across a broad spectrum of the respective organizations and their activities.

The Emergency Response Organization is designed to enable effective and efficient incident / event management and coordination that is both internal and external to the Company through a flexible and standardized incident management structure that is scalable so it may be used for all incidents / events (from day-to-day to large-scale)

The Emergency Response Organization required to implement the emergency procedures is stipulated by the organization chart included on the following pages in this section.

Immediately upon declaration of an emergency, the required Emergency Restoration Centers shall be staffed accordingly. In some cases, through the "early warning" procedures, it may be desirable to staff the Emergency Restoration Centers and hold or call-out personnel prior to the actual emergency. The number of Emergency Restoration Center personnel and mobilized resources will be dependent upon the size, scale, and complexity of the emergency.

Within the Emergency Response Organization, there shall be an established chain of command that sets an orderly line of authority and relationships in place within the ranks of the organization where lower levels are subordinate to and connected to higher levels. This chain of command shall be used to communicate direction and maintain management control of the Company response to the incident / event. Orders must flow through the chain of command while members of the entire Emergency Response Organization may directly communicate with each other to ask for or share information.

The Emergency Response Organization shall be lead by the Incident Commander and the Branch Director. A summary of the primary responsibility for these leadership roles and their direct reports is as follows:

ICS Leadership Roles

Incident Commander

(Traditionally known as NY-VP Electric Operations Maintenance and Construction)

The incident commander (IC) is responsible for all incident activities, including the development of strategies and in some cases tactics along with the ordering and release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations in all upstate Divisions. The following centralized functions report to the Incident Commander:

- Customer Care Center
- Government Relations – Federal and State
- Transmission Control Center
- Transmission Construction

Branch Director

(Traditionally known as Director - Operations Maintenance and Construction)

The Branch Director is accountable for the emergency response operation in the Division. The following ICS positions and noted company disciplines report to and are accountable to the Branch Director

Command Staff

- Branch Liaison Coordinator
- Branch Public Information Coordinator
- Branch Safety Coordinator

General Staff

- Branch Operations Coordinator
- Branch Planning Coordinator
- Branch Logistics Coordinator
- Branch Finance Coordinator

The noted Branch Leadership positions under the Branch Director are responsible for the coordination and communication with noted and various company disciplines. They are responsible for identifying staffing and training requirements to ensure their organizations are prepared for activation during an incident or event. Coordination with Emergency Planning is required to update applicable storm assignments.

Branch Public Information Coordinator
(Traditionally known as Media Relations)

The Branch Public Information Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Public Information Coordinator oversees the following company disciplines during an emergency response:

- Corporate Affairs
- Media Relations
- Internal Communications
- Brand / Web Strategy

Branch Liaison Coordinator
(Traditionally known as Director Community and Customer management)

The Branch Liaison Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Liaison Coordinator oversees the following company disciplines during an emergency response:

- Jurisdictional Issues
- Local Govt. – Muni Calls
- Municipal Emergency Response
- County EOC Liaison
- Dry-Ice

Branch Safety Coordinator
(Traditionally known as Safety Rep.)

The Branch Safety Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Operations Coordinator oversees the following company disciplines during an emergency response:

- Safety
- Health
- Environmental Safety
- Health
- Environmental

Branch Operations Coordinator
(Traditionally known as Manager/Supervisor Overhead Line)

The Branch Operations Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Operations Coordinator oversees the following company disciplines during an emergency response:

- Distribution Restoration
- Resource Management (ALL)
- Develop Work-Packets
- Wires Down
- Sub-Stations
- Forestry
- Clerical Support
- ETR / Outage Central / PORTIS

Branch Planning Coordinator
(Traditionally known as Damage Appraisal Lead)

The Branch Planning Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Planning Coordinator oversees the following company disciplines during an emergency response:

- Damage Assessment Phase-1 and Phase-2
- Develop Storm Packets.
- Operations Support

Branch Logistics Coordinator
(Traditionally known as Crew Accommodations Lead)

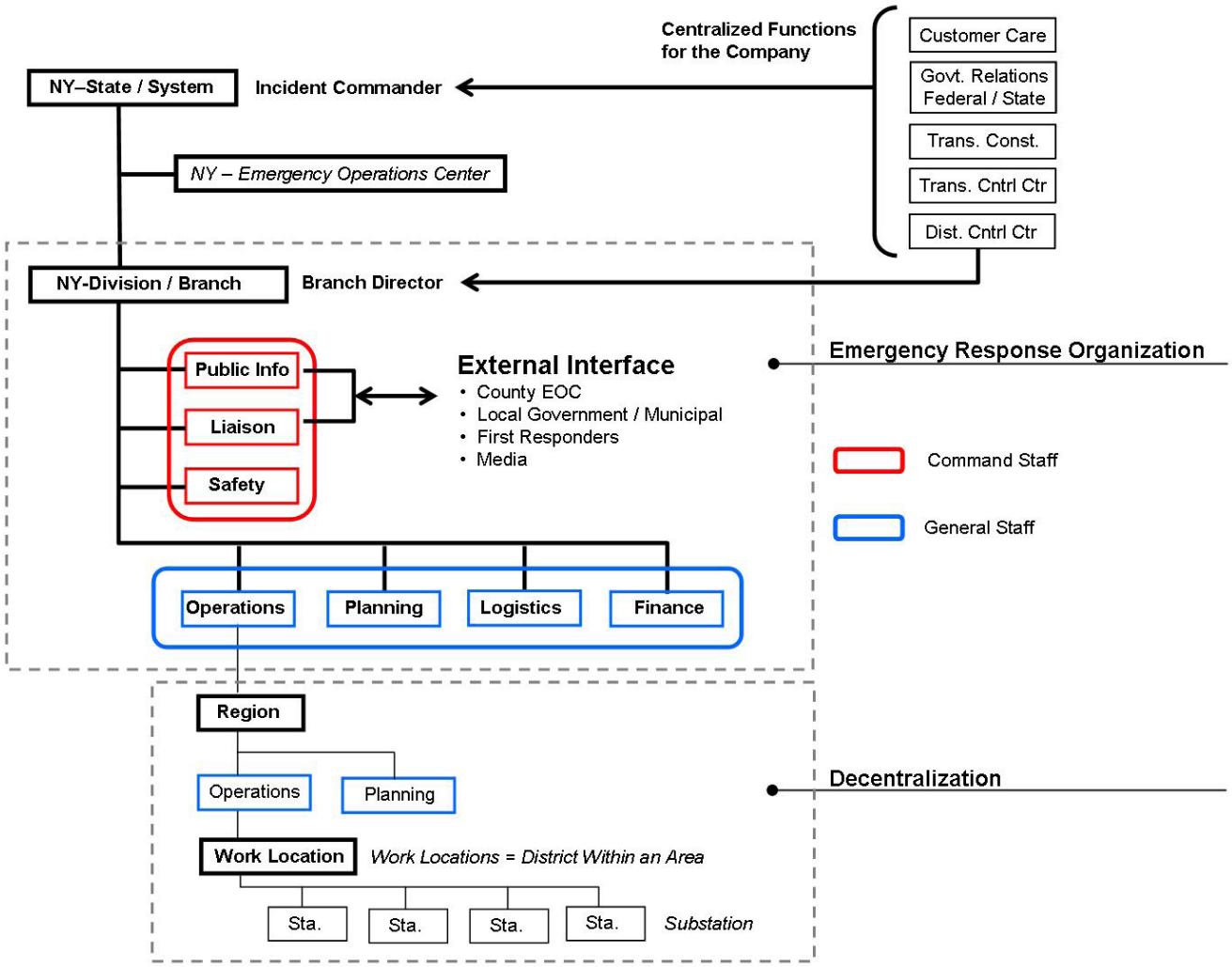
The Branch Logistics Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Logistics Coordinator oversees the following company disciplines during an emergency response:

- Lodging
- Meals
- Materials
- Fleet
- Staging Sites
- Facilities
- Security

Branch Finance Coordinator
(Traditionally known as Division Finance Rep.)

The Branch Finance Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Finance Coordinator oversees the following company disciplines during an emergency response:

- Finance


Centralized Functions for the Company
Customer Care
Govt. Relations Federal / State
Trans. Const.
Trans. Cntrl Ctr
Dist. Cntrl Ctr
NY–State / System
Incident Commander
NY – Emergency Operations Center
NY-Division / Branch
Branch Director
Public Info
Liaison
Safety
External Interface
• County EOC
• Local Government / Municipal
• First Responders
• Media
Emergency Response Organization
Command Staff
General Staff
Operations
Planning
Logistics
Finance
Region
Operations
Planning
Work Location
Work Locations = District Within an Area
Sta.
Sta.
Sta.
Sta.
Substation
Decentralization

Incident Commander — **Typically at the System Level**

The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations. Certain centralized functions report to the Incident Commander

Emergency Operations Center — Pre-designated facility / location that coordinates jurisdictional response and support to an emergency

Branch Director — The Branch Director is accountable for the Emergency Response / Storm Organization in the Division. The Command and General Staff in the Division reports to the Branch Director. Certain centralized functions also report to the Branch Director.

Command Staff

Public Info
- Corporate Affairs
- Media Relations
- Internal Communications
- Brand / Web Strategy

Liaison
- Jurisdictional Issues
- Local Govt. – Muni Calls
- Municipal Emerg. Response
- County EOC Liaison
- Dry-Ice

Safety
- Safety
- Health
- Environmental

General Staff

Operations
- Distribution Restoration
- Resource Management (ALL)
- Develop Work-Packets ⟷ Develop Work-Packets
- Wires Down
- Sub-Stations
- Forestry
- ETR / Outage Central / PORTIS
- Clerical Support

Planning
- Damage Assessment Phase-1 and Phase-2
- Develop Work-Packets
- Capital Work Tracking
- Operations Support

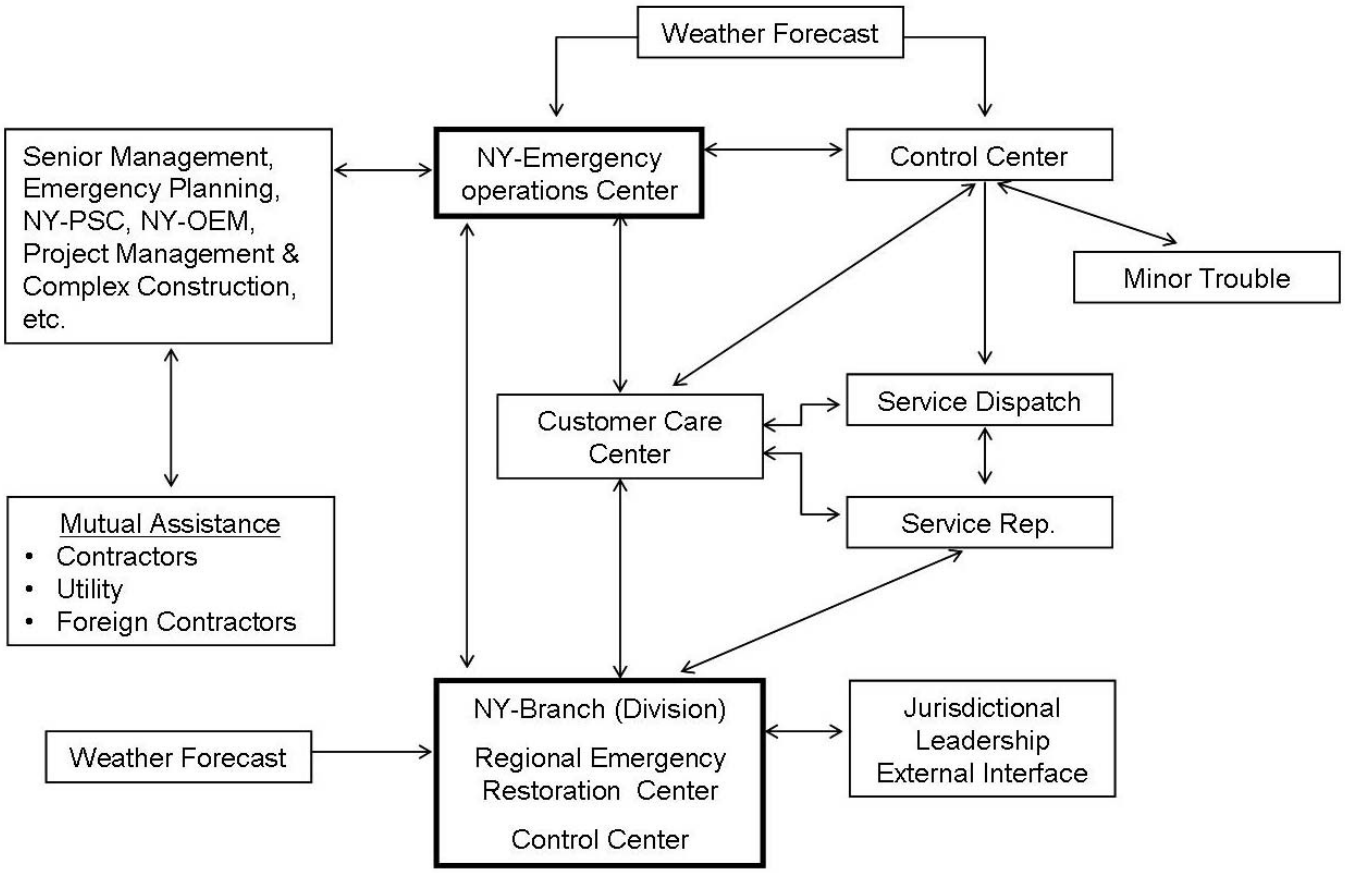
Logistics

Services
- Lodging
- Meals

Support
- Materials
- Fleet
- Staging Sites
- Facilities
- Security

Finance
- Finance

Information Flow



The System Emergency Operations Center and the Division / Branch are the Leadership hubs for determining strategy and providing direction to the response.

PURPOSE

The Electric Emergency Procedures are established to provide a structured approach for responding to any type of emergency regardless of cause, size, scale, location, or complexity to reduce the loss of life and property and harm to the environment that may occur in National Grid's upstate NY electric service territory that affects the Company's ability to provide electricity to its customers.

RESPONSIBILITY

NY Electric Operations, Maintenance and Construction is responsible for the establishment of an organization capable of responding to any emergency that affects National Grid's electric system thereby eliminating the supply of electricity to the Company's customers.

This organization must be capable of responding to various degrees of emergencies and to interface between Jurisdictions and disciplines located in a Division and/or throughout the Company to resolve the emergency situation in the shortest possible time.

Within the organization, there shall be an established chain of command that sets an orderly line of authority and relationships in place within the ranks of the organization were lower levels are subordinate to and connected to higher levels. This chain of command shall be used to communicate direction and maintain management control of the Company response to the event. Orders must flow through the chain of command while members of the organization may directly communicate with each other to ask for or share information.

Throughout any emergency, the organization must remain flexible, scalable, and responsive to the needs of the electric customers. Many of the procedures invoked to resolve the problem will be dictated by the size, scale, and complexity of the emergency, weather conditions, etc. The organization needs to efficiently and effectively utilize all available resources to minimize the impact on its customers.

The New York EOC is responsible for providing adequate support to the affected Divisions to assure that the emergency is resolved in the shortest possible time and that all efforts are utilized to minimize the impact on the affected customers. The EOC is responsible for communicating with Senior Management to coordinate various reporting to Regulatory/Agencies during such emergencies.

For some Class IV and Class V emergencies, the Company is responsible to review its actions during the emergency and to provide a report to Senior Management and the Public Service Commission (PSC) describing the Company's response to the emergency while identifying problems encountered and recommendations to be made to prevent such problems in future emergencies. Such report is required to be provided to the Public Service Commission within sixty (60) days following completion of service restoration if restoration of the event exceeds three (3) days.

The Electric Emergency Procedures will be tested two times per year in each Division - once between January 1 and June 15, and the other between June 16 and December 15. One of the practice sessions may be eliminated if the Division experiences a Class IV or Class V emergency during that calendar year.

A system-wide storm drill will be conducted annually and include all Divisions.

The Electric Emergency Procedures are to be updated twice a year. Emergency Planning will issue updates to the System Electric Emergency Procedures by February 1 and August 1 of each year. The Divisional procedures must be updated and issued by March 1 and September 1 of each year.

The allocations of duties contained in this section are intended to be used as a guide. The responsibilities described are mainly centralized within the larger operating Divisions. The described duties may be combined to suit the size, scale, and complexity of the emergency. In the absence of an individual, the assigned duties of that individual shall be performed by the person next above or below in the organization.

It is important that at least two (2) individuals be assigned to each key function so that continuous coverage can be maintained in the event that the emergency response extends over several days.

The Responsibilities are broken down into three time periods as follows:

1. Pre-Emergency - Basically all times when there is no emergency. Functions performed during these times relate to preparing for an emergency so that time will not be lost when an emergency occurs and individuals will know their responsibilities and be properly trained to carry out their assigned tasks.

2. Emergency - The time period commencing with the declaration that an emergency exists or a significant potential for emergency exists.

3. Post-Emergency - The time following the termination of an emergency when the various disciplines involved prepare a report on the emergency, the problems encountered, and procedural changes which will be implemented to prevent recurrence in future emergencies.

PURPOSE

Individuals with assigned leadership roles and responsibilities to the Emergency Response Organization must maintain a level of preparedness and readiness to respond to any emergency. This includes a regular review and understanding of Electric Emergency Procedures and continuance of the referenced responsibilities. The Division(s) must also test these procedures throughout the year to make certain that all individuals are aware of the actions they must undertake in the event an emergency occurs.

Prior to an incident or event, it is important to gain an understanding of the situation in order to establish objectives and strategy, identify resource requirements, develop a plan for response, and prepare and disseminate information regarding the response internally throughout the Emergency Response Organization and externally as required.

The following outlines the pre-storm responsibilities of the ICS Leadership Roles and the company disciplines that they oversee during an emergency.

RESPONSIBILITY

Incident Command System (ICS) Leadership Roles
Incident Commander

(Traditionally known as NY-VP Electric Operations Maintenance and Construction)

The incident commander is responsible for all incident activities, including the development of strategies, and in some cases tactics, along with the ordering and release of resources. The Incident Commander has overall authority, responsibility, and oversight of all incident operations. The Incident Commander oversees the following company disciplines during an emergency response:

- Customer Care Center
- Government Relations – Federal and State
- Transmission Control Center
- Transmission Construction

Transmission Control Center

1. Prioritize and coordinate restoration of critical transmission facilities if time allows prior to emergency.
2. Ensure notification contacts are current.
3. Participates in semi-annual tests of emergency procedures.

Customer Care

1. Tests incoming telephone lines on a regular basis to make certain that they are operating properly (system wide).
2. Maintains procedures and contact lists for transfer of incoming telephone trunk lines during an emergency situation.
3. Tests emergency back-up procedures with Collection Services in Niagara Falls in January, May and October to transfer selected incoming telephone lines to the back-up center.

4. Maintains contact with IS Telecommunications Services regarding problems, changes, and improvements of telephone equipment used during storm conditions.
5. Coordinates with Collection Services to set up emergency procedures when there is potential for a major storm to pass through the service territory.
6. Provides information to Media Relations for news releases, brochures, and advisories for customers.
7. Participates in semi-annual tests of emergency procedures. Semi-annually reviews and updates life support customer list.

Customer Policy and Satisfaction (reports up through Customer Care Center)

1. Liaison with Consumer Services Division of the PSC.
2. Provides Consumer Services Division with copies of brochures, bill messages, news releases, etc. relating to actions customers should take during an emergency.
3. Identifies data required by Consumer Services Division of PSC during and after an emergency and includes in Electric Emergency Procedures.
4. Updates Customer Service related parts of Electric Emergency Procedures as required.

Government Relations

1. Maintains and annually updates lists of state and federal governmental contacts.
2. Provides local governmental leaders and governmental contacts with phone numbers of National Grid employees who can provide assistance during emergencies.
3. Provide special telephone number to local governmental leaders and governmental contacts for use in an emergency for direct access to the Company.
4. Participates in tests of emergency procedures.

Branch Director

(Traditionally known as Director - Operations Maintenance and Construction)

The Branch Director is accountable for the implementation and management of the tactical operations in support of established strategies. The Branch Director is also responsible for the Emergency Response Organization in the Division.

The following ICS positions and noted company disciplines report to and are accountable to the Branch Director:

Command Staff
- Branch Liaison Coordinator
- Branch Public Information Coordinator
- Branch Safety Coordinator

General Staff
- Branch Operations Coordinator
- Branch Planning Coordinator
- Branch Logistics Coordinator
- Branch Finance Coordinator

The noted Branch Leadership positions under the Branch Director are responsible for the coordination and communication with noted and various company disciplines. They are responsible for identifying staffing and training requirements to ensure their organizations are prepared for activation during an incident or event. Coordination with Emergency Planning is required to update applicable storm assignments.

Branch Director

(Traditionally known as Director - Operations Maintenance and Construction)

Responsibility for the various pre-emergency activities is as follows:

1. Make certain that Divisional Electric Emergency Procedures are updated and issued to Divisional personnel by:

    a) March 1
    b) September 1
    c) Make certain that a test of the Electric Emergency Procedures is accomplished between:
    d) January 1 and June 1
    e) June 16 and December 15

Note: One test may be omitted if the Division had a Class IV or V emergency during the year.

2. Coordinates a review of the tests to identify problem areas and institutes changes necessary to prevent recurrence of the problem.
3. Writes and sends report to Emergency Planning indicating that tests have been accomplished. Note date of test, problems encountered and changes to be made to resolve problems.
4. Meets with storm organization leadership team to confirm their role in the organization and identify an alternate.
5. Establishes Division and District Emergency Restoration Centers.
6. Makes certain communications lines, maps, etc. are available and up-to-date in Emergency Restoration Centers.
7. Makes certain that persons assigned to Emergency Restoration Centers are aware of their duties and that items they will need are available in Emergency Restoration Centers.
8. Maintains and updates semi-annually a list of the key employees assigned to the service restoration effort with their job title, home address and home telephone number.
9. Coordinates semi-annual test of procedures as required.
10. Make certain changes resulting from the tests are incorporated in procedures and that all affected persons are informed.
11. Participate in all required pre-emergency planning activities which include, but shall not be limited to monitoring of weather forecasts, participation in Division planning conference calls, System planning conference calls, and coordination with the Incident Commander.

Control Center

1. Provides regular weather reports identifying potential problems.
2. Ensure notification contacts are current.
3. Participates in semi-annual tests of emergency procedures.

IS – Telecommunication

1. Liaison with Branch Director
2. Maintains database of radio communications equipment and Lead frequency allocations.
3. Provides guidance to Divisional Communications Management to make certain of uninterrupted crew communications.
4. Maintains, and updates semi-annually, a list of other utilities' Communications Managers.

Branch - Public Information Coordinator
(Traditionally known as Media Relations)

The following are pre-storm roles and responsibilities of the Branch Public Information Coordinator which includes the oversight of the listed Company disciplines in support of the assigned duties.

Corporate Affairs
1. Corporate Affairs organizations supporting storms include Media Relations, Internal Communications and Government Relations. The following outlines the pre-storm responsibilities of each of these disciplines.

Media Relations
1. Maintains and updates semi-annually, a list of media outlets stations, and for the local daily and weekly newspapers.
2. Provides media representatives with special telephone number for contacting Company during emergencies.
3. Provides media representatives with informational materials on Company procedures during an emergency; helpful hints for customers; etc.
4. Participates in semi-annual tests of emergency procedures.
5. Notifies Regional Executive Director, Community and Customer Markets of problems, which occurred during tests and changes being made to prevent recurrence.

Internal Communications
1. Has scripted releases prepared and ready for adding final details just prior to distribution to employees during an emergency.
2. Participates in semi-annual tests of emergency procedures.

Brand and Customer Communications

1. Develops and updates brochures, etc. to be provided to customers to prepare them for emergency situations.
2. Develops information on storm survival and safety for customers for customer publication and availability on website.
3. Prepares general customer information releases to be provided to the media during an emergency.
4. Participates in tests of emergency procedures.
5. Provides materials to media in advance of anticipated emergencies to explain Company's procedures and actions customers should take in the event of an emergency.

Web Strategy and Development

1. Prepares support information relative to preparations for outage emergencies.
2. Participates in tests of emergency procedures.

Branch – Liaison Coordinator

(Traditionally known as Director Community and Customer Management)

The following are pre-storm roles and responsibilities of the Branch Liaison Coordinator which includes the oversight of the listed Company disciplines in support of the assigned duties.

1. Maintains and updates semi-annually the Division's list of Critical Customers, large commercial and industrial customers, etc. which must be contacted during an emergency.
2. Maintains, and updates semi-annually, a list of Critical Customers or buildings which might require special consideration in the event of a prolonged emergency (EEP.19).
3. Maintains and updates semi-annually, a list of local governmental contacts with office and cellular telephone numbers and fax numbers.
4. Assigns individuals to the Liaison position to County Emergency Management Offices and maintains and annually updates the list of County Emergency Management Directors in the service territory. Information to be acquired and confirmed with counties includes name of Director or other appropriate contact, telephone number, fax number and e-mail address(es) to which outage information should be conveyed.
5. Assigns alternates for each of the positions.
6. Assists Consumer Advocate to identify and contact human services agencies within area.
7. Attends meetings with human services agencies within the area
8. Attends meetings with local government officials when emergency plans are discussed.
9. Coordinate and host the Community Leader Call (EEP.13) if required.
10. Assists Media Representative to develop and maintain list of media contacts for use during an emergency.
11. Liaise with local County Emergency Management offices.
12. Participates in semi-annual tests of emergency procedures.
13. Notifies Customer Operations Manager of problems which occurred during tests and changes being made to prevent recurrence.
14. Complete one drill of the Community Leader Conference Call annually.

15. Administers or delegates administration of the Dry Ice distribution program to a trained and qualified individual to represent the Division who shall:
    a. Ensures that adequate staffing levels are available for the assignment and are trained in their responsibilities to administer the Dry Ice distribution program.
    b. Have available the contact numbers for parties requiring notification to support administration of the Dry Ice distribution program.
    c. Confirms that an adequate supply of Dry Ice is available throughout the established list of Dry-Ice vendors
    d. For each Division, identify locations suitable for distribution of Dry Ice; identify and train assigned employees who will be administering the program. This process is required for outages that exceed 48 hours in duration.
    e. Ensure that the purchase orders with the Dry Ice distribution vendors are sufficiently funded. This shall be coordinated with Procurement.

Consumer Advocacy

1. Maintains and updates a list of human services agencies within the Division that must be contacted and could be of assistance during an emergency.
2. Participates in annual storm drills, including contacting agencies that could be of assistance.
3. Notifies leadership of problems which occurred during tests and changes being made to prevent recurrence.

Branch - Safety Coordinator

(Traditionally known as Safety Rep.)

1. Execute pre-incident activities per three-day checklist.
2. Identify and assign appropriate Safety and Health staff and determine reporting locations.
3. Coordinate assignment of Safety and Health personnel to support crews responding to mutual assistance requests.
4. Assists Operating Department / field resources as required.
5. Assists in the operation of the Emergency Restoration Center.
6. Support local supervision regarding preparation for restoration efforts as needed.
7. Prepare for the on-boarding of with foreign crews when they arrive or support designee for on-boarding activities as needed
8. Act as a liaison between supervisors and outside utilities concerning any safety-related activities or incidents.
9. Develop and deliver Safety and Health regulatory training to employees, (i.e., wire watch/downed wire, fall protection, work zone traffic control & tagging) if they have not received previously.
10. Conduct daily meetings and/or conference calls with both internal and external Safety representatives to communicate safety messages and discuss relevant concerns or issues that field personnel may encounter.

Branch - Operations Coordinator
(Traditionally known as Manager/Supervisor – Operations Maintenance & Construction)

The following are pre-storm roles and responsibilities of the Branch Operations Coordinator which includes the oversight of the listed Company disciplines in support of the assigned duties.

1. Maintains and updates semi-annually a list of the key Employees assigned to the service restoration effort with their job title, home address and complete contact information – home and or mobile telephone number.
2. Makes certain that storm equipment and materials are available.
3. In conjunction with the Branch Director - Designates Divisional Central Storm Board and Satellite Storm Board locations.
4. Requests support of emergency response contractor for spill clean-up assistance.

Protection and Telecommunications
1. Maintains list of communications equipment, radios, cellular telephones, etc., available for use in an emergency.
2. Notifies Meter and Test personnel of their responsibilities in an emergency.
3. Identifies and provides training for Meter and Test personnel.
4. Participates in semi-annual tests of emergency procedures.
5. Notifies Operations, Maintenance and Construction Manager of problems which occurred during tests and changes being made to prevent recurrence.

Vegetation Management
1. Maintain and annually update the “Emergency Tree Work Listing” which lists tree companies operating in the Division, the number of crews that may be available for emergency work, and names of individuals to contact.
2. Maintain good working relationships with community, public works superintendents and tree wardens.
3. Contact listed tree companies prior to an anticipated emergency situation, to verify communication channels and to give alert for potential emergency work. The System Tree Crew Coordinator will give specific instructions as Company needs become known.
4. Coordinate tree operations.
5. Participates in semi-annual tests of emergency procedures.

Division Gas Support
1. Identifies electric generators available within Division which could be utilized to assist certain critical support customers during catastrophic, prolonged emergencies.
2. Assigns person from Gas Department to District/Divisional Emergency Restoration Center.
3. Identifies activities to be performed by Gas Department employees during an emergency.
4. Assigns Gas Department employees to specific duties in the event of an emergency and makes certain that they are adequately trained.
5. Participates in semi-annual tests of emergency procedures.
6. Notifies Operations, Maintenance and Construction Manager of problems which occurred during tests and changes being made to prevent recurrence.

Branch – Planning Coordinator
(Traditionally known as Damage Appraisal Lead)

1. Identifies individuals who are to be part of damage appraisal organization.
2. Notifies assigned persons of their responsibilities during an emergency and the specific areas to which they are to be assigned.
3. Ensure that appropriate/adequate storm surveys are arranged for in affected Region(s) and that survey organization is appropriately staffed.

4. Identifies annual training required for Storm Damage Appraisal Patrollers and makes certain that training is provided.
5. Coordinates Storm Damage Appraisal operations during semi-annual tests of procedures.
6. Notifies Branch - Operations Coordinator of problems which occurred during tests and changes being made to procedures to prevent recurrence.

Branch – Logistics Coordinator
(Traditionally known as Crew Accommodations Lead)

The following are pre-storm roles and responsibilities of the Branch Logistics Coordinator which includes the oversight of the listed Company disciplines in support of the assigned duties

1. Maintains list of hotels, motels, barracks, dormitories, restaurants, laundry facilities, etc. within the Division. Notes number of people who can be housed or served; times when facility is closed for season or other special conditions; and complete contact information including - name of contact person; telephone number; fax number; etc.
2. Updates lists on a semi-annual basis.
3. Participates in semi-annual tests.

Warehouse / Inventory Management
1. Determines items which would be required in an emergency ituation.
2. Maintains stock of specified items for emergency situations.
3. Participates in semi-annual tests of emergency procedures.
4. Notifies Operations, Maintenance and Construction Manager of problems which occurred during tests and changes being made to prevent recurrence.
5. Maintain the list of vendors; reconfirm availability semi-annually (including dry ice).

Fleet Services
1. Maintains list of equipment available within Division for use in n emergency.
2. Maintains lists of equipment which would be needed in an emergency which can be obtained from other Divisions, local contractors, etc.
3. Participates in semi-annual tests of emergency procedures.
4. Notifies Operations, Maintenance and Construction Manager of problems which occurred during tests and changes being made to prevent recurrence.

Facilities
1. Ensure that System, Divisional and Divisional storm room facilities are clean, mechanically maintained, and operationally ready for storm response when activated.

Claims

1. Ensure that appropriate staffing is in place to address claims that arise, including weekend coverage.

Security

1. Ensure that contact lists for law enforcement, security contractors and security related agencies are up to date.

Emergency Planning

1. Updates System Electric Emergency Procedures twice a year – February 1 and August 1.
2. Confirm Divisional Electric Emergency Procedures are updated twice a year – March 1 and September
3. Maintains library of Divisional Electric Emergency Procedures.
4. Maintains and updates semi-annually, a list of other utilities to be used to obtain assistance during emergencies.
5. Coordinates with Project Management and Complex Construction to obtain listing of contractors available to provide assistance during emergencies.
    a. Project Management and Complex Construction
        i. Maintains list of T&D contractors that could provide T&D crews in an emergency
6. Maintains log of semi-annual tests performed in Divisions. If deemed necessary, convene an internal storm conference call in advance to the storm to ensure appropriate labor resources and material availability
7. Notify and liaise with the New York State Office of Emergency Management (NY-OEM)
8. Communicates with Divisions and areas regarding procedures discussed at State level.
9. Facilitates annual meeting of affected employees and agencies to review emergency procedures.
10. Pre-storm communications with weather provider will be arranged by Emergency Planning to review weather forecast for pending weather event
11. The storm conference call process will be initiated with New England and Long Island participation.
12. Monitors the roster of approved staging sites, ensuring contracts are in place.
13. Monitors contracts with logistical support vendors to provide support during large scale restorations Includes vendors in annual system storm drill.
14. Designs annual System Storm Drill and assists in its facilitation.
15. Add consenting retirees to the Storm Emergency Assignment list, designating their availability and willingness to be of service during storms.
16. In anticipation of and in response to a storm, even if the Company is not expected to be affected by the associated storm, at least one Company representative will participate in all mutual aid (NYMAG, NEMAG, and MAMA) conference calls to which we are invited.
17. Makes certain that the System Emergency Restoration Room can be made operational.
18. Liaise with PSC Power Division.
19. Maintain list of retirees with Customer and Operating background who could be assigned during an emergency.
20. Participates in annual storm drill.

SCOPE

The Emergency Response Organization establishes a chain of command that puts in place an orderly line of authority and set of relationships to respond to an emergency. Within each Division, there are individuals assigned to leadership positions and support roles within the Emergency Response Organization.

The individuals assigned to the leadership positions have responsibilities that are to be carried out prior to (see Pre-Emergency-EEP.04.2) and during an emergency so that procedures can be implemented in an effective and timely manner when an emergency occurs.

When emergencies require a response that extends over several days, it is important that at least two (2) individuals be assigned to each key role so that continuous coverage can be maintained.

The following are the responsibilities assigned to leadership positions during an emergency. (Exhibit E – 3 Day Checklist)

The involvement of the individuals and the activation of various leadership positions within the Emergency Response Organization will vary depending on the size, scale, and complexity of the emergency.

RESPONSIBILITY

Incident Command System (ICS) Leadership Roles

Incident Commander

(Traditionally known as NY-VP Electric Operations Maintenance and Construction)

The incident commander is responsible for all incident activities, including the development of strategies, and in some cases tactics, along with the ordering and release of resources. The Incident Commander has overall authority, responsibility, and oversight of all incident operations including the Upstate NY System Emergency Operations Center.

The Incident Commander oversees the following company disciplines during an emergency response:

- Customer Care Center
- Government Relations – Federal and State
- Transmission Control Center
- Transmission Construction

Responsibilities

1. Executes pre-incident activities per three-day checklist. Works with Regional Public Information Officer to develop and review the script that will be provided for use during the storm update on the Community Leader Call (see EEP.13)
2. Make appropriate notifications.
3. Notify Safety for Class IV & V Storms
4. Ensure Emergency Planning provides proper notification to the NY-Office of Emergency Management (NY-OEM) for all Class IV & V storms
5. Receive notification of a storm or emergency from the affected Region(s) / Division(s).
6. Contact unaffected Region(s) / Division(s) to determine status and availability to assist those Region(s) / Division(s) affected by the storm or emergency.
7. Activate System Emergency Operations Center to the appropriate degree, when more than one Division is affected or the size, scale, and complexity of the emergency in a single Division warrants.
8. Make arrangements for assignment of crews between unaffected and affected Regions(s) / Division(s).
9. Provides direction on Mutual Assistance decisions from National Grid to other utilities for the resources under his or her authority
10. Communicates decisions on Mutual Assistance that is being provided to other utilities to Branch Directors, Branch Safety Coordinator, and Emergency Planning
11. Makes request for additional assistance – NGrid contractor, Foreign Contractor, NGrid NE, and NGrid LI through the Project Management and Complex Construction (PM&CC) Organization
12. Coordinates request for Mutual Assistance from other Utility Companies by way of the EEI Mutual Assistance Roster / Mutual Assistance Groups through Project Management and Complex Construction and Emergency Planning.
13. Prior to release of resources - coordinate communication / notification to other NYS utilities that have open resource requests through Project Management and Complex Construction / Emergency Planning Prior to committing resources to mutual assistance requests to other utilities residing beyond New York State borders,
14. Coordinates with PM&CC and Emergency Planning to efficiently summarize the assistance obtained from each participating utility and provide such information to the requesting Division(s).
15. Notify Project Management & Complex Construction of tree and line crew requirements and ensure representation for each group in System Emergency Restoration Center.
16. During Class V storms works with Public Information Coordinator and the Liaison Coordinator of the impacted area reviewing the script and providing the storm update for the Community Leader Call (see EEP.13).
17. Advise Liaison Coordinator when outages are anticipated to exceed 48 hours before restoration will take place so that the dry ice distribution program will be initiated.

Transmission Control Center Security Operator

1. Executes pre-incident activities per three-day checklist.
2. Monitors system security and coordinates actions with the NYISO and neighboring Transmission Owners
3. Coordinates the restoration of National Grid Transmission assets with the Regional Control Centers and the NYISO if necessary.
4. Communicates with NYISO, neighboring utilities and various government agencies as dictated by Power Control Orders.
5. Establish transmission restoration priorities
6. Determines the need to call out switching personnel based on weather advisory and if so direct the TCC Regional Operator to make the call outs.
7. Notifies Transmission C&S of severe, extensive emergency situation.
8. Maintains interruption-reporting data.
9. Notifies the DOE as applicable per PCO 8-3
10. Notifies the Public Service Commission as applicable per PCO 8-4

Transmission Control Center

1. Executes pre-incident activities per three-day checklist.
2. Operates the transmission systems under the direction of the Transmission Control Security Operator.
3. Responsible for Transmission switching and monitoring station alarms for the central and western divisions. May receive emergency calls from customers outside of normal hours.
4. Controls protective Clearance and Control.
5. Monitors equipment and relays information.
6. Calls out personnel as required.
7. Dispatches switching orders to Traveling Operators and other qualified switching personnel.
8. Coordinates the collection of relay targets.

Customer Policy and Satisfaction (reports up through Customer Care Center)

1. Executes pre-incident activities per three-day checklist.
2. Provides status reports to (PSC Consumer Services Division) on a regular basis.
3. Provides (PSC Consumer Services Division) with copies of news releases during the emergency.
4. Provides (PSC Consumer Services Division) with data requested during emergency.

Customer Care Center

1. Execute pre-incident activities per three-day checklist.
2. Make certain that life support customers have been contacted and contact is maintained daily throughout the emergency. (See Electric Emergency Procedure EEP.19.1 Life Support Equipment Customers for further details.)
3. Provides status reports to Customer Service leadership.
4. Provides listing of LSE customers interrupted for Regulatory Reporting Requirements
5. Notifies company disciplines / departments under their direction that an emergency exists.

6. Contacts Network Management and Communications Department to report any equipment problems.
7. Contacts Information Services Department to report problems with computer systems.
8. Provides customer assistance information to Corporate Communications for distribution to the media serving the affected Regions.
9. Maintains daily call volume statistics from affected Region(s) / Division(s) for use with post storm reporting or as requested by the NY-PSC.
10. Coordinates the need for additional Consumer Advocates in affected Region(s) / Division(s) with the Public Information / Liaison Coordinator.
11. Makes arrangements for Consumer Advocates to report to affected Region(s) / Division(s).
12. Ensures proper staffing levels are established and maintained to answer telephones.
13. Activates emergency telephone trunks.
14. Arranges for additional telephone trunk lines as required.
15. Analyzes reports of status of restoration work provided by Branch Director.
16. Provides data on restoration work to persons answering telephone calls from customers.
17. Relays requests for special consideration for restoration to the respective Emergency Restoration Center.
18. Notifies, personally, the Emergency Restoration Center of extreme hazards reported by customers.
19. Notifies the Customer Care Center Consumer Advocate when assistance with energy vulnerable customers is needed.
20. Maintains liaison with outsourced telephone support providers, Collection Services and Account Processing and Quality to increase or decrease support required from other telephone centers.
21. Provide daily statistical data specific to telephone call staffing and call performance. Must be able to provide this data for 30-minute interval reporting or 60-minute interval reporting.
22. Maintains copies of all information provided to Customer Contact Center personnel during the emergency.
23. Informs Public Information / Liaison coordinator and or Branch Director of progress and status of work and problems encountered.
24. Provides inquiring customers with details of Dry Ice distribution center locations.

Branch Director
(Traditionally known as Director - Operations Maintenance and Construction)

The Branch Director is accountable for the implementation and management of the tactical operations in support of established strategies. The Branch Director is also responsible for the Emergency Response Organization in the Division. The following ICS positions and noted company disciplines report to and are accountable to the Branch Director:

Command Staff
- Branch Liaison Coordinator
- Branch Public Information Coordinator
- Branch Safety Coordinator

General Staff
- Branch Operations Coordinator
- Branch Planning Coordinator
- Branch Logistics Coordinator
- Branch Finance Coordinator

The noted Branch Leadership positions under the Branch Director are responsible for the coordination and communication with noted and various company disciplines. They are responsible for identifying staffing and training requirements to ensure their organizations are prepared for activation during an incident or event. Coordination with Emergency Planning is required to update applicable storm assignments.

Responsibilities
1. Executes pre-incident activities per three-day checklist.
2. Coordinates the activities of Command and General Staff
3. Keeps the Incident Commander, the NY-Emergency Operations Center, the Command Staff, and the General Staff informed as to the Division(s) / Region(s) progress / status
4. Ensures consistent understanding of restoration status and updates between the Incident Commander, Control Centers, Branch Operations, and the NY-EOC
5. Reviews all news media requests for information and release to Corporate Affairs as they would pertain to the Division.
6. Determines the classification of the emergency.
7. Activates Command and General Staff to the appropriate level while briefing them on needs, maps, special circumstances, estimated restoration time, and any other information which might be of importance to customers in Class III, IV, or V emergency
8. Coordinates and assigns staffing of the Command and General Staff within the Division
9. Notifies the Incident Commander of the size, scale, and complexity of the emergency and of any need for outside mutual assistance
10. Informs Branch Liaison Coordinator when outages are anticipated to exceed 48 hours before restoration will take place so that the Dry Ice distribution program can be initiated
11. Notifies Public Information / Liaison Coordinator of the situation to allow him or her to facilitate the initiation of contact to critical service customers.

12. Determines need and makes requests for additional resources to the Incident Commander
13. Notifies Operations Coordinators to instruct field personnel to coordinate with local fire, police or other authorities when responding to emergencies.
14. Arranges for assignment of crews between Region(s)/Division(s) and notifies Labor Relations and IBEW Local 97. See Exhibit B for Crew Transfer Sheet.
15. Provides regular updates on the status of the emergency to:
    a) Command Staff
    b) General Staff
    c) Emergency Planning
    d) NY-EOC for dissemination to the Public Service Commission Distribution Power Division on storm and restoration status per NG-USA EOP G009 as necessary / required.
16. Declares the termination of the emergency.
17. Provides for the welfare of the persons assigned to the Emergency Restoration Center.
18. Coordinates conference calls to determine status in the Region(s) / Division(s) when only an upstate NY event, unless National Grid system intervention is enabled. The National Grid Emergency Call Agenda, found as Exhibit A, will be utilized for consistent information gathering from System, the Central, East, West Divisions, LI and New England.
19. Coordinate with Branch Operations Coordinators when identifying company resources for Mutual Assistance deployment to other areas within NGrid or to other Companies
20. Ensure appropriate Storm Crew Assignment sheets are completed by assisting Region(s) / Division(s) and forward to affected Region(s) / Division(s).
21. Notifies Safety, health and environment for Class IV, Class V, and Mutual Assistance provided to other utilities.
22. Ensure that appropriate / adequate storm surveys are arranged in affected Region(s) / Division (s) and that survey organization is appropriately staffed by the Branch Planning Coordinator.

<u>Regional Control</u>

1. Executes pre-incident activities per three-day checklist.
2. Regional Control monitors the electric power system in the Region(s) / Division(s) involved and may receive emergency calls from customers outside of normal hours
3. Operates the transmission and sub-transmission systems, including stations and network.
4. Controls protective Clearance and Control
5. Monitors weather equipment and relays information.
6. Contacts Sub-Stations leadership to determine advisability of calling out switching personnel based on weather advisory.
7. Calls out personnel.
8. Dispatches switching orders to Traveling Operators and other qualified switching personnel.
9. Maintains interruption-reporting data.

10. Provides Customer Care Center with regular updates on feeder status, which will in turn be broadcast or linked to CIS System.
11. Dispatches distribution trouble calls to Trouble and Operations, Maintenance and Construction crews.
12. Notifies Manager Operations, Maintenance and Construction of severe, extensive emergency situation.
13. Utilizes PowerOn and updates/maintains the model accordingly.
14. Establishes sub-transmission circuit and station repair/restoration priorities.
15. Directs restoration efforts of the sub-transmission circuit and station repair.
16. Coordinates switching requirements with Power Delivery and Operations, Maintenance and Construction.
17. Provides periodic reports on restoration progress to Division Operations, Network Strategy, Jurisdiction – Community and Customer Management, Corporate Affairs, Customer Care Center, and System Power Control Center.
18. Notifies, initially, the Public Service Commission Power Division when more than 5000 customers are out of service for more than 30 minutes. Also provides this information to Division Operations and Distribution Engineering Services.
19. Provide required reporting according to the PSC notification matrix.

Project Management & Complex Construction

1. Executes pre-incident activities per three-day checklist.
2. Coordinate / mobilize Mutual Assistance Contractor and Utility Crews as requested by the Incident Commander.
3. Maintains contact with Branch Director in affected Region(s) / Division(s) to identify problems and provide assistance when requested.
4. Arrange for FCC Support to cover contractor crews requested.

Branch - Public Information Coordinator
(Traditionally known as Media Relations)

The Branch Public Information Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Public Information Coordinator oversees the following company disciplines during an emergency response:

- Corporate Affairs
- Media Relations
- Internal Communications
- Brand / Web Strategy

Corporate Affairs / Media Relations

1. Executes pre-incident activities per three-day checklist.
2. Coordinates with Public Information / Liaison Coordinator in affected Region(s) / Divisions to determine need for Corporate Communications assistance during emergency.

3. Provides Media Representative for Region(s) / Division(s) as requested.
4. Provides general news releases to media serving affected Region(s) / Division(s) to help customers through emergency.
5. Provides system-wide news releases as requested.
6. Provides copies of all news releases to Customer Care Center for transmittal to PSC, Consumer Services Division.
7. Attends emergency briefing sessions.
8. Updates Company website, providing customers with information on restoration.
9. Assists in preparation of talking points for the Community Leader Call (see EEP.13) and participates in the call.
10. Handles all inquiries from newspapers, and radio and TV stations after coordinating with and obtaining clearance from the Branch Director and Public Information / Liaison Coordinator
11. Provides information to identified media outlets as it becomes available.
12. Provides general information releases to media to assist customers during the emergency.
13. Coordinates / supplies video and photographic service as required.
14. Prepares official statements and advertising related to emergencies as directed by the Branch Director and Public Information / Liaison Coordinator
15. Maintains copy of all information releases provided to media.
16. Assists in the operation of the Emergency Restoration Center.
17. Informs Public Information / Liaison coordinator of progress and status of work and problems encountered.
18. Publicizes to the various media outlets and communication channels the location and operating hours of the designated Dry Ice distribution centers.

<u>Internal Communications</u>

1. Executes pre-incident activities per three-day checklist.
2. Provides communications internally to employees on a regular basis including progress and status of the emergency. Updates can be via e-mail or Infonet.

<u>Brand and Customer Communications</u>

1. Executes pre-incident activities per three-day checklist.
2. Disseminates information on storm survival and safety for customers through customer publication and website.

<u>Web Strategy and Development</u>

1. Executes pre-incident activities per three-day checklist.
2. Posts information relative to the emergency as provided by media, Customer and Operations groups.

Branch Liaison Coordinator
(Traditionally known as Director - Community and Customer management)

The Branch Liaison Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Liaison Coordinator oversees the following activities and company disciplines during an emergency response:

- Jurisdictional Issues
- Local Govt. – Muni Calls
- Municipal Emergency Response
- County EOC Liaison
- Dry-Ice

Community and Customer Management

1. Executes pre-incident activities per three-day checklist.
2. Makes certain local, state and federal governmental contacts are made throughout the emergency.
3. Attends meetings with local governmental leaders throughout the emergency.
4. Coordinates with Customer Care organizations to make certain that critical service customers have been contacted and the necessary actions to support these customers have been undertaken. (See Electric Emergency Procedure EEP.19 Critical Services Customers for further details.)
5. Make certain that large commercial customers have been contacted.
6. Provides listing of Critical Customers interrupted for Regulatory Reporting requirements
7. Assigns persons to District/Regional Emergency Restoration Center as required.
8. Assists in the operation of the District/Regional Emergency Restoration Center as needed.
9. Informs Branch Public Information and Liaison Support Staff and Branch Director of progress and status of work and problems encountered.
10. Acts as or assigns Branch Public Information / Liaison representatives to the NY-Office of Emergency Management -Emergency Operating Center headquarters in Albany as required. Provides a representative to serve as National Grid liaison in a County Emergency Operation Center(s) (EOC) when requested.
11. Maintains contact with Emergency Planning at System Emergency Restoration Center when staffing the NY-OEM EOC during emergency.
12. Organizes and facilitates the Community Leader Conference call during major events. (EEP.13).
13. Initiates or delegates the activation of the Dry Ice Distribution Program after receiving notification from the Branch Director that restoration is expected to exceed 48 hours using the following guidelines:

a) Using information provided from the Outage Reports to determine the number of customers in each of the affected areas.
   I. Identify Distribution Centers
   II. Calculates amount of Dry Ice to be available at each distribution center
   III. Coordinate logistics with Purchasing and the vendor managing the delivery and distribution of Dry Ice
   IV. Ensures that handling instructions are distributed to customers with the dry ice (see Exhibit D)

b) Notifies the following organizations of the locations of the designated distribution centers as well as days and times of distribution to facilitate communication to the public.
   I. Media Relations
   II. Customer Care Center
   III. Web Strategy

c) Notifies Safety Representative that the Dry Ice Distribution Program has activated.

d) Monitor the status of the outages to estimate Dry Ice procurement and distribution requirements throughout the event

Consumer Advocate

1. Executes pre-incident activities per three-day checklist.
2. Responsible for contacts with local human services agencies and for assisting other employees to handle difficult situations as needed.
3. Contacts and maintains contact with local human services agencies to inform them of the situation and to determine efforts the Company can undertake to assist them to best serve their clientele.
4. If required, assists with contacting Life Support Equipment customers during outages and emergency response (EEP.19.1).
5. Maintains contact with Customer Care Center regarding serious situations reported by customers.
6. Maintains contact with local human services organizations to Identify potential problems of special needs customers.
7. Notifies Public Information / Liaison Coordinator and or Branch Director of significant problems which require special attention.
8. Maintains log of significant contacts with human services agencies, local emergency management organizations, and customers throughout the emergency.
9. Requests assistance from chain of command within the Consumer Advocacy organization or Emergency Response Organization when necessary.
10. Informs Manager Operations, Maintenance and Construction of status of work and problems encountered.

Branch Safety Coordinator
(Traditionally known as Division Safety Rep)

The Branch Operations Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Safety Coordinator oversees the following activities and company disciplines during an emergency response:

- Safety
- Health
- Environmental

Safety, Health and Environment

1. Execute pre-incident activities per three-day checklist.
2. Assign a lead regional safety specialist to the restoration area based on the classification and location of emergency situation.
3. Establish a command center in which appropriate Safety and Health staff will be assigned, and where other staff members can report.
4. Coordinate assignment of Safety and Health personnel to support crews responding to mutual assistance requests.
5. Facilitate/coordinate incident analyses.
6. Assists Operating Department / field resources as required.
7. Assists in the operation of the Emergency Restoration Center.
8. Informs Branch Director of status of work and safety problems encountered.
9. Coordinate scheduling and duty assignments of Safety and Health staff (including nurse practitioners).
10. Ensures provision of appropriate safety messages on storm conference calls and similar communication to the field personnel during the restoration.
11. Manage, receive, and communicate various safety reports (near misses/incidents) to field employees throughout the storm zone.
12. Ensure that Safety Specialists conduct daily safety calls and/or meetings with internal and external crew representatives.
13. Coordinate safety observation tours, safety training and regulatory inquiries.
14. Conduct a critique of safety response efforts to identify lessons learned.
15. Support local supervision regarding restoration effort as needed.
16. Conduct on-boarding safety briefings with foreign crews when they arrive or support designee for on-boarding activities as needed
17. Act as a liaison between supervisors and outside utilities concerning any safety-related activities or incidents.
18. Facilitate incident analyses and safety observation tours.
19. Develop and deliver Safety and Health regulatory training to employees, (i.e., wire watch/downed wire, fall protection, work zone traffic control & tagging) if they have not received previously.
20. Conduct daily meetings and/or conference calls with both internal and external Safety representatives to communicate safety messages and discuss relevant concerns or issues that field personnel may encounter.

Branch Operations Coordinator
(Traditionally known as Overhead Line Manager or Lead Supervisor - Overhead Line)

The Branch Operations Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Operations Coordinator oversees the following activities and company disciplines during an emergency response:

- Distribution Restoration
- Resource Management (ALL)
- Develop Work-Packets
- Wires Down
- Sub-Stations
- Forestry
- Clerical Support
- ETR / Outage Central / PORTIS

1. Executes pre-incident activities per three-day checklist.
2. Directs the restoration activities of local crews, contractors, and support resources in the District/Region/Division involved.
3. Manages restoration efforts in Class I through Class V emergencies.
4. Notifies chain of command when emergency is other than of a minor nature.
5. Notify Wire Down Lead/activate Wire Down organization as required to ensure that the downed wire organization, if required, is set up per procedures in affected Region(s)/Division(s).
6. Coordinate with the Branch Director and Public Information/Liaison Coordinator to ensure proper initiation of LSE and critical customer contacts. Also provide information on damage conditions, estimated restoration time, and any other information which might be of importance to customers to these individuals at this time.
7. Ensures that during the event that appropriate personnel are assigned to utilize and update PowerOn.
8. Coordinate with the Branch Director and Public Information / Liaison Coordinator to ensure Media Representatives have the proper information regarding damage conditions, estimated restoration time and any other information which might be of importance to customers.
9. Notify Branch Planning Coordinator / activate the Damage Appraisal organization as required.
10. Notify the Gas organization if the emergency affects gas operations.
11. Coordinate with the Branch Director and Public information / Liaison Coordinator to ensure Consumer Advocate is informed as needed of situation so that contacts can be made with local human services agencies.
12. Notifies Safety, Health and Environment for Class II and Class III emergencies.
13. If generators are required, make arrangements in System Purchasing to implement blanket contract.

OH-Line Supervisor / Restoration Coordinator

1. Execute pre-incident activities per three-day checklist.
2. Receive work packets
3. Review requirements.
4. Assign work to Restoration Crew Supervisor.
5. Upon Completion of work packets, review completed work packets, note any related follow up work and record status and forward to Damage Appraisal Work Packet Support Coordinator.

Restoration Crew Supervisor

1. Execute pre-incident activities per three-day checklist.
2. Assign crews and equipment to complete work packets as assigned.
3. Track and document materials and labor used to complete restoration on the Confirming Work Documentation Form. (**NOTE:** refer to confirming work documentation procedure)
4. Report restoration by work packet number.

Restoration Crews

1. Execute pre-incident activities per three-day checklist.
2. Perform restoration work safely as instructed and outline in work packets.

Customer Meter Services

1. Executes pre-incident activities per three-day checklist.
2. Mobilizes Service Department personnel to provide emergency assistance to the Branch Operations Coordinator.
3. Notifies Claims Representative of public injury or property damage claim. In the event of public injury, notify the National Grid Employee Work Related Injury Hotline 1-866-322-5594, option 4.
4. Assigns personnel to guard hazards as requested.
5. If service crews are required ensure that appropriate training/organization is set up.

Service Dispatch

1. Executes pre-incident activities per three-day checklist.
2. Notifies District / Region Emergency Restoration Center of trouble not readily handled by Service Representatives.
3. Makes proper notification through the chain of command when emergency is severe or extensive.
4. Dispatches Service Representatives to check calls as requested by the Emergency Restoration Center.

Gas Operations

1. Executes pre-incident activities per three-day checklist
2. Mobilizes Gas Department personnel to assist the Branch Operations Coordinator in any way possible.
3. Assigns Gas Supervisor to District or Regional Control Center to advise on restoration efforts that affect Gas Operations.

Sub-Stations/Power Delivery

1. Executes pre-incident activities per three-day checklist.
2. Coordinates with all concerned the proper utilization of Energy Services personnel in the restoration of service.
3. Directs emergency related Station Construction and Maintenance work in the field as required.
4. Mobilizes Sub-Station personnel for emergency assistance to help in any way possible in the restoration of service.
5. Coordinates with the Regional Control Center/Electric Operations Department in the operation of transmission and sub-transmission stations.
6. Maintains liaison with Regional Control Center throughout the emergency.
7. Directs all Station Construction and Maintenance work resulting from the emergency.
8. Informs Branch Operations coordinator of status of restoration efforts.

Forestry

1. Execute pre-incident activities per three-day checklist.
2. Consult with the District Arborists and Branch Director to determine tree crew and specialized equipment needs. Forestry resource requests shall be made by the Incident Commander from the Project Management & Complex Construction Organization.
3. Coordinate with the Branch Director and Branch Operations Coordinators to optimize the allocation of resources among the District(s) / Region(s) / Division(s).
4. Track and coordinate all Tree Crews by District and report this information periodically to Emergency Restoration Center and the system Emergency Operations Center (when activated).
5. Oversee the District Arborist based on priorities determined by Branch Director and or Branch Operations Coordinator
6. Secure, schedule, track and coordinate specialized equipment for the System.
7. Maintain through records, the ability to facilitate accurate billing and prompt payment for emergency tree work services.
8. Work with Branch Directors and System Transmission Coordinator to create a prioritized list and schedule for patrolling lines. Once established, contact Supervisor Transmission Lines to have the Transmission and Distribution lines patrolled by helicopter.
9. For major disaster activation, when a weather event that will result in a tree-related natural disaster is forecasted, the system Tree Crew Coordinator will make a recommendation to the Incident Commander about the anticipated magnitude of tree-caused damage and resource requirement and utilization. System Tree Crew Coordinator will communicate with Branch Directors to review activation recommendations
10. A damage assessment (helicopter patrol) plan will be developed by the System Transmission Coordinator and System Tree Crew Coordinator. All resources from Vegetation Management storm roster will be activated immediately to begin obtaining, administering and coordinating external resources.
11. Follow the procedures set forth in the Distribution Forestry Storm Procedure available in the Forestry Department.

Protection and Telecom

1. Executes pre-incident activities per three-day checklist.
2. Calls out and supervises communications personnel as required.
3. Assesses specific communications needs and notifies IS Telecommunications Engineering Manager.
4. Reports all malfunctions, failures or non-compliance to IS Telecommunications Engineering Manager.
5. Coordinates communications manpower needs per Radio Procedure EEP.12.
6. Provide Regional Storm Room and Field personnel radio operations support.

Branch Planning Coordinator
(Traditionally known as Distribution Design Manager or Damage Appraisal Lead)

The Branch Planning Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Planning Coordinator oversees the following company disciplines during an emergency response:

1. Damage Assessment Phase-1 and Phase-2
2. Develop Work-Packets
3. Capital Work Tracking
4. Operations Support

Responsibilities

1. Executes pre-incident activities per three-day checklist.
2. Reports to the Branch Director and oversees the Damage Appraisal and Work Packet Support process; ensures work is prioritized based on the Priority Feeder ranking, PowerOn customer count; direction from Dispatch Control centers, and direction from Field Storm Rooms. Provides personnel and mobilizes the Damage Assessment organization to perform Damage Assessment surveys in the field and report findings.
3. Provides copies of maps as required. Ensure that appropriate maps are available through GIS.
4. Assists in the operation of the Emergency Restoration Center.
5. Provides additional PowerOn support as requested by OH-Line Supervision and Emergency Response Organization Leadership.
6. Supplies instructions and materials to damage surveyors.
7. Determine feeders for patrols through coordination with the Branch Operations Coordinator and the Branch Director and makes feeder assignments for patrol
8. Directs all damage surveys as requested by the District/Regional/Divisional Emergency Restoration Center.
9. Informs Branch Operations Coordinator of status of work.
10. Summarizes survey results for reporting purposes and information.
11. Records assignments in database.
12. Assemble appraisal materials and deliver to appraisers
13. Conduct pre-job brief with Damage Appraisal Patrollers

14. Upon completion of patrols, review returned Damage Appraisal Patrol forms and assign additional feeders for patrol.
15. Records damages upon return of storm packages.
16. Analyzes damage sheets.
17. Enters damage assessment in database.
18. Makes copies and files.
19. Collects storm package damage information for delivery to Restoration Coordinators.

Damage Appraisal Patroller

1. Upon receipt of feeder patrol assignment and materials, complete feeder patrol, forward to Damage Appraisal patrol forms and envelopes.
2. Receive damage appraisal patrol assignment and materials. Attend pre-job briefing.
3. Perform Phase 1, Phase 2 and Final Sweep Damage Appraisal Patrols as directed by Damager Appraisal Team.
4. Document the damage and repairs necessary on the Damage Appraisal Patrol Forms.
5. Tally material and repair requirements on the Damage Appraisal Patrol Envelope.
6. Place all forms from a single location into the Damage Appraisal Patrol Envelope. In most cases, Damage Appraisal Forms for an entire circuit will be placed into the Damage Appraisal Patrol Envelope. If extensive damage is found on a circuit, Damage Appraisal forms should be organized by sectionalizing device locations and place in separate envelopes.
7. Forward completed materials as instructed and await new patrol assignment.

Damage Appraisal Storm Packet Support

1. Execute pre-incident activities per three-day checklist.
2. Track the damage using the Division Damage Spreadsheet.
3. Upload the Division Damage Spreadsheet to System Coordinators.

Manager-Transmission Engineering and Design

1. Executes pre-incident activities per three-day checklist.
2. Assigns Engineering personnel to assist with damage survey in Class III-V emergencies.
3. Assigns Transmission Engineering personnel to assist with transmission line repair and restoration.

Branch Logistics Coordinator
(Traditionally known as Crew Accommodations Lead)

The Branch Logistics Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Logistics Coordinator oversees the following company disciplines during an emergency response:

- Lodging
- Meals
- Materials
- Fleet
- Staging Sites
- Facilities
- Security

Crew Accommodations

1. Executes pre-incident activities per three-day checklist.
2. Provides for the welfare of all people involved in the emergency restoration effort on behalf of the Company.
3. Registers foreign personnel.
4. Arranges for meals and lodging.
5. Assists in the operation of the Emergency Restoration Center.
6. Maintains Crew Management system or coordinates for the centralized management of the resource information in the Crew Management System.
7. Informs Branch Director and or the Branch Operations Coordinator of status of work and problems encountered.
8. Ensure that the appropriate crew accommodation control is functional in affected Region(s)/ Division(s) and in Region(s) / Division(s) where crews will stay prior to arrival in affected Region(s) / Division(s). (See appropriate Regional Electric Emergency Procedure Manual for contact.)

Inventory Management

1. Executes pre-incident activities per three-day checklist.
2. Opens and staffs storerooms as required.
3. Obtains additional supplies as needed.
4. Assists in the operation of the Emergency Restoration Center.
5. Informs Branch Logistics Coordinator of status of work and problems encountered.

Fleet Services

1. Executes pre-incident activities per three-day checklist.
2. Supplies repair service as required.
3. Supplies haulage service as required.
4. Provides additional transportation as required.
5. Provides for refueling of vehicles.
6. Assists in the operation of the Emergency Restoration Center.
7. Informs Branch Logistics Coordinator of status of work and problems encountered.

Facilities
1. Execute pre-incident activities per three-day checklist.
2. Coordinate custodial support as requested
3. Facilities utilized for storm restoration, particularly those staffed 24/7 both on and off site, i.e. staging areas.

Security
1. Execute pre-incident activities per three-day checklist.
2. Upon request, provide additional security at designated staging sites, hotels or other locations as advised.

Claims
1. Executes pre-incident activities per three-day checklist.
2. Contacts the Branch Logistics Coordinator to confirm that the Claims organization is on standby to assist.
3. Investigates reports of personal injury resulting from our facilities.
4. Investigates claims for damages resulting from our facilities.
5. Assists in the operation of the Emergency Restoration Center.
6. Informs Branch Logistics Coordinator of status of work and problems encountered.

Branch Finance Coordinator
(Traditionally known as Finance)

The Branch Finance Coordinator is accountable for the tactical implementation of strategy set by the Branch Director and Incident commander. The Branch Finance Coordinator oversees the following company disciplines during an emergency response:

- Finance
    1. Monitors premium pay hours/costs of all participating departments
    2. Works with corporate Finance to develop storm cost estimate

Emergency Planning

1. Executes pre-incident activities per three-day checklist.
2. Acts as liaison office if other companies require National Grid's assistance.
3. Provide liaison from Emergency Planning for assistance to other utilities when required.
4. In compliance with PSC policy, ensures a company representative participates in all NYMAG and NEMAG mutual aid conference calls.
5. For Class IV and V storms, ensure that appropriate storm order is written and transmitted to Region(s) providing assistance to foreign utility.
6. For National Grid mutual assistance, ensure that appropriate job order is written and transmitted to Region(s) providing assistance to foreign utility.
7. Maintain communications with neighboring utilities as appropriate regarding status of storm, weather conditions, etc.
8. Ensure that storm related documents (accounting, crew sheets, PSC reports and other records) are properly filed.
9. Ensures that technical support is available to divisions utilizing automated crew sheet and lodging tools.
10. Ensures that personnel assigned to storm support systems such as the Emergency Planning Communication Center or automated crew sheet and lodging functions are trained and prepared for assignment.
11. If retirees are to be utilized as contractor, contact Corporate Employee Relations.
12. Contact IS PowerOn Support to activate periodic outage data capture
13. Obtain periodic reports from PORTIS for affected Region(s). Compile System Storm Report and transmit to PSC as required.
14. Monitor the outage restoration updates that are made in PowerOn and provided to CCC. Update regularly and contact Arlene Gans
    or contact at Customer Care Center.
15. Facilitate data collection process in affected Region(s) or at other times requested by the PSC.
16. When required, supply a report to the PSC four times a day that provides a synopsis of major issues, peak number of customers interrupted, customers restored as of the time of the report, critical customers affected by the interruptions at the time of the report, Life Support Equipment Customers affected by the interruptions at the time of the report, and resources. If requested, provide an outage report sorted by township. The reports are to be submitted to the PSC at 7:00 a.m., 11:00 a.m., 3:00 p.m., and 7:00 p.m. unless otherwise stated by the PSC.
17. Notify PSC of storm conditions for Class IV & V storms. (Mike Worden or Christian Bonvin .)
18. For Class IV and V storms, ensure that appropriate storm order is written and transmitted to Region(s) providing assistance to foreign utility.
19. Contacts Information Services storm support to setup computers and provide support for System Emergency Restoration Center as warranted.
20. Contacts State Office of Emergency Management (NY-OEM) to report emergency and notify that the NY-EOC is open.

21. Maintains contact with NY-OEM and County Emergency Management for the duration of the emergency.
22. Assists in System Emergency Restoration Center operations as requested.
23. Arranges for systems level progress/coordination meetings during emergencies as required.
24. Coordinates and manages National Grid multi-state storm conference calls.

Human Resources

1. Execute pre-incident activities per three-day checklist.
2. Upon request, contact retirees and make appropriate labor arrangements for provision of emergency restoration services.
3. Address labor issues as needed.
4. Participate in emergency briefings and drills.
5. During drills contact retirees who have consented to work storm emergencies and confirm their availability.

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EXHIBIT A

National Grid
System Weather / Storm Call Agenda

MEETING INFORMATION			
Date:		**Time:**	
Call Details:	Telephone No.	Meeting code	

KEY MEETING PARTICIPANTS
D = Delegate X = in attendance

Name	Present	Name	Present	Name	Present
[redacted]		[redacted]		[redacted]	
[redacted]		Safety		[redacted]	
[redacted]		[redacted]		[redacted]	
[redacted]		[redacted]		[redacted]	
[redacted]		[redacted]		Telvent Weather Services	

#	Agenda Item
1	**Safety Message**
2	**Weather Forecast (Telvent)**
3	**Control Centers / System Issues**
4	**New England Operations / NE Event Classification**
5	**New York Operations**
6	**Long Island Operations**
7	**Resources**
8	**Gas Operations**
9	**Logistics**
10	**Customer Contact Centers**
11	**Jurisdiction / Customer**
12	**Media**
13	**Closing Remarks**
14	**Next Scheduled Call: Date_____ Time_____**

14	**NEXT SCHEDULED CALL**
	Date
	Time

EXHIBIT A

KEY ACTION ITEMS					
#	Action Item	Owner	Due Date	Status	Action Taken
1.					
2.					
3.					
4.					
5.					
6.					

EXHIBIT A

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National Grid
Emergency Call Agenda
WESTERN DIVISION

Date: Time: Toll Free Access #
Meeting #

Weather Forecast/Conditions

Frontier

Southwest

Genesee

Division Problems

	Customer Outages (Sustained)	Cases of Trouble	Feeder Lockouts	Broken Poles	Transformers	House Service
Frontier						
Southwest						
Genesee						

Crew Availability/Need

	Holding/Working	Crews Available to Provide Mutual Assistance	Mutual Assistance Crews Requested
Frontier			
Southwest			
Genesee			

Estimated Time of System Restoration

Frontier
Southwest
Genesee

Governmental/Regulator/Media Issues

Frontier
Southwest
Genesee

Other Issues

Frontier
Southwest
Genesee

Action Items

Frontier
Southwest
Genesee

NEXT CONFERENCE CALL: DATE TIME

EXHIBIT A

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National Grid
Emergency Call Agenda
CENTRAL DIVISION

Date: Time: Toll Free Access #
Meeting #

Weather Forecast/Conditions

Central

Northern

Mohawk

Division Problems

	Customer Outages (Sustained)	Cases of Trouble	Feeder Lockouts	Broken Poles	Transformers	House Service
Central						
Northern						
Mohawk						

Crew Availability/Need

	Holding/Working	Crews Available to Provide Mutual Assistance	Mutual Assistance Crews Requested
Central			
Northern			
Mohawk			

Estimated Time of System Restoration

Central
Northern

Mohawk

Governmental/Regulator/Media Issues

Central

Northern

Mohawk

Other Issues

Central
Northern

Mohawk

EXHIBIT A

Action Items

Central
Northern

Mohawk

NEXT CONFERENCE CALL: DATE TIME

EXHIBIT A

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National Grid
Emergency Call Agenda
EASTERN DIVISION

Date: Time: Toll Free Access #
Meeting #

Weather Forecast/Conditions

Capital

Northeast

Division Problems

	Customer Outages (Sustained)	Cases of Trouble	Feeder Lockouts	Broken Poles	Transformers	House Service
Capital						
Northeast						

Crew Availability/Need

	Holding/Working	Crews Available to Provide Mutual Assistance	Mutual Assistance Crews Requested
Capital			
Northeast			

Estimated Time of System Restoration

Capital
Northeast

Governmental/Regulator/Media Issues

Capital
Northeast

Other Issues

Capital
Northeast

Action Items

Capital
Northeast

NEXT CONFERENCE CALL: DATE TIME

EXHIBIT A

Additional Notes:

EXHIBIT B

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Divisional & Other Updates

□ Lead Contact for Restoration Activities – Incident Commander / Branch Director	LI: _____ NE (North): _____ NE (South):_____ NY (Central):_____ NY (Eastern): _____ NY (Western):_____
□ Damage Assessment/Restoration – Planning Coordinator	LI: _____ NE (North): _____ NE (South):_____ NY (Central):_____ NY (Eastern): _____ NY (Western):_____
□ Available Resource Update	LI: _____ NE: _____ NY: _____
□ EOCs	LI: _____ NE: _____ NY: _____
□ Crew Requests □ Storm Pamphlet Distributed : Y N	LI: NE: _____ NY: _____
□ Crews Released	Company:_____ Mutual Assistance:_____ Contractor: _____
□ Restoration Update (since last storm conference call)	LI: _____ NE: _____ NY: _____
□ News-worthy Events	LI: _____ NE: _____ NY: _____
□ Customer Care Centers	LI: _____ NE: NY: _____
□ Community and Customer Mgmt – Public Information / Liaison	LI: _____ NE: NY: _____
□ Dispatch & Control	LI: _____ NE: _____ NY: _____
□ Corp. Affairs / Media Relations – Public Information / Liaison	LI: _____ NE: _____ NY: _____
□	LI: _____ NE: _____ NY: _____

EXHIBIT C

National Grid - Crew Transfer Sheet

RoD Team#

Number of Hotel Rooms ____ Singles

Number of Hotel Rooms ____ Doubles

FROM

Team/Contractor Co Name _____

HQ, Yard, Barn _____

HQ / District Contact _____

Telephone # _____ XXX-XXX-XXXX

Fax # _____ XXX-XXX-XXXX

Foreman / Superintendent _____

Telephone # _____ XXX-XXX-XXXX

Contractor Safety Rep _____

Telephone # _____ XXX-XXX-XXXX

NGRID Supervisor / RCS _____

Telephone # _____ XXX-XXX-XXXX

TO

Restoration Region _____

Restoration Location _____

TRAVELING TIME

Departure from Home HQ: Date _____ Time _____
MM/DD/YYYY

Estimated Time of Arrival: Date _____ Time _____
MM/DD/YYYY

CREW AVAILABILITY

☐ Available to Work on Arrival

☐ Requires Rest on Arrival

CREW GENERAL INFORMATION

Crew size _____

# of Line Crews _____

Number of Buckets _____

# of Digging Crews _____

Number of Diggers _____

Supervisor Signature _____ Date _____

NG RCS/Crew Guide sign _____ Start Time _____ End Time _____

CREW CAPABILITIES (Qualified/Rated)

☐ Overhead Distribution

☐ Transmission

☐ Underground

☐ Forestry

☐ Other

Employee ID	Last Name	First Name	*Gender	Ngrid RCS (Y/N)	*Storm Role	Cell #	Home HQ	Crew Number	Require Lodging	Vehicle ID	Vehicle Description/ AVLS Device#	Vehicle Type

Exhibit D

What You Need to Know about Dry Ice

When handled properly, dry ice is safe and easy to use. Please follow these guidelines for handling, use and disposal of dry ice.

Handling

- Dry ice is frozen carbon dioxide—-109° F, cold enough to freeze skin cells and cause an injury similar to a burn. Avoid direct contact with skin and eyes.
- Keep children and pets at a safe distance at all times.
- Use cotton gloves or a thick cloth towel to protect your fingers and hands.
- Never put dry ice in your mouth or otherwise ingest it. If dry ice is accidentally ingested, it can cause severe internal injury. Never put dry ice in beverages to cool them. If eaten, seek medical attention immediately.
- Do not place dry ice on a tile or laminated counter top. Use a solid surface—a wood cutting board or a piece of plywood is best. Dry ice may destroy the bonding agent holding the tile or laminated material in place.
- Transporting by car—open the windows or set the air conditioner to outside air—rather than "recirculate." Carbon dioxide build-up can be hazardous in a closed space—lack of oxygen (suffocation)—causing serious injury or death.
- Carry it in a well insulated container—such as a cooler or ice chest.
- Do not store dry ice in a completely air-tight container. The sublimination of the dry ice to carbon dioxide gas will cause any air-tight container to expand or possibly explode.

Use

- Keep dry ice wrapped in a paper bag, old newspaper or a cloth towel.
- Place the dry ice below the items you want to keep cool in a cooler, refrigerator or insulated container.
- Place the dry ice on top of the items you want frozen.
- Do not allow food, bottles or canned beverages to have direct contact with the dry ice. Produce may sustain severe freezer burn and bottle/canned beverages may split or explode. Use an insulating material—such as, cardboard between the dry ice and food.
- A five to seven pound block of wrapped dry ice in an insulted container has an effective cooling time of 18 to 24 hours.

Disposal of Unused Dry Ice

- Do not attempt to dump unused dry ice. Allow the dry ice to evaporate in a well-ventilated area where no build-up of carbon dioxide vapor can occur.
- Do not dispose of dry ice in sewers, sinks or toilets. The extreme cold will harm sink disposal, toilet parts and pipes.
- Do not dispose of dry ice in garbage receptacles or garbage chutes.
- Do not dispose of dry ice in areas accessible to the general public.

Intentional misuse of dry ice may be harmful or fatal.

If you need more information, please contact Customer Service at 1-800-642-4272 or go to **www.nationalgridus.com/safety**.

To report a power outage, call 1-800-867-5222.

National Grid is an international energy delivery company. In the U.S., National Grid delivers electricity to approximately 3.3 million customers in Massachusetts, New Hampshire, New York and Rhode Island, and manages the electricity network on Long Island under an agreement with the Long Island Power Authority (LIPA). It is the largest distributor of natural gas in the northeastern U.S., serving approximately 3.4 million customers in Massachusetts, New Hampshire, New York and Rhode Island. National Grid also owns over 4,000 megawatts of contracted electricity generation that provides power to over one million LIPA customers.

National Grid
300 Erie Boulevard West
Syracuse, NY 13202
1-800-642-4272
www.nationalgridus.com

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante. Si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение.
Пожалуйста, попросите чтобы

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CM4474 Dry Ice Safety 2/09

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Exhibit E

THREE-DAY PRE-STORM CHECKLIST

Description	Responsibility	3 Days in Advance	2 Days in Advance	1 Day in Advance	Opening EOC
Weather Forecasts	Dispatch and Regional Control Emergency Planning	Monitor/Communicate the forecast	Monitor/Communicate the forecast	Monitor/Communicate the forecast	Monitor/Communicate the forecast
Communication	Incident Commander / Branch Director.	Regular	Conference Call with Storm Conference Call Checklist participants	Conference Call with Storm Conference Call Checklist participants	Conference Call with Storm Conference Call Checklist participants
Incident Commander Branch Director	Incident Commander		Regular communication with SRT	Regular communication with SRT	Regular communication with SRT
Storm Status Voice Mail	System Dispatch and Control		Load message on x22200 & e-mail reminder with weather report	Update notices	Update notices
Daily Bulletins	Branch Liaison Coord. / Internal Comms.		Send out e-mail	Update send out e-mail	Update send out e-mail
Media Relations	Branch Liaison Coord. / Media Relations		Discussion with Media Relations staff	Update and issue ads for newspapers.	Notify of setup
Regional Emergency Operations Center	Branch Director	Facilities	Decision when to setup	Setup EOCs	OPEN and make notifications.
IS Resources	Branch Director		Notify IS of impending storm	Communicate IS organization	Make notification to IS (see OPEN-003)
New York Division	Incident Commander / Branch Director		Notify NY Branch Director(s)	Discussion with NY Branch Director(s)	Make notification to NY Branch Director(s)

Exhibit E

THREE-DAY PRE-STORM CHECKLIST

Description	Responsibility	3 Days in Advance	2 Days in Advance	1 Day in Advance	Opening EOC
Storm Plans	Division ICS Leadership Team / Emergency Planning	Review plans	Review plans and perform check-off sheets	Review plans and perform check-off sheets	Follow Storm Plans
Logistics	Branch Logistics Coordinator				
Caterers	Meals Support		Preliminary Discussions		Make arrangements
Hotels	RoD Lodging Coordinators	Preliminary Discussions and contact PO lodging providers and commit rooms	Assess commitment	Confirm or deny commitment	Make arrangements
Staging Sites	Logistics Coordinator / Logistics Site Managers/ Branch Operations Coord.	Review plans and contact Base Logistics	Assess commitment	Confirm or deny commitment and preposition resources and equipment	Preposition resources and equipment and assess establishing staging sites immediately post storm
Transportation Fuel / Vehicles	Fleet	Confirm inventory	Assess Inventory and confirm re-supply	Release vehicles from maintenance Notify people to bring vehicles with them when going to other districts as bird dogs, supervisors and engineers	Obtain vehicles and specialized equipment as needed.
Storm Stock	Regional CDC managers	Check availability of materials	Arrange for delivery of any deficient levels of items	Deliver storm boxes to selected staging areas	Deliver storm boxes to selected staging areas

Exhibit E

THREE-DAY PRE-STORM CHECKLIST

Description	Responsibility	3 Days in Advance	2 Days in Advance	1 Day in Advance	Opening EOC
Special Equipment	Branch Operations Coord. / Fleet Services	Determine needs and availability	Establish first refusal, if possible	Commit to special equipment	
Work Orders / major storm Numbers	Finance			Setup account numbers.	Issue Storm Account Numbers
Credit/Procurement Cards Petty Cash	Command and General Staff Leads / Logistics Coord..	Check Local Petty Cash Availability and Storm Fund Cards for increasing limits	Notification to Manager Procurement and Accounts Payable		Arrange for petty cash distributions, as needed
Customer Care Center	Customer Care Center Manager	Determine staffing needs and make SEAL notifications	Review medical notification process (critical care customers)	Setup backup processes and supplies	Implement CCC procedures
Vacation	Incident Commander / SVP HR Services		Consider canceling vacations	Cancel vacations	
Staffing Resources	Command and General Staff Leads	Check availability of staffing resources	Establish staffing schedules & notify SEAL personnel	Activate SEAL personnel and prepare for initial storm impact	
SEAL Resources	Incident Commander / Branch Director / Emergency Planning	Establish list of working SEAL personnel and forward to EOC	Discussion of need for additional resources.	Send notifications and print copies by default location rosters locally.	SEAL Coordinators to keep SEAL database current as to the status of people assigned to the emergency
Human Resources Services	SVP HR Services	Contact	Assess	Commit	Notify of opening

Exhibit E

THREE-DAY PRE-STORM CHECKLIST

Description	Responsibility	3 Days in Advance	2 Days in Advance	1 Day in Advance	Opening EOC
Cell Phones	Branch Director / Logistics Coordiantor	Confirm inventory	Check Availability	Distribute phones	
Restoration Crew resource Mutual Assistance Foreign Utilities	Project Management and Complex Construction / Emergency Planning		Verify contacts	Discussion of Need and commit as required	
Service Company Personnel	Project Management and Complex Construction	Determine if Service Company personnel may be used in restoration efforts	Notify Service Company personnel where to report	Make arrangements to notify Service Company personnel prior to 2:00 p.m. the day before they are needed, allowing for equipment relocation	Assign Service Company personnel, as needed
Tree Crews	Project Management and Complex Construction – Forestry Crews	Notify vendors	Discussion of need	Discussion of need	Put on standby
Contractor Crews	Project Management and Complex Construction – Line Crews	Availability	Discussion of need and commit as required	Discussion of need and commit as required	Put on Standby in staging areas
Governmental Public Utility Commissions MA, RI, NH	Branch Liaison Branch Liaison - Corporate Affairs	Check contacts	Preliminary discussions, as needed or requested	Contact	Notify of opening

Exhibit E

THREE-DAY PRE-STORM CHECKLIST

Description	Responsibility	3 Days in Advance	2 Days in Advance	1 Day in Advance	Opening EOC
FEMA/MEMA RI EMA NH OEM	Branch Liaison - Government Affairs / Security	Contact Contact Contact	Contact Contact Contact	Contact Contact Contact	Notify of opening Notify of opening Notify of opening
Municipals/LSC/Critical Facilities	Branch Liaison	Notify ESS	Assess ESS	Contact and confirm with ESS	Notify of opening
Training	Division and ICS Leadership Role		Conduct refresher training, if needed	Conduct refresher training, if needed	
Generation (Nantucket)	Director, Dispatch And Control / NE – Incident Commander	Determine need for large generators	Notify generation vendors	Place generators at strategic locations	Put on standby

SCOPE

After each emergency, the individuals with assigned responsibilities within the Emergency Response Organization need to review the activities which took place during the incident /event to identify problem areas so as to institute changes which will prevent the problem from occurring in subsequent emergencies.

Detailed written reports from all disciplines involved in the emergency are required after Class IV or Class V emergencies to be used as the basis for the Peer Review Process and for submittal to the Public Service Commission Staff.

Responsibilities for the Post-Emergency activities are as follows:

RESPONSIBILITY

Branch Director
(Traditionally known as Director - Operations Maintenance and Construction)

1. Contacts individuals from the Command and General Staff with leadership roles to obtain their feedback/comments.
2. Establishes date, time and place for the Service Restoration Review Meeting ("Lessons Learned" Session) to discuss the activities which took place during the emergency.

NOTE: This review meeting is required for all Class IV and Class V emergencies. It may be scheduled after lesser category emergencies if there were significant problems which occurred during the emergency.

3. Notifies individuals from the Command and General Staff with leadership roles to attend the Service Restoration Review Meeting. The Emergency Response Organization Leadership team shall extend invitations to key personnel from within their span of control to attend this meeting. Such disciplines shall include but not be limited to:

    a) Operations Maintenance and Construction
    b) Representatives from the other Divisions
    c) Community and Customer Management
    d) Damage Appraisal
    e) Project Management & Complex Construction\
    f) Protection and Telecommunications
    g) Warehouse/Inventory Management
    h) Fleet Management
    i) Customer Service NY Corporate Affairs/Communications/Media Relations
    j) Consumer Advocate
    k) Gas Operations
    l) Safety
    m) Finance

n) Emergency Planning

NOTE: This meeting is to be held within one month of the termination of the emergency.

4. Notifies the Emergency Response Organization Leadership Team, invited disciplines and Emergency Planning of the date, time and place for the Service Restoration Review Meeting.
5. Facilitates the Service Restoration Review Meeting.
6. Provides minutes of meeting to:
   a) Attendees
   b) Key individuals not in attendance
   c) NY-VP Operations Maintenance and Construction
   d) Director Emergency Planning

7. Coordinates the preparation of the Divisional Storm Critique of the emergency to be submitted to Emergency Planning, the NY-VP Electric Operations Maintenance and Construction, and eventually to the PSC after legal review
8. Make certain that procedural changes are communicated to Emergency Planning for incorporation into the System and Divisional Electric Emergency Procedures Manuals as required.
9. Make certain that all persons in Emergency Response Organization and supporting personnel affected by changes to Procedures are aware of the changes.

<u>Emergency Response Organization Leadership Team</u>

<u>Command Staff</u>

- Branch Liaison Coordinator – combined roles of the:
  - Public Information
  - Liaison
- Branch Safety Coordinator

<u>General Staff</u>

- Branch Operations Coordinator
- Branch Planning Coordinator
- Branch Logistics Coordinator
- Branch Finance Coordinator

1. Prepares written report of all activities under their direction that occur during an emergency noting problems and recommended changes to be implemented to prevent recurrence in future emergencies. Also evaluates the detailed cost components of the restoration effort and the benefits derived from those costs.
2. Attends Divisional Service Restoration Review Meeting.
3. Implements changes recommended as a result of the emergency.

Consumer Advocate

1. Review activities during the emergency and identify problem areas with participating local human service agencies.
2. Prepares report on their activities during emergency, problems, and changes to be implemented to prevent recurrence in future emergencies.
3. Report findings to the Public Information / Liaison Coordinator for proper distribution throughout the organization
4. Attends public hearings relating to emergency in Division.
5. Submits report to Manager Customer Operations prior to the Divisional Service Restoration Meeting.
6. Attends Divisional Service Restoration Review Meeting.
7. Implements changes for their area of responsibility recommended as a result of the emergency.

Emergency Planning

1. Contacts affected division(s) to make certain that reports are being prepared for Class IV and Class V emergencies.
2. Contacts Director – OH-Line from Divisions providing assistance in an emergency to another Division to ensure written reports are submitted within one week of their return
3. Review written reports from assisting Divisions.
4. If restoration exceeds 3 days, oversees submission of the Service Restoration Report to PSC Power Division within 60 days of the end of the storm.
5. Maintains contact with PSC Power Division while they are reviewing report and provides responses to their questions.
6. Coordinates response for any inquiries from the PSC Power Division regarding the company's emergency response
7. Contacts the State Office of Emergency Management and coordinates contact through the public information / liaison coordinator with County Emergency Management officials to identify problems which arose during the emergency.
8. Prepares report on State and County comments, if any, including recommendations for future emergencies.
9. Submits report to Director Emergency Planning prior to the Divisional Service Restoration Meeting.

NY Corporate Affairs/Media Relations

1. Accumulate all information released to the media and to customers during the emergency.
2. Prepares report of NY Corporate Affairs / Media Relations activities during the emergency including recommendations for procedure changes.
3. Submits report to Manager Customer Operations prior to Divisional Service Restoration Meeting.

System Forestry /System Power Control

1. Prepares report of departmental activities during emergency including recommended changes to procedures to prevent problems from recurring.
2. Submits report to Emergency Planning prior to Divisional Service Restoration Meeting.
3. Makes changes to departmental procedures to implement recommended changes.
4. Notifies affected personnel of changes.

Summary of Emergency Operating Limits

A. General Notes on Emergency Operating Limits – TCC CONTROLS ALL CENTRAL AND WESTERN DIVISION TRANSMISSION SWITCHING 345 kV, 230 kV & 115 kV.

A.1 If a violation occurs after a specific control center action, the control center will immediately reverse the action.

A.2 The RCC should take unilateral action (for example shed load) if sub-transmission or distribution voltage ratings are violated AND is deteriorating rapidly.

A.3 The TCC should take unilateral action (for example shed load) if transmission voltage or frequency ratings are violated AND transmission voltage or frequency is deteriorating rapidly.

B. Transmission Voltage Operating Limits:
See PCO 2-2 Table A-2

C. Frequency

C.1 Normal Frequency Limits

High Limit	Low Limit
60.05 Hz	59.95 Hz

C2 Allowable Frequency Ranges During Major Power Failure Restoration

High Limit	Low Limit
60.5 Hz.	59.5 Hz.

D. Equipment Thermal Ratings: Utilize thermal ratings for the appropriate season.

E. Load/Generation Islands:

Islands of load and generation isolated from the remainder of the power grid are only acceptable if voltage and frequency can be maintained within allowable emergency limits, and the frequency can be continuously monitored by Company personnel. Due to the limited number of locations where frequency can be monitored by EMS, this may require manning a foreign generation facility with Company personnel.

Load Shedding Voltage Criteria

Load Shedding is the appropriate action to take when:

1. The sub transmission voltage is 85% of nominal **AND** dropping (usually accompanied by a significant increase in the Var loading on the line):

Nominal Voltage	85% of Nominal Voltage
69 kV	58.7 kV
46 kV	39.1 kV
34.5 kV	29.3 kV
23 kV	19.6 kV

NOTE: *At 90% nominal voltage, unregulated commercial and industrial customers will trip off or will have to be shed.*

OR

2. Substation regulators or LTC's are at full boost and the voltage read at the substation is 112 volts (120 base) **AND** dropping.

OR

3. Voltage read at customers meter channel is less than 110 volts. In this case de-energize as little load as possible to correct the problem, so the remaining customers are above 110 volts.

   Various indicators must be evaluated to determine if load shedding is appropriate. Examples are:
   - Low distribution bus voltage and customer low voltage complaints on the circuits supplied by that distribution bus.
   - Low sub transmission voltage at a substation and area substations also indicate low voltage. (If only one station is 28 kV and the other area substations are 34.5 kV, then the problem is with the EMS reading).

Load Shedding Thermal Criteria

Load Shedding is the appropriate action to take when:

1. The sub transmission LTE (Long Term Emergency Rating) at the limiting component is exceeded for more than 4 hours and no switching is possible to alleviate the overloading.

2. The sub transmission STE (Short Term Emergency Rating) at the limiting component is exceeded for more than 15 minutes and no switching is possible to alleviate the overloading.

Notifications:

The following manual notifications must be made immediately after load shedding actions are implemented:

Note: If a situation exists where advance notification of load shedding can be made, communications as noted in the matrix above should be made accordingly. Additionally organizations with requirements for internal and external communications shall make those contacts in accordance with EEP.13 and .19 for all load shed events.

Department	Name	Work #	Home #	Mobile #
Corporate Affairs	Steve Brady (West)			
Jurisdiction	W. Flaherty (East) M. Littlejohn (Central) D. Elsenbeck (West)			
VP NY Electric	Keith McAfee (East)			
Emergency Planning	Glen Aichinger			
VP Distribution Control	John Spink			
Customer Service	Team Leader			
PSC	See local PSC phone listing EOP G010			
Upstate Dispatch & Scheduling	Shift Supervisor Deborah DeBergalis			
Transmission Control Center	Security Operator			

Additionally, the Shift Supervisor must initiate the ARCOS load shedding scenario per the NY Emergency Notification Matrix.

FREQUENCY OF DRILLS

- The NYISO Emergency Operations Manual section 9.1.1 requires that emergency restoration drills be conducted once a year at the start of the Summer Capability Period. These drills will be initiated by the NYISO. The Regional Control Centers will participate in these and any other periodic restoration drills initiated by the NYISO.
- Transmission Control Center (TCC) drill for load shed is initiated once a year by the TCC. The Regional Control Centers participate in this drill annually.

REGIONAL CONTROL CENTER DRILL PROCEDURE

The Regional Control Centers will expand the TCC Drill to include, to the extent possible, all of the emergency organization and associated support groups involved in the emergency restoration plan. Each organization's responsible party will be contacted by the Regional Control Center using the guidelines established by the "Regional Control Center, NY Emergency Notification Matrix" and asked to review their respective responsibilities and duties during a major system power failure and subsequent restoration. It shall be emphasized that as many of the on-duty control center personnel participate in such a drill as to familiarize themselves with the appropriate notification procedure.

Upon completion of the drill, the Regional Control Center Manager shall submit written notification to the Director System Operations that the drill was completed.

The departmental responsibilities are as follows and will be practiced during the scheduled drill.

- Public Information / Liaison

  Primary Responsibility - Public Information / Liaison Coordinator
  1. Establish a communication center with the following responsibilities:
     a. Provide a conduit to the public for emergency information and appeals.
     b. Provide an interface between NG and external agencies.
     c. Provide an interface between NG and the media
  2. Provide Regional Control with advice regarding restoration priority.
  3. Provide a person in the Regional Control Room to act as a liaison to the RCC if possible.
  4. Contact/provide assistance to Life Support Equipment Customers.

- Branch Director / Branch Operations Coordinator

  Primary Responsibility –
  1. Open all offices and stand by.
  2. Maintain overhead line crews on stand by as deemed necessary.

- Protection and telecommunications

  Primary Responsibility – Supervisor Communications
  1. All Communications Dept. personnel report to normal work headquarters.
  2. Communications Dept. to provide emergency power to all radio repeater sites.
  3. Communications Dept. to check emergency generators at all microwave sites.

- Power Delivery (Power Delivery Manager)
  Primary Responsibility –
  1. All Traveling Operators, Relay Testers, and Supervisors report to normal work headquarters.
  2. Call in other personnel if necessary.

- Facilities Management (Facilities Supervisor)

  Primary Responsibility –
  1. Check emergency generators at all active work locations.
  2. Man RCC facility and continuously monitor emergency systems.

- Regional Control Center (Regional Control Supervision, Regional Control Director)

  Primary Responsibility –
  1. The RCC to make proper notifications via ARCOS or manually as required by the notification matrix.
  2. Establish predetermined operating positions with predetermined restoration functions.

- System Operations Dispatch (Leadership - System Operations Dispatch)

  Primary Responsibility –
  1. Alert on-duty personnel.
  2. Call in other personnel if necessary.

- Customer Care Center (Leadership - Customer Care Center)

  Primary Responsibility –
  1. Alert on-duty personnel.
  2. Call in other personnel if necessary.

GENERAL

Emergency work is done and service is restored generally in the order of the following priority.

RESTORATION PRIORITY

1. Live Wires and Other Extreme Hazards

The elimination of hazards to the public takes precedence during emergencies. Available personnel are to be divided into the minimum size crews as required to repair or cut and clear the primary and secondary hazards. Wires are cleared so that service can be restored up to the break. When prioritizing response to emergency calls the dispatcher should recognize the severity of risk for areas such as schools, playgrounds, and high pedestrian areas, providing response as soon as possible.

2. Transmission

Transmission line restoration is prioritized by Regional Control. Transmission line repairs are directed by the designated Supervisor. Sufficient help is assigned to permit restoration of transmission service to substations by the time load can be served from the station. Bulk power circuits not directly affecting substations are assigned priority depending on the importance of the circuit and the effect of its loss on the bulk power system. The need for bulk power circuits is determined by the Syracuse Power Control Shift Supervisor in coordination with the applicable Regional Control Center.

3. Substations

Substation repairs are directed by the Manager Power Delivery. He/she consults with the Regional Control to determine the order of restoration.

4. Critical Customers

Priority for restoration is given to hospitals, nursing homes, water pumping stations, sewage treatment plants military installations, and public transportation as practicable. Specific requests for other priorities must be made to the Incident Commander / Branch Director by way of the proper chain of command.

5. Life Support Customers

Efforts shall be made to restore service to life support customers as quickly as conditions warrant. A current list of customers shall be available in each Region and District Emergency Restoration Center. These shall be maintained in accordance with EEP.19 .1 - "Life Support Customer Procedure." In addition, locations shall be posted on restoration and operating maps.

Special crews consisting of non-line personnel may be established to investigate requests for assistance from these customers and to render aid as required and as possible.

6. Primary Circuits

Main portions of primary circuits shall be restored by cutting faulted sections cleared either by opening switches or cutting wires. Primary faults shall then be corrected to restore all primaries. When a crew restores primary in any block, they also restore series street light wires even though no effort is then made to restore the street light circuits.

7. Secondary Circuits

Secondary, multiple street lights, and services shall be restored at the same time. A crew shall complete all the work on one visit to a block. It is the Chief Line Mechanic's duty to examine the block and repair any trouble. If the customer's equipment requires repair, he will notify the customer, using Form 628-5, shown on Page 4, and restore the service wires, leaving them disconnected at the house. Personnel other than Line Mechanics may be utilized for secondary and service restoration.

8. Street Lighting Circuits

Street lighting series circuits shall be assigned to crews by circuits for restoration. A map of the circuit is marked with known trouble. If necessary, a patrol shall be made or standard procedure shall be used to locate open circuits.

9. Permanent Repairs

After all service is restored, permanent repairs shall be made to temporary jobs. During restoration of service, permanent repairs should be made if practicable, to avoid hazardous conditions and eliminate duplication of effort.

A log of temporary repairs shall be made during the restoration process to facilitate the installation of permanent repairs at these locations.

WARNING NOTICE - Form NG0023 (01/06)

WARNING NOTICE

TO OUR CUSTOMER

M _____

_____

In response to your request we have inspected you electrical installation and found the cause of you service failure to be as follows:

_____ Short in _____

_____ Defective _____

_____ Overloaded Branch Circuit

_____ General Overload

_____ Over-fused Branch Circuits

_____ _____

_____

NOTE: Replacing of blown fuses will not correct th trouble listed above.

We recommend that you call your:

_____ Electrical Contractor

_____ Appliance Repairman

to make the necessary repairs.

nationalgrid

SERVICE REP _____

DATE _____

NG0023(01-06)

INTRODUCTION

It is essential that a rapid assessment be made of damage sustained during an emergency. An early determination must be made of the severity of the emergency and, if required, the need for additional help. This assessment of affected areas must be conducted by experienced personnel and may be done by vehicle or helicopter as conditions dictate.

For severe emergencies where field damage assessments are needed, Phase I surveys will be completed as soon as practicable in the first 24 hours where access to facilities in the area impacted is available. Additionally, the Outage Management System (OMS) also provides key data in analysis of restoration such as: customers interrupted, areas impacted, number of outage cases, wire down calls, 911 calls, feeder lockouts, etc.; which can assist in determining the extent of the damage and in establishing a preliminary restoration plan. Phase II surveys when utilized, shall be implemented to support decision making in resource acquisition. Generally, Phase II surveys should be implemented, depending on damage severity, upon completion of Phase I surveys but at least by the second day of restoration to ensure damage seen on side taps is included in the restoration plan decision making.

Phase I and Phase II surveys as well as additional feeder surveys are to be utilized in the creation of work packages for field crews. These work packages should be assembled upon survey completion in preparation of crew assignments. Phase I and Phase II surveys provide detailed information of system damage that can quickly be extrapolated to determine overall damage as required by Part 105 Electric Utility Emergency Plans (public service law).

GENERAL

A damage survey is performed to assess the physical damage, such as primary wires down, poles broken, etc., on overhead distribution feeders or transmission lines. It is used to assist with the formulation of plans for appropriate corrective action by National Grid Management, Operations, and service restoration crews. Damage surveys should be completed utilizing daylight as much as possible. It is recognized that conditions may exist where damage assessment may need to be completed during night time hours, extra care shall be utilized by the damage assessors under these conditions.

It is also important that Traveling Operators and other qualified switching personnel be dispatched, in sufficient numbers, in the Districts/Regions to determine conditions, feeder lockouts, and be available for sectionalizing efforts.

If damage to the overhead transmission system and/or the distribution system is extensive as indicated by a large number of locations, helicopter surveys should be initiated as soon as practicable. If distribution circuits are out due to a transmission outage, but it is highly likely that the distribution feeder(s) incurred damage from the event, distribution surveys should commence prior to the transmission system being energized if possible, to reduce distribution restoration time.

Surveyors will determine if the trouble presents a hazard to the public. If it is, they will attempt to make the area safe. The experience and training of the individuals will vary upon those responding. If electrically qualified and properly equipped to make the field condition safe, the surveyor should do so. If the time element to do so will detrimentally impact the survey completion time, the responder shall notify survey supervision and request direction. If a hazardous condition still exists, then an individual will be dispatched to standby and guard hazardous conditions until repairs can be made. Conditions reported by trouble surveyors will be compiled and forwarded to the Regional Storm Board.

Personnel working with energized conductors in making the area safe or completing service restoration shall have received proper electrical training prior to the event. Those not trained and qualified SHALL NOT work with energized equipment or attempt to do any work outside of their qualifications and training.

Non-EMS Substation - A survey of all non-EMS substations should be implemented in the affected areas to check for lockout and/or station condition/damage in the early stages of an event.

SURVEY ORGANIZATION PERSONNEL

The following personnel comprise the organization responsible for completing storm damage assessment:

Personnel Roles

Damage Assessment Field Coordinator

1. Reports to the Branch Planning Coordinator. Supervises the Damage Appraisal process; receives and organizes the Damage Assessment Patrollers; acts as the single point of contact for Damage Assessment Patrollers; coordinates lodging and meals for Damage Assessment teams. Provide materials required by Damage Assessment teams; assign patrols to teams; tracks progress of Damage Assessment teams; assigns runners as necessary for pickup or delivery of Damage Assessment Patrols and Work Packets; receives calls from Patrollers on completed Work Packets and inform Damage Assessment Work Support Coordinator; receives Wires Down or unsafe condition reports from Damage Assessment Patrollers and coordinates appropriate response to the condition; ensures unsafe and hazardous conditions are corrected.

Damage Assessment Patroller

1. A Damage Assessment Patroller is an individual who is qualified to perform Phase 1 and Phase 2 Damage Assessment Patrols, recognize an electrical hazard, and protect the public from that hazard. Damage Assessment Patrollers can be local division personnel, SEAL personnel, personnel from unaffected divisions, or outside vendors. The Damage Assessment Patroller reports to Damage Assessment Field Coordinator. Receives pre-job briefing, and performs Damage Assessment Patrols as assigned; returns Patrol paperwork to the Damage Assessment Field Coordinator; where unsafe conditions are found, make the area safe, notify the Damage Assessment Field Coordinator, and standby until relieved

if necessary; abides by all National Grid Safety Guidelines; ensures unsafe and hazardous conditions are corrected.

2. A one or two-person damage assessment survey team shall record storm damage using the Damage Assessment Patrol Form and Damage Assessment Patrol Envelope process. Damage Assessment Patrol field conditions will dictate the patrol team complement.

Damage Assessment Work Packet Support

1. Reports to Division Damage Appraisal Manager. Supervises the Work Packet Support process; coordinates lodging and meals Coordinator for Work Packet Support personnel; provides materials required for the Work Packet Support process; receives completed Damage Appraisal Patrol paperwork; reviews Patrol forms for completeness and accuracy; builds Work Packets using received Damage Appraisal Patrol materials; prioritizes Work Packets; coordinates delivery of Work Packets to Restoration Coordinators with Damage Appraisal Field Coordinator; enters Work Packet information into the Division database; and collects completed Work Packet paperwork.

2. Enter, update, close out or otherwise maintain the database with the most up-to-date storm damage appraisal data. Assign tracking numbers to the Work Packet. Make photocopies of the packet for the restoration crew. Provide work packets to restoration coordinators to facilitate outage restoration.

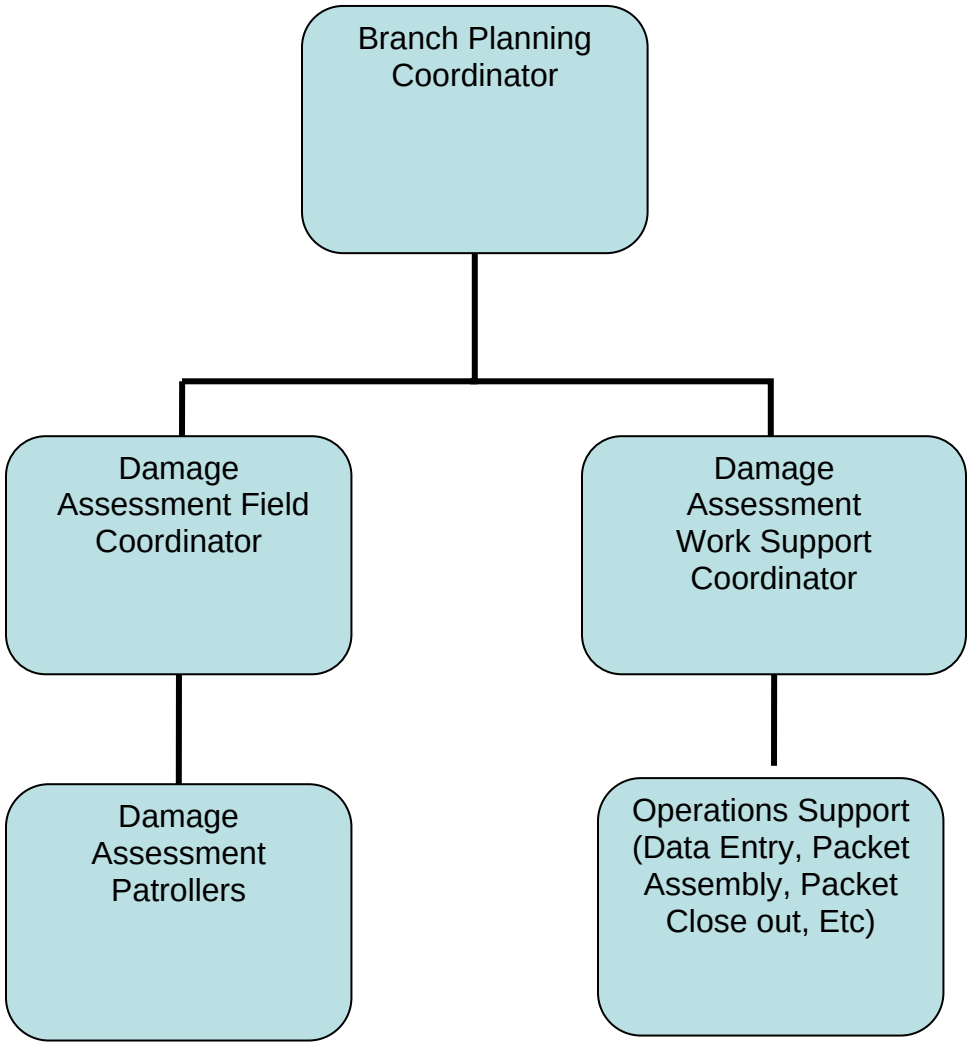
Incident Commander/Branch Director

1. Individual in charge of storm restoration in the division.

NY – Emergency Operations Center (NY-EOC)

1. In the NY-EOC, a staff of individuals provides support to the System and Branch Operations. The NY-EOC will assist and coordinate as needed to support the deployment of Damage Assessment Patrollers.

Division Damage Assessment Organization Chart



PRE-STORM DAMAGE APPRAISAL PREPARATION

72 Hours in Advance

1. Using Weather forecasts, System Division Storm Teams will make arrangements for deployment of Damage Assessment Patrollers to the potentially affected areas in advance of the arrival of the storm.

System and Division Storm Teams

1. Agree on advance placement of Damage Assessment Patrollers.
2. Arrange for SEALS and other personnel to report as Damage Assessment Patrollers.

Division Damage Appraisal Teams

1. Ensure all Damage Assessment Patroller material requirements are met, including personnel protective equipment, foul weather devices warning tape, cones, damage appraisal materials, portable lighting, and vehicle with two-way radio or cell phone.

2. Assign circuits to local personnel for Damage Appraisal Patrol on return to work.

IMMEDIATELY AFTER THE STORM

Damage Coordinator

1. Determine feeders for patrols in conjunction with Emergency Response Organization leadership team.
2. Assigns feeders to Damage Appraisal Patrollers.
3. Records assignments in database.
4. Assembles appraisal materials and deliver to appraisers.
5. Conduct pre-job brief with Damage Appraisal Patrollers.
6. Upon completion of patrols, review returned Damage Appraisal Patrol forms.

Damage Assessment Work Support Coordinator

1. Records return of Patrol package Analyzes damage sheets and creates work packets.
2. Enters damage assessment into database.
3. Records work packet number.
4. Makes copies and files.
5. Collects work packets for delivery to Branch Operations Coordinators.
6. Upon completion of work packets, update work packet status in database.

Damage Assessment Patroller

1. Upon receipt of feeder patrol, assignment and materials, complete feeder patrol, forward Damage Assessment Patrol forms and envelopes.
2. Receive Damage Assessment Patrol assignment and materials. Attend pre-job briefing.
3. Perform Phase 1, Phase 2 and Final Sweep Damage Assessment Patrols as directed by Damage Assessment Field Coordinator.
4. Document the damage and repairs necessary on the Damage Assessment Patrol Forms.
5. Tally material and repair requirements on the Damage Assessment Patrol Envelope.
6. Place all forms from a single location into the Damage Assessment l Patrol Envelope. In most cases Damage Assessment forms for an entire circuit will be placed into the Damage Assessment patrol Envelope. If extensive damage is found on a circuit, Damage Assessment forms should be organized by sectionalizing device locations and placed in separate envelopes.
7. Forward completed materials as instructed and await new patrol assignment.

Damage Assessment Work Support

1. Create the Estimate Crew Hour Requirement from the tally.
2. Create a Work packet using the Damage Assessment patrol Envelope Estimate restoration time by the number of restoration crews available. Assign Work Packets to restoration crews.
3. Track the work using the Division Damage Spreadsheet.
4. Upload the Division Damage Assessment Spreadsheet to System Coordinators.

Branch Operations Coordinator/Overhead Line Supervisor

1. Receive work packets.
2. Review requirements.
3. Assign work to Restoration Crew Supervisor.
4. Upon complete of work packets, review completed work packets, note any related follow up work and record status and forward to Damage Appraisal Work Packet Support Coordinator.
5. Track and document materials and labor used to complete restoration on the Confirming Work Documentation Form.
6. Report restoration by work packet number.

(**NOTE**: Refer to confirming work documentation procedure).

POST STORM

Damage Work Support Coordinator

1. Transfer the completed Work Packets to Distribution Design Engineering at the conclusion of the storm in the event the information is needed to reconcile confirming work documentation.

STORM DRY RUN

1. When a System Storm Dry Run is performed, divisions will include the Damage Assessment Team in their preparing and exercise.

Branch Planning Coordinator/Damage Assessment Field Coordinator

1. Assure a supply of materials needed for the Damage Assessment Patrollers is available.
2. Assure a supply of materials for division support of the Damage Assessment process is available.
3. Practice the Damage Assessment Procedure with the Damage Assessment Team utilizing the assigned database as primary information source.
4. Review the division resource requirement for personnel and equipment to support the process.

DISTRIBUTION DAMAGE ASSESSMENT

Damage Assessment Personnel Grouping

Group A

Employees with special qualifications and training for survey and crew guide work. These employees are familiar with overhead line construction and have knowledge of the general region. They have received training for survey work. They are first called in an emergency.

Group B

Employees who are able to assist in survey work. They may or may not be familiar with overhead line construction and have a general knowledge of the region. They are the second group called in an emergency.

Group C

Employees who are able to assist in a survey. They may or may not be familiar with overhead line construction or a general knowledge of the region. They are the last group called in an emergency.

TABLE 1

	LEVEL I (Inside Region)	LEVEL II (Outside Region)
GROUP A	Regional Elec. Planners/ Regional Maintenance Inspection And Assessment Personnel	Engineering Elec. Planners from Neighboring Regions
GROUP B		Engineering Elec. Planners from Distant Regions
GROUP C		Engineering from Other Divisions

DAMAGE ASSESSMENT PATROL PROCESS

Summary

Damage Assessment Patrols will be performed by Damage Assessment Patrollers (local division personnel, SEAL personnel, personnel from unaffected divisions, and/or outside vendors). The Damage Assessment Patrol has three phases. A Work Packet is created using Damage Assessment Patrol Forms and the Damage Assessment Patrol Envelope combined with the corresponding feeder map or circuit print. At each work site, the Damage Assessment Patroller enters the repair details on Damage Assessment Patrol Forms. The Patrol Forms are summarized on the face of the Damage Assessment Patrol Envelope.

Damage Assessment Field Coordinator will work with the Operations Coordinator to prioritize the patrol sequence with an emphasis on Feeder Restoration Priority rankings, Critical Customers and total customer outage counts. Damage Assessment patrols, restoration assignments, and restoration recordkeeping shall be by Circuit Number.

The Damage Assessment Patrol and Work Packet process is paper-driven. Paper forms require minimal training, require minimal equipment, and are the most reliable information transfer method during a major event. The Division's choice for a database will be utilized to track patrol assignments, patrol status, work packets and work packet completion status. Reports will also be generated from the database.

Storm Damage Assessment teams will be arranged and managed by the applicable centralized division Emergency Response Organization and all damage shall be recorded on the appropriate form and entered into the database used by the Division.

It is essential that qualified switching personnel be dispatched in sufficient numbers to determine feeder lockout conditions and be available for Clearance and Control sectionalizing efforts. If damage to the overhead transmission system and/or the distribution system is expected to be extensive, helicopter Damage Assessment Patrols should be initiated as soon as practicable.

When it is determined by the appropriate management that a survey is needed, the following procedures will be followed:

Phase 1 - Damage Assessment Patrol

Phase 1 Damage Assessment Patrols will begin as soon as practicable following the storm if warranted.

This is a quick, one-person team survey utilizing T&D personnel and/or members from Group A, Level I. This type of survey is intended to cover a sizeable portion of an affected area in a rapid manner since an individual mainline feeder is usually completed within one to three hours. This survey will concentrate on main 3-Phase lines, the fuses for taps, and highly populated areas. Conclusions on damage from this survey as well as PowerOn data, customer calls, and 911 information, will allow management to quickly formulate appropriate action, such as calling for additional crews and/or ordering a Phase II Survey of the appropriate magnitude.

To initiate the Phase I Survey, the Branch Operations Coordinator or Over Head Line Supervisor will contact the Damage Assessment Field Coordinator to deploy the requested number of Group A type resources to conduct the survey.

(In some instances, he/she may be able to perform a survey using only Line Department Personnel, thus eliminating this step.)

The Phase 1 Damage Assessment Patrol will identify physical damage, such as primary wires down, poles broken and transformers down on three-phase Circuit Mainlines or Transmission Lines as assigned by the Damage Appraisal Manager.

Damage Assessment Patrollers will note the position of protective devices such as line re-closers and fuses for validation of PowerOn predictions, if requested by the Damage Assessment Field Coordinator, Over Head Line Supervisor, or Branch Operations Coordinator.

All physical damage and tree work details from this Damage Assessment Patrol are entered on the Damage Assessment Patrol Form. (See examples in the Exhibits).

Upon completion of Phase I damage appraisal work, Damage Assessment Patrollers shall resume their normal storm duties until otherwise directed.

Phase 2 - Damage Assessment Patrol

Phase 2 Damage Assessment Patrols will begin following completion of the Phase 1 Damage Assessment Patrol process when warranted.

This is a complete survey of individual distribution feeders, recording damage and problems requiring correction. Results typically will take two to six hours per feeder after a two-person team has been dispatched. Long feeders will require more time.

The extent of this survey, and the size of the survey work force, will be dictated by known damage conditions, and any further damage anticipated by continued storm activity.

The Phase 2 Damage Assessment Patrol will identify physical damage on three-phase mainline as well as on fused taps, single phase primary, secondary and services. Phase 2 details are entered on the Damage Assessment Patrol Form (See examples in Exhibits).

When the Phase II Survey is completed, the surveyors shall resume their normal storm duties, or provide other assistance such as work package surveys, acting as a runner, doing delivery work, or feeder sweeps. The Restoration Director, with the help of the Damage Survey Chief, will determine what additional assistance may be required.

Localized Surveys - Upon completion of Phase I and Phase II surveys, additional localized surveys should be completed in severe events to efficiently mobilize and assign restoration crews. These surveys are used specifically to ensure proper crew compliment and equipment assignment. Phase I and Phase II survey should also be utilized in this format for efficient use, as well as in quickly determining the extent of damage and resource needs.

Damage Assessment Patrol Forms – Exhibit 1

Damage Assessment Patrollers will be issued multiple pads of Damage Assessment Patrol Forms to record the details of their surveys and check off the box that represent the appropriate Phase of patrol they are performing.

A Damage Assessment Patrol Form is prepared for each local trouble spot. The sheet should include all required repairs and equipment replacements.

NOTE: In most cases Line work and Tree work should be detailed on the same sheets. Tree Crew Work Packets and Line Crew Work Packets will not be combined.

NOTE: Damage Assessment Patrol Form examples are shown in the Examples section in the Appendix.

Damage Assessment Patrol Envelope – Exhibit 2

The Damage Assessment Patroller prepares a Damage Assessment Patrol Envelope for each location. It is likely that many Damage Assessment Patrol Envelopes will be prepared for each circuit. The Damage Appraisal Patrol Forms are summarized on the envelope cover and the sheets are placed inside.

The Damage Assessment Field Coordinator receives the Damage Assessment Patrol Envelopes from the Patrollers.

The Damage Assessment Field Coordinator reviews the material for completeness.

The Damage Assessment Work Packet Support Coordinator assigns the Work Packet based on outages.

Crew Hour Requirement

The Crew Hour Requirement for any Work Packet is quickly estimated by the Division Damage Assessment Team using the table on the Damage Assessment Patrol Envelope.

Crew Hour Requirement totals from each envelope will be entered into a Division Damage Spreadsheet. The spreadsheet will record:

- Division
- Work Packet Number
- Patrol Phase of this envelope
- Town
- Circuit Number
- Line Hours
- Tree Hours

Repair-hour estimates should be liberal, adequately taking into consideration the storm conditions that include but are not limited to access issues, road closures, weather, specialty equipment, etc.. Thus, estimates for additional manpower will be more realistic.

Analyzing Resource Requirements

The Branch Planning Coordinator, in conjunction with the Branch Operations Coordinator and the Branch Director will total the Division Damage Spreadsheets to estimate the System Crew Hour Requirements. Using the Division Damage Spreadsheets and System Crew Hour Requirement, the division Emergency Directors and System Emergency Director will arrange for deployment of additional resources.

The need for additional crews will be determined from the repair time estimates and crew availability within the affected region. It is important that transmission requirements also be incorporated into repair hour estimates.

It is National Grid's goal to restore customers as quickly as possible. Storm classifications have been established that provide guidelines for determining when a region should request assistance from outside the region and/or from another utility (see EEP.01). The storm classifications are based on restoration goal of 24 hours.

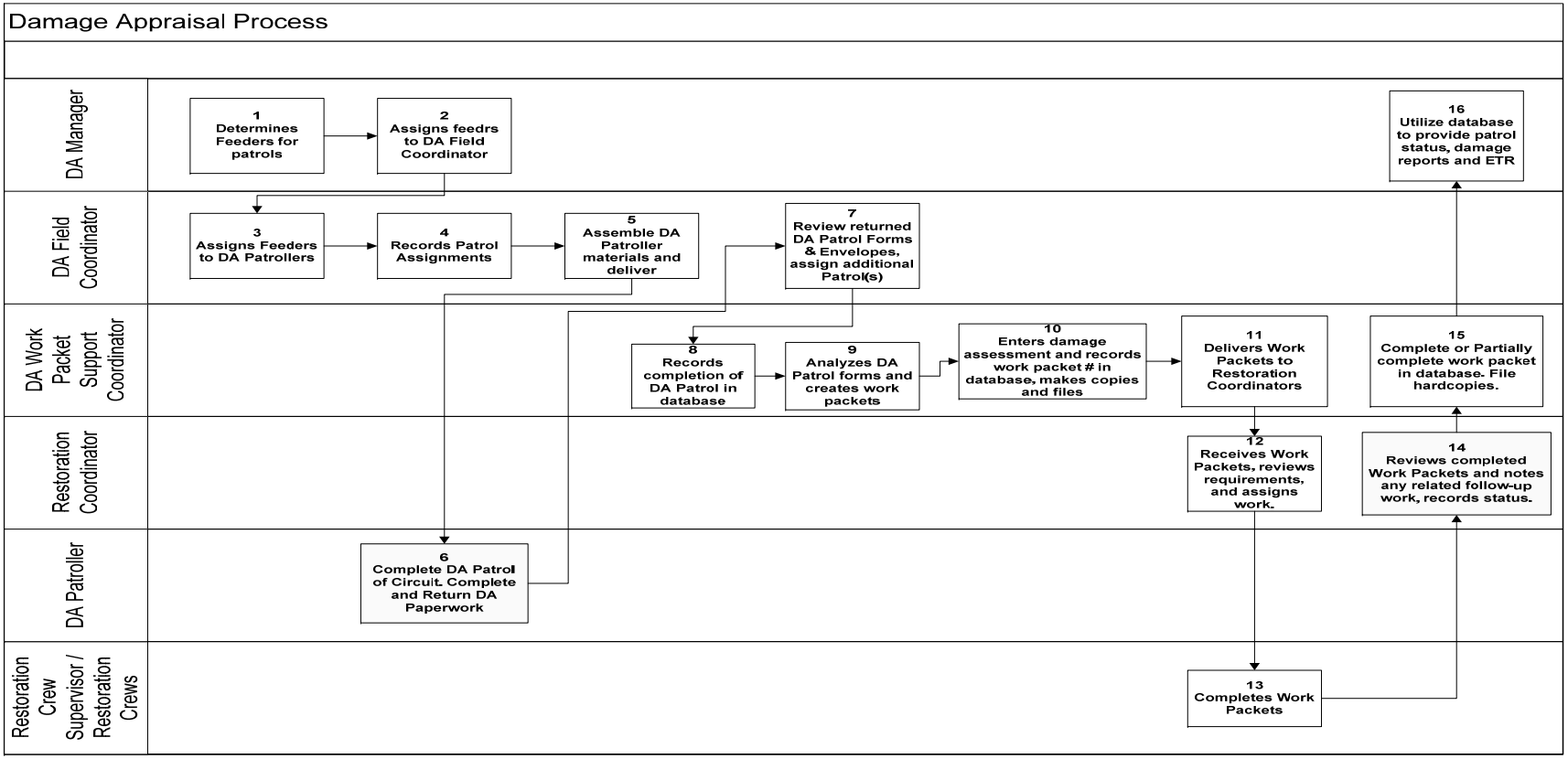
To determine specific crew requirements the estimated repair hours should be divided by hours to be worked each day, (normally 16 or 18 hours) by each lineman to yield repair days of labor required. This figure should be divided by two to yield crew days. If this number is greater than the number of crews available within the region, then outside assistance should be requested. See sample calculation below.

3000 repair hours = survey results
3000/16 = 188 man days
188/2 = 94 crew days

Assuming that the region has 40 crews available, then 54 additional crews would be necessary for complete restoration in a 24 hour period, not accounting for travel time of the outside crews.

Once the restoration estimate is calculated, the Branch Operations Coordinator and the Branch Director will consult with the Incident Commander. If the storm classification is established as Class III, IV or V, the Incident Commander will request / arrange for additional crews to support the restoration.

When warranted, additional Forestry Supervision shall be requested for assistance in directing contract crews.


Damage Appraisal Process
DA Manager
DA Field Coordinator
DA Work Packet Support Coordinator
Restoration Coordinator
DA Patroller
Restoration Crew Supervisor / Restoration Crews
1 Determines Feeders for patrols
2 Assigns feedrs to DA Field Coordinator
3 Assigns Feeders to DA Patrollers
4 Records Patrol Assignments
5 Assemble DA Patroller materials and deliver
6 Complete DA Patrol of Circuit. Complete and Return DA Paperwork
7 Review returned DA Patrol Forms & Envelopes, assign additional Patrol(s)
8 Records completion of DA Patrol in database
9 Analyzes DA Patrol forms and creates work packets
10 Enters damage assessment and records work packet # in database, makes copies and files
11 Delivers Work Packets to Restoration Coordinators
12 Receives Work Packets, reviews requirements, and assigns work.
13 Completes Work Packets
14 Reviews completed Work Packets and notes any related follow-up work, records status.
15 Complete or Partially complete work packet in database. File hardcopies.
16 Utilize database to provide patrol status, damage reports and ETR

Damage Assessment Patroller

Description Damage Assessment Patrollers may be personnel from the affected division, SEALs, from unaffected divisions, from assisting electric utilities, or outside vendors. Completing the Damage Assessment Patrol is the Damage Assessment Patroller's primary assignment.

A Damage Assessment Team may consist of one or two people and will be determined based on local conditions. Upon completion of Damage Assessment Patrol work, the Damage Assessment Patroller will be made available to the division for wires down or other storm assignments.

Qualifications & Training

Damage Assessment Patrollers are familiar with electric distribution construction and operations and require minimal instruction on the use of the Damage Assessment Patrol paper process. The Damage Assessment Patroller must be qualified to perform Phase 1 and Phase 2 Damage Assessment Patrols, recognize an electrical hazard, and protect the public from that hazard.

Annual training should be attended by Damage Assessment Patrollers to ensure knowledge of assessment, personal and public safety procedures.

Training on the surveying process would be required annually for employees who support restoration efforts. For contractors supporting day-to-day operations, training on the surveying process will be kept current with an annual refresher while mutual assistance and foreign contractors attained at the time of an event will be provided with training prior to being given a field assignment.

Equipment

Damage Assessment Field Coordinators	**Damage Assessment Patroller**
Circuit Maps	Personal Protective Equipment • Hardhat • Safety Glasses • Safety Shoes, ANSI Z41 • Hi-Visibility Traffic Vest*
Road Maps	Identification
Emergency Phone Numbers	Cellular Telephone (may not work during the storm)
Damage Assessment Patrol Envelopes and Detail Sheets	Flashlight/Portable Light Source
Crew Transfer Sheet	Pencils and Paper
	Traffic Cones*
	Duct Tape**

CALL-OUT

Damage Assessment personnel will be notified usually by phone of when and where to report for survey work. They should be dressed for survey work when they report. Headquarters will normally be a location near the Line Department of the District where the survey is to be performed. Surveyors should refrain from entering the Line Office to keep noise and confusion to a minimum.

ASSIGNMENT

Upon reporting to headquarters, Damage Assessment personnel will be assigned a feeder or feeders to survey and be provided with a Damage Survey Kit. The Damage Survey Kit will contain the following:

1. County Road Maps indicating Service Center (Crew) locations.
2. Appropriate Operating District Maps. There are normally up-to-date feeder maps (index plus detail sheets) and a substation location map.
3. Line Failure Reports.
4. Door Knob Restoration Notices (3) yellow.
5. Regional Service Center Location Maps.
6. Overhead Damage Survey Forms.
7. Copy of EEP.06.
8. Special instructions, as appropriate, to include the following:
   a) Station Call Letters, Radio Vehicles and Instructions for Mobile Radio Use.
   b) Outdoor Telephone Locations.
   c) Company Call-In Telephone Numbers.
9. Pencils.
10. Note Paper Pad(s).
11. List of Accommodations and Restaurants.

NOTE: Prepared kits shall always be available for use by survey crews.

NOTE: Call in the location of the first damage found on the three-phase main line, if any. Call in findings upon completion of main three phase line.

Damage Assessment

Unless otherwise instructed, Damage Assessment Patrollers will proceed to the assigned circuits and survey as follows:

1. If the crew consists of members of different groups, the person from Group A will serve as recorder and those from other groups will drive.
2. Start at the substation and follow the circuit outward, main line first. Survey pole lines in this order.
    a) Three phase main line.
    b) Three phase branches.
    c) Single phase branches.

    Make note of damage by number at location on index map and encircle area. Indicate number and description on overhead damage survey form. Indicate tax district number, pole line inventory number, and pole number. (If not available on pole, estimate or give nearby house number.)

    Report the survey findings on the Damage Assessment Patrol Form as appropriate:

3. Company Call-In - Call at least once every two hours or more frequently if field information warrants.

    For instance, call in if you have special situations such as hazardous conditions, substation damage, exceptional tree conditions. One Damage Assessment Patroller should stand by while the other calls in hazardous condition to the appropriate number.

4. Maps should be up-to-date. Make note of exceptional problems, such as large fallen trees, flooding, or snow conditions.

5. Good judgment shall be used about what to report and how long to take. A Phase I Damage Appraisal is a quick survey reporting only general conditions and extent. Phase II Damage Assessments will normally take one to three hours per circuit and detail the significant damage. Damage Assessment Patrollers will work as fast as reasonably and safely as they can; taking breaks only after the data is returned.

    Include the following general information if applicable:

    a) Roads blocked that may mean detours to reach job site (example: blocked by fallen trees, flood water, etc.). Condition at job site (example: pole line is in swampy area or is flooded. If a conductor problem only, a boat may be needed.

    b) Work SAFELY - generally stay in the vehicle - DO NOT TOUCH ANY WIRES, METAL FENCES, OR ELECTRICAL EQUIPMENT. Employees completing damage appraisals that are trained and qualified in making down secondary safe, wear all appropriate PPE including rubber gloves, as required by the National

Grid Employee Safety Handbook.

REPORT

The report you complete will be used by the Emergency Response Organization to plan work and restore service. It must, therefore, be timely, accurate, and easily understandable. Completed damage assessment reports shall be returned to the Damage Assessment Field Coordinator who will check it over and deliver it to the Branch Operations Coordinator.

PUBLIC RELATIONS

Remember that you are representatives of National Grid. Be courteous and explain briefly what you are doing when asked. Explain that power will be restored as soon as required work can be completed. Avoid giving overly optimistic or pessimistic statements.

FEEDER SWEEPS

It is common practice in areas severely affected by storm damage to complete feeder sweeps or final damage assessments at the completion of the restoration event prior to the release of line crews. This sweep is to ensure that all services are restored and that all temporary repairs are noted and/ or completed. There are applications where line crews will be required for restoration, but some or many feeders may have already been fully restored. In this application it may be appropriate to begin feeder sweeps with traditional survey personnel so line crews may continue with the restoration process, while reducing the overall restoration time to National Grid customers.

EXHIBIT I – STORM DAMAGE ASSESSMENT FORM

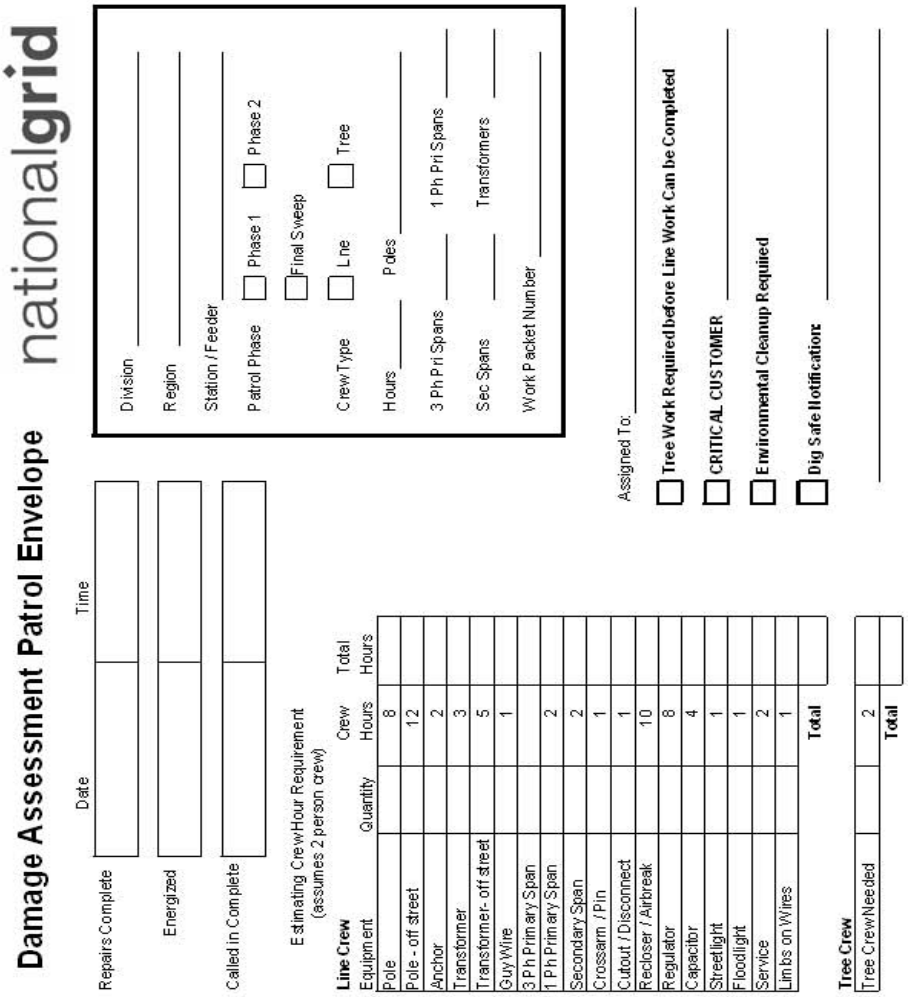
nationalgrid — STORM DAMAGE ASSESSMENT PATROL — Revised 6/5/09

STATION / FEEDER: ROAD/STREET:

DATE /TIME SURVEYED: SURVEYOR:

Item	Brk Pole*	Anchor	Transformer*	Guy Wire	3P Pri Down	1P Pri Down	Sec Down	Crossarm /Pin	Cutout /Disconnect	Recloser /Autobreak	Regulator	Capacitor	Streetlight	Floodlight	Service	Tree**	DESCRIPTION OF DAMAGE	T.D. LINE POLE #
1																		
2																		
3																		
4																		
5																		
6																		
7																		
8																		
9																		
10																		
																	TOTAL QUANTITY	
																	ESTIMATED CREWHOURS	
Item	Brk Pole*	Anchor	Transformer*	Guy Wire	3P Pri Down	1P Pri Down	Sec Down	Crossarm /Pin	Cutout /Disconnect	Recloser /Autobreak	Regulator	Capacitor	Streetlight	Floodlight	Service	Tree**	Need Totals for Storm Status Reports *Indicate S-Street, R-Rightof Way or F-Field/Rear Lot **Indicate L-Line or T-Tree Trimming Required	

EXHIBIT 2 – DAMAGE ASSESSMENT PATROL ENVELOPE



Damage Assessment Patrol Envelope nationalgrid

Date / Time

Repairs Complete

Energized

Called in Complete

Division

Region

Station / Feeder

Patrol Phase ☐ Phase 1 ☐ Phase 2 ☐ Final Sweep

Crew Type ☐ Line ☐ Tree

Hours ____ Poles ____

3 Ph Pri Spans ____ 1 Ph Pri Spans ____

Sec Spans ____ Transformers ____

Work Packet Number ____

Assigned To: ____

☐ **Tree Work Required before Line Work Can be Completed**

☐ **CRITICAL CUSTOMER** ____

☐ **Environmental Cleanup Required**

☐ **Dig Safe Notification:** ____

Estimating Crew Hour Requirement (assumes 2 person crew)

Line Crew Equipment	Quantity	Crew Hours	Total Hours
Pole		8	
Pole - off street		12	
Anchor		2	
Transformer		3	
Transformer- off street		5	
GuyWire		1	
3 Ph Primary Span			
1 Ph Primary Span		2	
Secondary Span		2	
Crossarm / Pin		1	
Cutout / Disconnect		1	
Recloser / Airbreak		10	
Regulator		8	
Capacitor		4	
Streetlight		1	
Floodlight		1	
Service		2	
Limbs on Wires		1	
		Total	

Tree Crew			
Tree Crew Needed		2	
		Total	

EXHIBIT 3

OPERATING DISTRICT MAP

GENERAL

Massive storms which eliminate the direct interchange of information between the District Emergency Restoration Center and the field may be worked by assigning whole feeders or substation areas to a task force group. (Some Regions already operate in a decentralized mode, due to geographical considerations.) The group would consist of necessary supervision, line and tree crews and support personnel to work without outside direction and to restore service according to established restoration priorities. A Station Commander (Overhead Line Supervision) and at least one Damage Assessment Field Coordinator, radio dispatcher/ Operations Support personnel and Damage Assessment Patroller crew would be responsible for an area.

To maximize accuracy and the effectiveness of the Outage Management System and limit the conditions where decentralized damage assessment patrols should take place, the Storm Damage Assessment System will effectively facilitate a centralized decision to mobilize Storm Damage Assessment teams to designated areas of the Division. Storm Damage Assessment teams will be arranged and managed by the centralized Branch/Division management team, and all damage should be recorded in the Storm Damage Assessment (SDA) form and entered into the computerized Storm Damage Assessment System.

When tree crews are working independently of line crews or when numerous tree crews are required to assist in a decentralized mode, they should be supported by adequate field forestry supervision.

The goal of the forestry portion of this task force will be to support overhead line restoration efforts with one (1) tree crew for every five (5) overhead line crews and to provide advance tree clearing with additional groups of tree crews working ahead of line crews on feeders.

The Station Commander shall update the District/Regional Emergency Restoration Center on a timely basis and submit a report to the District/Regional Emergency Restoration Center every four hours or at other predetermined time intervals. The restoration board should be utilized for the marking of crew locations, which will aid in the overall planning of crew movements and give a visual indication of crew locations and how best they can be utilized. As work in a particular area nears completion, customer calls indicating an outage still exists, can be plotted and then related to the appropriate field crew. This will give a better picture at the Emergency Restoration Center regarding actual progress in that area.

The respective duties of all are outlined below:

STATION COMMANDER

1. Makes all necessary decisions affecting the restoration effort of the decentralized area including mutual assistance requirements. The determined mutual assistance requirements will be communicated to the Branch Operations Coordinator, Branch Director, and Incident Commander in order for the proper request for resources to be made from the Project Management and Complex Construction group.
2. Prioritizes the damage and work locations for the most rapid and effective restoration.
3. Determines the areas where damage assessment should be performed and requests coordination of Damage Assessment Patrollers with the Damage Assessment Field Coordinator who reports to the Station Commander for the affected area(s). In the event the survey crew is not needed to survey some other area, they should be assigned to the Damage Assessment Field Coordinator until the complete restoration is accomplished in that area.
4. Coordinates the request for and the movement of all Company and foreign crews, including service crews for timely restoration. Has a log made of locations to send crews once their current assignment is completed.
5. Groups the crews into different work schedules and staggers for highest productivity. This should be coordinated with the Branch Operations Coordinator at the Regional Emergency Restoration Center.
6. Makes arrangements for timely deliveries of materials from the Store Room.
7. Arranges for periodic reporting of present status to the Emergency Restoration Center by the Operations Support Personnel. This reporting includes completion of information for the "Storm Status Report" prediction of restoration times for Customer Care Center use, etc.
8. Delivers any pertinent information from the Emergency Restoration Center to the overhead line supervisor and personnel through the Radio Dispatcher.
9. Obtains an adequate amount of circuit maps for the crews to use.
10. Assist/coordinate as needed with notifications to foreign crews of their accommodations when the information is definite. Logistics (Lodging coordinators) will make the initial contact to communicate details regarding accommodations.
11. Coordinates all meal periods.
12. Determines assignment of clean-up crews. Minimize use of these crews until all major restoration is complete.
13. Arranges for restoration of station breakers in coordination with the Emergency Restoration Center and Regional Control and overhead line supervision and restoration crew supervisors.

DAMAGE ASSESSMENT FIELD COORDINATOR

1. Marks on map locations of: Primaries down, services down, trees down, crew locations, etc.
2. Keeps a log of all crew locations with their work schedule, affiliation, and field leader.
3. Sorts all incoming data and record data from Damage Assessments.
4. Coordinates with Damage Assessment Field Coordinator on location to send crews and damage assessment patrollers.
5. Utilizes PowerOn to support restoration effort.

DAMAGE ASSESSMENT PATROLLER

1. Makes the appropriate surveys as outlined in Section 6.
2. Reports survey results to Damage Assessment Field Coordinator. After surveys are complete, performs additional duties for Damage Assessment Field Coordinator as specified. Refer to Procedure EEP.06 for further detail.

OPERATIONS SUPPORT

1. Relays information and assignments over the radio.
2. Maintains a logbook on crew locations, times, and all information given to you. This will reduce confusion and lost information.
3. Notifies Station Commander of information requiring his/her approval or decision.
4. Relays all necessary information regarding restoration over the telephone.
5. Maintains a logbook of all transactions that occur over the telephone so information is not lost.
6. Updates storm status reports at designated time intervals and relays this information to the Emergency Restoration Center.
7. Coordinates with the Station Commander and Logistics for crew accommodations.
8. Makes a record of temporary repairs so that permanent repairs may be completed later.
9. Utilizes PowerOn to support restoration effort.

OVERHEAD LINE SUPERVISOR

1. Supervises in-field crews responsible for restoration of feeders within a given area.
2. Instructs Crew Chiefs that upon their arrival at an assignment, they must coordinate with Fire, Law Enforcement and/or the Incident Commander for situational briefing prior to initiating any work.
3. Receives restoration assignments through radio dispatcher from the Commander.
4. Notifies Operations Support/Dispatcher of completion of restoration.
5. Notifies Operations Support/Dispatcher when temporary repairs are needed, the nature of these repairs and location.

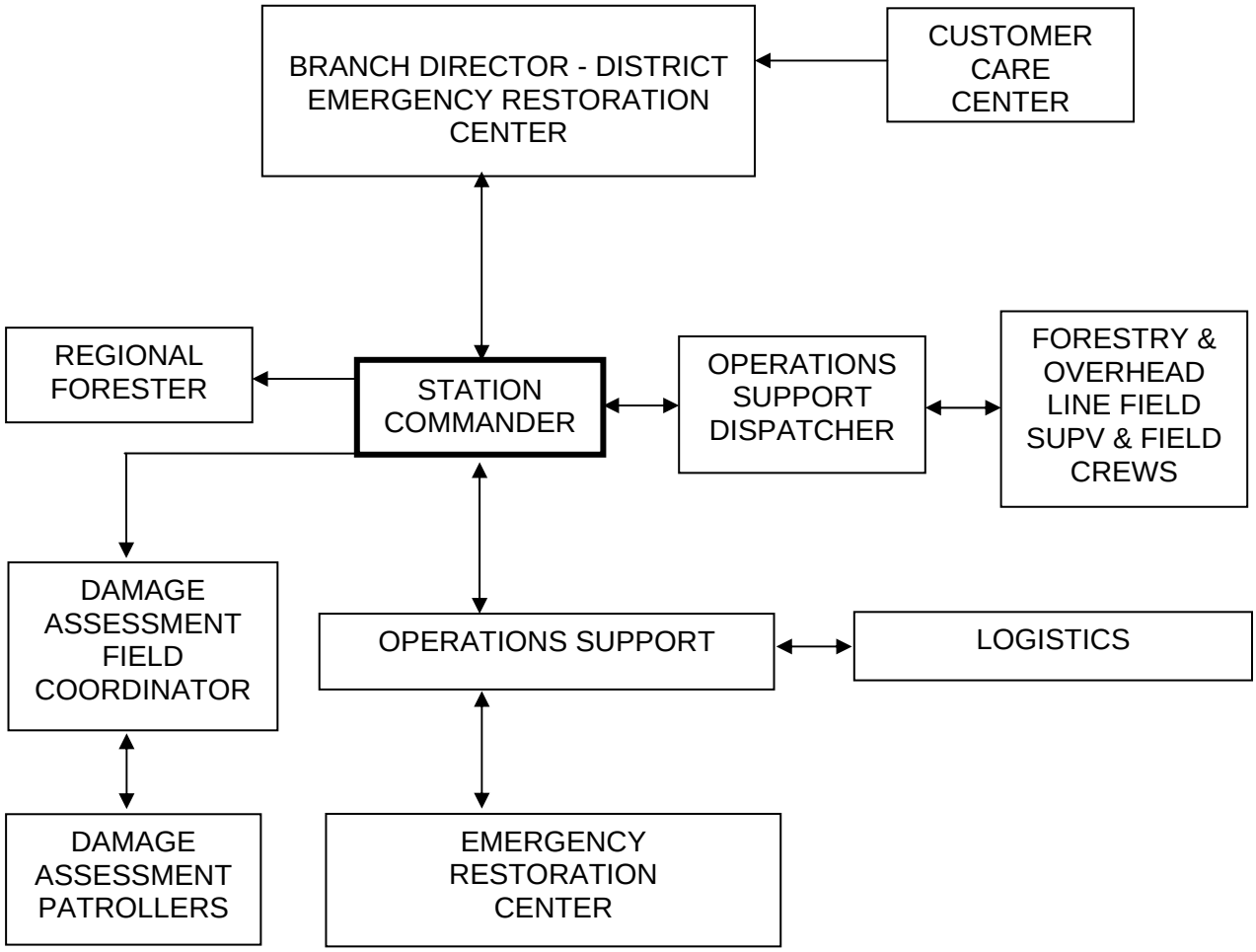
FORESTRY SUPERVISOR

1. Supervises tree crews responsible for clearing tree conditions on feeders within a given area.
2. Coordinates with Overhead Line Supervisor and Operations Support/Dispatcher to assist line crews in restoration of feeders within a given area.
3. Receives restoration assignments from Operations Support/dispatcher and notifies Dispatcher/ Overhead Line Supervisor upon clearing of tree condition.
4. Reviews staffing assignments on a daily basis, with Station Commander and with Forester at District/Regional Emergency Restoration Center. As crews complete tree work ahead of restoration on a feeder or substation, coordinates reassignment to next priority area.
5. Coordinates and supervises clean up of tree conditions after total storm restoration has been completed. This work shall be kept to a minimum until all major tree work has been completed and shall include the removal of damaged, broken or hanging limbs and trees over or on the conductors following the storm.

RUNNER/GUIDE

1. Escort foreign field forces to job sites.
2. Assist foreign field forces at job sites with all logistic matters (locating streets, fuel, restaurants, etc).
3. Deliver information between the Incident Commander/Branch Director/Branch Operations Coordinator and field supervision.

DECENTRALIZED OPERATION FLOW DIAGRAM



STAGGERED CREW SCHEDULING

In large scale storms, organization on a daily basis is essential.

GENERAL

When working with many crews out of one decentralized location, the crews must be staggered into groups to avoid confusion and delays. When everyone tries to eat or fuel vehicles at the same time, the delays can become lengthy. The most productive work is performed during daylight hours. The groups should have a staggered working schedule. One possibility is outlined below.

WORK SCHEDULE

Crews should be divided into two groups, working mostly daylight hours. The majority of crews should rest at night. Work should continue at a reduced schedule at night. The night supervision reviews the day's progress, assesses the current situation, makes arrangements for materials, and assigns the next day's work locations. As the day supervision arrives, they can discuss the day's work with the night supervision. The night supervision will immediately assign the day crews their work, avoiding lengthy delays. The day supervision will then coordinate and control the daily activities. The night falls, the two supervision groups discuss the progress, and the cycle continues.

Start times may be changed depending on the time of year to take advantage of maximum daylight hours.

Decentralized operation is a key element of our emergency procedures for storm restoration activities (See EEP.07.1). When a catastrophic Class V storm occurs, an extraordinary decentralization effort may be appropriate.

The following additional elements of decentralization may be warranted:

With widespread damage within a Division(s), the Emergency Response Organization within a Division may be supplemented with the support from Emergency Response Organization personnel from non-affected areas that can be called upon to manage a district(s) within the Region. Resources from non-affected areas shall report to the Incident Commander / Branch Director of the affected Division.

Additionally, for such a severe condition and when a sufficient number of districts are involved, consideration should be given to the utilization of Operations, Maintenance and Construction Managers from non-affected Regions to coordinate / assist with the overall logistics, Operations, Jurisdiction, and public information activities for these additional districts within the affected Division(s) / Region(s) as needed.

The Branch Director of the affected Division in conjunction with the Incident Commander will assist in the determination of the need for the above decentralized management team. In general, decentralization of not only the above Operations, (jurisdiction, public information, and logistical activities), support from un-affected areas can also be utilized for Damage Assessment, crew accommodations, planning etc. If the storm is isolated to a geographic area, consideration should be given to the decentralization of the NY-Emergency Operations Center staff to the affected area while continuing operation of a portion of the NY -Emergency Operations Center.

A complete listing of the decentralized command structure with contact numbers shall be disseminated as quickly as possible throughout the entire storm organization.

Daily scheduled progress meetings and restoration planning sessions should be utilized by the decentralized management team. These sessions should include representation from all disciplines involved, i.e., Inventory Management, Procurement, Transportation, Safety, Operations, Maintenance and Construction, Jurisdiction, etc.

A storm of this magnitude will also require a specifically designated senior lead person to coordinate communications, strategies with customers, governmental authorities, and media as well as National Grid leadership and employees.

A designated coordinator for large scale material requirements should be assigned at the earliest possible stages of a major catastrophic event. The individual should also act as a liaison between National Grid and the State and Federal agencies providing generator assistance.

For large scale Class V storms an individual who is familiar with the unique requirements of Electric Operations should be assigned to coordinate flight requests which would include accepting of flight requests from the various districts/regions, and prioritizing those requests based on severity of need and current aircraft location and dispatching aircraft in the most efficient manner. This individual would also collect and have transcribed into written form any notes or voice recordings made by line persons in flight and distribute the information to operations.

For large scale Class V storms, a representative from System Forestry shall be assigned to the regional storm center dedicated to tracking and coordinating specialized forestry units between districts, line groups and tree contractors.

When a Class V storm has been declared, a safety desk shall be established in the vicinity of the Divisional Emergency Restoration Center.

For Class V storms, a transportation individual shall be designated to coordinate the scheduling, operation, collection and return of company and rental equipment.

Where large scale transmission damage has occurred, a representative from System Engineering should be assigned responsibility for coordinating patrol, design and material logistical support.

REPORTS

Line Failure/Damage

Reports of interruption or damage are received at the Customer Care Center. PowerOn is to be utilized for outage information. The PowerOn system receives outage data from Customer Care Center and creates predictions for the outage scenarios. The system also contains several reports on outage statistics. If the computer system is inoperable, a Distribution Line and/or Equipment Failure Report (LFR) shall be prepared manually using the form shown on page 7 and 8. The person receiving the call shall obtain telephone numbers so calls may later be made to determine if service has actually been restored.

All required practice sessions shall include the use of the computerized emergency restoration system and the manual system.

Computerized System

Reports of interruption or damage shall be received by the Customer Care Center and entered into the computerized systems. Orders will be able to be viewed real time as they go into the systems by the storm room personnel who shall have the capability to sort interruptions, no-service calls, in-service calls, 911 calls, wire down calls, and other pertinent information regarding the incident / event. This information can be sorted a multitude of ways including but not limited to sub-station, feeder, order type, and customers interrupted. Orders can be electronically assigned, managed, and closed by way of the computerized systems.

Manual System

The LFR (paper copy) is sent to the storm room in the Emergency Restoration Center and manually sorted by zone and feeder number. Orders will be manually categorized in a manner similar to the methodology used with the computerized systems and dispatched to the field. Orders will be managed and closed manually. If the manual system is utilized, paper copies of pertinent information will be maintained to allow the computerized systems to be updated once they are back in service.

PEER REVIEW PROCESS

A Service Restoration Review Meeting (Lesson Learned Session) will be held following any Class IV or V storm emergency. This session will be initiated and facilitated by the Incident Commander / Branch Director and attended at a minimum by each leadership position activated on the Command and General Staff of the Emergency Response Organization and Emergency Planning.

The Emergency Response Organization Leadership Team shall coordinate for the attendance of key personnel from within their span of control to attend this meeting. All disciplines involved in the emergency will provide a written assessment of their activities and of the activities performed by the departments that they interfaced with during the emergency to their Command or General Staff leader.

At a minimum - assessments shall address and support the identified criteria that the company is required to report on in the Post Storm Report to the PSC, see Post Storm Outline in EEP .08.

All problem areas and potential problem areas will be reviewed and documented. Action plans for correcting deficiencies identified will also be discussed and documented. Such disciplines to contribute to the assessment / reports shall include but not be limited to:

- Operations Maintenance and Construction
- Representatives from the other Divisions
- Community and Customer Management
- Damage Assessment
- Project Management & Complex Construction\
- Protection and Telecommunications
- Warehouse/Inventory Management
- Fleet Management
- Customer Service NY Corporate Affairs/Communications/Media Relations
- Consumer Advocate
- Gas Operations
- Safety
- Finance
- Emergency Planning
- Overhead Line representatives from other divisions not affected by the storm.

The peer review will be conducted within one month following the completion of service restoration operations. Prior to this meeting, the appropriate personnel from the assisting Divisions should critique within one week of their return to their original headquarters their activities during their participation in the emergency operations and forward a summary of appropriate comments to Emergency Planning.

REPORTS TO CUSTOMER SERVICE

Communication between the District Line Office/Emergency Restoration Center and the Customer Care Center is essential. If a customer is given a reasonable estimate regarding restoration time, he/she is less likely to continually call in. For this reason, the line office will consistently update PowerOn with restoration updates.

Emergency Planning Responsibilities

1. Ensures EEP policies and procedures were followed and that System and Divisional plans are consistent.
2. Directs the NY Service Restoration Review Meeting.
3. Prepares Storm Critique Report after the Service Restoration Meeting. If the restoration exceeds three days, the Director of Emergency Planning is responsible to develop a service restoration report and file it with the Secretary of the Public Service Commission (105.4(c)) within 60 days of the end of the outage.

4. Distributes the Storm Critique Report to all Divisions.
5. Revises the System EEP Manual to reflect necessary changes to policies and procedures resulting from the peer review process.
6. Ensure the action plans identified during the peer review process are implemented.

Post Storm Report Outline

When restoration exceeds three (3) days, Emergency Planning is responsible to develop a service restoration report and file it with the Secretary of the Public Service Commission (105.4(c)) within 60 days of the end of the outage.

The purpose of the self-assessment reports following a significant emergency as required by Part 105 is for the company to demonstrate that it took appropriate actions prior to and following an emergency; and to identify lessons learned to enhance performance in future emergency events.

Lack of information and specifics about a recent storm or event gives the false impression that not much effort was involved. The report should interpret events and discuss decisions. The report should identify the impact of major events on facilities and equipment, and illustrate the effort taken to restore service as quickly as possible. Incomplete and overly general reports are not helpful.

Self-assessments and the resulting recommendations need to be specific enough that all utilities can learn from them. The background for each recommendation should be introduced and discussed in the body of the report. Negative or positive differences between expectations and actual events should also be discussed. The recommendations should state future activities that should be taken to avoid the problem or repeat the success.

Finally, the, reports should discuss all areas of storm preparedness and response as listed below:

1. Introduction/Overview/Executive Summary
    a) Incident/Event – Date, Time/start and end
    b) Areas affected
    c) Weather/Conditions
    d) Cause
    e) Peak number of customers interrupted
    f) Major infrastructure affected
    g) Transmission lockouts
    h) Distribution Feeder lockouts
    i) Sub-Stations affected

2. Advance Planning Activities
    a) Weather monitoring and emergency anticipation
    b) Emergency Plans – planning/readiness activities
        i. What was done in preparation of the storm and why were these activities performed

c) Preparing company staff and contractors
    ii. Contractors secured / requests outside the R-MAG Process
d) Mutual Assistance – calls activity
    i. Mutual Assistance Requests through the R-MAG Process
    ii. Basis for request/decisions
    iii. Arrival and first availability of supplemental crews/resources
e) Staging of crews and equipment
    i. Basis for decisions to pre-stage
f) Customer outreach
    i. Critical Customers
    ii. LSE customers
    iii. Municipal/Government/Key Stakeholders/General Public
g) Support services
    i. All non-restoration resources (non-overhead-line/tree)
        1. What was done in preparation of the storm and why were these activities performed
h) Warehouse/Inventory
    i. Assess preparedness, stock level adequacy, etc.
i) Transportation/Fleet
    i. Assess availability of equipment

3. Damage Assessment
    a) Details on the plan for performing damage assessment
    b) Which areas were targeted and why, etc.
    c) Summary of accomplishments by day
    d) Identify areas where additional support was brought in to support the timely assessment of damage
    e) Details regarding damage identified

4. Wires Down
    a) Describe how the company responded to and managed wire down calls
    b) Explain the type of staff used to guard wires and their availability
        i. Internal resources
        ii. Contracted resources
    c) Explain how the company determined if enough staff was available for wires down and any adjustments that were made
    d) Identify and describe any incidents regarding down wires
        i. Shocks
        ii. Fatalities
        iii. Customer satisfaction / municipalities / towns

5. Crewing
    a) Summary of resources – number of crews / FTE's:
        i. Transmission Line
            1. Internal NGrid
            2. Contractor
        ii. Distribution Line

1. Internal NGrid
2. Contractor

iii. Mutual Assistance – Utility
1. Distribution Line

iv. Forestry
1. Contractor

v. Service Restoration
1. Internal NGrid
2. Contractor

vi. Damage Assessment
1. Internal NGrid
2. Contractor

vii. Wires Down/Wire Guard
1. Internal NGrid
2. Contractor

viii. Support Personnel

ix. Customer Care Center Staffing

b) How it was determined if crew count was sufficient
c) Description of crew movements and why they were performed
d) Mutual Assistance – calls/activity
   i. Dates and times of all mutual assistance calls
   ii. Mutual Assistance requests made by the company and or responded to through the R-MAG Process
   iii. Basis for request/decisions
   iv. Arrival and first availability of supplemental crews/resources

6. Restoration
   a) Damage statistics
      i. Sub-station damage
      ii. Transmission lockouts
      iii. Distribution lockouts
      iv. Broken Poles
      v. Transformers replaced
      vi. Conductor – primary / secondary
   b) Specific key priorities during the restoration and how they were managed
   c) Description of any temporary facilities that used (portable subs, generators, etc)
   d) Details regarding unique or prolonged jobs
   e) Restoration progress graphed against customers and resources
   f) Interaction with customers requiring electrical inspections or other repairs prior to restoration

7. ETRs
   a) Description of when ETR's were established
   b) How often ETR's changed and reasons behind changes
   c) Level of information known at time ETR's were developed
   d) Provide table with ETR's by region, municipality, and or area. Include date and time of initial ETR and the date and time for all updates and refinements

e) Document compliance with the ETR guidelines

8. Communications
    a) Describe activities taken to communicate with public, municipalities and government offices
        i. Muni-call date / time / attendees
    b) Describe interaction with Emergency Management Offices
        ii. State
        iii. County
    c) Describe use of social media and web-site
    d) Provide all press releases, articles, and interviews
    e) Call center performance/statistics
    f) Changes in call center staffing
    g) Describe dry ice, bottled water, and other humanitarian efforts

9. Critical Customer/Life Support Equipment Customers / Critical Care Facilities
    a) Notifications to customers prior to an event
    b) Describe the Company's actions to keep in touch with these customers
    c) What steps were taken if personal contact with a LSE customer during the event was not made
    d) Summarize restoration activities for these customers
    e) Document compliance with reporting requirements

10. Storm Critique and Action Items
    a) Lessons learned
    b) Critique of emergency plans
    c) Action items
    d) Implementation schedule for action items
    e) Summary of recommendations

11. Appendices
    a) Supporting information as applicable

LFR

INTERRUPTION REPORT

POWER ON # _____

OP. DIST.	CIRCUIT	TAX DIST.	LINE	POLE OR ENCLOSURE

WK. LOC.	A - ALL P - PARTIAL	1 2 3	STREET OR NEAREST STREET

CUSTOMER'S NAME & PHONE	CITY, TOWN, VILLAGE

REMARKS:

PREP. BY	REPORTED DATE	TIME OFF	RESTORED DATE	TIME ON	NO. OF CUSTOMERS

CUSTOMER PROBLEM	WEATHER	VOLTAGE		SIZE	WIRE/CABLE DATA		INSUL.
		CLASS	PHASE		MTL	COV	
☐ NO LIGHTS ☐ NEIGHBORS LIGHTS OUT ☐ DIM LIGHTS ☐ FLICK'G LIGHT ☐ WIRE DOWN ☐ SERVICE DOWN ☐ POLE DOWN ☐ TREE DOWN ☐ ARCING WIRE ☐ ST. LIGHTING							

1. FAIR
2. RAIN
3. WIND
4. LIGHTNING
5. SNOW
6. FLOOD
7. SLEET
8. FOG
9. HAIL

TEMP.

___ ___ ___ F.

CLASS
1. 0-600V
2. 2.4/4.16KV
3. 4.8/8.3KV
4. 6.9/12KV
5. 7.6/13.2KV
6. 23.0KV
7. 34.5KV
8. 46.0KV
9. 69.0KV
10. 115KV
11. 230KV
12. 345KV

PHASE
1. SINGLE
2. THREE

SIZE
1. 2 & SMALLER
2. 1/0
3. 4/0
4. 336.4MCM
5. 350MCM
6. 500MCM
7. 750MCM
8. OTHER

CONDUCTOR MTL
1. ACSR
2. ALUMINUM
3. ALW
4. CW
5. COPPER
6. GALV. STEEL
7. ALUM. ALLOY
8. OTHER

COV OR JKT
1. BARE
2. PE
3. TB WEATH PROOF
4. XL PE
5. LEAD
6. COCENT-CU
7. PVC
8. NEOPRENE

CABLE INSUL.
1. EPR
2. KERITE
3. PAPER
4. PE
5. RUBBER
6. XL PE
7. MARINE

CONSTR.	FAC.	EQUIP. INVOLVED		OBSER'D COND'N	CAUSE	

CONSTRUCTION
1. CROSSARM
2. ARMLESS
3. VERTICAL
4. SPACED CABLE
5. AERIAL CABLE
6. DIRECT BURIED
7. IN DUCT
8. MARINE
9. MULTIPLEX

FACILITY
1. TRANSMISSION
2. PRIMARY
3. SECONDARY
4. NETWORK
5. NEUTRAL
6. SERVICE
8. STATION

1. CABLE
2. CAPACITOR
3. CONDUCTOR
4. CROSSARM
5. CIRCUIT BREAKER
6. RECLOSER
7. REGULATOR
8. SEC. BREAKER
13. SWITCH
14. TRANS.-CONV.
15. TRANS.-CSP
16. TRANS.-NETWORK
17. TRANS.-PAD
18. TRANS.-URD
19. TRANS.-RAT.BNK
20. TRANS.-CC
22. HOT LINE CLAMP
24. CURRENT TRANS.
25. POTENTIAL TRANS.
26. STATION TRANS.
27. BUSHING
28. CONNECTOR
29. CUTOUT
30. DISCONNECT
32. INSULATOR
33. INSULATOR PIN
34. LTNG. ARRESTOR
35. ELBOW
36. POLE
37. POTHEAD
38. LEAD
39. RISER
40. SPLICE
41. SW. GRP. OPER.
42. TERMINAL
43. VAULT
44. VAULT COVER
51. TAP CHANGER
52. LINE RECLOSER
53. LINE SECT'LIZER
54. TRANS. FUSE
55. LINE FUSE
56. CLF FUSE

1. BLOWN
2. BROKEN
3. BURNED OUT
4. CORROSION
5. CROSSED WIRE
6. DIG IN
7. GROUND
8. LOOSE
9. OPEN
10. RUPTURED
11. TRIPPED
12. DOWN
14. FAILED
18. TRANSFER
20. LOCKOUT
21. OIL
24. FAULT
25. STOLEN
26. FLASHOVER

1. ANIMALS
2. BACKHOE
3. CRANE
4. CUST. EQUIP.
5. DETERIORATION
6. FIRE
7. FLASHOVER
8. OPER. ERROR
9. OVERLOAD
10. PREARRANGED
11. SHORT CKT.
15. VANDALISM
16. VEHICLE
18. WORKMANSHIP
19. UNKNOWN
20. CUST. ACTIVITIES
22. VOLT. CONV.
24. MOISTURE
26. CUST. REQ.
27. MAINTENANCE
28. EMERG. REP.
30. BLDG. FIRE
31. FOREIGN CO.
32. ICICLE
33. LIGHTNING
34. CONTAMINATED
35. WIND
36. ICE
12. TREE FELL
21. TREE GROWTH
37. TREE LIMB <4"
38. TREE LIMB >4"

ISOLAT'G DEVICE	5. CIRCUIT BREAKER 52. LINE RECLOSER	6. RECLOSER 53. LINE SECT'LIZER	8. SEC. BREAKER 54. TRANS. FUSE	13. SWITCH 55. LINE FUSE	41. SW. GRP. OPER. 56. CLF FUSE

ISOLATING DEVICE LOCATION >>	TAX DIST.	LINE	POLE OR ENCLOSURE

JOB ASSIGNED TO & TIME	JOB COMPLETED BY & TIME	ZONE

RESTORATION EMERGENCY MAPS

There shall be one or more sets of emergency maps in each District/Region/Division Emergency Restoration Center. The Branch Planning Coordinator shall assign sufficient help to post to the maps using colored symbols as required. The utilization of these maps is required when the Outage Management System is not functional and may be utilized otherwise at the discretion of the Branch Operations Coordinator.

Minimum symbols to be used are as follows:

- Wire down - type unknown (red circle)
- No lights - (x)
- Crew location - (assigned number)

Where duplicate emergency maps are posted, reports should be relayed between sites / map locations by internal communications. The reports are then filed by feeders for future dispatch and/or reference.

Duplicate reports are eliminated when a symbol is on the board for the case reported. The Overhead Supervisor shall coordinate with the Branch Planning Coordiantor and Operations Support at the respective Storm Board / Desk to oversee the posting of crew locations and completed orders. This team will also coordinate with the Wire Down Organization to notify the Service Dispatcher or Service Supervisor when a guard is to be assigned to a hazard. Completed work is erased from the map.

When a trouble job is actually dispatched to a field crew, the assigned number of the crew shall be posted on the Emergency Map. A letter "P" will be marked on the LFR to indicate that it has been posted on the map.

The location and nature of the work may then be noted on the Dispatch Card and the LFR attached thereto.

During a massive emergency, damage may be of such magnitude as to preclude detailed posting on the map. In these cases, it may be desirable to outline areas of known damage or outages, and to indicate crew locations.

NOTE: See Section EEP.07 regarding Decentralized Operation.

DIVISIONAL EMERGENCY – STANDARD INTERVAL REPORTING

PowerOn will be utilized for reporting. Reports will be issued at 7:00 a.m., 12:00 (noon), 3:00 p.m., and 7:00 p.m., or as otherwise directed. The intent of the reporting times is to satisfy both media and PSC requests. The Emergency Response Organization should attempt to ensure the data in the system is as accurate as possible for customer outage information.

Status Reports

There may be events that occur where the Divisional Storm Status Report is required upon request

1. These reports shall be filled out as complete as possible. During the early stages of an emergency, some of the information (e.g. sections of wire down, transformers o/s) may not be available.
2. Estimates of customers affected, transmission problems, feeders locked out, wires down, and a current judgment as to when final restorations will be made must be shown on all four (4) hour status reports. However, once the damage survey has been completed, all information fields should be completed. The percentage of customers out of service by Division shall also be provided.

The Divisions should ensure that their four (4) hour reports and other detailed information is circulated to all involved in the storm effort, outside of PowerOn data which all departments have access to.

It will also be necessary to inform the Public Service Commission Power Division in the event of any loss of service for thirty (30) minutes or more to 5,000 or more customers or to any distribution network system. This is the responsibility of the Regional Control Center.

SYSTEM EMERGENCY

The NY Storm Room personnel will provide the PSC with a system storm report generated by PowerOn upon request. Additionally, upon request of the PSC, the NY Storm Room will provide a consolidated System Storm Status Report. These reports will also be distributed to the appropriate internal departments.

When Divisional storm boards are not open, and >5,000 customers in a Division are interrupted, the Regional Control Center shall provide an electronic summary report to the PSC and provide the proper internal notifications.

When Divisional storm rooms are opened, proper notification should be given to Senior Management.

Once the storm board opens, the affected Division needs to provide periodic reports per the procedure above. If the Divisional storm board(s) are not required to be open, the affected Division needs to provide a summary write-up that includes time event began, areas affected, customers affected, crew information, damage information, lines affected, etc., and submit to Emergency Planning for recording and future use as required.

NY REGION STORM STATUS REPORT - CLASS 1 2 3 4 5 [Form 323-075 04.06)]

PAGE _____ OF _____	REGION STORM STATUS REPORT			nationalgrid
CLASS (CIRCLE ONE) 1 2 3 4 5				
REGION	DATE	DAY	TIME	ESTIMATED RESTORATION (EXCLUDES SERVICES) TIME (HRS)

DISTRICT													REGION TOTALS	
TRANSMISSION**	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S
CIRCUIT LOCKOUTS														
WIRE DOWN (SECT. 5)														
STRUCTURES DOWN														
CIRCUIT PATROL (5)														
STATION	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S
STATION O/S **														
FEEDER LOCKOUTS														
FEEDER PATROLS														
OH DISTRIBUTION	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S
PR. WIRE DWN. (SECT. 5)														
LINE FUSES BLOWN														
TRANSFORMER(S) O/S														
SEC. WIRE DWN. (SECT. 5)														
SERVICES DOWN														
POLES DOWN														
CUSTOMERS O/S														
% CUSTOMERS O/S														
WEATHER														
CONDITION														
WIND SPEED														
WIND DIRECTION														

		REQUEST 1	REQUEST 2	REQUEST 3	REQUEST 4	REQUEST 5	TOTALS
OUTSIDE REGION CREW REQUESTS	QTY & TYPE*	L / T	L / T	L / T	L / T	L / T	L / T
	REQUEST TIME						
	ARRIVAL TIME						
	ARRIVAL TIME						
	ARRIVAL TIME						

323-075 (04.06) * L = LINE * T = TREE ** PROVIDE DETAILED INFORMATION ON ADDITIONAL SHEET(S)

NY REGION STORM STATUS REPORT - CLASS 1 2 3 4 5 [Form 323-471 (04.06)]

PAGE _____ OF _____

SYSTEM STORM STATUS REPORT

nationalgrid

CLASS (CIRCLE ONE) 1 2 3 4 5

REGION | DATE | DAY | TIME | ESTIMATED RESTORATION (EXCLUDES SERVICES) TIME (HRS)

DISTRICT													REGION TOTALS	
TRANSMISSION**	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S
CIRCUIT LOCKOUTS														
WIRE DOWN (SECT. 5)														
STRUCTURES DOWN														
CIRCUIT PATROL (5)														
STATION	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S
STATION O/S **														
FEEDER LOCKOUTS														
FEEDER PATROLS														
OH DISTRIBUTION	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S	QTY.	CUST. O/S
PR. WIRE DWN. (SECT. 5)														
LINE FUSES BLOWN														
TRANSFORMER(S) O/S														
SEC. WIRE DWN. (SECT. 5)														
SERVICES DOWN														
POLES DOWN														
CUSTOMERS O/S														
% CUSTOMERS O/S														
WEATHER														
CONDITION														
WIND SPEED														
WIND DIRECTION														

		REQUEST 1	REQUEST 2	REQUEST 3	REQUEST 4	REQUEST 5	TOTALS
OUTSIDE REGION CREW REQUESTS	QTY & TYPE*	L / T	L / T	L / T	L / T	L / T	L / T
	REQUEST TIME						
	ARRIVAL TIME						
	ARRIVAL TIME						
	ARRIVAL TIME						

323-471 (04.06)

* L = LINE * T = TREE ** PROVIDE DETAILED INFORMATION ON ADDITIONAL SHEET(S)

ADDITIONAL REPORT - CLASS IV AND V EMERGENCIES

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EMERGENCY STORM REPLACEMENT LOG

The Emergency Storm Replacement Log shall be completed in the field to ensure that a proper record of poles installed, conductor installed, LTEO equipment installed, services replaced, etc. is maintained during the storm emergency. See Emergency Storm Replacement Log on page 15/16.

These logs shall be returned nightly to the Design Department. With this information, a daily progress report of work completed shall be prepared.

SIDE 1 [FORM 213-497 (04.06)]

Emergency Storm Replacement

nationalgrid

Location of Work	Foreman	Storm #	Date

POLES INSTALLED

ROAD/TOWN / FEEDER #	TAX DIST	LINE #	POLE #	SIZE	TEMP (T)	MAP QUAD / ZONE

CONDUCTOR INSTALLED

ROAD/TOWN / FEEDER #	MAP QUAD / ZONE	TAX DIST	LINE #	FROM POLE	TO POLE	# OF COND	COND SIZE	SPAN LGTH	PRIM	SEC
									☐	☐
									☐	☐
									☐	☐
									☐	☐
									☐	☐
									☐	☐
									☐	☐
									☐	☐

LTEO EQUIPMENT

ROAD/TOWN / FEEDER #	TAX DIST	LINE / POLE #	KINDCODE	KVA	MAP QUAD / ZONE	MANFCT'S DATE
					Serial #	
					Serial #	
					Serial #	
					Serial #	
					Serial #	
					Serial #	
					Serial #	
					Serial #	

213-497 (04.06)

SIDE 2

SERVICES REPLACED

ROAD/TOWN	HOUSE NUMBER	SERV POLE #	COND SIZE	SERVE LENGTH	MAP QUAD / ZONE

STREET LIGHT / PAL REPLACEMENTS

ROAD/TOWN	TAX	LINE#	POLE #	MAP QUAD /	BRK LGTH	LUMN TYPE	STD TYPE	STD LENGTH

COMMENTS

In the interests of improving customer service and to provide information required for customers to properly plan for shelter and welfare during emergency events, the Company, in cooperation with NY Public Service Staff, has agreed to the following Estimated Time of Restoration guidelines (ETR). These guidelines provide minimum expectations of when information will be available and/or provided by the Company in response to storms or storm like emergencies (load shed, blackouts, etc.), absent extraordinary circumstances as determined by the Department of Public Service (DPS or the Department).

The following guidelines provide the DPS 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 guidelines are necessary to ensure the public and the Department are adequately informed and are considered minimum requirements. During the course of restoration, National Grid is expected 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 Company shall provide restoration information (outage counts, ETRs, etc.) to media outlets and public officials in affected areas. Additionally, the Company 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 guideline is based on the starting time of restoration for the event. This is defined as the point in time when field personnel are able to be dispatched without safety risks from continued severe weather conditions and the potential for 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 regions / divisions in areas affected due to timing of event, damage level, access to facilities (flooding, road plowing), implementation of surveys where required, etc. For example, in a minor storm during severe snows, the time period would commence when roadways are in the appropriate condition where safe travel can be achieved by Operations crews. An additional example would be a major storm that impacts an area during nightfall where survey work would be required for initial communications to Staff and the public. The defined time period would commence as survey crews were dispatched in daylight. A final example is a summer thunderstorm that impacts an area in the afternoon and crews / survey teams can be quickly dispatched, the time starts upon the implementation of this restoration effort.

Initial notification to the Department should follow the guidelines issued relating to Appendix B of Case 04-M-0159 (EIRS/telephone). Internal reference can be made to Electric Operating Procedure G010. 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:

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). The Company, however, may need to make notifications to DPS staff in addition to EORS submissions early in an event to satisfy the guidelines.

The following actions are required by the Company within the timeframes from the implementation of the start time restoration. Staff recognizes that multi-day events require additional communications such as municipal calls and press releases. Within the first 6 hours of an event restoration, a determination of whether the event will be less than or greater than 48 hours in duration for 90% of the customers needs to be determined. Dependent upon the determination the Company needs to follow the appropriate communication requirements attached below of either less than 48 hours or greater than 48 hours.

WITHIN 6 HOURS OF START OF RESTORATION

- Determination of whether event will be less than 48 hours or greater than 48 hours for 90% of the customers affected, and communicate with Staff.
- Status of condition to be communicated with phone center representatives, IVR, and company website. If event is expected to be greater than 48 hours, we should note likelihood of extended outage duration.
- Define start of restoration period and communicate with Staff.

Note: 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 Company 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.

EVENT EXPECTED TO LAST 48 HOURS OR LESS

Note: If Staff requires reporting through EORS, National Grid System Storm Staff shall be activated and meet reporting and update requirements of 7AM, 11AM, 3PM, 7PM. Discussion between System Storm Staff and the Regional Control Center(s) impacted must occur to determine whether updates in EIRS need to be continued by Control Center Staff or whether the EORS updates are inclusive of the required notifications.

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.
- Refine estimated restoration times (ETRs) and update customer representatives, Interactive Voice Response (IVR) systems, and web sites.

Continuation of Event after 24 hours at 7AM & 7 PM until customer outages are below 500 or otherwise directed by Staff

- Refine estimated restoration times (ETRs) and update customer representatives, Interactive Voice Response (IVR) systems, and web sites.

Completion of event

- Notify Staff when all storm related customers have been restored.

EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

Note: If Staff requires reporting through EORS, National Grid System Storm Staff shall be activated and meet reporting and update requirements of 7AM, 11AM, 3PM, 7PM. Discussion between System Storm Staff and the Regional Control Center(s) impacted must occur to determine whether updates in EIRS need to be continued by Control Center Staff or whether the EORS updates are inclusive of the required notifications.

Within the first 12 hours of the restoration period

- Prepare a press release for issue at the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call).

Within the first 18 hours of the restoration period

- Schedule municipal conference call(s), unless an alternative municipal contact method is more appropriate. The first scheduled municipal conference call itself does not necessarily have to fall within the first 18 hours, but shall be within the first 36 hours.

Within the first 24 hours of the restoration period

- Notify DPS Staff of what areas sustained the most damage to the electric system and ETRs, where known, on a general geographic basis.
- Issue a press release(s) for upcoming news cycles with the information described in previous bullet.

Within the first 36 hours of the restoration period

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

Within the first 48 hours of the restoration period

- For storms with expected restoration periods five days or less, provide DPS Staff with ETRs by municipality.
- Provide DPS Staff with a global ETR (when outages are expected to less than five days, this is required within 36 hours)**.**
- Where available, provide regional/county ETRs for heavily damaged areas where large numbers of customers are expected to remain without service for five or more days.
- Make ETR information available to the public via customer representatives, IVR systems, and web sites.

Beyond the first 48 hours of the restoration period

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

Completion of event

- Notify Staff when all storm related customers have been restored.

RESPONSIBILITIES

System Operations:

Regional Control Center:

- Provide initial notification to New York State Public Service Staff when 5000 or greater customers in a Division are affected for over 30 minutes per EOP G010 by phone between the hours of 6 am and 10 pm to DPS Staff, followed by EIRS notification within one hour. If between the hours of 10 pm and 6 am, phone notification to staff is to be completed between 6 am and 830 am the next morning. EIRS notification is required within one hour of the event.
- Complete all responsibilities noted in this EEP and the checklist attachments of less than 48 hour event or greater than 48 hour event.
- For each event complete attached checklists (attachments 1 & 2) with date and time of completion. Also include any notes required for event history, and send copy of checklist to Director Emergency Planning within 3 days of event conclusion.
- Provide EIRS updates daily at 7 am and 7 pm until customer outages due to the event are less than 500, unless EORS reporting is activated by Staff.

Director/Manager System Operations:

- For event where system reporting (EORS) is not requested by Staff ensure:
  - Communication to DPS Staff projected restoration per schedule.
  - Appropriate internal contact with phone center and provide update for reps and IVR system per schedule.
  - Contact with web support for website message update per schedule where required.

- For multi-day event, notify Incident Commander / Branch Director for assistance.
- Provide all necessary contacts, notifications and information as required by this document, unless responsibility assumed by Incident Commander / Branch Director through communications with Director/Manager System Operations.

Branch Operations Coordinator:

- Provide guidance to Regional Control as required on event start time and projected restoration requirements.
- Contact Incident Commander / Branch Director for events projected greater than 48 hours and/or mutual assistance requests.
- Provide updates for ETR's per requirements.
- Participate in municipal calls per requirements / as required.

Branch Liaison Coordinator/Corporate Communications:

- Prepare / issue press release as required.
- Provide website language as required.
- Prepare and issue press statements for news cycles when required.

Branch Liaison Coordinator/Community and Customer Management:

- Schedule municipal calls at direction of Divisional Storm Director.
- Coordinate / Implement municipal call.
- Direct municipal / governmental contacts as deemed necessary.

Branch Liaison Coordinator/Phone Center:

- Communicate event status, ETR's to customers via phone reps and IVR system.

Incident Commander/Branch Director

- Manage requirements during events where EORS reporting is required.
- Contact System Storm staff for assistance.
- Open System Emergency Operations Center when necessary.

Branch Liaison Coordinator/Web Support:

- Update website when requested by Regional Control.

GENERAL

With the exception of Class I Emergencies, emergencies may require the movement of personnel between Districts/Regions/Divisions in an expeditious manner to complete restoration of service in a timely manner. The same basic procedure applies when the occasion arises for additional assistance regardless of the source of the assisting personnel. Upon determination that an emergency beyond a Class I exists or is impending, as outlined in EEP.01 - Classification of Emergencies, the following procedure shall be implemented.

In anticipation of and in response to a storm, even if the Company is not expected to be affected by the associated storm, at least one Company representative will participate in all mutual assistance (NYMAG, NEMAG, and MAMA) conference calls to which we are invited.

PROCEDURE

The local District/Region T&D Supervisor responsible for restoration wherein an emergency exists or is expected to develop, shall contact the next higher level of supervision in the restorative hierarchy as required by EEP.01. The specific conditions existing or impending shall be stated including the following:

a) Nature of cause of emergency - wind, lightning, etc.
b) Geographical location of emergency.
c) Number of cases of trouble by location.
d) Number of customers affected.
e) Number of circuit lockouts by circuit designation.
f) Number of crews in the field by location.

Subsequently, the emergency shall be classified, and when required, assistance procedures shall be implemented in accordance with the following:

1. Class II and Class III Emergencies

   This classification of emergency does not require any assistance from outside a Region. Personnel shall be dispatched between districts within the Region as required. The Branch Operations Coordinator shall advise the Branch Director and the Incident Commander of this action.

   The Branch Operations Coordinator shall notify Information Services of the emergency situations so Information Services can reschedule work that might interfere with storm related work and to be able to assign appropriate people on call to support required information systems.

2. Class IV Emergency

   This classification of emergency requires assistance from outside a Region. The Branch Operations Coordinator or Branch Director shall determine the pertinent information outlined in Exhibit A in this procedure.

   The Incident Commander shall work with the Branch Director of the affected Division(s) to arrange for the required assisting personnel from areas within the Division and from other Divisions that are not affected within New York State. If additional resources from outside the Divisions and/or New York State Division(s) are required, the Incident Commander shall request additional resources through the Project Management and Complex Construction organization which shall coordinate the acquisition of the requested resources. The Division(s) providing assistance shall supply to the Incident Commander or Branch Director information outlined in Exhibit B for forwarding onto the Branch Operations Coordinator requesting assistance.

   The Supervisor of the supporting crews upon arrival in the requesting Region shall perform the duties as outlined in Exhibit C.

   When assisting personnel, other than from the Operations Department are required, it shall be the responsibility of the appropriate functional ICS lead, as the case may be, to coordinate such request for resources through the Incident Commander/Branch Director to Emergency Planning and the Project Management and Complex Construction Organization. Arrangements for lodging of the required personnel shall be coordinated by Logistics. The respective functional ICS lead will keep the Incident Commander/Branch Director informed of the status of support resources.

   Immediate notification shall be made to all Corporate Communications emergency responders once a storm is classified IV.

3. Class V Emergency

   This classification of emergency requires assistance from other utilities, outside contractors, etc. National Grid has mutual assistance agreements with many utilities.

   The Edison Electric Institute maintains a Mutual Assistance Roster of major electric utilities in the United States. This information includes the names, addresses and telephone numbers of personnel to contact in each company. A roster is maintained in the Emergency Planning office. In addition, several line and tree contractors maintain crews in New York State

Refer to the following exhibits listing mutual aid support entities:

Exhibit 1	New York Mutual Aid Group
Exhibit 2	New England MAG
Exhibit 3	Mid-Atlantic Mutual Aid Group
Exhibit 4	Tree Contractors
Exhibit 5	Line Contractors

Project Management and Complex Construction personnel will make contact with utilities for mutual assistance as requested by the Incident Commander. Project Management and Complex Construction will make contact with contractor organizations for additional support upon request by the Incident Commander.

Project Management and Complex Construction will report back to the Incident Commander and/or Branch Director of the requesting Division with contractor company response and provide the Incident Commander and/or Branch Director of the affected Division(s) with the appropriate crew rosters upon notification. The Incident Commander and/or the Branch Director of the affected Division will provide Project Management and Complex Construction with assignment location and contact name and phone number to direct the contract personnel. Project Management and Complex Construction will provide the appropriate information to the responding contract company.

Contract crew transfer between NY and NE shall be completed through a coordinated effort that involves Project Management and Complex Construction, the Incident Commander and/or Branch Director of the affected Division(s). There will be no contract crew exchanges directly between the NY and NE storm rooms; this must be completed through Project Management and Complex Construction and the referenced leadership team. Contract crews in NY shall not be released without consent of the Incident Commander and/or Branch Director of the affected Division(s) or designee.

The procedure is the same as a Class IV Emergency.

The assisting parties shall exchange information and perform the duties as outlined in Exhibits A, B and C.

Proper logistics (travel, meals, lodging, rest) for mutual assistance and contract crews are required to ensure efficient use of the crews supporting the restoration effort. Arrival times should be properly communicated to operations supervision, as well as the next required rest and meal times. Arrival times will dictate the potential for productive assignments and need for assembled work packages and supplies. General travel times will be included in the assistance organization contact exhibits of this EEP to assist with decision making information.

USE OF COMPANY RETIREES AS CONTRACTORS

In instances when the knowledge and skills of retirees are necessary to provide supervisory support in such areas as T&D, Storeroom, Design, Stations, Transportation, etc., or to function as “runners” or “birddogs”, they will be hired as contractors via a third party. Their compensation will be a flat hourly rate for all hours worked. Retiree contractors will also be reimbursed for reasonable out-of-pocket expenses associated with meals, tools, mileage and other incidentals

When Branch Directors determine a need for retiree assistance, The NY-EOC and Project Management and Complex Construction should be contacted in advance of retaining retirees, to discuss their specific requirements. Project Management and Complex Construction will notify Emergency Planning that retirees are being engaged.

Emergency Planning will utilize the Human Resources Department for assistance in contacting retirees and handling the administrative details of their employment arrangements.

MOBILIZATION CLASS III, IV, V EMERGENCIES

All orders to mobilize personnel shall be communicated by the Incident Commander to the Branch Director(s) of the Division(s) that are to supply the personnel. When such orders are issued, the information included in Exhibit A of this Section, for field crews will be provided.

Whenever possible and practical, all required/requested field personnel shall be assembled and dispatched in appropriate size groups with appropriate supervision. If tree crews are required, the requested number of crews will be sent to work under the direction of requesting regions’ Forestry supervision. When warranted, additional Forestry supervision shall be requested for assistance in directing crews.

Field crews and support personnel crew transfer sheets (information included in Exhibit B of this section) shall - at a minimum - be provided to the Branch Director of the receiving Division and the NY-EOC. This information should be provided promptly.

For major storms, unaffected Division(s) may be called upon to send Supervisors and select management personnel to assist the affected Division(s).

Heavy wet snow or heavy icing events, present some unique requirements for timely restoration. These types of past events have provided data from which a guideline has been established for the required line crew and tree crew necessary to provide timely restoration. This guideline indicates the following:

2.8 line crews for each distribution lockout
1.5 forestry crews for each distribution lockout

Note: This guideline is only an estimate and many variables must be considered such as amount of snow or ice, existing foliage on tree's, customers affected, transmission/sub-transmission outages etc. This guideline may be used to provide assistance in determining the line crew and tree crew needs prior to the availability of damage surveys. All information available should be used to assist in determining the needed resources.

SERVICE CREWS

General

During major storms when there may be many services down, service crews may be formed at the request of the Incident Commander and/or Branch Director to supplement existing line resources to restore single phase secondary services.

Crew Makeup

Crews may originate from subway, stations, service or any other job classification that is qualified to work on and near exposed energized electrical equipment and have been issued and trained in the proper use of Class-1 rubber gloves. When service crews are formed, the normal compliment should be a two-person crew. As service crews are formed, all efforts will be made to provide qualified supervision to oversee service crew work in the field.

Scope of Work

All service restoration activities will be limited to repair on single phase secondary service drops only. All such repairs from the pole to customers meter channel should be treated as energized at all times. No connects will be allowed on the pole end if the pole is equipped with primary equipment, such as transformers, regulators, capacitors, etc. Mid-span connections shall be limited to bucket truck applications only, provided adequate clearances can be maintained from the primary conductor.

A list of qualified employees trained in service restoration activities will be posted and maintained at each Divisional Storm Center.

Crew Dispatch

A separate sub-control center may be established to handle all service restoration activities which would allow the Divisional Storm board to concentrate on transmission and feeder restoration. This sub-control center shall report all activities to the Divisional Storm Board and shall be under the general direction of the Incident Commander/Branch Director. After service crews are dispatched, they should contact the Line Supervisor in charge of the feeder they are assigned to coordinate work activities.

Training

All personnel involved with the repair/replacement of services during storm restoration shall have completed Storm Restoration Training for Non-Line Personnel.

DOWNED WIRES

General

Public Safety during an event is the Company's number one concern. The elimination of hazards to the public takes precedence during emergencies. During a storm event it will be necessary to send qualified individuals to reported line trouble locations and verify if trouble is in fact National Grid equipment.

If a location is found by a company employee to have a down conductor that may be energized, the employee(s), if trained and qualified to make a permanent or temporary repair to clear the hazard, should do so. If not qualified to perform the corrective action, the employee should call the respective RCC, storm room, or dispatch for assignment of qualified individuals to correct or make safe. If prioritization delays qualified employee(s) to respond, the responding employee will guard the public from encroaching upon the hazard by coning off the immediate area, applying warning tape, and by continuation of guarding the area if the risk of public injury is warranted.

Wire Down Staffing

Minimum staffing for wire down/wire guard responders as defined for storm classifications in EEP.01.

Class I Emergency – In Class I emergencies the majority of wire down calls will be responded to by district line mechanics. If line staff are unavailable to meet complete response objectives in a timely manner, divisional service representatives may be dispatched to support the response. The minimum number of available qualified personnel required for this class event would be 3.

Class II Emergency - In Class II emergencies the districts are supported by additional regional line support. Most of the wire down calls will be responded to by line mechanics. If line staff are unavailable to meet complete response objectives in a timely manner, divisional service representatives may be dispatched to support the response. The minimum number of available qualified personnel required for this class event would be 5.

Class III Emergency – In Class III emergencies the restoration is supported regionally with ETR's within 24 hours from the start of the restoration event. In this class of event divisional service representatives may be utilized to support wire down/wire guard response. The minimum number of available service qualified personnel required for this class event would be 10.

Class IV Emergency – In Class IV emergencies regional restoration requires additional company assistance. In this level of event divisional service would be necessary to support the wire down response. Minimum staffing would require 15 qualified personnel.

Class V Emergency – In a Class V emergency outside company resources are utilized (excluding normal divisional contract staffing). In this level of event the dedicated minimum staffing for wire down response would be 20 qualified personnel. It should be noted that minimum staffing levels could be greatly exceeded by a severe ice storm, heavy wet snow storm, hurricane/tropical storm, or a prolonged high wind event. In these scenarios the company could anticipate the need for significantly more wire down/wire guard personnel depending on the

impact of the storm. Additional in-house support of CMS could include available Gas Mechanics, Meter & Test representatives, Meter Readers, and Collectors. Only individuals trained for this duty shall be qualified to wire guard. This section of the EEP also includes contract down wire support in Exhibit - H for additional resources if necessary.

Scope of Work

A key phase of the overall emergency response plan is the Company's response to down wires. This includes elimination or mitigation of the hazards encountered by the public and/or employees. In emergency events, the Incident Commander / Branch Director / or Branch Operations Coordinator may determine due to the amount of down wire calls, to implement plans to activate the Down Wire Organization in support of the Local/ Divisional Storm Board(s) or RCC. This Center will report to the Branch Operations Coordinator through the Wire Down Room Lead. This center will manage response to down wire calls, and assess or rectify conditions found in the field. This center will also mobilize additional resources to guard wire down conditions where required in order to relieve first responder (assessor) personnel, in order to efficiently assess additional wire down calls pending. This group will manage all aspects of the wire down response as directed by the Branch Operations Coordinator.

Roles

The Wire Down Room Lead is responsible for oversight, coordination and management of the wire down organization. The Wire Down Room Lead utilizes Service department resources as first response (assessors) to down wire calls as required by Local/Regional/Divisional Storm Board(s) or RCC/Dispatch; requests additional support for down wire guarding through additional divisional departments such as Meter Readers, Collectors, Gas Operations, Meter & Test, etc. when required; and requests additional non-divisional personnel through Branch Operations Coordinator / Branch Director when required. When company resources have been completely utilized to support the wire down function and additional response is required, the Wire Down Room Lead will utilize Exhibit H for wire down responders/guard contractors to supplement the existing work force.

In addition, the Wire Down Room Lead coordinates the efficient use of first responders by replacing positions in the field with trained down wire guards when necessary, and ensures proper completion of company systems or documents in regards to the response time and down wire completion.

Service Representatives (Assessors) – Responsible for responding to down wire call, rectifying unsafe conditions where trained, wire guarding for public safety, and requesting assistance where applicable. Proper completion of MWorks documentation.

Wire Guard Personnel – Individuals trained to ensure protection of the public by guarding the area to protect the public from encroaching upon the hazard.

Damage Assessment Patroller – While performing assigned damage patrols, trouble surveyors will determine if the trouble presents a hazard to the public. If it is, they will attempt to make the area safe. The experience and training of the individuals will vary upon those responding. If

electrically qualified and properly equipped to make the field condition safe, the surveyor should do so. If the time element to do so will detrimentally impact the survey completion time, the responder shall notify survey supervision and request direction. If a hazardous condition still exists, then an individual will be dispatched to standby and guard hazardous conditions until repairs can be made. Conditions reported by trouble surveyors will be compiled and forwarded to the Regional Storm Board. Wire down locations where standby is required should be communicated to the wire down group when activated.

Process

Response to down wires can be dispatched by various sources in an event: RCC, Dispatch, or Storm Board(s). Line crews typically are dispatched by RCC or T&D Supervision in the Local / Divisional Storm Board(s) verbally utilizing support of PowerOn. Service Representatives are typically directed by Dispatch by the use of MWorks. The call can be transferred by RCC/Storm Board from PowerOn to MWorks for dispatching to a Service Representative. Dispatch will determine the assignment and dispatch to the individual accordingly through MWorks. The Service Representative will document arrival in MWorks for record purposes. The Service Representative may review the condition nonexistent and close the order, may correct condition and close order, or may request additional assistance for remediation. In instances where assistance is required, the individual will guard the condition for safety until replaced if situations dictate. Due to the severity of the event, Wire Down Room Lead may request additional labor to wire guard, in this scenario the wire down group will manage the dispatch/ assignment of the wire guarding personnel to the stand by location in relief of the service representative. The wire down organization will keep records of all assignments by name, location situation, and cell phone number for contact. For orders where Service Representatives require line assistance, the order will be sent from MWorks back to PowerOn for RCC or Storm Board(s) for field dispatch.

Training

All personnel called upon to guard downed wires shall have completed training in the “Down Wire Policy for Emergency Conditions”. Personnel working with energized conductors in making the area safe or completing service restoration shall have received proper electrical training prior to the event. Those not trained and qualified SHALL NOT work with energized equipment or attempt to do any work outside of their qualifications and training.

SUPPORT PERSONNEL

Support personnel may be in the form of Planners, Communication Testers, Operating Clerks, Servicemen, Garage Mechanics, Materials Management, Emergency Response Contractor(s) for spill cleanups, etc. All orders to mobilize these personnel shall be communicated to the appropriate Fleet Services, Manager Inventory Management, etc., by the Branch Operations Coordinator as required. When such orders are issued, the applicable information included in Exhibit A of this Section shall be provided.

When assembled, the applicable information included in Exhibit
B of this Section shall - at a minimum - be provided to the Branch Director of the receiving Division and the NY-EOC. This information should be provided promptly.

A list of retired employees is available from the Human Resources Department and maintained in the Storm Emergency Assignment List (SEAL).

Support personnel may be utilized as runner/guides to assist foreign field forces in locating job sites and other logistic matters such as locating fuel and restaurants. Individuals utilized as runner/guides should have a local knowledge of streets, restaurants, supply points and fuel points.

MODE OF TRANSPORTATION

The Mode of transportation for personnel and vehicles depends primarily on two factors, distance and weather.

As a guideline, when distances of 300 miles or greater are involved, the vehicles should be dispatched separately from the personnel. Drivers are to be provided for the vehicles and the personnel transported by bus, train, or plane as the conditions dictate at the time.

USE OF NATIONAL GRID RESOURCES NE AND LONG ISLAND

In the event Operations requests mutual assistance for restoration activities, the following individuals shall be contacted for such mutual assistance:

New England

NAME	OFFICE	CELL
[redacted]		
[redacted]		

Long Island

NAME	OFFICE	CELL	HOME
[redacted]			
[redacted]			
[redacted]			
[redacted]			

INTERNATIONAL MUTUAL AID

Acquiring Canadian Crews

To facilitate the processing of mutual assistance crews from Canada into New York, the following procedures should be followed to
satisfy the requirements of both Immigration and Naturalization Crews Service (INS) and Customs. Business Resilience is responsible for implementing these procedures.

Immigration & Naturalization Services (INS)

INS requires a letter from National Grid NY indicating where crews will cross. The letter must indicate that the crews have been requested under mutual aid to assist with power restoration efforts (Refer to Exhibit D). The Canadian utility must provide INS with specific employee information as set forth under Exhibit E. Immigration and Naturalization ports of entry and associated contact numbers are shown in Exhibit F.

U.S. Customs

U.S. Customs is concerned with the transport of goods and equipment across the border. Customs requires manifest and other information as indicated on Exhibit E, U.S. Customs Requirements. This information must be faxed to Customs well in advance of the crossing of Canadian crews into the United States.

U.S. Customs appreciates as much notice as possible in order to facilitate the border crossing processing. (Refer to Exhibit E for sample letter to be faxed to the utility providing mutual aid.) U.S. Customs and Border Protection points of entry and associated contact numbers are shown in Exhibit F.

Acquiring Canadian Crews

To facilitate the processing of National Grid crews into Canada, the following procedures should be followed:

Sending US Crews to Canada

Canadian Utility first requests mutual aid assistance from National Grid. National Grid should seek assurance from the host utility that the Canadian Border Service Agency (CSBA) has been / will be notified of the impending cross border movement of National Grid crews at a designated port of entry (i.e., the Peace Bridge).

Generally, as a result of a state of emergency, any request for assistance to have personnel/equipment entering Canada would be made by the local/regional/provincial/federal government to the Canada Border Services Agency (CBSA). Any such request by Canadian Utility companies for cross border assistance would be made by government on behalf of Utility to the CBSA. A state of emergency would necessarily be required to enact regulations CSBA will advise what advance information will be required, based on the specifics of the emergency. National Grid will provide the host utility with standard crew sheets and will also provide pre-arrival information or even potential pre-clearance/screening in the United States. For each person crossing the border the following information should be available in advance for potential faxing to Canadian authorities:

Last name, first name and initials
Date of birth (YYYY/MM/DD format)
Country of citizenship
Home Address (number, street, town/city, state, country, zip code).
Potential length of stay
Location of border crossing

A manifest identifying number and type of vehicles should be prepared and include:

Number of vehicles
Types of vehicles
Equipment to be imported

Again, the required information may vary depending on the emergency, but the foregoing represents baseline data that National Grid should be prepared to provide.

Mutual Aid Charter Flight Acquisition

Upon notification from a utility seeking mutual assistance that transporting National Grid crews by charter flight is desired contact, the Chief Pilot at National Grid Aviation, . Also contact the NY-EOC to coordinate payment,

Advise the Chief Pilot of the number of passengers, desired flight date, times and flight path (Providence, Syracuse and ending destination).

(The Chief Pilot arranges the flight through Executive Fliteways, Inc., who will arrange for appropriate personnel to facilitate check-in.) National Grid's Executive Fliteways contact is Michelle PorDehm ( ).

To expedite airport security notify the Transportation Security Administration (TSA) at the departing terminals in advance and advise of the arrival time of the crews.

EXHIBIT A

INFORMATION SUPPLIED BY
PARTY SEEKING ASSISTANCE

1. Number and type of personnel required; i.e., line crews, tree crews, sorters, mappers, servicemen, mechanics, communication testers, etc.

2. Geographical location to have personnel to report to and telephone number of the District Supervisor responsible for restoration at that location.

3. When the personnel are required.

4. Estimated duration of emergency.

5. Equipment needed*:

   a) Line trucks (buckets, diggers, etc.)
   b) Passenger cars
   c) Other vehicles and equipment necessary for weather condition
   d) Radio base station

   *Utilities supplying National Grid with crew compliments greater than 30 crews may be requested to bring a rack body boom truck for materials if the event is of such duration and size that support for Distribution of materials is requested by the warehouse Material Coordinator.

6. Material needed:

7. Suggested highway routes to travel.

8. Other pertinent information such as local weather conditions.

EXHIBIT B

PROCEDURE FOR DISPATCHING FORCES
TO PARTY SEEKING ASSISTANCE

1. Select Crew Chief(s) and appropriate Regional Supervision who will have charge of crews.

2. Mobilize required personnel and advise them –

   a) Destination.
   b) Estimated duration of emergency.
   c) Time to report to work headquarters.

3. Instruct Supervision of the duties expected of them and provide them with -

   a) Destination.
   b) Telephone number of the District Supervisor responsible for restoration at that location.
   c) Transportation details.
   d) Highway routes to follow.
   e) Expense money to destination.
   f) Estimated length of emergency.
   g) Time slips, report forms, etc., contained in prepared kit.
   h) Completes form, page 10.
   i) Accounting information distributed by Emergency Planning / provided by Finance (NY).

4. E-mail a copy of the completed Storm Crew Transfer Sheets, with appropriate information, to the System Emergency Restoration Center representatives at the following e-mail address: “Crew Transfer Sheet”, Theresa Leib, Glen Aichinger, and to the party seeking assistance.

5. Issue Pre-assigned Mutual Aid accounting to Customer Operations Supervision.
   a) Obtain on a periodic basis Pre-assigned Mutual Aid account numbers from the Finance Dept. (Pat Pensabene/NY) (NE: TBD).

STORM CREW ASSIGNMENT

National Grid - Crew Transfer Sheet- <u>BLANK</u>

RoD Team #

Number Qualified OH Crews ____

Number of Diggers ____

Number of Hotel Rooms ____ Singles

Number of Hotel Rooms ____ Doubles

FROM

Contactor/ Co. Name ____________________

Home HQ, Yard, Barn ____________________

Contractor/ HQ Contact ____________________

Contractor /HQ Phone # ____________ XXX-XXX-XXXX

Fax # ____________

General Foreman ____________________

Telephone # ____________ XXX-XXX-XXXX

Ngrid Supvsr/FCC ____________________

Telephone # ____________ XXX-XXX-XXXX

TO

Restoration Region ____________________

Restoration Location ____________________

DEPARTURE *(From Home HQ)*

Date/Time ____________ MM/DD/YY hh:mm (Military)

ESTIMATED ARRIVAL

Date/Time ____________ MM/DD/YY hh:mm (Military)

CREW AVAILABILITY

- ☐ Available to Work on Arrival
- ☐ Requires Rest on Arrival

CREW CAPABILITIES *(Qualified/Rated)*

- ☐ Overhead Distribution
- ☐ Transmission
- ☐ Underground
- ☐ Forestry
- ☐ Other

Notes:

* Complete All Fields Shaded in **Yellow** - Others are Optional
* Select Field to Reveal Drop-Down List

Vehicle ID: Ngrid - Add NE or NY to End of Truck Number

Contractors/MA Add 2 Letter Code:

Asplundh Line=**AL**, Harlan=**HA**, Hawkeye=**HK**, Thiro=**TH**, Northeast Utility=**NU**, 3-Phase = **3P**, JCR Line= **JC**, On-Target=**OT**, DD Power=**DD**, McDonough=**MC**, USA=**US**, MJ Electric=**MJ**, Joy Electric=**JY**, KT Power=, Bernis LLC=**BE**, CC Power=**CC**, City Lights Electrical Co.=**CL**, Grattan Line Construction=**GR**, Henkels & McCoy=**HM**, Midwest Electric=**ME**, O'Connell Electric=**OC**, Pike Electric=**PE**, SPE Utility Contractors=**S**, State Electric Corp.=**SE**, Utility Lines Construction Svcs.=**UL**, Northline Utilities=**NU**, ABC Tree=**AB**, Asplundh Tree=**AT**, Davey Tree= **DT**, Lewis Tree=**LT**, Nelson Tree=**NT**, KW Reese=**RT**, Tamarack=**TF**

Employee ID	Last Name	First Name	*Gender	Supervisor/FCC (Y/N)	*Storm Role	Cell #	Home HQ	Temp Crew ID	Require Lodging	Vehicle ID	Vehicle Description	Vehicle Type

EXHIBIT C
PROCEDURE FOR SUPERVISORS
ASSISTING OTHER PARTIES

1. Call Supervisor responsible for restoration on arrival at point of emergency work assignment.
2. Verify information as to where crews will be met and where they will report for work.
3. Obtain information on crew lodging and meals.
4. Check restaurant hours for proper accommodations, especially breakfast.
5. Establish daily work schedule.
6. Arrange for assignment and storing of vehicles.
7. Arrange for assignment of a guide who knows the local area and who is qualified to request switching and obtain mark-ups on lines and equipment.
8. Request general information for your crews.
9. Request Transmission and Distribution System Descriptions and Instructions for your crews.
10. Request maps of distribution circuits.
11. Request important telephone numbers such as for the work headquarters, District Operator's office, police and doctor.
12. Maintain a daily log of activities from time of departure.
13. Turn in all outstanding unpaid bills.
14. Obtain return expense money.
15. Arrange for return home in reasonable and prompt manner.
16. Report to the local Supervisor responsible for restoration.
17. Submit required reports.

EXHIBIT D

nationalgrid

To: Customs Border Protection, Immigration and Naturalization Division

From: National Grid

Date:

Subject: Canadian Mutual Aid Crews Aiding Power Restoration

Please be advised that National Grid, is encountering major power outages resulting from storms and has engaged the assistance of __(name of Canadian utility company)_____ under mutual aid agreement. It is our expectation the Canadian crews will assist National Grid in short term storm restoration efforts, ending their assignment by date , or earlier.

Please expect the crews to be crossing the border at your location between time frame on date .

Should you have any questions regarding this, please contact our Emergency Planning Communications Center at .

Signature

Project Management & Complex Construction

Project Management & Complex Construction
300 Erie Boulevard West
Syracuse, NY 13202

EXHIBIT E

To: (Canadian Utility providing Mutual Aid Services)

From: National Grid, Emergency Planning

Date:

Subject: Office of Homeland Security Border Crossing Requirements

Immigration and Naturalization (INS) Requirements:

1) The Canadian utility must provide INS a list of employees crossing the border. For each employee, list
    a. Name
    b. Date of birth (in month/day/year format)
    c. Citizenship

2) Item 1 and 2 must be faxed in advance to the INS office where the crews will be crossing the border. The number is _____.

3) Canadian employees must provide U.S. Customs with proof of citizenship. Accepted forms of citizenship include

    a) Passport

To facilitate border crossing, a passport card or passport is necessary. Crew members must be able to answer the INS agent's questions in English; there may not be an agent on shift fluent in French. Unless you have bilingual crew members crossing together with non-English speaking individuals, there may be delays in crossing the border.

Note that INS requests that crews be "bridge specific". Crews should all cross at a previously designated bridge where their information has been faxed to. Previous experience show that crews use various bridges, and delays result as the necessary employee information is not at that but at another border crossing location. If you expect crews will be crossing at borders other than listed above, please contact National Grid Emergency Planning for the appropriate fax number of other intended border crossing site(s).

Exhibit E (cont'd)

U. S. Customs Requirements

To facilitate border crossing into New York, U.S. Customs requires the following manifest information:

1) Who is on the truck: name, date of birth in month/day/year format.

2) What kind of truck/equipment is coming into the U.S.

3) Identification of owner of the truck (Customs must ensure that all of the trucks belong to you).

4) Where the trucks are going (National Grid, Central New York…Eastern New York…Western New York, providing detail if possible).

5) The name of the person in charge at National Grid who can advise Customs where the trucks are assigned is Allen C. Chieco, National Grid Emergency Restoration Center 518-433-3809 or 518-421-5864.

6) The trucks are expected to be in the United States for approximately _____days.

7) U. S. Customs appreciates as much notice as possible to prepare for the crossing of your crews. Fax this information to Office of Homeland Security, U. S. Customs Division at (Fax No.)_____.

Exhibit F

U.S. Customs and Border Protection – NY Border Crossing Ports of Entry

*Point of Entry number staffed 24/7

PORTS	FACILITIES & CROSSING	PHONE NO.	FAX
24 HOUR CONTACT NUMBER FOR CHAMPLAIN/TROUT RIVER LOCATIONS 518-298-8346			
CHAMPLAIN	[redacted] PORT DIRECTOR [redacted] – Assistant		
	Cannons Corners		
	Mooers		
	Overton Corners (Route 276)		
	Rouse's Point		
TROUT RIVER	[redacted] – PORT DIRECTOR		
	Chateaugay		
	Churubusco		
	Fort Covington		
	Jamison's Line		
MONTREAL Wednesdays Only 10a.m. – 1:30 pm	[redacted] PORT DIRECTOR		
BUFFALO	Port Office in Downtown Buffalo		
	Buffalo/Niagara Falls International Airport		
	Lewiston Bridge		
	[redacted] - PORT DIRECTOR Rainbow Bridge		
	Whirlpool Bridge		
	[redacted] - PORT DIRECTOR Peace Bridge		
ALEXANDRIA BAY	Main Office		
	[redacted] - PORT DIRECTOR Cape Vincent		
	[redacted] – PORT DIR. Massena		
	[redacted] – PORT DIRECTOR Ogdensburg		

EXHIBIT G

The Customs Manager will direct full awareness of the emergency facilitation to the on-duty Immigration Supervisor, the Local Traffic Supervisor for the Bridge Authority.

The remainder of this document contains confidential contact information and is not available for public viewing.

Exhibit 6

GENERAL

The meals and lodging functions under the Logistics Section should be activated during emergencies when large numbers of crews are required in a District or Division and will be remaining there for an extended period of time. This group, under the direction of the Branch Logistics Coordinator, shall consist of a minimum of two (2) people, none of which will have any additional duties in the emergency organization. This group shall have the ability to expand the contract in numbers of personnel as the need develops. Each Division shall designate the Lodging and Meals Coordinator within its Emergency Response / Storm Organization.

In the event of a major catastrophic event Class V storm, additional staffing should be provided. Lodging and Meals Support from nearby Regions should be called upon to provide additional staffing to the affected Region.

RESPONSIBILITIES

1. When a Class IV or Class V storm occurs, consider advance booking of a block of hotel/motel rooms on a contingency basis as soon as requests for outside crews are made from the Emergency Restoration Center of any given District or Division during an emergency.

   Individuals assigned to arrange for crew accommodations should coordinate hotel/motel reservations with Purchasing. Motels having pre-established rates and terms should be selected whenever possible. Where rates and terms are not prearranged, Purchasing will negotiate to establish same. Individuals assigned to accommodations should become familiar with pre-established terms developed by Purchasing to help avoid over-committing the company.

2. Work with Emergency Planning to maintain a list of all incoming crews - their normal work headquarters, travel route and expected time of arrival.

3. Arrange for a guide to meet incoming crews, (if unfamiliar with the District or Division) at prearranged locations and lead crews to assigned work locations or headquarters. If practicable, the same guide should be assigned to the same crew each day. This may necessitate the lodging of the guide at the same location as the crew(s).

4. Register, on arrival and departure, all incoming and Out-going crews. It is extremely important that all foreign utility and contractor employees are tracked.

5. Arrange for lodging accommodations as close to the Crews' work location as possible. Generally, two (2) men will be assigned to a room. Arrangements shall also be made to stock and service vehicles at the location where the vehicles are stored during periods of rest.

6. Where available, distribute lists of meal locations, preferably those which have prearranged credit available. In the event of a large scale emergency, it may be necessary to send crews to prearranged locations, such as banquet halls, fire halls, etc., where catering services are available.

7. Coordinate between employee and family in the event of a home emergency. Emergency home phone numbers of all workers shall be provided to the crew accommodations personnel. Similarly, the emergency number, i.e., cell phone number, truck number, pager, hotel name and address should also be noted by crew accommodation personnel.

8. Maintain computerized database listing of all motels and hotels in the Division. The listing shall be by Operating Region / District and show capacities, quality of service, rates, phone numbers and seasonal availability. The data shall be updated semi-annually. Rates shall be established through Procurement .

9. Maintain a list of where dormitory and barrack space is available in the Division.

GENERAL

If an emergency is of short duration, conditions may warrant that the employees be worked up to 36 hours or the second sunset provided the work can be completed in that time. Otherwise, all employees should get at least 8 hours off in every 24-hour period. It is desirable to work in daylight to maximize efficiency and safety. It is also important to provide ample staffing at night that should include One Person Crew coverage to respond to 911 and large outage calls, pole setting in preparation of crews coming off rest, and large outages where the work area damage is known and can be worked efficiently and safely while meeting crew rest concerns.

Foreign crews and supervisory personnel shall be issued the following materials:

1. Storm cards to each supervisor or other person charged with cash/management responsibilities.

2. County road maps as needed and circuit diagrams to each supervision and crew.

Every effort must be made to provide good quality lodging and meals. At least two good meals must be provided daily. It may be desirable to house groups of workers away from the work area and transport them by bus if proper facilities are not available locally.

Crews traveling to another Region/District or another utility for an undetermined time, shall be instructed to have a minimum of 7 days supply of clothing and personal items.

Crews traveling to another Region/District should eat, if necessary, prior to arrival at storm area.

The following are National Grid policies that must be adhered to by employees, hired contractors or foreign crews while on National Grid property for whatever reason:

1. Safety policies and protocols (i.e., lockout/tagout, personal protective equipment, etc.) are expected to be adhered to throughout the restoration.

2. There shall be no consumption of alcoholic beverages during regular working hours, overtime, and emergency or at meals.

3. Meals shall be obtained at a reasonable price.

4. The unlawful use, possession, sale or purchase of “controlled substances” is prohibited.

5. No person shall enter upon National Grid property while in possession of a firearm of any description, loaded or unloaded.

6. Room accommodations will be treated respectfully and in accordance with "House Rules."

7. National Grid will not pay for hotel charges for room service, movie charges, etc. One call to home number of a reasonable duration is allowed.

8. Personnel who are sick, injured or otherwise unable to report to work shall inform their immediate supervisor who, when applicable, will report to their assigned National Grid representative.

Company Assistance Program

1. The Company offers an Employee Assistance Program (EAP). The EAP includes a free and confidential counseling service that provides professional help and assistance to employees, dependents, and household members with any type of life issue or personal problem. The EAP will also be utilized to provide support and assistance to employees that have a disaster in their personal lives during a major event. This service will be utilized to ensure that an employee that is to be utilized for a major event is available to perform their emergency assignment duties as required.

The Employee Services team will be activated at the discretion of the System HR Officer, and the extent of the assistance provided will be determined based on the incident to the employee.

At the time of the event, it will be determined whether the Employee Services Unit shall provide:

- Information and suggestions to all employees on how to prepare themselves, their family and/or homes in advance of a storm. This may include supplying reading materials from the Red Cross Ready program, (how to make an emergency kit for your family, how to make a plan, how to get information during an incident). Responsibility: Employee Communications

- Liaise with the Employee Assistance Program (EAP) to assist with employee issues regarding the emergency event. The EAP includes a free and confidential counseling service that provides professional help and assistance to employees, dependents, and household members with any type of life issue or personal problem. The EAP services include direct support to employees and families related to the psychological impact of a disaster situation, as well as information and guidance related to community services and resources.

- Refer the affected employee(s) to the appropriate resources, both internal and external (EAP) for guidance with their specific situation.

Prior to what would be anticipated to be a Class IV or V event, employees should be notified of assistance programs available to them and their families (via mass email distribution/intranet postings) and the process for obtaining assistance information.

The Employee Services team may consider setting up an Employee/Family Assistance Center to serve as a centralized point to provide service to employee families impacted by disaster. The Center may provide computer access, telephones, information, and assistance in accessing other services. It would also serve as a volunteer coordination center

2. Employee Services Unit

   The Employee Services Unit is made up of Human Resources and TDC employees. We will scale up and down depending on the event.

3. Detailed Section

   Employee → Supervisor → HR Business Relationship Manager → HR/LOGISTICS TEAM → Employee Services Unit

EAP CONTACT INFORMATION:

Internal EAP Contact (as of Oct 2012):

National Grid HR Hotline Number

In addition to EAP, we have established an HR Hotline to assist employees who have encountered major impacts (e.g., shelter, access to food, medicine, etc). HR Representatives can assist employees with any questions they may have and advise them about the resources available to them. We have put in place an additional number to promptly address employee calls. Employees can access the HR Hotline at either number listed below between the hours of 7:00 am and 7:00 pm.

GENERAL

Proper communication of information during an emergency is vital to the restoration effort. In a large storm, usage of two-way radio, cellular, paging, computer aided dispatch, and telephone facilities will be abnormally high. It is imperative that messages be concise and limited to pertinent data. Details and items of lesser importance shall be transmitted in writing or verbally at the appropriate time.

The appropriate Regional Protection and Telecommunications Operations Department will be responsible to assure communication among vehicles and dispatch locations during emergency conditions. In addition to local units, out of town National Grid personnel as well as foreign utilities and contractor crews may be involved and will have to be included in the arrangements.

Use of additional frequencies, scanners, pagers, portable radios, satellite communications and cellular phones may be necessary for storm communications.

When crews or supervisors are making a radio call, they should call directly to a particular office or dispatch center. Calls should include vehicle number and dispatch position and channel of radio. Example: "7-495 to Syracuse Line on Channel 2" or "1-235 to the trouble office on channel 1".

Dispatchers should keep track of which vehicles are on each dispatch channel. Dispatchers should also maintain clear channels when possible and monitor channels prior to keying up transmitters.

PURPOSE

This procedure has been developed to assist in maximizing use of all current field crew dispatch methods. Included but not limited to the following types of equipment:

- Two-Way Radios
- Cellular Phones
- Pagers
- Computer Aided Dispatch System
- Satellite Phones

REFERENCES

Radio Communications Procedure Manual RC.01.

RADIO COMMUNICATIONS

Overview

National Grid's radio dispatch system consists primarily of three frequency spectrum bands. 800 Mhz, High Band (VHF) and Ultra-High Band (UHF).

Divisional frequency assignments for T&D are VHF High Band for all areas of the service territory. A channel plan has been developed and distributed so that all T&D vehicle radios can be programmed to access any regions repeater system.

Regional Radio Dispatch is accomplished by each Regional Control Center and by Centralized and District locations.

Storm Restoration Centers are also equipped to dispatch each Region or District.

The Wireless Telecommunications Group in the Protection Relay and IS Telecommunications Department archives all FCC licenses and specific detail of all dispatch systems. An engineer from the Wireless Telecommunications Group will act as the Wireless Communications Coordinator during a storm event.

RESPONSIBILITIES

Maintains and acquires all F.C.C. Communications licenses including temporary emergency authorizations.

Coordinates and provides assistance to the Emergency Response/Storm Organization Team for field communications during normal and emergency operations.

Coordinates and provides assistance to Regional Meter and Test during emergency restoration in all storm categories.

Provides two-way radio and satellite communication assistance to Regional T&D Storm Centers.

Regional Protection and Telecommunications

Provides maintenance and installation of all two-way radio Dispatch systems including permanent and temporary emergency facilities.

Assist Branch Director with radio dispatch needs.

Coordinates with Information Services Department in allocations of cellular phones, pagers, land line, PBXs and other communication devices as required during storm restoration.

Provides an assessment of regional communications status and capability to the Operations Coordinator and the Branch Director during all storm categories.

Branch Director
Notifies Regional Telecommunications Operations of specific communications requirements.

Notifies Protection and Telecommunications group of specific communications needs.

PROCEDURE

In the event of an emergency impacting wireless communications, the following personnel will be available to provide support:

Wireless Communications Coordinator

Robert Tiller

The local Regional Telecommunications Operations Supervisor as below:

Region	Supervisor	Location	Contact Info
All Western	[redacted]	Dewey Ave.	
Central	[redacted]	Henry Clay Blvd.	
Mohawk Potsdam Watertown	[redacted]	Campion Rd.	
Capital	[redacted]	N. Albany	
Northeast	[redacted]	Quaker Rd.	
Manager Telecomm. Operations NY	[redacted]	Campion Rd.	

If crews from other regions are required, the Branch Director or designee will provide the Protection and Telecommunications group with the details on the number of crews and the regions they will be coming from. In addition, any foreign crews will be identified.

The Protection and Telecommunications group will ensure that the required preparations can be made.

Coordination

Protection and Telecommunications group shall assess radio requirements. Guidance for coordination shall be provided through the NY-EOC and or the Branch Director/Operations Coordinator of the affected Division(s).

A designee from the Protection and Telecommunications group shall assume role as primary interface between Regional and Corporate personnel. Determination of frequency compatibility shall be passed on to Regional and the NY-EOC.

Divisional channel plans shall be utilized to assist with radio communications.

Equipment

Additional radio dispatch equipment such as portables, mobiles, satellite communications, or peripherals shall be obtained through a coordinated effort between the Protection and Telecommunications group.

The host Region (storm affected region(s)) shall identify equipment needs based on crew logistics obtained from the Protection and Telecommunications group.

Personnel Support

The Protection and Telecommunications group shall determine extent of communications maintenance manpower support. Radio Communications Procedure RD.03.001 shall be utilized for this purpose.

Protection and Telecommunications group shall notify the NY-EOC of manpower status as required.

Foreign CrewsProtection and Telecommunications group shall notify Regional Telecommunications Operations Supervision of impending foreign crews and origin of such crews based on input from NY-EOC.

An updated list of foreign company radio channels will be maintained by Protection and Telecommunications group. (See Appendix)

Communication equipment for foreign crews shall be coordinated through Protection and Telecommunications group.

GENERAL PRACTICES

Prior to leaving their home area, crews assigned to storms should contact their regional Protection and Telecommunications shop for instructions on communications during travel and when they get to the storm location.

Crews entering a new region during a storm situation should contact the storm Regional Protection and Telecommunications shop for instructions on the local radio system. Depending on the location and extent of the storm, wireless equipment may be distributed to the crews. If a Meter & Test technician is traveling with the crews, they will be responsible for contacting and coordinating communications with the local Meter & Test technicians.

The Regional Protection and Telecommunications shops should ensure all T&D vehicles have their radios programmed with the complete VHF channel plan.

Radio Equipment users are responsible for the proper use and care of two-way radio equipment. Information on use of specific radio equipment can be obtained from the Regional Telecommunications Operations Supervisor.

Calls should be made clear and concise. Unnecessary or lengthy chatter reduces air time availability to others and should be avoided.

Loss of Radio Contact

Crews experiencing loss of signal or inability to contact dispatcher should make several attempts and change vehicle location where possible. High terrain points generally will give better signals for transmitting and receiving. If total failure of radio occurs, inform the Regional Telecommunications Operations Communications Supervisor immediately.

CELLULAR PHONES AND PAGERS

RESPONSIBILITIES

IS Telecomm Cellular Phone/Pager Coordinator

Liaisons with NY-EOC, Regional Communications Supervisor and Branch Director/Operations Coordinator are to ensure cellular phone and paging needs are satisfied during all levels of storms. Emergency cellular phones are available at major site locations to meet initial needs during a storm.

Liaisons with cellular phone and pager providers to obtain additional equipment and service immediately during all levels of storms.

Storm Coordinator

Liaisons with NY-EOC, Regional Meter & Test Supervisor, Regional and cellular phone and pager providers in identifying mutual needs (i.e., adequate coverage, additional channels and portable towers, power resources, site access clearing of damaged power lines or poles, etc.).

Ensures requested equipment is delivered to needed locations.

The IS Telecom Cellular Phone/Pager Coordination is performed through:

Steve Ferrill

Regional Protection and Telecommunications
Liaisons with Branch Director/Operations Coordinator for cellular phone/pager needs assessment.

Liaisons with Corporate IS Telecom for Cell Phones and Pagers to acquire cellular phones/pagers as required.

Ensures cellular phones/pagers have been properly delivered to Regional Emergency Response Centers.

Periodically identifies additional cellular phone/pager needs as required.

Informs Protection and Telecommunications group of cellular phone/pager status and assessment during all levels of storms.

Branch Director/Operations Coordinator
Liaison with Regional Protection and Telecommunications Operations Supervisor.

Provides Regional Protection and Telecommunications Supervisor with additional cellular phone/pager requirements.

Informs Regional Protection and Telecommunications Operations Supervisor of malfunctioning cellular phone/pager equipment.

Operations Coordinator
Maintains knowledge of cellular phone/pager needs assessment through Regional Protection and Telecommunications Operations representative as needed. Liaisons with IS Telecom Department.

PROCEDURE

The Branch Director/Operations Coordinator shall inform the Regional Protection and Telecommunications Operations Supervisor of specific wireless phone needs.

The Regional Protection and Telecommunications Operations Supervisor shall contact IS Cellular Phone/Pager Coordinator to notify of cellular phone needs.

The Regional Protection and Telecommunications Operations Supervisor shall provide the Branch Director/Operations Coordinator with roaming information and guide to wireless use.

The Regional Protection and Telecommunications Operations Supervisor shall contact the IS Cellular Phone/Pager Coordinator to inform him/her of status of wireless phone allocations.

The Regional Protection and Telecommunications Operations Supervisor shall facilitate return of wireless units to proper cellular representative.

For assistance, individual cellular phone users can call the centralized pager and cellular phone hotline [redacted]

LAND LINE RESPONSIBILITES

I/S Land Line Telephone Coordinator
Liaisons with Regional Protection and Telecommunications Supervisor and Regional Storm Coordinator to ensure Land Line telephone needs are satisfied during all levels of storms.

Liaisons with Land Line Telephone providers to obtain necessary equipment and service immediately during all levels of storms.

Liaisons with Regional Protection and Telecommunications Supervisor, Branch Director/ Operations Coordinator and Land Line Telephone providers in identifying mutual needs (i.e., adequate coverage, additional equipment, power resources, site access clearing of damaged power lines.).

The I/S Telecom Land Line Coordinator is:

[redacted]

GENERAL

The need for communicating with our customers, general public, news media and local officials is more important during emergency conditions, such as storms, load-shedding events, and other emergencies, than at any other time. During an extended power outage, for example, customers without lights or heat can become upset and expect restoration within a few hours after calling the Company. Obviously, this cannot always be accomplished, and often, due to widespread damage to the transmission and/or distribution system, large numbers of customers may be without service for many hours or even days before restoration.

It is important, therefore, that timely and accurate information about restoration efforts be announced as widely as possible. Often, the assurance that emergency restoration activities are underway may be sufficient to lessen customer concerns. Where applicable, the procedures outlined in this section shall be applied to non-storm emergencies, including load shed events and other emergencies. Additionally EEP .08.1 New York PSC Estimated Time of Restoration Requirements provides minimum expectations of communications required with PSC Staff, customers, and public officials.

It is imperative that the Emergency Response / Storm Organization communicate in an effective manner to understand and promote the same message externally to our customers prior to, during, and after an emergency event. Internal communications must be managed efficiently and effectively to provide the appropriate external communications in a timely manner that is of value to our customers.

PUBLIC INFORMATION

The Liaison Coordinator, in a coordinated effort with the Incident Commander and/or the Branch Director shall work together to provide our customers and the general public with accurate information on the status of the restoration efforts. It is extremely important that the Company communicate regularly throughout the event and share information to ensure a consistent message is provided both internally and externally.

All Company disciplines that support the communication effort under the Liaison Coordinator shall participate in the annual storm drills to ensure all media contact and communications personnel are appropriately prepared.

Based on the severity of the power outage and affected area, contact with news media may be made by telephone, email and company outage central website. In larger, more extensive emergencies, it may be desirable to schedule periodic news media briefings and have an appointed National Grid spokesperson available for interviews. In extended outages, consideration may be given to public service announcements in addition to normal contacts with reporters.

Periodic reports should be accurate and timely, and avoid misleading the public with optimistic or unrealistic restoration times. If accurate projections are not immediately available, Company representatives should provide only information that can be authoritatively confirmed. Subsequent reports will be forthcoming as better information becomes available.

The appropriate Emergency Response / Storm Organization personnel is responsible for providing periodic, confirmed updates to Corporate Affairs and representatives of the Customer Care Center (CCC). It is essential that both Corporate Affairs and CCC personnel receive and issue information that is consistent with the information used in briefing the news media and general public.

When the Emergency Response/Storm Organization issues emergency status updates for the purpose of updating the general public or local government authorities, the NY-EOC personnel must be issued the final draft prior to its dissemination to ensure that PSC staff is updated concurrently to its official release. The final draft or information to be released may be issued to the NY-EOC or appropriate designee. This requirement does not cover information otherwise available from the Storm Central website.

Public statements should include the following confirmed items:

1. Number of customers affected.
2. Affected locations.
3. Numbers of crews, both local and foreign.
4. Estimated restoration times.
5. Cause of the outage/event
6. Warnings regarding hazardous conditions.
7. Description of emergency response actions already taken, customers restored.
8. Special instruction, as required.

    a) Remind customers to call National Grid if their home is still without power while their neighbors' power appears restored.
    b) Remind customers to report all downed lines, damaged equipment (poles, transformers, etc.), and any tree damage near lines. Don't assume that a neighbor has called.
    c) Restate the Customer Contact Center number that customers can call to report outages or damage.
    d) Refer to the "Weathering Storm Emergencies" booklet for other reminders.
    e) Other pertinent data.

Frequency

Periodic updates should be issued from 5 a.m. through midnight with frequency determined by the severity of outage, nature of the emergency and number of customers affected.

Typically, this should be done on or about a four-hour schedule. However, release of information should consider various news media deadlines. The availability of the Outage Central website may change the need for periodic updates and limit the scope of information required in the updates, but the site itself shall not be used as a substitute for proper media communications.

If EORS reporting is required by PSC Staff, reports are to be submitted by 7AM, 11AM, 3PM, 7PM.

If EIRS is activated, reporting is required at 7AM and 3PM daily.

Visual Coverage. Company photographers and VTR camera operators should be utilized, as available, for compiling a pictorial record of major emergencies, supplementing news media coverage and reinforcing employee communications.

OUTAGE MANAGEMENT SYSTEM STORM PROCEDURE

The following guideline highlights the process for sustaining a current OMS model, thereby providing accurate outage information to our customers and the PSC.

Blue Sky and Minor Storms:

All outages and/or electrical emergencies are managed by the Regional Control Center, which prioritizes restoration activities as indicated by OMS, SCADA, customer count, feeder priority and damage assessment reports. The Regional Control Center will manage restoration for Blue Sky days, High Volume days and minor storms.

Prioritization of trouble is the responsibility of the System Operator. The following is a guideline for prioritization of restoration activities.

1. 911 emergency calls are addressed and made safe.
2. Transmission and Sub-Transmission lines, if distribution substations are affected.
3. Distribution feeder lockouts. Feeder priority, critical facilities, customer counts and field assessments shall be used to manage the order of restoration.
4. Service to critical facilities that were not restored during feeder lockouts.
5. Isolated trouble by customer count.
6. Individual outages are restored.

SYSTEM OPERATOR TASKS:

Outage Management in OMS:

Trouble call created outages in OMS:
The System Operator is responsible for managing all trouble orders in OMS accurately and in a timely manner. The System Operator will use all available information to analyze each outage. This information can include SCADA alarms, field reports and outage/informational orders from OMS. The System Operator shall also use the GIS mapping interface and control room feeder index maps to determine the location and extent of an outage. The System Operator will assign a trouble crew to respond to the outage and the crew will report back its findings when the field conditions have been assessed (if not already known).

OMS will predict outages that point to specific interrupting devices (fuse, recloser, etc.). Since field conditions do not always match OMS predictions, it is the responsibility of the System Operator to manage the data, and model the outage in GIS, in order to maintain accuracy. The System Operator will then update the ETR based upon the ETR reported from the trouble crew or field supervision.

After the trouble crew makes repairs in the field and the outage is complete, the System Operator will complete the trouble order and restore the customers in OMS. (After an outage is restored in OMS, the outage will automatically be removed from the “Outage Central” Website). Depending on the time of day, automatic call backs to those customers who reported an outage will take place advising them that power has been restored in the area. If a customer is still without power, the automatic call back message will instruct that customer how to report that power has not yet been restored and a new trouble order will be created.

It is the joint responsibility of Trouble Crews and System Operators to maintain continuous communication during outages. Trouble Crews are required to keep the Regional Control Center updated on restoration progress and the System Operator is required to maintain an accurate model of field conditions.

If an ETR expires during an outage, the System Operator will attempt to contact the assigned Trouble Crew for an update. The System Operator will then manage the ETR accordingly. If the Trouble Crew cannot be reached via telephone or radio, the System Operator will note the trouble order and move the ETR out one half hour. The System Operator will then continue to attempt to contact the Trouble Crew for an update.

Moving/Modeling Outages in OMS:

The System Operator will manage outages that OMS inaccurately predicts.
(A field crew may identify the correct open device but, during storms especially, single no light calls from downed service wires upstream of the faulted device will cause OMS to inaccurately predict an upstream device.

The System Operator must model the large outage correctly by “moving down” the prediction and then properly model the upstream single no light calls an individual outages).

The System Operator can either “Move Up” or “Move Down” a predicted outage to the next closest predictable device. If the System Operator chooses a “Move Up” function, the next predictable device upstream will now be the predicted device. The outage location and the customer count associated with that device will now be shown in the trouble ticket. Outage Central will now illustrate the new outage customer count in place of the previous customer count. All trouble orders associated with the new predictable device will be grouped into one trouble ticket. (See Appendix A example)

When the System Operator uses a “Move Down” function, the OMS system will group outages into the closest predictable device downstream that is associated with the trouble calls. This option will create as many trouble tickets as necessary to group the existing trouble calls together behind the closest predictable devices. This new customer count will also be reflected on the Outage Central Website.

The System Operator may also use the GIS mapping window to show various devices open to model existing field conditions. The OMS system will automatically group trouble calls associated with the model. The cases of trouble will then be managed individually with available resources.

(If known multiple cases of trouble exist, this option is the preferred method of modeling the different cases of trouble. If it is not confirmed via modeling, the outage can “Roll-Up” and create an inaccurate prediction based upon other customers calling in separate cases of trouble).

A primary role of the System Operator is to act as National Grid’s “Control Authority.” As such, the System Operator is required to issue all switching orders necessary to isolate cases of trouble and restore customers via all available main line sources. The System Operator will issue switching orders to the field and record execution and completion times. These times will then be used to model outages in OMS in a timely manner by the System Operator or by designated support staff.

Estimated Time of Restoration (ETR):
National Grid is committed to meeting the customer's expectation of prompt and accurate Estimated Time of Restoration (ETR). While it is National Grid's internal goal to provide an ETR that is within a 60 minute window prior to the actual time of restoration, the expectation is to estimate the restoration time as closely as possible. This includes blue sky and storm conditions. The following describes how initial ETR's are set in the OMS system.

ETR Creation:

Automatic ETR:
The OMS system automatically generates an ETR for all predicted outages. OMS uses a predetermined set of rules to create these ETR's based upon the geographic location (Metro/Non-Metro), the time of the interruption and the predicted device causing the outage. These times will then be managed by the System Operator for each individual outage based upon field reports.

Below are the current Blue Sky Rules used in the OMS System:

Storm ETR Management:

During storm conditions, Regional Control Center Management shall adjust the automatic ETR's via the OMSWEB portal based upon the widespread nature of the storm and resources available to handle the volume of outages. After discussion with field forces and the Branch Director / Operations Coordinator the Regional Control Center Management may choose to use any or all of the following options:

Setting no ETR to new outages. This would be used during the initial onset of a widespread storm that will require extensive restoration activities. After damage assessments are complete, each outage will be manually assigned an ETR. In this situation the customer does not have an ETR available.

1. Adding additional time to an Automatic ETR. Based upon the type of protective device, Regional Control Center Management can establish an ETR based in hours and minutes to reflect a realistic time frame to make required repairs. This can be filtered down to specific devices in a crew area affected by a storm, while leaving non-affected areas with a typical ETR.
2. Setting an ETR to a specific date and time. This will be used typically when storm restoration is nearing completion. Regional Control Center Management can set an auto ETR to indicate when the final customers are restored. This also can be filtered down to specific devices in a crew area.
3. Batch Update. Regional Control Center Management can batch update a group of outages by adding time or setting a time for final restoration. This can be filtered down to specific devices at the feeder level.

Manual ETR:

If an outage is created in OMS by a Regional Operator via the GIS mapping window, the Operator must enter a valid ETR since it will not be automatically populated by any prediction rule. ALL OUTAGES MUST HAVE AN ACCURATE ETR.

GIS Modeled Outage:

Major Storm Procedures:

During major storm events that impact a significant portion of the service territory, and/or last over 24 - 48 hours to effect repairs, the option to de-centralize restoration efforts may be implemented by joint agreement of Regional Control Center Management and the Incident Commander / Branch Director. During these events, regional Storm Rooms will be opened to manage local restoration efforts. The dispatch of trouble crews and ETR management becomes the responsibility of the Storm Room. The Regional Control Center shall remain the "Control Authority" for all main line switching and will model OMS mainline switching accordingly.

Storm Room:

The Storm Room will utilize the PowerOn Remote Operations Dispatch (PORD) software to manage trouble orders and ETR's, with local support staff specifically trained to do so. The Storm Room will use damage assessments, field crew reports and OMS information to develop a plan for efficient customer restoration. Through collaboration with the Regional Control Center, all restoration activities will be entered into the OMS system.

OMS will predict outages that point to specific interrupting devices (fuse, recloser, etc). Since field conditions do not always match OMS predictions, it is the responsibility of the System Operator, collaborating with Storm Room personnel, to manage the data and model the outage in GIS, in order to maintain accuracy. The ETR will then be updated based upon the ETR reported from the trouble crew or field supervision.

Storm Room OMS modeling will take place via one or more of the following:

1. Directly by the Storm Room for faultable devices.
2. Via direct communication with the Regional Control Center outlining existing conditions for mainline switching or modeling a non-faultable device (i.e. an open loop) and for any restoration that has taken place and the time of the restoration.
3. By a System Operator sent to the local Storm Room to assist in OMS modeling, ETR's and trouble order management. This will take place on request of the Storm Room and with agreement from the Regional Control Center leadership.
4. If system conditions warrant, additional resources from surrounding Control Centers will be dispatched to assist in modeling OMS - either at the Storm Room or at the Regional Control Center.

ETR Management:
As soon as practicable, when an overall assessment of damage is estimated, ETR's shall be entered into OMS. Every effort shall be made to manage these estimates at the lowest possible level.

Authorized management personnel have access to "OMSWEB" portal on the National Grid Infonet system. This portal will allow for multiple administrative functions in relation to ETR management.

Batch Update of ETR:
The batch update process allows for immediate changes to a group of existing ETR's based on a filtering process. All ETR's associated with a selected group in OMSWEB will change to a specific date and time or have a specified amount of time added. The example below illustrates managing outages by feeder.

After the information is entered and applied, all ETR's associated with selections will change instantaneously.

Rule management on OMSWEB:

OMS web will allow authorized management personnel to create or manage rules for automatic ETR's for all new outages created in OMS. It will not affect existing ETR's. This is a two part process. First a rule must be created or modified. OMSWEB has several preexisting rules or the authorized management person can create a new rule based upon storm conditions or operational need.

The following are two examples of creating a rule:

Adding time to an outage:

Setting a date and time for an ETR:

After the desired rule is managed or created, then “Crew Areas” must be assigned to the rule. Any new outage order created in OMS for that crew area will use the new rule for an automatic ETR.

APPENDIX A

In the following example, a recloser is predicted as being open in the field. Reclosers, fuses and station breakers are considered Protective Points that automatically open on distribution faults. PowerOn will predict, based on the location of calls, the first protective device upstream of the reported outages and calculate the total number of customers affected by the predicted open device. As there is no other protective point between the reported outages and recloser in the example provided, the recloser will be predicted open and National Grid's website, "Outage Central", will predict a single outage to 481customers with an ETR of 14:45. This is also the information Customer Service provides to customers who call to inquire about an interruption duration.

After the field crew arrives, they report that the prediction of the recloser as the open device is incorrect. The crew states that the true cause and location of the outage is a set of solid blade switches that have burned open. As solid blade switches do not have the capacity to open automatically, PowerOn incorrectly predicted the recloser as the open device upstream of the reported outages. The crew estimates the new outage duration and the System Operator will then correctly model the outage in the GIS mapping window and adjust the ETR accordingly. The "Outage Central" website will now correctly show a single outage to 8 customers and an ETR of 12:45.

Internal Communications is an important requirement during extended outages. Corporate Affairs is responsible for internal employee communications. Effective employee communications is a valuable motivational tool, and research indicates that the public frequently contacts field crews and district offices for word of restoration efforts. Daily and/or overnight bulletins and internal web-based notifications are examples of how this requirement can be met.

GUIDELINES

A single information source will be established in the District, Divisional or NY Emergency Restoration Centers for informing Corporate Affairs, CCC and other designated representatives responsible for public information.

Periodic briefings for utility information personnel and CCC will be scheduled on a regular basis or as needed.

These lines should be unlisted numbers that bypass the Company switchboard to ensure access during periods of heavy volume.

The Liaison Coordinator shall oversee the proper resources to coordinate between the Storm Room during Class IV or Class V emergencies, and Emergency Planning in the NY Emergency Restoration Center, HCB-3, Liverpool.

This representative will maintain contact with the Corporate Affairs Media Relations personnel, the Corporate Communications representatives in the affected area, and others in the Company as required. In addition to public information responsibilities, the representative will render any general assistance in the Emergency Restoration Center as may be required.

For a list of Corporate Affairs Media Relations personnel, refer to Section 20.

Corporate Affairs Response Team. Whenever an electric emergency is classified Class IV or Class V (restoration cannot be accomplished within 24 hours and outside crews are required), an emergency Corporate Communications response team will be placed on standby for possible deployment to the stricken area. Team members will generally include: One or two public information officers, a photographer and VTR camera operator. Team members will bring sufficient personal gear for at least five days. Regional Crew Accommodation Chiefs will include the Corporate Communications members in their plans. Response team equipment from the Corporate Communications office will include: Portable personal computers, cellular telephones,

audio tape records, stationery supplies, cameras, film and other video and photographic necessities.

Media Access. News media representatives may be permitted access to facilities in times of emergency accompanied by appropriate management personnel. Pre-designated areas within the limits of safety and security will be selected. Live coverage from Emergency Restoration Centers or CCC have proven effective in demonstrating to the public how the Company is responding to the emergency.

Social Media / Communications

Communication with customers necessitates the use of new and popular media and/or technology. The Company has worked to enhance its existing customer communication channels and is also developing the use of new channels for customers to communicate with and receive important information from the Company. Currently, the Company is utilizing the following media in communicating with customers.

- Broadcast Text Alerts – The Company will only activate broadcast text message alerts for major storms and updates. At the peak of a storm, the Company will not send more than four messages per day. Messaging should be relevant and actionable.

- ETR update by text message – Customers can get the total number of outages for an area and the estimated restoration times. The feed for this information is from the Outage Management System.

- Mobile website for outage reporting – This site allows customers to view the outage map, view area outage summaries, and report or check the status of their outage directly from their mobile device.

- Facebook – The Company maintains an Upstate NY Facebook page. Customers will receive information specific to their region.

- You Tube – The Company provides videos on outages and restoration for viewing.

- Twitter – The Company utilizes Twitter to keep customers informed.

- Email Notifications – The Company continues to promote the use of email to communicate with customers during events.

The Public Information and Liaison Organization is responsible for developing and maintaining social media communication. In addition, the Public Information and Liaison Organization will update these applications, where needed, during events. Major event critiques will include discussion on the use and performance of the social media communications.

GOVERNMENT AUTHORITIES

The Liaison Coordinator through coordination with the Incident Commander/Branch Director will be responsible for maintaining contact with appropriate local and state officials. Contacts should be initiated at the earliest time feasible even while damage assessments are still under way. Company explanations that emergency procedures are being implemented will enable these officials to provide a measure of assurance to their constituents.

Group briefings can be an effective means of reaching large numbers of officials in a stricken area. Individual telephone contacts are also useful.

The Divisions shall name individuals to serve as liaisons to local governments. These individuals shall be noted in the Divisional Storm Plan.

Where applicable, the Liaison Coordinator should provide staffing at Municipal Emergency Centers in an effort to ease communications between the Company and the Municipality during the restoration effort. The Company has experienced over time that supporting municipalities severely affected by emergency events not only supports the local area affected, but also aides in prioritizing the restoration of electric facilities and may improve access to company facilities by attaining municipal support services.

Special Telephone Numbers. A dedicated telephone number will be established in each Region for responding to local governmental authority inquiries. This responsibility will be assigned to designated Divisional representatives with the activation of the Divisional Emergency Restoration Center. The telephone number will be displayed in the regional Electric Emergency Procedures Manual and given out to public office holders for their official use only.

The divisions shall prepare and maintain a list of counties, villages, towns, key political centers including office numbers, cellular phones, fax numbers. This list shall be included in the Divisional Storm Plan.

The Liaison Coordinator is responsible for coordination efforts with the County Emergency management Offices. Emergency Planning is responsible for liaison activity with Emergency Management Offices at the state and federal levels. County, state and federal emergency management's officials have been given the phone number [redacted] for contacting Emergency Planning during a Class IV or Class V Emergency.

A sample news release is included in this section to assist storm managers in their communications with customers following an event. Whether and when a news release such as the attached is to be distributed to media will be at the discretion of the appropriate Liaison Coordinator as part of his or her implementation of the Electric Emergency Procedures in consultation and with the approval of an appropriate representative of Corporate Communications.

MAJOR EVENT COMMUNITY LEADER CONFERENCE CALL

In a Class V emergency where restoration will not be completed within 48 hours, the community leader conference call shall be utilized daily until completion of the event. Additionally, in extraordinary events such as load shed scenarios where information on restoration needs to be communicated to community leaders, the Major Event Community Leader Conference Call shall be utilized. Additionally, in extraordinary events such as load shed scenarios where information on restoration needs to be communicated to community leaders, the Major Event Community Leader Conference Call shall be utilized. The Divisional Liaison Coordinator in conjunction with the Branch Director and any other appropriate personnel, using his/her assigned conference call number is responsible to coordinate the call and notify the affected community leaders of the conference call number and time that the conference call will take place. Follow steps 1 through 5 below:

1. Give your participants the date and time of the call, your Dial-In Number and your Conference Code.
2. At the specified time, dial your meeting Dial-In Number.
3. When prompted, enter your Conference Code followed by #.
4. When prompted, press * to identify yourself as the call leader, then enter your Leader PIN followed by #.
5. Press 1 to begin your conference or press 2 to access your default conference options.

Our participants join the conference by following steps 2 and 3 above.

Notifications to community leaders and County Emergency Management can be by phone, e-mail or fax; it should be emphasized that this confidential number is to be distributed only to County Emergency Management staff and local government representatives.

In scheduling the call, notification is also to be made to the Public Service Commission by phone or e-mail:

[redacted]

[redacted]

Additionally the following representative(s) should be notified prior to the call. The first contact is the first staff on the list. If the initial contact cannot be reached, you will either be provided with whom to call on the contact list or you can go to the next staff on the list. These contacts are to be made by representatives from Community and customer management.

1st [redacted]

2nd [redacted]

3rd [redacted]

4th [redacted]

Internal participants on the Community Leader conference call should include:

- Incident Commander (Vice President of NY Electric or designee)
- Branch Director/Operations Coordinator or appropriate designee
- Scribe
- Corporate Affairs Media Relations Representative
- Liaison Coordinator (Divisional Director - Community and Customer Management)
- Emergency Planning representative

All information shared in the conference call shall be discussed with the New York Incident Commander/Branch Director prior to the call in order to be shared with PSC staff, if necessary. When appropriate, Corporate Affairs should review and approve the conference call talking points prior to each conference call held.

The call will begin with the setting of call ground rules.

Ground rules to be shared with meeting participants:

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; requests for information concerning specific locations should be discussed separately after conclusion of the call.
4. Local government representatives should contact their respective Community and customer management contacts or their County Emergency Management Office for additional update information.

The Liaison Coordinator shall then introduce the Incident Commander/or Branch Director or appropriate designee who will then provide the following reviews and information for the current event.

1. Number of customers affected by peak of event
2. Number of customers restored
3. Number of customers still out
4. Final estimated restoration time of event
5. 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, pole down, wire down, worst locations, etc.
9. Weather update and impact of weather on restoration
10. Known open shelter locations

Every Community Leader Call shall include a Q&A session to allow call participants an opportunity to voice questions and concerns. At the completion of Incident Commander / Branch Director or appropriate designee comments, the Liaison Coordinator will entertain questions. When the question period is completed, the date, time and phone number for the next call to be held will be announced by the Liaison Coordinator.

Community leader conference calls will continue to be held until the Liaison Coordinator, Incident Commander/Branch Director, agree that the calls are no longer necessary at the end of the event.

A scribe will be appointed by the Liaison Coordinator to document call participants and the discussions taking place in each call, including questions posed from the participants. This documentation will become part of the permanent storm file.

In the event that phone lines are incapacitated, the requirement to conduct this call is waived. Community leaders will acquire information through County Emergency Management as is normal operating procedure under the Incident Command System.

Emergency Planning shall provide each Upstate New York Liaison coordinator community conference call training annually to ensure those conducting the call are proficient in its requirements. It is expected that at least 75% of the management staffing that supports the Liaison Coordination efforts receive this training to ensure proper call performance if required.

PREEMPTIVE SHUT DOWN OF ELECTRICITY TO PROTECT THE ELECTRIC SYSTEM

The scope of this procedure is intended to cover the preemptive de-energization of Company or customer electric facilities to protect the electric system during emergencies that include, but are not limited to floods, fires, industrial events, etc.

This is not intended to cover load shed events. Load shed events are managed as directed by the appropriate Control Center and is documented under the “System Restoration After Major Power Failure”, Section 6 of the NY Regional Control Center Procedures.

In the event of flooding, fire, or damage to a customer’s premise, at the request of the customer or municipality, the Company will de-energize an individual premise or facility.

The Customer Meter Services Department will be sent to the location in response to a request for de-energization. If additional support is required beyond “pulling” the meter, the Service Representative will coordinate the request through the Dispatcher / Regional Control Center for appropriate support to de-energize accordingly.

In these instances, reconnection of the facility cannot occur until the customer has made arrangements for an approved electrical inspection which will be submitted to the Company as noted in Electric and Gas Service Bulletin 350.

Once the Inspection is obtained, the Dispatcher / Regional Control Center will assign the appropriate personnel to energize the service.

The Company may preemptively de-energize Company facilities if the Company determines the facilities are at risk due to the pending or occurring event.

Large scale events, such as wide area flooding, can impact a portion of the distribution system or substation. In these situations, it may be necessary to de-energize the electric facilities prior to

being submerged depending upon the existing water level or potential water level. In instances where a wide area of the distribution system is affected by flooding, it is not un-common for the local fire agency (Chief) to request de-energization. Instances impacting a Company substation most likely will be determined by National Grid.

The Company must maintain situational awareness of the weather and flood concerns while monitoring river and creek levels where the known and potential impact exists to affect customers and or Company facilities. Mitigation of flooding concerns may be achieved by creating a barrier (i.e., sand bags) or performing switching thereby eliminating the need for de-energization to customers.

If the situation requires de-energization of transmission or primary distribution circuits, the responding personnel must contact the appropriate Regional Control Center and follow EOP G014 - Clearance and Control for proper authorization, switching and tagging procedures.

Notification of de-energization to municipal authorities is required when the Company determines facilities at risk which impact customers in the municipality. Typically, this contact is made by the Liaison Coordinator or designee, but may be made in the field depending on local support (police, fire) and as circumstances warrant.

The Company should also review the use of communication with customers affected by the interruption of service to include duration (ETR's) and reason though the use of outgoing calls, text messaging, or listing on Company webpage will depend on size, scale and magnitude of customer impact.

In most cases - customers affected by outages due to de-energization and who incur accidental damage to their electrical service where flooding occurs will require an electrical inspection prior to re-energization.

Refer to Electric and Gas Service Bulletin 350 for requirements and exceptions.

In situations where severe damage and/or wide-reaching impacts to customers exists, the Company may implement "Emergency Procedure to Implement Expedited Customer Facility Restoration after Flooding or Other Wide Scale Emergency" located here in to assist customers with receiving proactive electrical inspections.

This process provides for a direct call number for inspectors to the Company as well as prioritized management of service re-connects. The cost of the electrical inspection shall be paid for by the customer unless the Company makes arrangements to waive or otherwise provide reimbursement for the cost of the electrical inspection. Any waiver or reimbursement of cost shall be determined by the Branch Liaison Coordinator. Customer locations not repaired or without an approved electrical inspection must be disconnected from the point of service prior to the company energizing distribution or station facilities.

The following information provides instructions for the Customer, Electrical Inspector, sample communications, and a listing of the Inspection agencies in upstate New York.

Field repairs to underground pad mount equipment impacted by flood water can be found in Electric Operating Procedure UG 021 – "Operations and Maintenance of Pad-mounted Underground Equipment After a Flood has Occurred."

Customer Instructions for Storm Restoration and the Re-establishment of Electric Service:

National Grid has disconnected services of those customers who have Electric Equipment including meter, meter can, breaker or panel boxes that were damaged or exposed to water during flooding for your safety and the safety of the general public. Please follow the following procedures to ensure the restoration of your electric service.

1. Prior to restoration of your service, National Grid requires an inspection certificate from an electrical inspector that you may select from the attached list.

   It is National Grid's understanding that electrical inspectors will require replacement of any Electrical Equipment that was exposed or submerged under water to pass inspection. This is necessary since proper function of the equipment cannot be assured which may place you at risk for future injury or property damage. If you plan to complete the work yourself, instead of hiring a qualified electrician, it may be preferable to contact an inspector prior to renovations so they may assist you in assessing the level of repair or replacement which may be necessary.

2. Once National Grid has been contacted by the inspection agency indicating your premise meets National Grid requirements and all applicable codes, a National Grid Service Representative will be dispatched to re-energize your service.

For any questions regarding this procedure, please contact our Customer Service Telephone Center at 1-877-442-5353

Electrical Inspection Agency Instructions

WORKING IN THE - *INSERT COUNTY / MUNICIPALITY / TOWN NAME HERE* - FLOODED AREAS ONLY

National Grid Procedure for Re-establishing Electric Service Following Flooding that compromised the Safe Operation of Customer Electric Equipment

Once a customer has had their damaged equipment repaired or replaced and your inspection of the premise is complete, please follow the procedure below to notify National Grid for re-energization of the Customer's Service.

- Please call the following number:
  - 1-877-442-5353

- The Customer Service Representative will request the following information:

  - Inspector Name
  - Address of inspection site
  - Customer Billing Account Number
  - Inspection Agency
  - Certificate Number

- The National Grid Customer Service Representative will then issue the change meter order.

SAMPLE COMMUNICATION

nationalgrid
THE POWER OF ACTION

Electrical Inspections

Enter - County / Municipality / Town - Here

ENTER DATE HERE

FREE ELECTRICAL INSPECTIONS - FUNDED BY NATIONAL GRID

Na ional Grid is offering funding for our residential and commercial customers who require an electrical inspection in - ***Enter County Municipality Town Here*** - to restore electric service lost (meter removed) due to flooding. *If Applicable – add this sentence*: This fund is being managed in coopera ion with ***Agency Name Here.***

HOW TO OBTAIN FUNDING

If Applicable ***- No action*** is required on the customer's part. Electrical inspectors in he - ***Enter County Municipality Town Here*** - have been informed that ***Agency Name Here*** will reimburse the inspection agencies for each electrical inspection they complete related to flooding. The customer **will** need to contact a qualified inspec ion agency for an appointment.

This is a limited time offer, specific to the damage caused by recent flooding.

INSPECTOR INFORMATION

(DOLLAR VALUE TO BE DTERMINED)

If Applicable – Agency Name Here will reimburse the inspector up to **$xx.xx** for each residential or commercial **electric inspection certificate** that is completed during he storm restora ion phase.

Inspectors will call the inspection in to this ***special dedicated*** National Grid number to speak wi h a Customer Service Representative who will log the completed inspection using the customer's service address.

INSPECTION TELEPHONE NUMBER: (877) 442-5353

In addition to the inspection certificate, please make every effort to obtain the customer's signature. Be aware that you may be asked to provide additional informa ion (from the certificate) for verification purposes at a later date.

Inspection Agency: _____

Inspection Fee Amount: _____ **Certificate Number:** _____

Account Number: (If known) _____

Service Address: _____

PRINT Customer's Name: _____

Customer's Signature: _____

Electrical inspectors: Please fax this completed form along with the inspection certificate to (315) 460-8952 for reimbursement.

National Grid UNY – ENTER DATE HERE

LIST OF INSPECTION AGENCIES – UPSTATE NY

(Insert listing of inspection agencies from pdf file)

Customer Service Systems Applications Support

[redacted] IBM India

[redacted]

[redacted]
Web Solutions Manager
Hub Drive

ATTACHMENT A

National Grid eBusiness Group Contact List

Customer Service Systems Applications Support

[redacted] IBM India

[redacted]

[redacted]
Web Solutions Manager
Hub Drive

nationalgrid

Contact:
Corporate Affairs

For Release X a.m. EDT, DATE

NATIONAL GRID CREWS COMPLETE POWER RESTORATION

CITY, Date – National Grid crews have restored power to more than XXXXX customers who lost power as a result of (last night's/last week's/DATE) (electrical/wind/ice) storm that struck the (region or geographic area).

More than XXX crews continue to repair damage from the storm. By (time) today, workers had restored power to all circuits. However, the company expects some reports of "no lights" from customers whose individual electrical services may have been damaged during the event. Those customers are asked to call Niagara Mohawk at 1-800-867-5222 for assistance.

"We deeply appreciate our customers' patience and understanding as we've worked to restore service as quickly and safely as possible," said (Regional Manager).

In some cases, temporary repairs have been made to restore power to customers as quickly as possible. Customers are likely to see significant continued utility crew activity in the days ahead as these temporary repairs are made permanent.

Crews are expected to be working (DAY) in the areas of (ex. Gloversville, Fort Plain, Canajoharie, etc.) National Grid urges drivers to use extreme caution as they approach work areas, to ensure the safety of utility and other storm-response personnel.

In addition, pedestrians (cyclists/hikers/snowmobilers) are cautioned to avoid downed wires or areas where wires may be covered by (snow/leaves). All wires should be considered live and dangerous.

The company continues to coordinate its efforts with the appropriate governmental agencies.

National Grid is an energy delivery company serving 1.5 million electricity customers and more than 560,000 natural gas customers in New York. The company also delivers electricity to 1.7 million customers in Massachusetts, New Hampshire and Rhode Island.

###

PURPOSE

Establish a uniform readiness for action, and guidelines for prompt and consistent action of safety and health professionals when an electric emergency occurs in National Grid's service territory.

SCOPE

Applies to National Grid employees engaged in Emergency Restoration activities.

MOBILIZATION CRITERIA

Whenever the Electric Emergency Plan is formally activated, the appropriate safety and health personnel shall be notified and mobilized in accordance with the classification of the emergency. Electric Operations and the VP Safety or designee shall, if appropriate, determine the scope of the emergency and shall immediately assign safety and health personnel to work in locations affected by the emergency.

CLASSIFICATION OF EMERGENCIES

CLASS I - (Less than 8 hour restoration)

A) Divisional safety specialist shall monitor work activities on a local basis and respond accordingly.

CLASS II - (Additional crews from other districts, 8 hour restoration)

A) The Operations Coordinator / Branch Director shall contact the Branch Safety Coordinator for each area affected.
B) The Branch Director shall contact the Branch Safety Coordinator from each outside division for which manpower will be used to help with restoration efforts.

CLASS III - (8 to 24 hour restoration)

A) The Branch Director shall contact the Branch Safety Coordinator for the area affected.
B) Safety Specialist(s) will work with local supervision regarding restoration efforts and will conduct field observations/audits, incident analyses, and training as necessary.

CLASS IV - (Additional regional assistance, more than 24 hour restoration)

A) Incident Commander shall notify the VP of Safety or designee.
B) The VP of Safety or a designee shall be informed when resources from one Division are used to provide assistance to another Division.
C) Safety Specialist(s) will be assigned and work with local Supervision regarding restoration effort and will conduct field observations/audits, incident analyses, and training.

CLASS V - (Mutual assistance, more than 24 hour restoration)

A) Incident Commander shall notify the VP Safety or designee.
B) The VP Safety or designee shall arrange to provide dedicated safety and health staff for designated and specified work locations. This dedicated staff will be available for field sites and other staging locations as necessary.
C) Safety specialists will work with local supervision regarding restoration effort and will conduct field observations/audit, incident analyses, and training.
D) Safety specialists will act as a liaison between supervisors and outside utilities concerning any safety-related activity or situation.

MUTUAL ASSISTANCE PROVIDED TO OTHER UTILITIES

A) Incident Commander shall notify the VP Safety or designee.
B) The VP Safety or designee shall dispatch safety specialists accordingly.

ORGANIZATION

Refer to Attachment A for Safety and Health staff notifications / communications.

RESPONSIBILITIES

DIRECTOR/VP SAFETY

- Assign a lead regional safety specialist to the restoration area, based on the classification and location of emergency situation.
- Establish a command center in which appropriate Safety and Health staff will be assigned and where other staff members can report.
- Coordinate scheduling and duty assignments of Safety and Health staff.
- Ensure various safety reports (i.e., near misses/incidents) are effectively communicated to field employees throughout the storm zone.
- Coordinate incident analyses, field audits, training and regulatory inquiries.
- Conduct a critique of safety response efforts to identify lessons learned.

Branch Safety Coordinator (Safety Specialists)

- Support local supervision regarding restoration effort as needed.
- Act as a liaison between supervisors and outside utilities concerning any safety-related activities or incidents.
- Manage, receive, and communicate safety reports (i.e., near misses/incidents) to field employees throughout the storm zone.
- Facilitate incident analyses and field audits.
- Develop and deliver specific safety and health regulatory training to employees, for example, service restoration, fall protection, traffic control and tagging, if they have not previously received such training.

ATTACHMENT A
Safety – New York/New England Personnel Contact List
January 2012

ATTACHMENT A
Safety – New York/New England Personnel Contact List
January 2012

GENERAL

The designated Fleet Services Manager or designee shall oversee and coordinate all Fleet Services activities.

The selection of crew vehicles and special/heavy equipment to be dispatched shall be made by the Operating Supervisor in charge and subsequently reviewed with the Fleet Services Department.

The Operating Supervisor in charge will be responsible for ensuring that crew vehicles are pre-operational (DOT - Title 49 Pre-Trip) checked including oil and water levels. Regions are to notify local Fleet Services supervision before sending vehicles.

Fleet Services will provide consultation to Operations to ensure that the age, type and condition of vehicles and equipment being sent is appropriate for the length and duration of the trip.

Local Technicians may accompany vehicle convoys whenever they are sent to other Regions and/or foreign utilities. This will be initiated and coordinated through the Fleet Services Manager or their designee. Upon arrival at the destination, Technicians shall report to the local Fleet Services Supervisor for further assignment, either at garages or in the field as required by the Operation Supervisor in charge.

When three or more Technicians are dispatched to the trouble area, a Fleet Services Supervisor may accompany them to coordinate their activities, if needed.

Fleet Services is responsible for furnishing:

1. Additional motor vehicle equipment as required.

2. Appropriate gasoline credit cards, if available, for use by Supervisor on the Thruway; or making arrangements for fuel.

3. Notification to Thruway Authority, Federal Highway Administration and appropriate Police Agencies to be completed by the Fleet Services Department (Maintenance Manager).

If vehicles are dispatched separately from crews, the Fleet Services Department is responsible for:

1. Designating a Fleet Services Supervisor who will have overall responsibility for coordinating all transportation activities of the convoy and providing this supervisor with a vehicle that is radio equipped with appropriate frequencies and channels for two-way communication with vehicles.

2. Making arrangements for the mode of transportation of personnel as requested by Incident Commander/Branch Director.

3. Convoying trucks according to size of vehicle fuel tanks and types of fuel required.

4. Arranging convoy into groups of a supervisor and five (5) crews, or six (6) if a tree crew is involved, for departure as soon as possible.

5. Requesting one supervisor, with radio equipped vehicle furnished by the Operating Department, to travel and be responsible for the activities of each five (5) or six (6) crew segment of a convoy. These supervisors will be provided with appropriate road maps to destination.

6. Making advance arrangements for fuel at National Grid facilities along the way if convenient.

7. Obtaining funds for tolls, meals, etc. along the way.

<u>It is recommended that</u>:

1. Radio talk should be kept to a minimum.

2. Personnel involved with the convoying of vehicles take a minimum of three (3) days clothing with them. This includes cold and/or wet weather gear and personal protective equipment.

Depending on the severity of the emergency, repair garages may have to be operated on a 24-hour basis in Regions (Divisions) involved in restoration. It may also become necessary to import Technicians from other Regions (Divisions) to assist in this effort.

Repairs should be made while crews are on rest time, whenever possible.

Special repair trucks shall be dispatched to distressed vehicles in the field in order to shorten down time.

RENTAL OF EQUIPMENT

1. When supplemental equipment is needed, Operations will contact Fleet Services. They will then seek available equipment using the following order of precedence (see flowchart on page 9):

    a. Availability within National Grid's NY fleet system wide.
    b. Availability from National Grid's NE fleet.
    c. Obtain equipment from other sources.
    d. Availability and rates from other utilities.

The goal of Fleet Services / Purchasing is to obtain needed equipment when required at least total ownership cost.

Fleet Services will then manage the equipment and replace more expensive equipment with lower cost equipment as it may become available.

Field forces are discouraged from obtaining equipment from suppliers and contracts directly, versus going to Fleet Services. If this situation should present itself, then the responsible field forces should notify Purchasing within eight hours. Purchasing will then notify Fleet Services and contact the respective supplier/contractor to establish terms and rates.

For Class V storms, Fleet Services will establish a Storm Fleet Services Equipment Coordinator. Local Fleet Services personnel will coordinate their activities through the local chain of command that ultimately leads up to a system department for support.

FUEL TAX PERMIT

For those Vehicles in excess of 18,000 lbs. traveling outside of New York State for either emergency storm damage or the delivery of material, a fuel tax permit must be obtained.

The Fleet Services Department, working in conjunction with Com-data Transceiver (fax# 800-852-5248), has established a fuel tax permit form to be used when applying for a fuel and trip permit for those vehicles. The procedure to follow is available on the Fleet Infonet website.

The following information is needed in order to process the tax permit:

A listing of the Equipment ID's for all vehicles over 18,000 lbs.

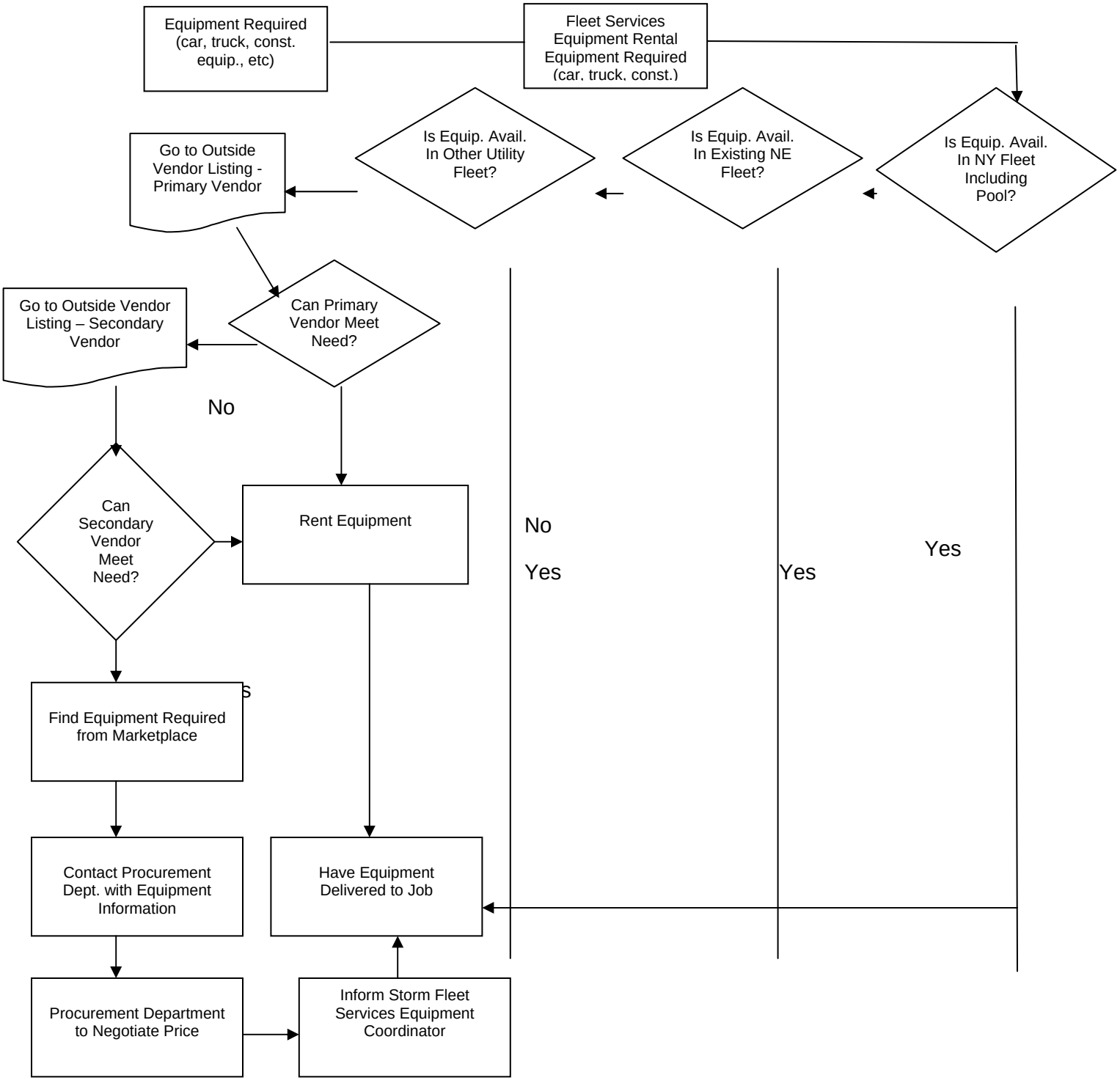
- The states for which the trip and fuel permits are required
- The effective date of the permit(s)
- The estimated return date
- The National Grid Operating Company requesting the permit(s)
- Address of the location to where the paper copy of the permit should be sent
- Fax number to where the permit should be faxed
- The name, email address and phone number and fax number of the contact person in Operations to whom the permits should be sent. This person is responsible for distributing the permits to the crews/trucks.

The Fleet Services representative obtaining the permit will enter the information on the Fleet Services Infonet website which automatically faxes the information to the appropriate permitting agencies.

In most states these permits are only good for 72 hours. If the permit should expire before the vehicle leaves the state, another permit must be applied for.

Upon receipt of the fuel tax permit, the Operations Contact distributes the permits to the appropriate vehicles. These permits must be kept with the unit.

PROCESS FLOW FOR STORM EQUIPMENT REQUIREMENTS



GENERAL

Whenever severe damage is sustained to the Transmission and / or Distribution system, Divisional Electric and Gas Operations personnel may deem that assistance from the Security organization is required. In this event, the Branch Operations Coordinator or Branch Logistics Coordinator will contact the Security Supervisor of the affected region as follows:

SECURITY CONTROL CENTER – SYRACUSE (24 Hours)

MANAGER SECURITY – UPSTATE NEW YORK
[redacted]

SECURITY INVESTIGATOR – NY MOHAWK VALLEY & NORTHERN REGION
[redacted]

SECURITY INVESTIGATOR –EASTERN REGION
[redacted]

SECURITY INVESTIGATOR – WESTERN REGION
[redacted]

SECURITY CONTROL CENTER (SCC) – HICKSVILLE

The Security Supervisor shall determine the scope of the emergency and shall, if appropriate, immediately assign a Security Investigator to the scene or locale of the emergency.

This Investigator shall assist the Incident Commander/Branch Director in the execution of their Emergency Plan as follows:

1. Act as a liaison between Branch Storm Organization and Local Law Enforcement concerning any emergency-related activity or situation.
2. Arrange to provide National Grid dedicated security for selected and specified Company. This dedicated assignment coverage will be available for field sites, as well as motel areas and other staging locations.
3. Conduct investigations as may be necessary.
4. Provide on-scene security photographic services as may be necessary to secure evidence, etc.
5. Assist and support other Company resources during the emergency with the gathering of visual and document data for post-emergency claims and asset recovery purposes.
6. Arrange for security at staging sites as required.

GENERAL

Whenever additional quantities of materials are required for restoration efforts, Inventory Management personnel should be called in to operate storerooms. Emergencies of long duration may require 24 hour operation. Division Warehouse Management can be dispatched to assist, when necessary, at crew locations.

Discussion between the Storm Organization Operations Leadership Team and Warehouse Operations shall take place to determine needs.

Tractor trailers, stake trucks or pickup trucks can be used to transport quantities of materials from local and other storerooms to affected Regions. Traveling stores trucks can also be set up at any location as an emergency storeroom.

Additional marshalling yards and staging sites can be established as necessary.

Vehicles should be restocked while the crews are on rest time at their rest locations.

When material is in short supply, Inventory Management personnel will provide Corporate Purchasing with additional requirements. Supplier emergency phone numbers are maintained by Corporate Purchasing and emergency purchase orders will be issued to suppliers and other utilities.

Inventory Management will maintain an emergency equipment listing for business stakeholders. The list will be distributed to key business partners for review and/or revisions, to be finalized by June 1 of each year by Inventory Management.

When a Class V storm is declared, the Branch Director shall appoint a Material Coordinator. The Material Coordinator shall be the central point of contact, on site, to coordinate material supply requirements Inventory Management and Operations.

GENERAL

To make certain that personnel are trained and familiar with the Electric Emergency Procedures. Practice exercises and review sessions shall be held twice per year within each division. One session will be held in the first portion of the year prior to June 1. The second practice session will be held prior to December 15. Prior to the June 1 or December 15 practice session, the Branch Director or designee will arrange for meetings with representatives of local fire, police, emergency management and other mutual aid organizations. The purpose of which is to exchange contact information and assess emergency capabilities and methods for mutual assistance. This meeting is also required in the Gas Emergency Procedure GEP.04, page 2. It is an excellent opportunity and recommended that the Branch Director or designee conduct this meeting jointly with electric and gas representatives. Each Division shall provide the Emergency Planning a minimum of four weeks advance notice of a scheduled drill.

> *NOTE: One practice session may be omitted during the year if the division has a Class IV or Class V emergency.*

These drills, involving the entire Division, shall include, to the extent possible, all of the Emergency Response/Storm Organization and associated support groups at the respective Emergency Restoration Centers to review their responsibilities and duties. The dry runs shall include the placing of actual trouble related phone calls to Customer Care Center personnel and paper work associated with the various types of interruptions and unsafe conditions. Line Failure Reports shall be generated using both the computerized Service Restoration System and the manual method of filling out reports. Sorters, map posters, dispatchers and associated chiefs, shall physically handle the paper work and restoration boards shall be posted accordingly. It is required that the appropriate personnel drill or are trained annually in the manual process of restoration. This method is taking hand written orders from phone representatives or dispatch, routing the information to operations for sorting, plotting, and dispatch. All personnel shall be knowledgeable of the process and capable of implementing if existing outage management systems fail or communication is limited.

The Branch Director shall be responsible for initiation of the drill and the follow up review of the activities that took place.

OUTLINE OF PRACTICE DRILL

Each Division shall have written, detailed procedures for each Division, and District Emergency Restoration Center describing the following:

1. Off-hour notification of supervision during emergencies.

2. Staffing and opening of Emergency Restoration Center.

3. Functional procedures describing paper flow in the Emergency Restoration Center.

4. Coordination with Customer Care Center on prolonged outages with regard to information on

restoration times and any unusual situations which can be passed on to the customer.

5. Preparation of news releases or periodic information summaries for the media and government contacts. (See EEP.13).

6. Guarding of hazardous conditions (i.e., energized downed wires).

7. Closing of the Emergency Restoration Center.

NOTE: These procedures shall be reviewed in detail and practiced where practical.

During the drill, the following general scenario of activities should take place (Divisional practices may vary):

1. A Class IV or Class V emergency shall be simulated.

2. Appropriate Operations Supervision shall be notified as set forth in Divisional Procedures.

3. The Operations Supervision shall notify appropriate Operations Coordinator to request the number of clerical personnel required. (Personnel who may not normally dispatch, but may be called upon to act as a dispatcher in a decentralized mode shall practice at the drill.)

4. A coordinated team effort between the Branch Director and Operations Coordinator shall determine the required number of crews for the simulated emergency.

5. The Operations Coordinator shall notify the appropriate Branch Planning Coordinator (Damage Appraisal Manager) for the purpose of organizing the Damage Survey.

6. The Operations Supervision shall evaluate the extent of trouble and determine the need for:

    a) Damage Appraisal
    b) Additional need for Operations Supervision, Line Clearance, Underground and Station Supervision.
    c) Additional clerical assistance
    d) Need to decentralize

7. The simulated Line Failure Reports shall be given to the Operations Supervision, appropriately mapped and returned to the Operations Coordinator / Supervision to determine priority status. The simulated Line Failure Reports shall be given to the Operations Supervisor to determine priority status.

8. The following type of information shall be made available to the Customer Contact Center:

   a) Anticipated prolonged outages.
   b) Congested area due to broken poles and downed lines.
   c) Restoration areas and projected restoration times. (Coordination with Customer Contact Center should be practiced accordingly.)

9. Operations Coordinator / Supervision shall familiarize themselves with the "Storm Status Report" and practice completion of this report for the simulated emergency.

10. The Branch Liaison Coordinator will initiate contacts with critical customers, County Emergency Managers, human services agencies, governmental contacts, etc. to make certain that these contacts can be made. Life Support Equipment customers will be contacted by the Customer Care center.

11. The Branch Logistics Coordinator will contact hotels, restaurants, etc. to insure that these contacts can be made.

12. The Branch Public Information Coordinator will make the appropriate media contacts to test these procedures.

13. The various support groups will participate in the drill to ensure that they can accomplish their part in the procedures.

14. Supply Chain Management is to be contacted to ensure that they can make the prescribed contacts, obtain the required materials, etc.

15. The procedures for closing the Emergency Restoration Center shall be practiced.

    NOTE: The Branch Director shall ensure that various types of failures and unsafe conditions are simulated through the Customer Care Center so that the Overhead Line Supervisor and Damage Assessment Field Coordinator can determine the need for damage assessment patrollers, additional line, and clerical people, etc.

    The damage assessment process is covered in Section EEP.06.

    The Planning Supervision and Line Supervision shall also practice conversion of assessment data into estimated crew requirements and prediction of restoration times.

    The Branch Logistics Coordinator shall provide an update to personnel on the availability of hotel and motel rooms. During the practice session, the Branch Logistics Coordinator shall determine accommodations and meal requirements for crews from outside the Division and determine the best locations to house and feed the foreign crews.

16. Upon completion of the drill, the Branch Director shall submit written notification to Emergency

Planning that the drill was completed.

17. Upon completion of the drill, a critique shall be conducted in accordance with the Emergency Critique Procedures set forth in EEP.08. Emergency Planning personnel and/or other Divisional personnel in attendance shall aid the critique.

MAJOR EMERGENCIES AS A DRILL

When a Division experiences a Class IV or Class V emergency, one of the drills for the calendar year may be eliminated.

SCHEDULING OF DRILLS

Tentative schedules of the drills for the year shall be forwarded to the Director Emergency Planning who will assist in the drills and monitor the results, and send letter to the PSC notifying them of drills and notify them when they've been held.

SYSTEM STORM DRILL

A System Storm drill will be conducted annually. Designed by Emergency Planning, the drill will test multiple facets of the emergency plan. All divisions and support organizations are expected to participate in the drill to the extent of the drill scenario demands.

SERVICE CREW TRAINING

Service Crew restoration training will be provided on an as needed/request basis. In some cases, training will be provided (if necessary) during the early stages of an event to personnel deemed qualified to perform the Service Crew function. Formal training will be provided on the spot followed by "on-the-job" training with Trainers functioning as restoration supervisors.

SYSTEM ELECTRIC EMERGENCY PROCEDURE UPDATE

The System Electric Emergency Procedure Manual will be revised and issued by FEBRUARY 1 and AUGUST 1 of each calendar year. The Director Emergency Planning is responsible for the revisions.

DIVISIONAL ELECTRIC EMERGENCY PROCEDURE UPDATE

Divisional Electric Emergency Procedures will be revised by March 1 and September 1 of each calendar year. The revisions shall include updates of the listed personnel, telephone numbers, critical customer lists, human services agency contacts, media contacts, etc.

The revisions shall include changes to comply with the System Electric Emergency Procedures as well as changes which resulted from experiences in previous emergencies.

NEIGHBORING ELECTRIC UTILITIES

Communications must be maintained with other utilities concerning line outages which affect their operations. Normally, such interface would be between the System Power Control Center or Regional Control Center and its counterpart.

Exchange of information may then be made between the Branch Director, Operations Coordinator, Emergency Planning or their alternates and the foreign utility.

In some instances, it will be advantageous to employ the other company's crews to perform patrols and effect repairs.

TELEPHONE COMPANIES

Attempts should be made to obtain assistance from telephone companies (our Joint Owners) in placing new poles (reference attached contact listings for Verizon and Frontier Communications). These companies may assign representatives to District or Divisional Emergency Restoration Centers to coordinate their work with National Grid operations. The representative gathers pertinent information and relays it to the representative's forces via private telephone, which is installed by the telephone company. Coordination of joint work with telephone forces is handled through this representative. The representative may also assist in cases of failure of supervisory and voice telephone circuits leased by National Grid. A telephone technician shall also be on site during major storms to provide emergency assistance.

PUBLIC WORKS

The local Public Works Department may assign a representative to District or Divisional Emergency Restoration Centers similar to the Telephone Liaison Agent. The representative's function is to coordinate the work of their department with National Grid operations. The representative may also use a private telephone or other means of communication. National Grid will cooperate with Public Works in clearing streets. In minor cases, our contact may be by telephone if the extent of the damage does not require the assignment of a representative to our headquarters.

NY-OEM

For Class V and extended Class IV emergencies, the affected division shall notify the local Emergency Management Organization as soon as the emergency is declared. The Local Emergency Management Organization may assign a representative to coordinate their work with National Grid operations.

Emergency Planning shall contact the state Office of Emergency management (OEM) to report the emergency and will maintain contact with the state OEM office throughout the emergency. Additionally, National Grid shall also provide a liaison to the OEM headquarters in Albany as required.

NY-OEM shall typically be requested to perform the following functions:

1. Arrange for work permits to allow the entry of foreign (Canadian crews) to aid in emergency restoration.

2. Assist with hotel/motel accommodations should the need arise.

3. Facilitate crew movements by providing escorts as required.

4. Provide a backup source at emergency generators.

5. Perform any other coordinating and/or logistical support that may be required during an electrical emergency including liaison with other state and federal agencies as required.

Emergency Planning and NY-OEM liaison shall:

1. Maintain liaison with NY-OEM during emergency.

2. Provide outage information on a regular basis.

3. Attempt to meet NY-OEM requests as required.

COUNTY EMO'S

The Liaison shall work with and assign County EOC Liaisons to Emergency Operation Centers that are open and request staffing in each of the 37 counties within the service territory.

Pre-Emergency - Liaison Coordinator

a) Establishes a working relationship with County Directors via NY-OEM Regional Director's Meetings, the annual State and County Emergency Preparedness Committee meetings and LEPC meetings.
b) Maintains updated call out list of County Emergency Service providers and updates County EMO on contact names and numbers at National Grid.
c) Attends Emergency Management drills and exercises initiated by the County organizations as required.

Emergency - Liaison Coordinator

a) Communicates and serves as National Grid liaison in requesting or receiving requests for assistance between National Grid and County agencies.

b) Responds to County Emergency Management organization requests for National Grid liaison in the County Emergency Operations Center (EOC) and arranges for assignment of National Grid trained personnel; typically Community and Customer Management personnel.

c) Communicates directly with the County Emergency Management organization on a regular basis providing National Grid information received from National Grid's Incident Commander regarding damage assessment, response and restoration efforts.

d) Coordinates National Grid participation in unified command post operations as set in place by the County and NY-OEM.

Post-Emergency - Liaison Coordinator

a) Represents National Grid at critique or lessons learned meetings conducted by the County;

b) Serves as liaison between National Grid and County Emergency Management organization with respect to action Items arising from critique meetings.

July 2011

VERIZON – EMERGENCY CONTACT LISTING

AREA	NAME	TITLE	PHONE
NY/NW (Upstate/Staten Is/Manhattan/Queens)	[redacted]	Region President	
Upstate-East	[redacted]	Dir. Construction	
Upstate- West	[redacted]	Dir. Construction	
***Northeast - North	[redacted]	Area Constr. Mgr.	
***Northeast - Metro	[redacted]	Area Constr. Mgr.	
***Northeast - South	[redacted]	Area Constr. Mgr.	
***Central Area - North	[redacted]	Area Constr. Mgr.	
***Central Area - Metro	[redacted]	Area Constr. Mgr.	
***Central Area - South	[redacted]	Area Constr. Mgr.	
***Western Area	[redacted]	Area Constr. Mgr.	
***First Calls			

FRONTIER COMMUNICATIONS
MAJOR EMERGENCY RESTORATION

24 HOURS/7 DAYS A WEEK REPAIR/SERVICE NUMBER

[redacted]

FRONTIER COMMUNICATIONS

AREA	NAME	TITLE	PHONE
All NYS	[redacted]	Vice President Eng/Const	
All NYS	[redacted]	NYS Director/Construction	
All NYS	[redacted]	NYS Director/Engineering	

PURPOSE

This procedure is implemented to make certain that critical services customers affected by an electrical emergency are identified by the Company in a timely manner, and that a regular channel of communications is established with these customers until their electrical service is restored.

DEFINITION

A critical services customer is defined as one where the loss of electrical service would interrupt vital services to the public, e.g., hospitals, nursing homes, water and sewage treatment plants.

Key Municipal and Emergency Management contacts for affected areas shall be made by Branch Liaison Coordinator personnel during emergency events. Liaison Coordination shall review with the municipal contact any pertinent outage information on critical service facilities such as fire, police, and water pumping stations so that the municipal organization may communicate and plan accordingly.

If advance notice of a potentially severe weather event allows the opportunity to raise awareness of potential outages to critical services customers, the Liaison Coordination team should contact the customers where applicable prior to an event as directed by the Branch Director/Branch Liaison Coordinator.

GENERAL

The Liaison Coordinator is responsible to ensure that each Region maintain a computerized and printed lists of its critical services customers in the following formats:

1. Alphabetical listing by Customer Name showing all appropriate information - contacts, telephone numbers, etc. This list will identify customers, such as municipalities, which have many accounts on different feeders. Such a list will eliminate duplicate contacts.

2. Listing by substation showing all critical services customers served by circuits from the applicable substation.

3. Listing by circuit showing all customers served by the circuit. The listing will also indicate if the feeder is affected by load shedding.

These lists are developed under the direction of the Liaison Coordinator based on the knowledge of the customers and from contacts within their regions / divisions.

The critical services customer lists are reviewed and updated semi- annually. Updated lists are provided with updates to the Regional Electric Emergency Procedure Manual made on March 1 of each year.

Computer printed contact forms for each critical services customer with all appropriate information pre-printed on the forms are to be maintained by the Liaison coordination team to be used in the event of an emergency. The forms are replaced with updated forms as changes are made to the listings.

The following data is maintained in the critical customer database for each critical services customer:

- CSS Bill Account Number
- Customer Name
- Service Address
- Customer type
- Telephone number
- Circuit number
- Line number
- Service pole number
- Emergency back-up energy source

If advance notice of a potentially severe weather event allows the opportunity to raise awareness of potential outages to critical services customers, Liaison Coordination or designee should contact the customers where applicable prior to an event as directed by Branch Director or the Incident Commander. These calls should include potential storm impact, Company contact information, Company preparation, and outage central web site location so they can view storm status and updates.

In an emergency and provided the electric power has not been restored, the Company will attempt to contact critical services customers known to be served by circuits affected by the emergency. The calls are to be made as-soon-as possible after the circuits have been identified. The calls will be made by representatives under the direction of the Liaison coordinator.

When emergency conditions exist the affected critical services customers shall be contacted by the Liaison coordination team to alert them to current or impending conditions and to suggest actions they should take to reduce the threat posed by such conditions.

PROCEDURE – Minor Electric Emergency

Regional Control Center

1. Identify critical services customers receiving service from circuits affected by the emergency.

2. Contact appropriate Liaison Coordination personnel and provide them with the following information:
   - Customer Name
   - Estimated Restoration Time

Note: Regional Control Center will provide outage updates to the Liaison coordinator or their designee if significant service interruption conditions have changed the initial and/or any subsequent restoration time estimates.

> **Note:** If an emergency initially starts as a minor emergency and escalates into a major emergency and warrants the opening of a Regional or System Emergency Restoration Center, the RCC shall notify the Liaison Coordinator of the Emergency Restoration Center opening.

Liaison Coordinator or Designee

1. Attempt to contact affected critical services customers to inform them of the scope of the interruption and the restoration forecast. If customer cannot be reached, attempt to call secondary contact, if information is available. (Always leave message on answering machine)

   Note: Cover the following Key Points when contacting critical services customers.

   - Always identify yourself as calling from National Grid.
   - If leaving a message on an answering machine indicate the date and time of your call.
   - Advise that there is an outage in the area and what the estimated time of restoration is.

2. Obtain the following information and enter a Customer Contact into the critical customer database:

    a) Name of person contacted
    b) Time of contact
    c) Status of electrical service
    d) Availability of backup energy source
    e) Working condition of backup energy source
    f) Customer concerns and Company response

3. Attempt to contact the critical services customers affected by emergency on a daily basis until the electrical power has been completely restored to customer.

    Note: Regional Control Center will provide initial outage information and any updates if significant service interruption conditions have changed the estimated and/or any subsequent restoration time estimates.

4. Contact Liaison Coordinator when critical services customer cannot be contacted to have Company employee sent to the account to determine the problem, if necessary. This action should be noted as a contact in the critical customer database.

5. Add a customer contact to customer's account in the critical customer database for every contact made to critical services customer. Contact should indicate with whom you spoke or that you left a message on the answering machine. Give a brief summary of the call.

6. Prepare, as needed for outage debriefing, a summary of critical services customer contacts after emergency has been terminated using the Customer Contact Report feature in the critical customer database.

PROCEDURE – Major Electric Emergency

A major electric emergency is defined as when the situation is severe enough to warrant the opening of a Regional Restoration Center or System Restoration Center as defined in Electric Emergency Procedure EEP.02 Emergency Restoration Centers.

Regional Control Center

If emergency is severe enough that the Regional Control Center cannot handle all required emergency activities, request the opening of an Emergency Restoration Center.

Note: For an emergency that initially starts as a minor emergency but escalates into a major emergency and warrants the opening of a Regional or System Emergency Restoration Center, notify the appropriate Liaison Coordinator or their Designee of the Emergency Restoration Center opening.

Operations Coordinator

Ensure that the appropriate Liaison coordinator is notified of the emergency situation so they can begin contacting critical services customers affected by the emergency.

Liaison Coordinator

Ensure that sufficient Liaison Coordination staff is available to contact critical Services customers affected by the emergency. The Liaison Coordinator or designee will assign their staff to initiate contact and maintain call logs. The Liaison Coordinator or designee shall also verify contact and ensure a check and balance exists so all CSC's are contacted.

Liaison Coordination

1. Identify critical services customers that are impacted by the emergency and attempt to contact affected critical services customers to inform them of the scope of the interruption and the restoration forecast. If customer cannot be reached, attempt to call secondary contact, if information is available. (Always leave message on answering machine)

Note: Cover the following "Key Points" when contacting critical services customers.

- Always identify yourself as calling from National Grid.
- If leaving a message on an answering machine, indicate the date and time of your call.
- Advise that there is an outage in the area and what the estimated time of restoration is.

2. Obtain the following information and enter a Customer Contact into the critical customer database:

    a) Name of person contacted
    b) Time of contact
    c) Status of electrical service
    d) Availability of backup energy source
    e) Working condition of backup energy source
    f) Customer concerns and Company response

3. Attempt to contact the critical services customers affected by emergency on a daily basis until the electrical power has been completely restored to the customer.

    Note: Emergency Restoration Center will provide initial outage information and any updates if significant service interruption conditions have changed the estimated and/or any subsequent restoration time estimates.

4. Contact Liaison Coordinator when critical services customer cannot be contacted to have Company employee sent to the account to determine the problem, if necessary. This action should be noted as a contact in the critical customer database.

5. Add a customer contact to customer's account in the critical customer database for every contact made to critical services customer. Contact should indicate with whom you spoke or that you left a message on the answering machine. Give a brief summary of the call.

6. Prepare, as needed for outage debriefing, a summary of critical services customer contacts after emergency has been terminated using the Customer Contact Report feature in the critical customer database.

PURPOSE

This procedure is implemented to make certain that life support customers affected by an electrical emergency are identified by the Company in a timely manner, and a regular channel of communication is established to monitor the well-being of these customers until their electrical service is restored.

DEFINITION LIFE SUPPORT

Designated electrically operated medical equipment prescribed by a qualified physician to be used on a continuous basis or as circumstances require as specified by the physician to avoid the loss of life or serious medical complications requiring immediate hospitalization.

The following is the list of Life Support Equipment:

a) Home Kidney Dialysis Machines
b) Continuous Ventilation Devices
c) Suction-Aspiration Devices
d) Apnea Monitors for infants
e) Other (certified by physician)

Master metered dwellings where one or more residents utilize life support equipment, and facilities used to administer outpatient life support services, i.e., kidney dialysis treatment centers, shall be included in this program. It also includes National Grid borderline customers who receive their electric service from another utility's electrical system, and the borderline customers of another utility who receive their electrical service from National Grid's electrical system.

GENERAL

The Customer Care Center's Life Support Unit is responsible for maintaining a database(s) of National Grid's life support customers. This database(s) is developed from contacts with said life support customers. The Company, through information provided during the enrollment and annual renewal processes, suggests that such customers have a backup power supply and that they contact their local police and fire agencies in the event of an emergency.

All new life support customers are added to the database(s) upon successful completion of enrollment criteria.

Life support customer records are reviewed semi-annually by the Customer Care Center's Life Support Unit and changes are made as necessary. A printed copy of the complete life support customer list is maintained by the Life Support Unit.

If provided, the following data is maintained for each life support customer:

a) Customer Name
b) Service Address
c) Telephone Number
d) CSS Bill Account Number
e) Name of person(s) using equipment
f) Type of equipment
g) Hours of use
h) Emergency energy source
i) Maximum outage the person can endure
j) Third party contact - name, address and telephone number
k) Circuit number
l) Line number
m) Service pole number

In an emergency and provided electric power has not been restored, the Company will attempt to contact life support customers known to be served by circuits affected by the emergency. The contacts, by telephone, are to be made as soon as possible after the circuits have been identified. Depending on the severity of the emergency (minor or major emergency) and the number of customers affected by the electrical emergency, customer calls may be made by the Customer Care Center, with assistance from Consumer Advocacy, if required.

The Liaison Coordinator may also assist in contacting life support customers, if required.

The Company will contact the affected life support customers daily during the time when they remain in the dwelling without electrical service. Data on all contacts will be entered into the Customer Service System.

After an emergency has concluded, the Company will contact life support customers affected by the emergency to confirm power has been restored.

PROCEDURE – Minor Electric Emergency

Customer Care Center Representative

1. Identify life support customers receiving service from circuits affected by the emergency utilizing the PowerOn Life Support Monitoring Tool.

2. Attempt to contact identified customers to inform them of the scope of the interruption and the restoration forecast. If customer cannot be reached, attempt to call 3rd party contact, if information is available. (Always leave message on answering machine).

   Note: Cover the following Key Points when contacting life support customers.

   - Always identify yourself as calling from National Grid.
   - If leaving a message on an answering machine indicate the date and time of your call.
   - Advise that there is an outage in the area and what the estimated time of restoration is.
   - Advise that if emergency assistance is needed to call police, fire or 911.
   - Provide the Life Support hotline # in all instances. 1-800-460-0316.

3. As appropriate the following information is collected from the customer in the process of checking on their status and entered as a Customer Contact into CSS, as time permits. Use CSS Contact Type “Life Support”.

   a) Name of person contacted
   b) Time of contact
   c) Status of electrical service
   d) Availability of backup power
   e) Possibility of moving to another location
   f) Assistance required
   g) Contact with local emergency unit for aid if assistance is required

   Note: The Customer Contact entered into CSS will be automatically entered as a contact in the Life Support database during the nightly CSS refresh. There is no need to manually enter a contact into the Life Support database if the contact has been entered as a “Life Support” contact in CSS.

4. Attempt to contact the Life Support Customers affected by emergency on a daily basis until the electrical power has been completely restored.

5. Add a “Life Support” Customer Contact to customer’s account in CSS for every contact made to life support customer. Contact should indicate with whom you spoke or that you left a message on the answering machine. Give a brief summary of the call.

PROCEDURE – Major Electric Emergency

A major electric emergency is defined as when the situation is severe enough to warrant the opening of a Regional Restoration Center or System Restoration Center as defined in Electric Emergency Procedure EEP.02 Emergency Restoration Centers.

Pre-storm event, the company shall make an outbound call as noted below providing advance notice to potentially impacted Life Support customers of the impending event. Post-storm, the Company shall follow-up with affected Life Support customers to ensure the power has been restored as noted in Section 9 of this procedure.

Also, in reference to the above mentioned procedure the Contact Center will make an automated outbound call to all life support customers in anticipated impacted areas in advance of a storm as a part of the Company's three day advance storm preparation procedure. The outbound call will have a pre-recorded message with the following information:

- This is a courtesy call from National Grid.
- State the known estimates of the weather.
- Advise that if emergency assistance is needed to call police, fire or 911.
- Provide the Life Support hotline # .

Regional Control Center

1. If emergency is severe enough that the Regional Control Center cannot handle all required emergency activities, request the opening of an Emergency Restoration Center.
   Note: If emergency initially starts as a minor emergency but escalates into a major emergency and warrants the opening of a Regional or System Emergency Restoration Center, notify Customer Care Center of the Emergency Restoration Center opening.

Operations Coordinator / Liaison Coordinator

1. Ensure that the Customer Care Center Manager / Designee is notified of the emergency situation so they can staff accordingly and begin contacting life support customers affected by the emergency.

Customer Care Center Manager/Designee

1. Ensure that sufficient Customer Care Center staff is available to contact life support customers affected by the emergency.

Note: If the emergency is severe enough that Customer Care Center cannot handle all life support customer contact responsibilities, contact the Consumer Advocacy Lead to provide assistance with contacting affected life support customers. The Consumer Advocacy Lead may also utilize the Liaison Coordination Team to assist in outage notification, if warranted.

Customer Care Center Team Leader/Designee

1. Identify life support customers that are impacted by the emergency utilizing the PowerOn Life Support Monitoring Tool.

2. Attempt to contact identified life support customers to inform them of the scope of the interruption and the restoration forecast. If customer cannot be reached, attempt to call 3rd party contact, if information is available. (Always leave message on answering machine.

   Note: Cover the following "Key Points" when contacting life support customers.

   - Always identify yourself as calling from National Grid.
   - If leaving a message on an answering machine, indicate the date and time of your call.
   - Advise that there is an outage in the area and what the estimated time of restoration is.
   - Advise that if customer feels they are in a life threatening situation, to call police, fire or 911.
   - Provide the Life Support hotline # in all instances. 1-800-460-0316.

3. As appropriate the following information is collected from the customer in the process of checking their status and entered as a customer contact into CSS, as time permits. Use CSS Contact Type "Life Support".

   a) Name of person contacted
   b) Time of contact
   c) Status of electrical service
   d) Availability of backup power
   e) Possibility of moving to another location
   f) Assistance required
   g) Contact with local emergency unit for aid, if assistance is required

   Note: The Customer Contact entered into CSS will be automatically entered as a contact in the Life Support database during the nightly CSS refresh. There is no need to manually enter a contact into the Life Support database if the contact has been entered as a "Life Support" contact in CSS.

4. The Company shall make all efforts to contact the life support customers affected by emergency on a daily basis until the electrical power has been completely restored. An unsuccessful contact list will be generated every 24 hours identifying those life support customers that could not be reached. That list will be transmitted as reasonably as practicable to the Liaison Coordinator for transmission to the appropriate Emergency Services agency by the Liaison to the County EOCs. Emergency Services will be asked to check the welfare of the life support customer. The Liaison Coordinator or designee shall receive the status back from the Emergency Services organizations and provide status back to the Contact Center. In the event that Emergency Services organizations were unable to contact the customer, the Liaison coordinator or designee will work with the local Storm Room to have internal resources continue to check on the premise until the individual has been contacted and the account noted.

   Note: Emergency Restoration Center will provide initial outage information and any updates if significant service interruption conditions have changed the estimated and/or any subsequent restoration time estimates.

5. Add a “Life Support” Customer Contact to customer’s account in CSS for every contact made to life support customer. Contact text should include:

   - Contact Name
   - If message was left on an answering machine or if customer was called but there was no answer (enter time of contact or attempted contact)
   - If customer will be staying at or be moving from location
   - Any actions taken

6. After emergency has terminated, contact each affected life support customer to confirm power has been restored.

7. Prepare, as needed for outage debriefing, a summary of life support customer contacts after emergency has been terminated.

PURPOSE

This procedure is implemented to make certain that customers identified as Special Needs Customers are afforded information to apprise them of what to do to prepare for an electrical emergency situation, how to obtain specific information on the status of an electric emergency and what to do during an electrical emergency.

DEFINITION

Special Needs Customers include:

- Blind
- Elderly
- Disabled

GENERAL

Customers who identify themselves to the Company as Special Needs Customers are identified as such in the Customer Service System.

In August and December of each year the Company will include information in its “Energy Matters” publication about how to obtain information regarding emergency preparedness. Customers, upon request, will either be mailed the brochure titled “How to Prepare for and Respond to Power Outages” or be provided instructions on how they can obtain it via the National Grid web-site.

These customers are instructed to use the National Grid Power Outage number (1-800-867-5222). This number is to be used to report an electric outage and/or obtain status information.

These same materials will be available to Company Consumer Advocates to distribute to human service agencies as part of their outreach services to such agencies.

In an electric emergency the Company will refer Special Needs Customers, based on their needs to appropriate agencies, including, but not limited to:

- County Offices for the Aging
- County Health Departments
- County Departments of Social Services
- American Red Cross
- Local Police and Fire Departments
- Advocacy Groups for the Hearing and Sight Impaired
- Other Agencies

PROCEDURE

- Customer Service Center Representative
- Distribution Design/Operations Support Representative
- Consumer Advocate

Identification

1. Receive request from Special Needs Customer to be identified as a Special Needs Customer.

2. Company representative enters information into the Customer Service System (CSS).

Request for Information

1. Receive request from Special Needs Customer for emergency preparedness information. To respond to the customers preference for obtaining such information; issue order for mailing of "How to Prepare for and Respond to Power Outages" brochure to customer or provide the customer with instructions on where to find this information on the Company web-site for review and or down-load.

2. Printed materials provided by Company to human service agencies as part of on-going outreach services to such agencies.

During Electric Emergencies

1. Process customer electric emergency or outage order in CSS.

2. Customer Service Center Representatives will work with Consumer Advocates and Customer Service Center staff to address the concerns of Special Needs Customers upon receipt of their inquiry. These customers may be referred to local human service agencies.

PURPOSE

This procedure is implemented to ensure that the Customer Service Communication Center provides the customer with sufficient means to contact the Company during an emergency and to provide the best restoration information that is available.

GENERAL

Customer Contact Center has a large number of telephone lines available to respond to customer calls during non-emergency times. These telephone lines are segmented geographically based on population. The center has the ability, through AT&T Advanced Features, to reallocate telephone lines to allow for greater accessibility to customers in storm-damaged areas. The center also has the ability to transfer geographical areas of customers to Collection Services, to allow for greater customer access during major outages.

PROCEDURE

The following are steps that will be implemented during an emergency outage that generates a large volume of customer calls.

1. Notify Manager – Call Center Syracuse, Team Coordinators and Coaches.

2. Begin call out of representatives, if call volume warrants.

3. Notify Accounts Processing management, if warranted.

4. Establish communication link with appropriate Emergency Response / Storm Organization personnel.

5. Create appropriate informational messages on Integrated Message Boards. (Example - Inform non-affected area customers that there is a storm emergency and that, as a result, they could experience a delay in their call being answered and therefore may want to consider calling at another time. Inform affected area customers that we know about the outages and give whatever restoration information may be available).

6. Contact Corporate Communications for media coverage.

7. Contact Marketing Communications to initiate FYI radio spots.

8. Director Customer Service or designee will notify appropriate Senior Management.

9. Begin assessing restoration times and make appropriate staffing level decisions. Begin establishing representative schedules.

10. Review Electric Operating PowerOn Messaging and request updated information, if indicated (every four hours).

11. Determine if additional sensitivity training may be warranted for representatives based on the magnitude and duration of the restoration effort.

12. Contact the Customer Contact Center Telecommunication personnel, if necessary, to ensure proper telephone equipment operation.

13. Contact the IS Help Desk to inform them that Storm Restoration System needs to remain operational.

14. Establish central command post within Customer Contact Center's Queue Management.

15. Provide updated restoration information to representatives (every four hours).

16. Contact Customer Policy and Administration to request they establish contact with PSC staff.

17. If duration of storm warrants, consult with Accounts Processing Manager or designee to determine whether billing adjustments will be made.

18. Contact Collection Services Management or designee to request that collection activity for the affected area be curtailed.

19. Establish daily telephone conference with appropriate Emergency Response / storm organization personnel, Senior Management, and involved departments.

20. Report to Senior Management the telephone answering performance.

THIS SECTION INTENTIONALLY LEFT BLANK DUE TO CONFIDENTIAL CONTACT INFORMATION

National Grid Aviation Department

Normal business hours:

(Call hangar number during normal business hours (M-F 8:00 a.m. - 5:00 p.m.) if necessary please leave a message. If you don't receive a response, try alternate phone numbers indicated below.

Syracuse Hancock Airport
813 Malden Road
(Hangar)

206 Bell Long Ranger L/3
Pilot + 5 passengers
N739NM

Outside normal business hours:

Please call the following persons in the order listed below. If they are available, one of them will either answer or call you back. (Please leave message with full outside phone number).

1. [redacted]

2. [redacted]

3. [redacted]

IN AN EMERGENCY: to communicate with the Helicopter via telephone: Dial:
(Iridium Satellite Global Network) - Wait for Message then Dial .

Contractor Helicopter Services

NEW YORK SPECIAL & EMERGENCY PATROLS (IN CALL OUT ORDER)

Potsdam/Watertown	Syracuse	Albany	Buffalo
1st Aviation Services	Aviation Services	JBI or Aviation Services	Aviation Services
2nd JBI	JBI	JBI	JBI
3rd CBH	CBH	CBH	CBH

Company and Type of Service

Aviation Service Unlimited, Inc.

West Corporate Hanger
Griffiss Air Park 592 Hangar Rd, Rome NY
P.O. Box 629
Oriskany, NY 13424

Accounting Information

(2) Bell Jet Rangers 206B - N134VG & N472m
Pilot and three passengers

[redacted], Pilot

*Use cell for off-hour emergency

JBI Helicopter Services 5

720 Clough Mill Road
Pembroke, NH 03275

Accounting Information

(5) Bell Jet Rangers 206B
Pilot and 3 passengers

[redacted] Chief Pilot:
24 HR Phone Service (603)225-3134

*JBI is available for lift work under this PO

CBH

Chesapeake Bay Helicopters, Inc.
5172 W Military Hwy. Ste. E
Chesapeake, VA 23321

MOBILE SUBSTATIONS

The Active Listing and current information on availability for mobile substation is found on the Substation Operation & Maintenance Services Infosite:

nationalgrid **NY ELECTRIC EMERGENCY PROCEDURES MANUAL**	Doc No. EEP.20.3 Page: 1 of 1 Date: 02/01/13 Supersedes: 08/01/12
SUBJECT: EMERGENCY SPARE UNITS	SECTION: EEP.20

System Spare substation equipment is inventoried in AIMMS
(The Substation Maintenance Management System)

Contact Substation Operation & Maintenance Services for assistance.

SUBSTATION O&M SERVICES

Last Name	First Name	Job Title	Work Location	Office Phone	Cell Phone
[redacted]	[redacted]	Prin. Engineer	Albany		
[redacted]	[redacted]	Acting Director	Syracuse		
[redacted]	[redacted]	Senior Engineer	Waltham		
[redacted]	[redacted]	Senior Coord.	Syracuse		
[redacted]	[redacted]	Coordinator	Waltham		
[redacted]	[redacted]	Senior Engineer	Syracuse		
[redacted]	[redacted]	Senior Engineer	Syracuse		
[redacted]	[redacted]	Senior Engineer	Waltham		
[redacted]	[redacted]	Senior Analyst	Waltham		
[redacted]	[redacted]	Senior Engineer	Albany		
[redacted]	[redacted]	Contractor	Waltham		
[redacted]	[redacted]	Contractor	Waltham		
[redacted]	[redacted]	Acting Manager	Syracuse		
[redacted]	[redacted]	Manager	Waltham		
[redacted]	[redacted]	Senior Coord.	Waltham		
[redacted]	[redacted]	Senior Coord.	Waltham		
[redacted]	[redacted]	Senior Engineer	Albany		
[redacted]	[redacted]	Engineer	Syracuse		
[redacted]	[redacted]	Prin. Engineer	Waltham		
[redacted]	[redacted]	Engineer	Buffalo		
[redacted]	[redacted]	Coordinator	Waltham		
[redacted]	[redacted]	Lead Analyst	Syracuse		
[redacted]	[redacted]	Assoc. Engineer	Waltham		
[redacted]	[redacted]	Analyst	Waltham		

Division	Normal Location	Trailer Number	Capacity (Storage)	Hauling (Gallons)	Rating (GPM)	Filter Press
Western	Dewey	05486	600	600	35	Yes
	Dewey	05564	600	600	35	Yes
	Dewey	05303	-	-	-	-
	Fredonia	05414	600	100	35	Yes
	Batavia	05372	600	100	35	Yes
	Olean	05248	-	-	-	-
Central	Syracuse	05495	-	-	-	-
	Syracuse	05340	-	-	-	-
	Syracuse	05377	-	-	-	-
	Syracuse	05546	-	-	-	-
	Syracuse	05776	550	550	16	Yes
	Syracuse	05777	550	550	16	Yes
	Syracuse	05778	750	750	16	Yes
	Syracuse	05582	-	-	-	-
	Volney	05632	-	-	-	-
	Utica	05566	600	600	16	Yes
	Watertown	05584	-	-	-	-
	Watertown	05367	-	-	-	-
	Potsdam	05583	-	-	-	-
	Potsdam	05579	1200	0		No
Eastern	Gloversville	13327	600	0	35	Yes
	North Albany	05252	-	-	-	-
	North Albany	05461	6000	6000	75	Yes
	North Albany	05462	6000	6000	75	Yes
	North Albany	05513	600	600	35	Yes
	North Albany	05514	600	600	35	Yes
	North Albany	05528	600	600	35	Yes
	North Albany	06040	600	600	35	Yes
	North Albany	05241	-	-	-	-
	Glens Falls	05585	-	-	-	-
	Glens Falls	05386	600	0	35	Yes
	Glens Falls	05387	600	0	35	Yes