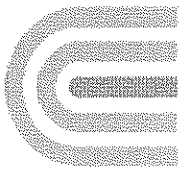

Orange & Rockland

# Electric Emergency Response Plan

Paper copies of operating documents are uncontrolled, therefore may be outdated. Verify current version prior to use.

| Prepared/Approved By | Revision Date | Supersedes |
|---|---|---|
| Francis W. Peverly<br>Vice President - Operations | Dec. 15, 2013 | Sept. 16, 2013 |

## EXECUTIVE SUMMARY

Orange & Rockland Utilities, Inc. ("O&R", "Orange and Rockland" or the "Company") recognizes the importance of an integrated emergency plan to its continuing ability to safely provide for the energy needs of our customers will continue in the event of an emergency. When an emergency occurs, response actions are guided by O&R's overriding emergency goals, of protecting the life and safety of our customers, employees, general public, and restoring electric service in a safe and timely manner.

This Electric Emergency Response Plan ("ERP" or the "Plan") outlines O&R's philosophy and procedures for managing major emergencies that may disrupt electric service to our customers. The Plan further establishes the structure, processes and protocols for the Company's emergency response and identifies department and individual roles directly responsible for that response and critical support services. In addition, the Plan provides a management structure for coordinating and deploying the essential resources necessary for the Company's response.

The plan meets the requirements for preparing and filing the Company's ERP in organizing the response to storms and other storm-like overhead system emergencies in accordance with the New York State Public Service Commission ("Commission") requirements under Part 105 of the New York State Public Service Law and complies with the principles of the Incident Command System ("ICS") as specified under Con Edison's Corporate Instruction 260-4, "Corporate Response to Incidents and Emergencies."

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# 1. INTRODUCTION

## 1.1. Overview

O&R and its two utility subsidiaries, Rockland Electric Company and Pike County Light & Power Company, serve a population of approximately 750,000 in seven counties and 96 communities in New York, northern New Jersey and northeastern Pennsylvania. The Company is a wholly owned subsidiary of Consolidated Edison, Inc. ("CEI").

Within this 1,350 square-mile region, the Company serves 294,664 electric customers and 131,223 natural gas customers. In its New York service area, O&R serves 219,143 electric customers and 130,023 natural gas customers. The service territory is principally residential in nature, with a broad base of commercial, industrial, agricultural and recreational activities. The Company employs approximately 1,070 employees.

Customers receive electric service primarily through an overhead distribution system of primary and secondary conductors. A minority of the customers receive service through a residential underground distribution system originating from an overhead supply line. Extreme weather events such as heavy rain, lightning, high winds, ice or heat can adversely impact the integrity of the overhead system, resulting in occasional interruptions of electric service. Since electricity is a critical element in our daily lives, prompt restoration is a customer expectation and an Orange and Rockland goal.

The response to customer outages caused by severe weather events is predicated on assessing the magnitude of the event as well as resource availability to support the restoration process. This document has been designed to provide a systematic organized plan for the purpose of promoting a safe and efficient restoration.

## 1.2. Emergency Management - Vision

The Company strives to meet customer needs through effective risk assessment, mitigation, preparedness, response and communications. Our goal is to achieve excellence as an industry leader in emergency management performance.

## 1.3. Emergency Management - Policy Statement

The Company strives to utilize effective emergency management principles that enhance the Company's ability to provide safe and reliable energy services and its ability to communicate timely and accurate information to our customers and stakeholders by:

- Conducting effective risk assessments for operating and business functions;
- Developing appropriate prevention or risk mitigation strategies;
- Implementing comprehensive emergency preparedness programs;
- Responding with appropriate resources to address the emergency;
- Communicating with customers and other stakeholders timely and accurate; information using telephone, text messaging, e-mail, voice, the Internet, traditional media, social media and other appropriate methods;
- Recovering from events expeditiously; and
- Improving continuously.

This Plan is constructed to provide O&R management with a trained, operationally ready work force and an operational process that can be employed as required to deal with the unique aspects of each storm.

The effectiveness of this Plan is based on the Company's commitment to prepare, implement and review procedures after each implementation of the Plan. An After Action Review ("AAR") process facilitates continuous improvement in the Company's response and restoration processes.

Execution of the appropriate response to affect rapid and safe recovery is dependent upon the scalability of this Plan. Storm magnitude and the number of customers affected vary, but the operational concept remains the same. The level of recovery resources are adjusted as needed.

## 1.4. Program Review and Plan Responsibilities

Prior to December 15th of each year, all areas of the Company shall review their procedures, guidelines, checklists and instructions relating to storm recovery and revise them as necessary to comply with this Plan. During the review process, storm Officers and Chiefs, along with functional coordinators will also verify employee assignments to their respective function and that all are appropriately trained.

Each area will review and update its lists of employee and stakeholder contacts at least twice per year. These will include:

- All utility personnel assigned to emergency response;
- Mutual aid companies and contractors;
- Life support and other special needs customers (Attachment 5);
- Human Service agencies;
- Print and broadcast media;
- Operators and managers of lodging facilities and restaurants;
- State, County and local elected officials;
- Law enforcement and other emergency response personnel;
- Medical facilities;
- Critical facilities;
- Pertinent material and supply vendors; and
- Telephone and other third party utility and Joint Use contacts.

Any changes to these guides will be communicated to Emergency Management personnel for inclusion in the next version of the ERP. In the event significant changes are made during the year, Emergency Management will provide employees with electric emergency response functions with a timely briefing on the changes. Readiness of storm recovery employees is achieved through cross-functional training, on-the-job training, table-top exercises and drills and after action reviews.

Annually, Emergency Management will review past events so that the criteria and assumptions used as the basis for this plan are applicable. Significant changes will be incorporated into the corporate filing of the ERP to the New York State Department of Public Service ("DPS").

# 2. STORM RESPONSE PHILOSOPHY & STRATEGIES

**Incident Command System (ICS)**

The Company response to all events will utilize the ICS. All Company plans are designed to operate and incorporate ICS principles (Attachment 9 for a typical ICS recovery structure). All Company employees assigned an emergency response role will receive appropriate ICS training (Attachment 10). This training will allow these employees to fulfill their responsibilities within the ICS structure and be knowledgeable of ICS structure, operating philosophy and terminology.

The ICS organization is built around five major functions that are applied on any incident regardless of size or scope. The ICS provides the scalability to fill only those parts of the organization that are required to respond to the event or incident. The ICS establishes lines of supervisory authority and formal reporting relationships. It maintains reasonable spans of control in each section of the operation. All ICS organizations will have at minimum a primary and secondary coordinator. Coordinators are responsible for:

- Mobilizing/demobilizing their organization as directed by their respective ICS officer or chief;
- Making available an adequately trained work force to staff their respective organization;
- Adhering to all applicable health and safety rules, regulation and procedures; and
- Overseeing the deployment and direction of their staff in the performance of the specific tasks associated with their respective event function.

In the event that a gas and electric system event takes place concurrently, the Gas Emergency Response Plan and this ERP will be executed under an ICS unified command structure. An ICS unified command structure allows both operating organizations with responsibility for the event to manage the event by establishing a common set of objectives and strategies. This is accomplished without abdicating any single organization's authority, responsibility or accountability.

Support functions that have responsibility to both the Electric ERP and Gas ERP will need to appropriately respond and staff for their support responsibilities during concurrent Plan implementation. The appropriate level of response to an event will be based on the size, type and potential impact of the event.

## 2.1. Preparedness

### 2.1.1. Training

Employees with storm function responsibilities receive appropriate ICS, functional training and cross- training as required.

ICS Training

The Learning Center maintains ICS training records in eTrain, a learning management system for companywide training records. Emergency Management will ensure that training standards and precision requirements are up to date.

Functional Training

As required each Functional Coordinator has defined the appropriate training programs. Training programs include a review of the Plan and Coordinator Guides containing required tasks, checklists, tools and communication requirements. Employees with secondary storm assignments will also receive functional training in those secondary assignments. Training formats consist of annual, refresher and just in time training.

Upon completion of the required training, Functional Coordinators maintain training documentation *(e.g.* signed attendance sheets) and provide the necessary refresher and cross-training. As staffing needs or personnel assignments change, the Functional Coordinators adjust training requirements to ensure appropriate training is completed to meet new and changing processes.

A copy of the Company's ERP is available to all employees through O&R's Intranet site: http://oruintranet/intranet/employeesandorganizations/departmentsites/operations/emergencypreparedness/ESEP.html and is filed with each New York State county Office of Emergency Preparedness as well as the DPS.

2.1.2. Drills

A key to effective storm restoration is a well-trained and well-drilled work force. Emergency Management facilitates various types of drills throughout the year including annual corporate-wide drills and table top exercises which typically involve a couple of key ERP functions. Annual corporate-wide drills will be conducted unless precluded by an actual Class 4 or higher storm recovery event within the preceding 12 month period. Table top exercises are performed with various ERP functions in advance of and as preparation for the annual corporate-wide drill. Emergency Management will inform the DPS Staff a minimum of two weeks prior to a scheduled drill.

The exercise/drill program involves numerous organizations ranging from O&R operating departments involved directly in an emergency incident to Company support organizations. Typically drill scenarios will involve major electrical outages and flood scenarios. The program may also involve outside agencies such as fire, law enforcement, local Office of Emergency Management ("OEM") representatives, and other utilities. In addition, non-government organizations such as the Salvation Armey and the American Red Cross, and regulatory agency representatives, may participate in the drills.

Emergency Management coordinates the documentation of "Lessons Learned" during drills which are valuable in improving the readiness of Company forces to meet service restoration goals. Observers evaluate the performance of each participating organization. Debriefing sessions (or hot washes) with key personnel are held immediately following emergency drills. Corrective actions are identified and implemented in the ERP and coordinator guides.

2.1.3. Checklists and Coordinator Guides

Each storm recovery organization has a coordinator guide with the appropriate checklists and is expected to review their pre-storm, shift transition and demobilization checklists when alerted to the fact that there is a potential for severe weather that threatens the service territory. Upon activation of an ICS structure, functional coordinators will

implement their respective checklists, procedures and have support staff readily available for mobilization.

The Functional Coordinator is responsible for maintaining and updating their guides. A coordinator guide exists for all functions in the ICS Organization Chart (Attachment 9) which are located on the O&R Emergency Management website: http://oruintranet/intranet/employeesandorganizations/departmentsites/operations/emergencypreparedness/ESEP.html.

2.1.4. After Action Reviews

No later than 30 days from the conclusion of each Class 3 or higher mobilization, Emergency Management will conduct a post storm after action review ("AAR") in order to determine the effectiveness of the ERP and to identify process improvements that may be needed. This AAR may be attended by command staff, general staff, branch directors or functional coordinator level members or their representatives that participated in the recent event. In addition, the ERP Scorecard will be utilized to determine the effectiveness of this Plan. Process improvements and corrective actions will be identified, prioritized and assigned to the appropriate storm functional coordinator for implementation within their coordinator guides. Significant process enhancements and changes, unless noted otherwise, will be embedded into the ERP. All enhancement and changes unless noted otherwise will be in place prior to the next submittal of the ERP.

To assess the effeteness of the implementation of the ERP, Quality Assurance may also be utilized to perform plan function audits. These audits will verify that all coordinators are following procedures, completing any required documentation and training, and executing their plans consistent with the ERP.

## 2.2. Communications

The Company's communications strategy is structured so that all stakeholders receive accurate, timely and consistent information, with the overall message of Safety First, for the public, Company

employees and contractors. When an emergency occurs, the Communication's officer will communicate as soon as possible to regulators, local government officials, customers, employees, and contractors to set expectations and address emergency issues. If business operations or households are disrupted, customers expect to know how long they will be impacted. Thus, estimated restoration times will be developed, monitored, adjusted and communicated to all stakeholders as the information becomes available. This information will provided through various communication channels. (Please refer to Section 2.2.1. Outbound Communication Strategies)

Regulators and local government officials will be notified regarding the impact to individual communities. The Company provides detailed information about the priorities it follows to restore service. (Please refer to Section 2.4.1 for a listing of priority customers)

O&R's overall emergency response communications offer coping tips so that customers can better weather the hardships a storm may bring, including the loss of electric service. The Company recognizes the need for accurate and timely information while also managing customer expectations for service restoration. (Please refer to Section 4.4. Customer Assistance Center)

### 2.2.1. Outbound Communications Strategy

Communications initiated by the Communications Officer to one or more target audiences will be predicated on achieving the following goals:

- Employing consistently and frequently multi-channel strategies to disseminate information that leverage and reinforce one another;
- Engaging traditional media by updating reporters on a frequent basis, and making key representatives available to speak with them;
- Using Web-based applications on the Company website and mobile website to provide outage status information;
- Using social media venues such as Facebook, Twitter and YouTube to engage customers in conversations quickly disseminate important information, correct misinformation or dispel rumors;
- Using e-mail blast capacity to message customers with e-mails on record about key developments before, during and after a storm, along with safety information;

- Conducting outbound telephone calls to Life Support Equipment, Medical Emergency and Special Needs customers in major events (Attachment 15);
- Outreach and communications with stakeholders including municipal, elected and regulatory officials;
- Major account customers including telecommunications, critical transportation, and critical fuel distribution services will be notified of any major storms and be provided with the company contact information in the event of a service disruption through Priority Restoration Group;
- Providing customers the ability to opt-in to a program to receive proactive text notifications of major updates to their outage incident on a 24*7 basis;
- Conducting automated restoration callbacks to confirm restoration of service;
- Providing a dedicated information portal for municipalities;
- Offering a newly improved outage map that now includes an administrative console to facilitate consistent, timely and effective updates depending on the size and nature of the event;
- Providing global, regional, local and incident level Estimated Time of Restoration ("ETR") on the outage map as well as a summary of outages in each municipality by state;
- Additionally, customers will have the ability to report an outage and check status through two-way text messages; and
- Employees and contractors will be updated using email blasts, Intranet updates, the Currents newsletter, e-Boards and daily field reports.

### 2.2.2. Inbound Communications Strategy

At the onset of an event, the Company will use its normal complement of Customer Service Representatives ("CSRs") in the Call Center to handle incoming calls and inquiries. In escalated events the Customer Operations Officer will make the decision to route incoming calls to its toll-free number to a third-party vendor Twenty First Century Communications ("TFCC"). TFCC's automated call answering service routes calls to the vendor's Interactive Voice Response ("IVR") platform increasing the Company's call handling capability to approximately 30,000 calls per hour. Customers will receive a

recorded message from O&R with ETR information (if available) and will have the opportunity to report their outage and receive information for their accounts as such information becomes available. The Company also has established and will utilize a back-up "batch" delivery process for outage reports utilizing a secure file transfer process in the event Internet connectivity is lost during an outage event.

The Company will use various technological communications mediums – incorporating emerging technologies to allow customers to obtain information regarding the status of incidents on the O&R system. Internet based applications, including the mobile website, will be used to receive outage and other types of information from customers. Social Media such as Facebook and Twitter allows customers to obtain information, provide us with feedback and ask us questions.

2.2.3. Public Information

Public Information combines the Public Information and Corporate Communications under one function in the ERP to improve consistency and accuracy of messaging and to provide for a greater span of control over an increased number of communications products. Public Information facilitates communication with all stakeholder groups, including the news media and provides a variety of communication services for Company organizations during an electric system emergency. Activities associated with this operation include, but are not limited to:

- Informing employees, mutual aid partners and the public regarding the Company's planning efforts and storm forecast;
- Communicating ETRs as per the ETR Protocol;
- Distributing press releases to the public regarding storm safety and coping tips and the Company's storm preparedness, response and recovery efforts via Website, Facebook and Twitter postings and YouTube when video is produced;
- Updates storm information notices on the Internet and social media platforms;
- Arranging media interviews and press conferences, as appropriate
- Issuing dry or wet-ice distribution announcements as needed;
- Activating advertising campaigns with local print and electronic media, when

appropriate;

- Activating E-line, the Company's employee information phone line, prior to storm mobilization to heighten situational awareness of weather conditions as well as inform employees of advance preparations and possible mobilization; and
- Advising employees of the restoration status and other pertinent information through the Intranet, E-line, and twice-daily Field Crew Updates.

2.2.4. Storm Communications Quality Control

The Storm Communications Quality Control group verifies that all external storm communications are consistent and accurate with respect to contact telephone numbers, outage numbers, ETRs, and any Company public service announcements that may be posted (*e.g.*, dry ice locations and public safety messages). In addition, the group monitors the website and other social media communications such as Facebook and Twitter to ensure consistency of all Company messages. The group also is responsible for monitoring the operability of the Company website and outage reporting mechanisms. If any inconsistencies are found, the quality control group will promptly notify responsible groups, obtain estimated completion times of corrective actions, log and follow up to verify completion.

## 2.3. Estimated Time of Restoration ("ETR")

Depending upon the magnitude of an event, the damage assessment process may take several hours or days. Customers who have lost service need to have a sense of the outage duration in order to allow them to make alternate arrangements for lodgings, meals, and in the case of businesses, work hours. The Company will assess a number of factors in order to provide an accurate estimated time of power restoration. The protocols used to establish all levels of ETRs meet the expectations of the Commission, the New Jersey Board of Public Utilities ("BPU") and the Pennsylvania Public Utilities Commission ("PUC") ETR guidelines.

Estimated time to restoration is defined as follows:

- Global ETR – in compliance with the BPU requirements, the estimated time to restore 100% of all customers affected by the event;
- Regional ETR - the estimated times to restore 90% of all customers affected

by the event in each of the six counties served by O&R;

- Local ETR - the estimated times to restore 90% of all customers affected by the event and supplied from individual distribution substations; and
- Customer Specific ETR - identifies individual ETRs at the customer level.

The Incident Commander will issue a global ETR for the event for communication to both internal and external stakeholders. All ETRs will be communicated using the ETR Development Protocol as defined in Attachment 6. As Global, Regional, Local and Customer Specific ETRs are defined, they will be updated in OMS. ETRs will be further refined throughout the event as more detailed field information is obtained.

To improve the Company's ability to establish detailed estimates for when customers' power will be restored, O&R has improved the speed and accuracy of our systems for assessing damage, calculating the resulting restoration time (ETR) forecast model, streamlining the assignment of restoration resources and communication of the resulting restoration times. The scope of this effort crosses many elements of the Company's storm response functions.

Improvements to the ETR forecast model are threefold: (1) improving the speed and accuracy of ETR calculations to provide global, regional, local and customer specific ETRs in the various mandated timeframes, (2) providing the necessary planning data to Operations to streamline assignment of restoration resources, and (3) automation enhancements to the ETR forecast model itself.

Specifically the Company has developed a tiered model for ETR development and coordination of restoration targets with Operations. This model allows for assignment of individual ETRs earlier in the event than previous practice. Customers will be assigned restoration tiers which will be utilized to populate a high level operational work plan. The combination of assigned tier and assessed damage will be utilized to develop the incident specific ETR.

Automation of the ETR process includes streamlining of ETR calculations, automation of damage assessment reporting and integration of daily work plan/scheduling functionality into the Company's Outage Management System ("OMS"). To streamline the calculation process standardized spreadsheets and preprocessing of historic data will be used (Attachment 7). The Company is also

making various improvements to the damage assessment processes. With the use of tablets by the field assessors the Company will eliminate manual data entry and facilitate the retrieval of damage assessment information. This application will also provide the Company with advanced mapping and driving direction instructions to damage locations, the ability to use the application in a disconnected environment, provide mobile applications for use by contractors; and give the Company additional reporting.

During the course of restoration, the Distribution Restoration Group will refine and communicate ETRs through updates to incidents within OMS. These updated ETRs will be conveyed in communications via CSRs, Interactive Voice Response ("IVR") systems, and the Company website. See Section 2.2 Communications for more detail on the various communication protocols.

## 2.4. Trouble Call Process

The Company follows a strict set of priorities in responding to outages and other trouble calls. All incidents entered into the OMS will be assigned a priority rating. The order in which the Company responds to individual incidents will be dependent upon the incident's priority rating. Priority ratings are based upon a number of factors including public safety considerations, measures that restore power to the largest number of customers, municipal infrastructure disruptions and critical facilities (e.g., hospitals, police/fire stations, water/sewer pumps) that have no emergency generation available (Attachment 8).

### 2.4.1. Priority Attention Customer Types

The following is a listing of customer types, in priority order, that have been identified as having critical service needs. In the event of any potential outages to these accounts, the Priority Restoration Group will contact the customer and provide ETRs.

- Critical Facility Level 1
  - Hospitals and Emergency Medical Facilities
  - Emergency Shelters and Cooling Centers
  - Fire, Police, Paramedics, and Rescue Facilities
  - Emergency Management Offices
  - Water and Wastewater

- Critical Utility and Communications Facilities
- Fuel Transfer and Fuel Loading Facilities (ports)
- Mass Transit (tunnels, bridges, ferry terminals, major rail facilities)
- Airports
- Military Bases
- Critical Flood Control Structures

- Critical Facility 2
  - Nursing Homes and Dialysis Centers
  - Facilities to support other critical government functions
  - Prisons and Correctional Facilities
  - Communications (radio, TV, etc.)
- Critical Facility 3
  - Event Specific Concerns
  - High-Rise Residential Buildings
  - Customers providing key products and services (food warehouse)
  - Managed Accounts, Large Employers, and Other Key Customers
  - Other Government Buildings, Schools, and Colleges

### 2.4.2. Downed Wire Response & Guarding

During larger events, the Company may receive thousands of trouble calls to respond to primary and service lines down throughout the service territory. Public safety is our number one priority. Downed wires response is integrated into our restoration strategy. During the first 24 hours of a major event our restoration priorities are downed wires in high pedestrian areas and blocked roads. (Please refer to the Restoration Priority Matrix (Attachment 8). The Company will assign higher priority to calls involving wires blocking main highways or wires down on buildings or vehicles. Wires down that are visibly burning, located in or near high pedestrian areas or are identified as being primary distribution line voltage will receive top priority. Any O&R employee, contractor or mutual aid responder that responds to a location involving downed wires will be required to follow the Company's "Response to Downed Wires Guideline". (Please refer to Attachment 3 for the Response to Down Wires Guideline)

Please refer to Attachment 4 Site Safety Response and Recovery guide for the detailed process surrounding site safety.

## 2.5. Restoration Model

During an emergency event, O&R operates one of two restoration models: Incident Restoration Model ("IRM") and Substation Restoration Model ("SRM"). Each is described further.

### 2.5.1. Incident Restoration Model

#### 2.5.1.1. Implementation:

The IRM is implemented during smaller scale events with manageable damage, generally Category 1 - 3 events, but could be applied during higher level events, specifically at the concluding stages of the event on a case by case basis. This model is based on the dispatch of crews to individual incidents using the Restoration Priority Matrix ("RPM"). (Please refer to the RPM (Attachment 15)

#### 2.5.1.2. Organization of Restoration Crews

In the IRM model one Authorized Lead ("AL") with manage one or several crews.

#### 2.5.1.3. Dispatch and Restoration

The IRM allows crews and ALs to operate on an incident by incident basis based on customer calls and damage assessment. The AL and his crews work in designated areas and are only responsible for isolated areas of damage at a time. Dispatch of crews and ALs is from the OMS. ALs and crews may be moved from one municipality to the other after completing an incident.

#### 2.5.1.4. The Role of the Restoration Priority Matrix

The RPM identifies restoration priorities based on the type of incidents that occur. Incidents such as road closures and wires down will receive priority in the assignment of crews for restoration. The RPM provides guidance to the Operations Chief for the dispatch of crews to priority incidents and large customer counts throughout the event.

2.5.1.5. ETRs

Estimated Times of Restoration ("ETRs"), Estimated Times of Arrival ("ETAs") and Estimated Restoration Hours ("ERHs") are maintained on an incident level and are updated upon dispatch of crews to the specific incident. Prior to dispatch, the incident adopts the lowest level of established ETR category (Global, Regional and Local) for the system.

2.5.2. Substation Restoration Model

2.5.2.1. Implementation

The SRM is implemented during large scale events with significant damage, generally category 4, 5 and 6 events, but could be applied during lower level events in concentrated areas of damage.

2.5.2.2. Organization of Restoration Crews

In the SRM model one Qualified Lead ("QL") with manage one or several crews.

2.5.2.3. Dispatch and Restoration

The SRM allows ALs, QLs and crews to operate within a specific substation based on damage assessment. The AL will establish a command post at the substation and then dispatch his assigned QLs to work individual circuits from that substation. Multiple substations could be assigned to one AL; however, span of control should be considered seriously before making the

decision to assign multiple substations to one AL. The restoration team generally works from the substation out within the area served by the substation, restoring all mainline incidents for a circuit before addressing any spur damage. Along the way, the crews will inspect and note any damage on spurs, then make a decision to either isolate or temporarily bypass the spur or to make a repair. Upon completion of the mainline or sufficient switching to energize most customers on a circuit, the crew will either be directed to another circuit within the substation area or to begin restoration of spurs, based on the criteria established in the RPM.

2.5.2.4. ETRs

ETRs are maintained at an individual local level for each substation. Incident level ETRs may be assigned once a vast majority of damage on a circuit is repaired and that substation is returned to an IRM. ETR communications, whether utilizing a centralized or decentralized model, are managed through the same process. (Please refer to Attachment 6)

## 2.6. Restoration Strategy

In accordance with the priorities established for individual incidents and the Plan's trouble call response strategy restoration crews will be dispatched to emergency calls that require an immediate response. This includes both make-safe work for downed wires and also incidents where distribution switching can rapidly restore large blocks of customers. Trouble locations that involve extensive re-construction may be isolated for follow up crews to perform.

As critical incidents are addressed, the crews will be transitioned to begin restoration work based upon their priority rating. In general, high priority incidents will be assigned to restoration crews. Outages that affect high voltage or sub- transmission facilities and substations that serve a large numbers of customers will be addressed first, followed by substation main line circuit outages, other

primary lines, transformer malfunctions, downed service wires and finally non-essential services such as billboards or street lights.

### 2.6.1. Transmission Lines

All open transmission lines will be immediately patrolled by line personnel to determine the cause of the outages, if not already known. Aerial patrols may be performed, weather permitting and based on helicopter availability. If aerial patrols are not viable, a ground based patrol will be performed. Extra High Voltage crews are dispatched based on known right-of- way conditions with four wheel drive trucks, track machines or all-terrain vehicles. The Company will enter the GPS coordinates of the lightning strikes to the mapping system to determine if there were any direct or close strikes on the lines affected. Once causes are determined, crews will be assigned to make repairs. Priority of repair work will be established by the System Operations Department, based on generation capabilities and transmission configuration.

### 2.6.2. Primary Distribution Mainline

As downed lines are cleared and de-energized, restoration shall begin on those lines that are pursuant to the RPM. Concurrent with repair of primary mainline equipment, circuits serving critical customers will receive priority attention. Primary distribution branches are evaluated by outage duration, estimated restoration time, associated critical facilities and total customers served.

## 2.7 Flood Response Plan

When it becomes necessary to disconnect the electric and/or gas service in a remote or isolated area due to flooding, the Company follows its comprehensive Flood Response Plan (Attachment 11). When it appears imminent that flood prone areas will flood, the Incident Commander will request that pre-mobilization checklist and procedures with respect to the Flood Response Plan procedure be implemented. The process involves the mobilization of several O&R departments including New Construction, Customer Meter Operations, Customer Service, Electric and Gas Operations and Public Affairs.

The process of shutting down electric and gas service in an affected area may be done preemptively when there is imminent danger to the life and safety of the public and property damage to homes or businesses. The decision to cut electric power and/or gas service in an area is communicated and documented through the Unified Command structure which is usually the local fire jurisdiction. All appropriate outside stakeholders such as Fire, Police, County OEM and public officials are involved in the process.

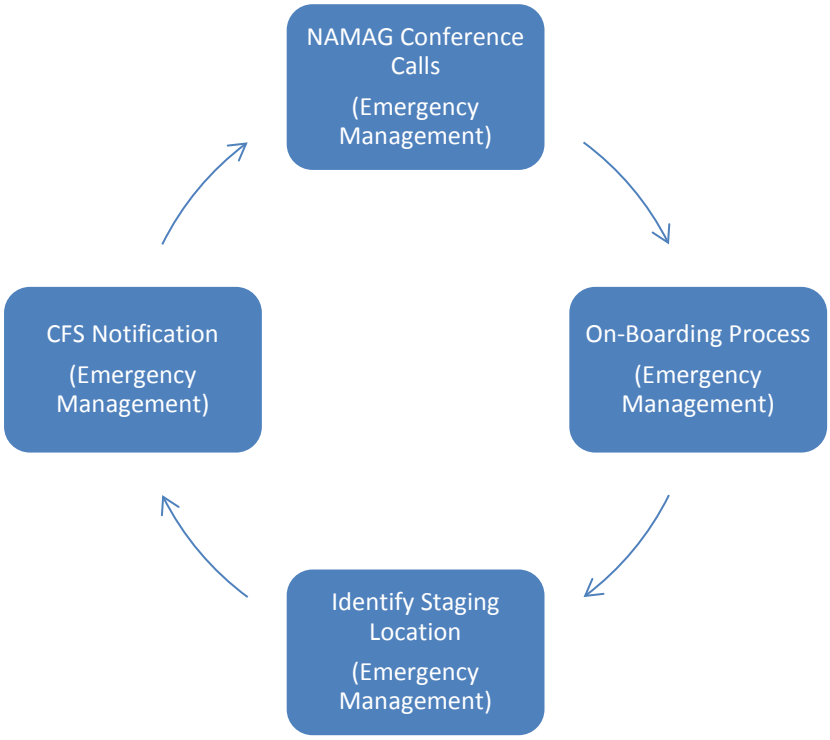
## 2.8. Mutual Aid and Outside Resources

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

**Mutual Assistance Process Overview**

**Pre-Storm Operations**

The follow flowchart indicates the pre-storm operations when requesting for mutual assistance:



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

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

Requests for mutual assistance for both Con Edison and O&R are coordinated through Con Edison's Emergency Management Organization and one consolidated request is made for both companies. The mutual assistance resources obtained are then allocated between the two companies based on Emergency Management Guideline: *Acquisition and Allocation of Mutual Assistance and External Resources*., (Attachment 16).

O&R is a member of the North Atlantic Mutual Assistance Group ("NAMAG") and can draw resources through NAMAG from the Mid-Atlantic, New England and Canada (Attachment 14). Once the O&R IC determines that external resources are required, he will request that Emergency Management initiate the mutual assistance process. The process will be implemented consistent with the "*North Atlantic Mutual Assistance Group Guidelines*" as follows:

- The requesting company(s) shall initiate a Regional Mutual Assistance Group ("RMAG") / Joint Mobilization conference call;

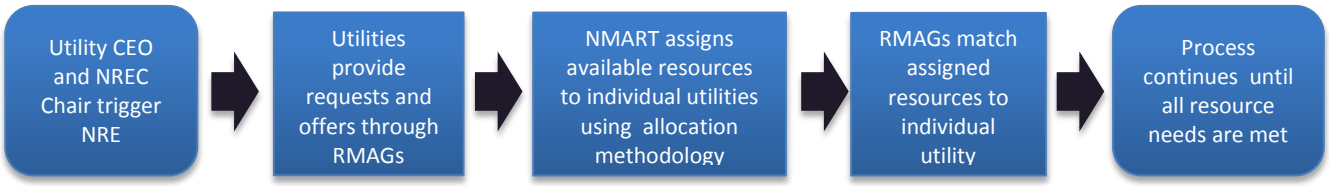
- The weather forecast shall be presented by the requesting company(s) to provide all members an opportunity to understand the emergency situation;
- An estimate of actual or predicted impact / damage and when they are expected to occur shall be presented by the requesting company(s);
- An estimate of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

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

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

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

A simplified flow chart of the NRE process is shown below:




The Mutual Assistance Unit may be activated when the Incident Command and General Staff deem it appropriate to request mutual assistance from other utilities for overhead or underground events. This is typically required for Full Scale incidents but may be utilized during lower level events. The Planning Section Chief, in consultation with the Operations Section Chief and Incident Commander,

determine the number and type of mutual assistance crews and equipment required. The Incident Commander or designee will alert the Director, Electric Operations Emergency Management ("EOEM"), when mutual assistance crews are required. EOEM will serve as the primary contact for the Edison Electric Institute ("EEI") Mutual Assistance Program and will initiate a RMAG conference call to determine availability of crews and obtain commitments. The *EEI Mutual Assistance Agreement and Guidelines* and other forms and instructions can be found on the EOEM page of the Emergency Management intranet site. Additional mutual assistance acquisition procedures can also be found here.

In the event that a storm causes widespread damage to both the Con Edison and O&R electric distribution systems, the Mutual Assistance Group will address the allocation of resources between the two companies. The Vice President – Emergency Management will initiate a call between the Vice President – Engineering & Planning (Con Edison) and the Vice President – Operations (O&R) to review the number of customers interrupted, the number of outage jobs and the general scope of damage. This review will result in an allocation of mutual assistance resources, so as to provide for the safe and timely restoration of customers in both service territories. The aforementioned Vice Presidents and / or their designees will periodically assess needs and re-allocate resources as needed. Mutual Assistance crews are deployed, monitored, reassigned and released according to the same process as company and contractor crews and the same process whether under a centralized or de-centralized command. For material and equipment mutual assistance, see also Logistics Section 5.6, New York Material Sharing Group ("NYMSG").

**Mutual Assistance Travel Expediting**

In order to help minimize the travel times of mutual assistance resources, CEI, working with the All Hazards Consortium ("AHC"), a 501c3 non-profit group focused on homeland security and emergency management issues, and the Multi-State Fleet Response Group have developed a process for expediting the movement of vehicles through the EZ Pass toll systems in 14 states along the east coast and expediting the process for utility crews when crossing the US-Canadian border. Refer to the documents *Expediting Fleet Movement by Utilizing the E-ZPass Electronic Toll Collection System* and *US - Canada Border Crossing Guidance* on the EOEM website.

**Onboarding Process**

Once mutual assistance resources are secured, the following organizations / persons are responsible for the proper receipt, allocation and integration of these resources into the restoration effort as follows:

**Emergency Management ("EM")**

- To standardize the process, EM will utilize Resources on Demand ("ROD"), discussed in Section 5.7 below, to track all pertinent information (e.g., rosters, equipment, and estimated times of arrival) associated with bringing contractors and utilities into the Con Edison and/or O&R service territory;
- Secure crew guide resource pool;
- Allocate resources accordingly between CECONY and O&R;
- Schedule periodic calls between the Vice President – Engineering & Planning (Con Edison) and the Vice President – Operations (O&R) are made to assess needs and re-allocate resources as needed; and
- Following a demobilization order of mutual assistance crews, EM will assess possible re-deployment and performance evaluation surveys.

**Electric Operations**

- Identify assets: skill sets, equipment (restoration crews, service crews, and line clearance crews);
- Provide and assign crew guides for the mutual assistance teams;
- Crew guides will conduct job briefings and/or any necessary on-the-job training ("OJT");
- Crew guides will evaluate mutual assistance performance; and

- Assign a CFS Staging Area / Base Camp Manager.

**Central Field Services "CFS" Staging Area / Base Camp Manager**

A designated CFS Staging Area / Base Camp Manager will be identified for every 12-hour operational period. The CFS Staging Area / Base Camp Manager will work with the lead representative from all organizations supporting Staging Area / Base Camp operations. The CFS Staging Area / Base Camp Manager will work under the Logistics Chief in the ICS structure and will:

- Establish the staging area / base camp consistent with the Plan;
- Verify that a mutual aid administration officer, crew guides, and EH&S representatives are on site performing their respective duties;
- Be responsible for setting up and maintaining the site;
- Be responsible for equipment and resources, fueling, and security; and
- Be responsible for demobilization of staging area / base camp.

**Central Field Services**

- Make available sufficient inventory;
- Coordinate meals, ice, and water supply;
- Coordinate crew transportation;
- Arrange for site security, vehicle fueling and coordinate lodging, restocking; and
- Handle demobilization of the site

**Mutual Assistance Administration Unit Leader**

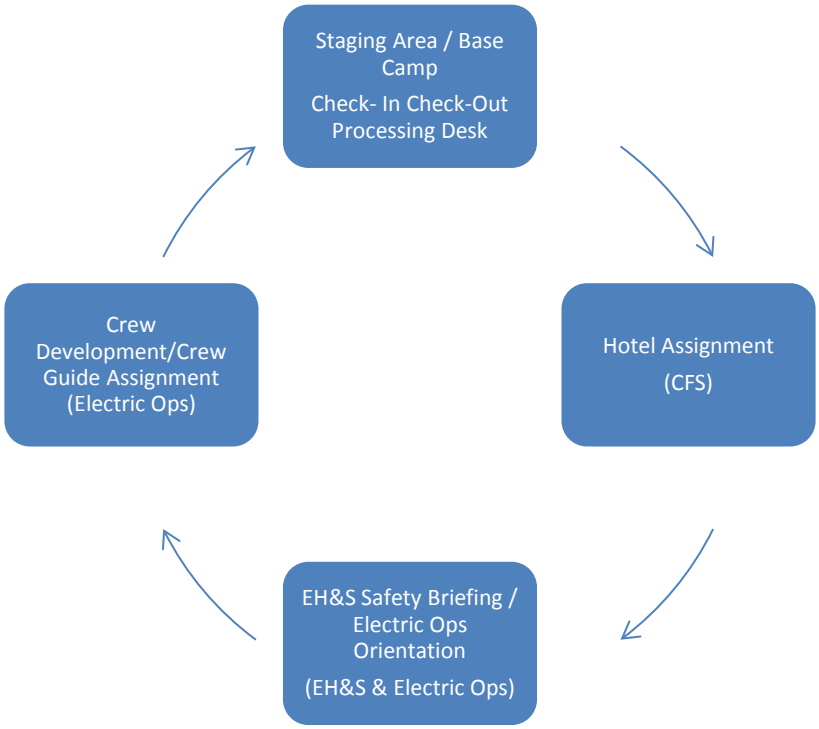
- Receive contractor Information sheet from Emergency Management;
- Staff the crew guide function appropriately;
- Verify daily contractor information sheets, updates master contractor intake form with reconciled numbers;
- Document the receipt of actual contractor/ utility resources and equipment;
- Maintain daily roster for eventual disbursement and record keeping; and
- Archive data at the end of the event.

**EH&S**

- Responsible for the orientation process and deliver any "on-boarding" training as detailed in the *Electric Operations Handbook for Mutual Assistance Workers*;
- Conduct safety reviews and safety talks.

**Process Flow Chart**

The following flow chart indicates the steps taken in the onboarding process:




2.8.2.2 National Guard Assistance

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

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

than 10 to 14 days.

National Guard Capabilities and Power Restoration Roles

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

a. If deemed necessary, National Guard resources can fulfill the following roles:

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

b. Tree and debris clearance, while a high priority towards power restoration

operations, is an activity that crosses multiple response efforts and is not work that National Guard personnel will perform.

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

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

Requesting National Guard Support

a. If an organization determines that National Guard support is necessary, the requestor shall submit information to Con Edison Emergency Management's Liaison including nature of support needed (e.g., wire guarding, flagging, high-axle transport), number of personnel needed, location(s) where support is needed, requested start date, and expected duration of support. Emergency Management will review request and determine if other options such as mutual assistance, contractors, or internal staffing are viable. If other options are not adequate, the Emergency Management Liaison (or, if activated, the Con Edison Liaison assigned to NYS OEM) will submit the request for New York State National Guard support to the Department of Public Service Emergency Manager. Requests from all the electric utilities will be coordinated and forwarded to the NYS Power Restoration Working Group for processing.

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

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

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

other states.

Deployment and On-Boarding

a. All New York State National Guard personnel are deployed with general rules of engagement for civilian population.

b. O&R's Functional Coordinator will ensure the National Guard personnel is provided with any PPE required to perform a particular job that is not part of their standard-issue PPE.

c. Upon assignment, National Guard personnel will be given on-boarding training by the appropriate Functional Coordinator that will include a job briefing, and On-the-Job training, if necessary.

d. The appropriate Functional Coordinator will provide just-in-time training to perform all required mission sets once the National Guard arrives on utility property. The training for National Guard personnel performing wire guarding, flagging or other work needing such training may be performed at the worksite, at a staging or base camp area, or at a training facility.

e. The appropriate Functional Coordinator will work with National Guards local leadership to create job sheets, which will be provided to National Guard personnel. The job sheets contain essential information such as contact names, phone numbers, addresses, safety instructions, job instructions, etc.

2.8.2.3 Line Construction Contractor Crews

Upon the need for Line Construction Contractors, the Incident Commander will notify the Director of Electric Operations Emergency Management to acquire those resources. Emergency Management maintains a database of overhead contractors. This database is sub-divided into four zones based on the location of the contractor and the associated travel time to the O&R service territory. Emergency Management's listing is kept up-to-date with information regarding contractor capabilities, storm rates, liability insurance, union affiliation, and emergency contact information. If required by the vendor, Con Edison and O&R

will establish purchase orders with several of these contactors.

2.8.2.4. Damage Assessment and Wire Guarding

The need for supplemental contract Damage Assessment and Wire Guards is contingent upon the storm classification matrix. For resource requests Emergency Management has established agreements in place with multiple contractors to provide support.

2.8.2.5. Call Center Mutual Assistance Routing System ("MARS")

To provide additional live-agent support during events the Company entered into a contract with Twenty First Century Communications ("TFCC") to install MARS functionality into the Company's call handling solution. MARS allows utilities to support each other's call centers with live agent answering during extended outages and emergencies by enabling virtual call center support. This service enables the Company to request the use of call center agents of participating TFCC MARS clients. See Section 4.4.

## 2.9 Communication and Coordination Between Utilities

O&R has developed processes to communicate with telecommunication and cable television companies that operate in its service territory to coordinate and enhance restoration efforts. Specifically, the Company developed a Joint Use Storm Plan (Please refer to Attachment 13) to establish coordination with these services and define the processes for sharing information with the following telephone and cable companies operating in O&R's service territory:

- ☐Cablevision – NY
- ☐Cablevision – NJ
- ☐Blue Ridge Communications
- ☐Verizon – NY
- ☐Verizon – NJ
- ☐Verizon – PA
- ☐Alteva – NY
- ☐Alteva – NJ
- ☐Frontier Communications
- ☐Citizens Telephone Company

The Joint Use Storm Plan includes the process for identifying critical Company, telecommunication and cable television facilities that are in need of immediate restoration, sharing information regarding downed telecommunication and cable television wires and coordinating with the various telephone companies to set poles. The Joint Use manger, shall initiate these duties under the Planning Chief.

# 3. STORM RECOVERY

The Distribution Control Center continuously monitors real time weather and long-range forecasts. The Distribution Control Center in conjunction with the Customer Assistance Center will manage Class 1 storms without implementing the full ICS structure. If any augmentation of normal Company staffing or resources is required, the Control Center Manager will confer with Emergency Management or the General Manager - Electric Operations to determine the appropriate level of response.

### 3.1. Event Classification

The Storm Classification Matrix (Attachment 1) will be used by the General Manager – Electric Operations, Section Manager - Emergency Management and the Section Manager – Distribution Control Center to declare the appropriate storm response classification and expected staffing levels.

The matrix relates forecasted weather conditions with other parameters such as:

- Estimated recovery time subsequent to the end of a storm;
- Estimated number of anticipated jobs;
- Commission restoration categories; and
- Other variables such as foliage condition or ground saturation.

Functional coordinators will be notified of an ICS mobilization and requested to determine availability and provide updated contact information to the Distribution Control Center. Once the initial storm classification is determined and the mobilization time established, the ERP is officially activated. A continuous review will be conducted regarding current resources, system status and weather forecasts as to provide adequate response. If conditions change so as to require a re-classification of the storm, the storm staffing matrix will be reviewed and appropriate change in resources made based upon the criteria listed for each classification level.

### 3.2. Pre-Event Preparations

When there is a reasonable probability that a major storm could impact the O&R service territory, the Distribution Control Center will initiate a conference call with Electric Operations managers. The purpose of the call will be to discuss weather data, anticipated system impact, anticipated event classification, available resources and initial resource allocations.

### 3.3. Notification and Mobilization

Notification systems are in place to direct designated employees to report to their assigned storm recovery work locations. These systems include phone contact, text messaging and e-mail messages. Emergency Management will activate these notification systems. The functional coordinators, in turn, notify personnel within their organizations as to the time and location of storm recovery assignments. Current contact lists and storm preparedness checklists are included in each coordinator's procedure.

Each organization will provide adequate staffing for the designated storm classification and upon mobilization will advise Human Resources of all assigned staff activated for the event.

During the course of storm recovery operations, it is the responsibility of the IC to conduct periodic meetings or conference calls with key storm organizational groups. The purpose of these communications is to discuss the progress of storm recovery and to seek solutions to any impediments to the swift and safe restoration of service. These calls will specifically review mobilization and demobilization, storm classification, staffing level requirements, restoration progress and key issues. The Emergency Management coordinator will document meeting notes of key action items and owners. These notes will be reviewed at all meetings for follow up and closure. Each Officer and Chief within the ICS structure will be responsible for coordination and completion of key actions.

# 4. STORM RECOVERY ORGANIZATIONS

## 4.1. Distribution Control Center

Concept of Operation

The Distribution Control Center has operating authority over the electric distribution system. During events, primary responsibilities include directing and coordinating distribution switching operations to isolate faults and promptly restore customer outages. Having operating jurisdiction for the overhead distribution system, the Distribution Control Center, through the Operations Chief, is responsible for safe operations during the restoration effort.

When non-Company crews are involved in the restoration, the Distribution Control Center will interface with an assigned crew guide who will verify all distribution-switching steps are completed as directed by the Distribution Supervisor. Environmental concerns received by the Distribution Control Center will be referred to the Environmental Coordinator. The Environmental Coordinator will initiate the actions needed to promptly and properly address the situation in accordance with the applicable procedure.

The Distribution Control Center receives information of system conditions from a number of sources including:

- Distribution system telemetry (SCADA);
- Customer outage information via OMS;
- Operational field personnel;
- Emergency Services Group;
- Damage Assessment personnel; and
- Community Relations.

The Distribution Control Center workflow is predicated upon the storm classification level. In storms, various support functions are mobilized as needed to help support the Distribution Control Center. The Storm Staffing Matrix outlines these support functions and the minimum staffing levels for each of the six storm classifications.

When mobilized for Class 3 or greater storms, the Distribution Control Center will delegate restoration responsibility to the Distribution Restoration group. The Distribution Restoration group coordinates the activities of the overhead or underground field crews as well as:

- Line Clearance (Tree Crew) Group;
- Supplementary workforce (Service crews);
- Mutual Assistance crews; and
- Distribution Control Center personnel.

The Distribution Control Center will maintain an open line of communication with both Systems Operations and Substation Operations for the purpose of:

- Transmission interruption restoration needs;
- Joint distribution and substation switching protocols;
- Substation operation restoration needs; and
- Status updates.

When the CECONY Distribution Engineering Situation Room (DESR) and/or Corporate Emergency Response Center ("CERC") is activated, communication will be established between the O&R Incident Commander and those organizations.

Workflow

In a Class 1 or 2 events, all restoration efforts, including staffing requirements and restoration status, are directed and managed by the Distribution Control Center. Distribution Control Center personnel analyze system conditions and dispatch Troubleshooters on a priority basis to make- safe downed wires and perform quick restoration work.

The Distribution Control Center will update current job status on OMS. Large jobs involving the installation of poles, transformers, switches and wire are assigned to the construction crews at the Regional Service Centers. Additional restoration crews may be deployed and directed by the Distribution Control Center as needed to handle individual service problems or larger jobs to

facilitate outage restoration.

For Class 3 or greater events, the Distribution Control Center will delegate restoration responsibilities to the Distribution Restoration Group, but maintain operating authority.

Regardless of storm classification, after full restoration has been completed, the Distribution Control Center Manager will have line crews patrol all primary circuits impacted by the event.

## 4.2. Distribution Restoration

Concept of Operation

The Distribution Restoration function operates under the Operations Chief in the ICS structure. The Distribution Restoration function's primary responsibility is the overhead construction work required to restore service to customers during Class 3 and greater events. Restoration field crews will be deployed from Regional Service Centers and other locations as directed by the Distribution Control Center or Distribution Restorations.

Depending upon the storm class, the Restoration Organization will expand to include other operating area resources and non-Company field crews. Initially, in order to restore customers as quickly as possible, temporary repairs may be made. In the initial hours of the recovery effort, restoration crews will perform make-safe work and effect quick restoration whenever possible. In addition, the Company will mobilize the Priority Restoration Group ("PRG"). The Company understands that expeditiously restoring normalcy to our communities is critical during an emergency. The PRG will be responsible for road openings, municipal priorities and critical infrastructure. The PRG will track municipal requests and communicate with elected officials the status of these incidents to respective municipality. See Attachment 15 for the PRG Coordinator guide. As this work diminishes, overhead construction restoration crews move to more labor-intensive construction work. Once all customers are restored to service, permanent repairs to the distribution system will be made. Restoration crews' resources are activated as determined by the

Storm Staffing Matrix.

Workflow

Divisional Managers and Divisional Engineers serve as Divisional Restoration Team Leaders; they will assign jobs to the restoration field crews in the Regional Service Centers. When a crew has completed its assignment, the crew will report back to the Restoration Team Leader who records the information and provides the crew with its next work package.

All emergency tree-related work will be dispatched from the appropriate Team Leader to the Line Clearance Supervisor who will assign the workforce. Once this work has been completed, the Supervisor will update OMS as to the status and a restoration crew will be assigned as required.

All house service work will be managed by the Supplemental Workforce Coordinator, if mobilized, through assignment in the OMS. The Supplemental Workforce Coordinator will prepare work assignments by area and direct service crews to the appropriate work locations. The Supplemental Workforce Coordinator will update the status of all service incidents in the OMS. All service work that requires a restoration crew will be forwarded to the appropriate Divisional Restoration Team for dispatch of a construction crew.

Distribution Restoration will prepare work assignments for the mutual assistance crews and provide them to the Outside Resource Coordinator prior to the arrival of the workforce. The Outside Resource Coordinator will complete a safety orientation and review the O&R Mutual Assistance Handbook with all crew members. The Outside Resource Coordinator assigns a crew leader who will serve as the guide to escort crews to their work locations, provide material requirements and other assistance. Upon completion the crew leader will notify the Outside Resource Coordinator to provide an update on work status including new work assignments.

In addition, the Outside Resource Coordinator will efficiently process crew arrival, deployment, arrange for fueling, material supply, field deliveries and coordinate with the logistics sections to establish lodging, meals and transportation utilizing Resources on Demand (ROD). The Outside Resource Coordinator will maintain a roster of the outside crews in ROD. The roster shall

include company name, employee names and identification numbers.

## 4.3. Damage Assessment and Wire Guarding

### 4.3.1. Damage Assessment

Concept of Operation

Troubleshooters, construction crews, supervisors and other responding employees, as well as Damage Assessors will provide broad preliminary assessments of damages within 24 hours of the end of a storm. Damage Assessors will provide more detailed information within 48 hours of the end of the storm, as needed. Damage Assessment's responsibility is to assess and report damage on the overhead and underground distribution system. This process establishes well-defined jobs for the restoration process.

The purpose of this organization is to identify and provide detailed reports of damage to the distribution system. The information from the field will be entered into the OMS to better define the scope of work and prepare jobs for the restoration organizations.

O&R performs aerial patrols when weather permits and the helicopter is available. If aerial patrols are not viable, a ground based patrol is performed. Extra High Voltage crews are dispatched based on known right of way conditions with four wheel drive trucks, track machines or all-terrain vehicles. If it is after a lightning storm, the Company will try to enter the GPS coordinates of the lightning strikes to our mapping system to see if there were any direct or close strikes on the lines affected.

Damage Assessors will initially be dispatched to assess reports of damage locations identified in OMS. As needed, they will patrol specified circuits in order to identify all damage for repair. Once damage assessment is completed, the assessors can be utilized by Mutual Assistance as crew leaders if needed.

The Damage Assessment organization will notify the Site Safety organization, which is response for wire guarding, when wires down conditions are found that present a public safety hazard. Site Safety Representatives will make the area safe and remain on site until relieved by the restoration crews or

the area made safer.

Workflow

The Damage Assessment organization is generally mobilized for storm Class 2 and greater. Their services may also be requested during a Class 1 storm. Additional Damage Assessment is available via contractor and or through request via Con Edison. After mobilization, the damage assessors are deployed from the Regional Service Centers.

The Damage Assessment Coordinator dispatches assessors to the outage incident locations. Troubleshooters, construction crews, supervisors and other responding employees, (as well as designated Damage Assessors) record and report their findings into the OMS system via laptop or phone reports.

Damage Assessment Coordinators maintain communications with field personnel. They direct Assessors to potential damage locations receive and record field-verified information and capture this information in OMS. This information can then be integrated with damage information from other sources in order to facilitate appropriate deployment of crews and for the development of accurate ETRs.

At the request of the Distribution Control Center, Damage Assessors patrol targeted feeders that have sustained damage on the feeder's main run or branches. Post recovery efforts will include additional feeder patrols to identify incremental damages so that permanent construction activities can be done. In addition, Damage Assessors are utilized as Mutual Assistance Crew Leaders once assessments have been complete.

### 4.3.2. Wire Guarding

Site Safety Representatives will make an area impacted by downed wires safe and remain on site until relieved by the restoration crews. The Site Safety organization is generally mobilized for storm Class

2 or greater.

When wires down conditions are reported, Site Safety representatives are dispatched. Once relieved, the Site Safety Representative advises the Site Safety Coordinator, who will assign additional jobs as needed. Additional Site Safety resources are available via contractor and or through request via Con Edison. If minimum staffing levels cannot be met based upon pre-classification of the event or the volume of wire down incidents reported, the Site Safety Coordinator will advise the Operations Chief who will in turn request supplemental assistance through Emergency Management.

## 4.4. Customer Assistance Center

Concept of Operation

The Customer Assistance Center, also referred to as the Call Center routinely provides telephone answering services for O&R's customers. They also respond to customer inquiries received via e-mail correspondence.

During a storm recovery effort, the Customer Assistance Center will answer all calls, record storm related trouble conditions, and provide customers with storm recovery status. The Customer Operations Officer will determine Customer Service Representative ("CSR") staffing as predicated upon storm classification.

All incoming customer service calls are routed to Twenty First Century Communication's ("TFCC") high call volume IVR system. There, the customer receives a message with information about the event and has the opportunity to report an electric outage and receive ETR information for their account if it is available. Callers have an option to immediately transfer to a representative to report a gas or carbon monoxide emergency. All options are available in both English and Spanish. Customers that cannot process their outage report via this automated system are transferred to a CSR, as well as any customer that is calling to report a dangerous condition.

The Customer Operations Officer will determine if the Call Center can augment staffing when necessary through its internal supplemental workforce, a contracted third-party vendor or the Mutual Assistance Routing system. The Customer Operations Officer will contact Con Edison for the use of Con Edison's Call Center resources if conditions in the Con Edison territory permit the release of CSRs.

Workflow

The Customer Assistance Center receives customer trouble calls. The Call Center has the ability to activate the TFCC service on a 24/7 basis and route all calls coming into the Company's toll- free number to TFCC in cases of high or anticipated high call volume. Outage reports are then delivered back to O&R on a real time basis via Internet based connection. Customers' outage information is entered into the Customer Information Management System ("CIMS"), which generates an incident in OMS. This information is immediately available to other recovery organizations via OMS. When the job status is updated in OMS, this information becomes available to the CSRs for communication with customers. Calls that need to be escalated are forwarded to the Special Response Team for handling.

## 4.5. Special Response Team

Concept of Operation

The Special Response Team ("SRT") augments the Customer Assistance Center when requested by the IC or the Customer Operations Officer. SRT is responsible for the following customer and external groups during a storm:

- Escalated Customer Calls;
- Life Support Equipment Customers;
- Special Needs Customers;
- Regulatory Agency communication; and
- Emergency Service Organizations (*i.e.* County OEM's).

### 4.5.1. SRT Responsibilities

The primary responsibility of SRT is to maintain communications with these constituencies identified above. During a normal day, escalated customer calls are handled by supervision in the Customer Assistance Center. During an event when call volumes warrant, SRT personnel are assigned to this function. Prior to an event, in conjunction with the Customer Assistance Center the SRT will initiate an automated phone call to make contact with the LSE and Medical Emergency customers. If the event is forecasted to be a category 2 or greater the Special Needs customers will also be called alerting them of the forecasted weather that could cause a potential interruption of service. These customers are advised to prepare as needed to protect their safety and well-being by taking steps necessary to prepare for an outage. Additionally, LSE customers are reminded of the special hot-line phone number available for their exclusive use.

For category 2 and greater events that are expected to require more than 24 hours to restore all customers, personal communication with affected LSE customers will be maintained throughout the restoration effort. Also, in a category 2 and greater event lasting more than 24 hours, Special Needs and Medical Emergency customers affected by outages will receive an automated phone call daily. They will be advised of the latest restoration information as well as the location of shelters and ice distribution centers. The SRT also supports the Customer Assistance Center by handling customers' concerns and issues that need to be addressed at an escalated level.

When certain storm criteria are met as detailed in this document, SRT will establish appropriate regulatory contacts to: provide periodic restoration status reports and respond to regulatory inquiries.

The Emergency Services phone center is activated at the discretion of the IC. Communications of emergency conditions are received into the Emergency Services phone center and reports are processed in CIMS which updates the OMS. Calls are typically originated from the county OEMs and local police departments.

Workflow

Incoming calls from LSE customers are handled by the Customer Assistance Center Representatives who process trouble orders through CIMS. Once mobilized in a category 2 or greater event forecasted to last more than 24 hours, SRT will assume the responsibility for making outbound calls to LSE customers. SRT staff will regularly review the mapping system and OMS in order to make outgoing phone calls to LSE customers who have lost power. SRT staff will refer accounts for a wellness field visit to designated Company crews, who have been mobilized for the storm, or to the appropriate regional OEM, after two phone attempts to contact LSE customers are unsuccessful. In such instances, the customer's account will be noted as "referred to field" and the account will be updated with results of the field visit. SRT staff will continue to call affected LSE customers until they verify power has been restored. Post-storm system generated reports will be maintained to document all communication activity on LSE accounts. Also, SRT staff will draft a daily outbound message that will include a list of shelters and ice distribution centers as well as other means to receive information about the restoration effort via IVR calls to affected Special Needs customers.

The Escalated Call group within SRT serves as an extension of the Customer Assistance Center and responds to customers' inquiries and concerns that require a higher management level response. As appropriate, this group communicates with other recovery organizations in an attempt to resolve these customers' issues.

The Regulatory Liaison ("RL") staff initiates phone calls or emails to the appropriate regulatory agencies to establish lines of communication, when and if required. Reports with requested data are filed in accordance with established schedules. The data for regulatory reports are compiled and forwarded to RL staff from the mobilized Information Services group. Upon conclusion of the recovery event, final reports documenting all regulatory agency correspondence are filed and retained.

The Emergency Services ("ES") function supports the Distribution Control Center by handling incoming outage calls from police, fire and municipal agencies and entering the incident information into CIMS which updates OMS. The ES function will provide information to the

Distribution Control Center on a priority basis and channel all other information to areas such as Site Safety or the Priority Restoration Group, if requested.

## 4.6. Community Relations

Concept of Operation

Community Relations maintains close working relationships with local municipal officials and Offices of Emergency Management in order to better respond to their needs during storm emergencies. Community Relations oversees the Community Response Team ("CRT") which provides direct, on-site assistance to municipalities when required. Communication is established with the municipalities at the alert stage of the storm and is continued throughout the restoration. When directed by the IC, CRT representatives will report to their assigned location and provide personal assistance in the prioritization of work consistent with the Company's restoration priorities, and provide a direct line of communication between the Company and the communities we serve. Priority issues identified by the CRTs are elevated to the CRT Coordinator who will interface with the appropriate function to facilitate resolution.

Workflow

Emergency Management staff will notify the Community Relations Coordinator when a storm alert exists. Upon alert, an initial broadcast fax is sent to all municipal officials, police departments, and local Offices of Emergency Management. This fax includes an electric outage trouble report form, current weather information, and storm tips. When an O&R storm emergency is declared, a second broadcast fax is sent to these same groups to inform them of our activation. At this time the Community Relations Organization is mobilized.

If an event is expected to last longer than 48 hours, the Community Relations Coordinator will conduct municipal conference calls at least daily for public officials until 90% of restoration is complete or as required by other regulatory agencies. The CRT will continue to manage

communications with municipalities relative to remaining customer outages. The information provided will be supplied by the Information Officer and will include; the latest status on service restoration, number of customers still out, municipalities affected, number of crews working and available ETRs.

The CRT representatives will be deployed to their assigned locations as conditions warrant or as requested by local government officials. In addition to providing on-site support, the CRT representatives regularly update their designated municipal contact with restoration status. Requests for special assistance are routed to the CRT Coordinator who interfaces with the appropriate function for resolution.

All updates from the Community Relations Managers and CRT representatives are given to the Community Relations Coordinator. Status reports are provided to the Coordinator who updates all individuals within the organization. (Please refer to Attachment 12)

## 4.7. Emergency Information Center

Concept of Operation

The Emergency Information Center manages the intelligence necessary to support the storm recovery's communication needs. The Emergency Information Center serves as the single source of storm restoration information.

The Emergency Information Center will provide timely information to other recovery organizations. Reports will address storm damage, customers impacted, the status of the recovery effort, and the number and deployment of recovery participants.

Workflow

Currently, recovery organizations provide restoration updates to the Emergency Information Center staff both verbally and through OMS. OMS allows for information retrieval by Customer Service

Representatives and other storm recovery organizations when responding to customers' inquiries. In addition, the Emergency Information Center publishes regular reports that include storm restoration activities, the number and location of customers impacted and the status of the recovery effort.

The Emergency Information Center maintains comprehensive and chronological records of all storm restoration activities. All reports are provided to the various storm recovery coordinators for

further dissemination to their staff for communication with customers, public officials, the news media, regulatory agencies and storm recovery participants.

# 5. SUPPORT ORGANIZATIONS

## 5.1. Shared Services

Many of the services required during the storm preparedness and storm restoration phases are provided by the CECONY Shared Services Organization. Supporting Organizations providing services include:

- Facilities Services;
- Transportation & Stores;
- CFS Logistics;
- Purchasing;
- Corporate Communications;
- Environmental, Health and Safety Services;
- Information Technology & Information Resources;
- Telecommunications; and
- Human Resources.

The O&R Logistics Chief will request services required through the Corporate Emergency Response Center ("CERC") Logistics Chief when a CERC has been declared at Con Edison. When a CERC has not been declared, requests for services provided by any of the Shared Services organizations will be requested directly by the O&R Logistics Chief to the respective Shared Services organization.

See Attachment 10 for the responsibilities of the Logistics Chief as per ICS.

## 5.2 Facility Services

The Facilities Coordinator reports to the Logistics Chief and is responsible for the services below:

- Facility Operations;
- Opening and maintaining facilities as required;
- Snow removal of Company roadways and facilities;
- Operation of HVAC and mechanical equipment;
- Maintaining the integrity of back-up power systems; and
- Arranging for catering services at designated locations if requested.

## 5.3 Transportation and Stores

The Transportation and Stores Coordinator reports to the Logistics Chief and is responsible for the services below:

- Operating on a 24-hour basis (or as requested) all transportation garages and storeroom facilities throughout the event;
- Providing for field delivery of fuel and on-site auto / equipment field repairs;
- Identify and securing 4x4 and specialty vehicles when conditions require their use;
- Making available and maintaining adequate material and supply inventories;
- Verifying and maintaining inventory of pre-defined emergency tools, supplies and storm kits including items deemed in short supply will be referred to Purchasing and to Emergency management when (see New York Material Sharing Group description below);
- The issue of materials including storm kits, to the appropriate recovery organization;
- Providing for field delivery of materials, poles, transformers; and
- Maintaining records and a summary of material and equipment issued during the event.

## 5.4 Central Field Service ("CFS") Logistics & Purchasing

The CFS Logistics Coordinator reports to the Logistics Chief and is responsible for the services below:

- Special equipment provision (mobile command vehicles with communications capability, cranes, back-hoes, mobile generators, light towers, tractor trailers);
- Materials procurement (transformers, poles, dry ice) including tracking items deemed in short supply with Purchasing and as necessary with the New York Material Sharing Group**;**
- Staging Area and base camp establishment and operation. (To date, four staging areas within O&S's service territory have been identified);
- Field drop of large materials;
- Coordinate lodging and meal accommodations for Company and non-company crews;
- Security support at all work-out locations, critical facilities, Base Camp and Staging Areas; and
- Dry Ice acquisition and delivery.

## 5.5 Dry Ice

When the Incident Commander has made the decision to distribute dry ice (generally when the outage is expected to last more than 48 hours) the Customer Information Officer and Information Officer will determine expected customer count, number of distribution sites and time of distribution.

Local officials and County OEM's will be conferred with to establish distribution sites. The Information Officer will publish communications regarding distribution locations, dates, times. Logistics will estimate the dry ice needs based on customer count provided. (Typically each customer receives dry ice that is five to seven pounds on average which will maintain food for 18 to 24 hours).

## 5.6 New York Material Sharing Group ("NYMSG")

In the event that material or equipment mutual assistance is required, the Logistics Section Chief will request the designated NYMSG Company representative to initiate the NYMSG protocol (a copy of the protocol may be found on the Emergency Management intranet site). The NYMSG was established in accordance with the Commission's November 19, 2013 Order Instituting a Process for the Sharing of Critical Equipment (Case 13-M-0047) to provide a system whereby participating companies may receive and provide assistance in the form of materials and equipment to aid in restoring and/or maintaining gas and electric utility service when such service has been disrupted by acts of the elements, equipment malfunctions, accidents, sabotage, or any other occurrence for which emergency assistance is deemed to be necessary or advisable. Participating companies have agreed to establish a warehouse network in order to stockpile key materials and equipment to share as outlined by the group's governing principals/procedures**.**

## 5.7 Resources On Demand

Resources On Demand ("ROD") is a network-based, multi-user tool to be used to manage resource requests, track personnel movements including mutual aid and contractor support during large-scale vents. ROD allows the user to easily access data stored in the system on crew resources, equipment, and logistic information.

## 5.8 All Hazards Consortium

In order to help minimize the travel times of mutual assistance resources, CECONY working with the All Hazards Consortium ("AHC"), a 501c3 non-profit group focused on homeland security and emergency management issues, and the Multi-State Fleet Response Group has developed a process for expediting the movement of vehicles through the EZ Pass toll systems in 14 states along the east coast and expediting the process for utility crews when crossing the US-Canadian border. Refer to the documents Expediting Fleet Movement by Utilizing the E-ZPass Electronic Toll Collection System and US - Canada Border Crossing Guidance on the EOEM website.

## 5.9 Corporate Communications

Corporate Communications provides a variety of services for organizations during a storm recovery effort. Corporate Communications:

- Informs employees and the local media regarding the Company's planning efforts and storm forecast;
- Releases to the public via the media, the Company's storm recovery preparedness efforts; and
- Issues press releases on storm safety.

Corporate Communications will report the extent and location of damages and communicate safety issues to the media. They will also activate pre-produced radio advertising that highlights tips to cope with power outages and O&R's restoration priorities. The time periods within which media releases are issued is determined by the number of customers affected and the event duration.

O&R's "Storm Central" Internet site includes information for customers on important storm preparations. It contains extensive information regarding the storm recovery process such as restoration priorities, hazards of downed power lines, importance of customer's report of outages, how to report an outage or dangerous condition, and suggested safe use of portable generators. This information is also issued in the form of bill inserts on a semi-annual basis.

During the restoration effort, an outage information section will be available on the O&R website. This section will be prominently displayed on the home page and will include the location(s) for dry ice distribution sites and estimated restoration times. Customers can also report electric service

problems and check service problem status via the website. O&R's print and radio advertisements will include a reference to the availability of information on the Company's web site.

When the ERP is activated, Corporate Communications activates the Public Information Function where outreach to the local media begins. Activities associated with this operation include, but are not limited to:

- Issuing storm contingency press releases;
- Updating storm information notices on the Internet;
- Working with Customer Assistance Center staff to develop IVR scripts;
- Activating pre-staged advertising campaigns with local media;
- Arranging media interviews and press conferences, if necessary;
- Verifying website outage map is operational;
- Issuing dry or wet-ice distribution announcements as needed;
- Heightening employee awareness of a possible storm event and mobilization by activating E-line, the employee information phone line; and
- Advising employees of the restoration status and other pertinent information through the Intranet, E-line and published material.

## 5.10 Environmental Health & Services

Environmental Services

The Environmental Services Coordinator is responsible for overseeing the adherence of all Company contractor and mutual assistance crews to all applicable environmental regulatory requirements. The Environmental Coordinator acts as the primary contact between the Company and environmental regulatory agencies, and as liaison between the Company and customers with respect to environmental issues. The Environmental Services staff will respond to all reported incidents with potential environmental impacts and investigate these reports thoroughly.
In the event of potentially significant environmental impacts caused by Company equipment, the Environmental Coordinator may request the Distribution Control Center to dispatch crews to make the area safe and the equipment accessible for sampling.

It is the responsibility of the Environmental Services group that the Company's spill response contractor is sufficiently staffed and equipped to clean and remediate spills and/or releases and to transport and dispose of spill wastes as required by regulation.

If a storm results in environmental issues of a nature, size, severity, or complexity that severely taxes the Company's available resources, CECONY Environmental, Health, and Safety staff may be requested and coordinated through O&R's Shared Services.

Health and Safety ("H&S")

The H&S Coordinator maintains open lines of communication with all Coordinator functions. The H&S Coordinator will also be responsible that all outside resource crews receive a safety orientation and a review of the O&R Mutual Assistance Handbook prior to deployment in the field. When the situation permits, the emergency restoration safety awareness video will be shown in conjunction with the safety orientation. The H&S Coordinator will maintain records of safety violations and any resulting removals or additions of personnel from duty. Reports of safety findings will be issued to all O&R Safety teams for their review and will be maintained as part of the permanent storm event record.

If a storm results in health and safety issues of a nature, size, severity, or complexity that severely taxes the Company's available resources, the assistance of CECONY Environmental, Health and Safety staff may be requested and coordinated through O&R's Shared Services.

## 5.11 Information Technology

Information Technology (IT) will maintain computer system reliability. Computer support extends to local area networks and mainframe systems located at the Spring Valley Operations Center, Pearl River headquarters and other locations supporting the recovery effort. IT Support staff will provide round-the-clock, single point of contact support to all recovery organizations. The Information Technology Coordinator is responsible for supporting the services below:

- Maintaining the integrity of CIMS, Desktop applications, WMS and OMS;
- Monitoring system performance to assure smooth transmission of data and equipment availability;
- Supporting and checking all mainframe controllers for access to the mainframe and mainframe printing;
- Providing front line support and escalation of all applications and/or system problems to appropriate IT support groups;
- Supporting hardware, including terminals, printers, screens, personal computers;
- Coordinating IT support at all Company locations;
- Coordinating IT Control Room applications support services; and
- Supporting remote dial-in lines for use by employees not on site requiring Company data processing resources.

### 5.12 Internal Information Resources Telecommunications

The primary function of the Information Resources Telecommunications Group during emergency response efforts is to support all communication requirements necessary for the Company. The Telecommunications Coordinator is responsible for supporting necessary communications during corporate emergencies. These services include:

- Two-way radio network;
- Customer calls into the O&R Call Center;
- Company Microwave Network;
- PBX & Telephone Network;
- Radio Dispatch Center Communication Support;
- Energy Control Center Communication Support;
- Availability of Wide Area Data Network;
- Emergency Communication Requirements *(e.g.*, Cell Phones, Pagers, Radio's, satellite phones etc.);
- Set up and Testing of Emergency Command Post and Storm Rooms; and
- Maintain conference call bridge lines.

Voice Communications System

Telecommunications has the responsibility of maintaining the availability of the Company's Voice Communications Network so that it is operating at optimal efficiency. In order to maintain this goal, the following steps shall be taken:

- Testing of all critical voice circuits, including outside resources, Police/EMS ring-down lines, Customer Service and Gas Emergency Lines;
- Testing Bypass and Backup Communications;
- Coordination of PBX vendor support;
- Setting up voice communications lines in all defined Storm Rooms;
- Escalation of troubles to all voice communication vendors;
- Escalation of troubles to the Telephone Companies;
- If needed, invoking required backup communication links/plans;
- Monitoring the entire voice communications networks;
- Running tests and reporting all events to the Telecommunications coordinator;
- Logging all network events and generating trouble and restoration reports;
- Testing remote alarm access ports on Telecommunication systems at all locations;
- Monitoring the health of the Microwave and WAN systems; and
- Responsible for providing access at all remote communication sites (*i.e.*, microwave and radio).

Cellular, Satellite Telephones and Pager Support

Required to test, issue and track all emergency wireless devices issued during an emergency condition. This includes:

- Testing, logging and keeping a database of all devices;
- Issuing wireless phones/pagers and administering sign out procedure;
- Issuing charged wireless phone batteries; and
- Running tests to validate that emergency cellular is still activated.

## 5.13 Human Resources

When mobilized, the Human Resources Coordinator works with all recovery organizations so that

each organization is adequately staffed. This function will also:

- Monitor and assist coordinator groups with the utilization of the online Event Classification Response System (ECRS), or the alternate reporting method process;
- Maintain reports of all storm recovery participants by organization and shift throughout the recovery effort;
- Interface with Local Union 503 I.B.R.W.; and
- Maintain and update as necessary the ECRS program records quarterly.

# 6. ADVICE AND COUNSEL

The Section Manager Emergency Management will provide advice and counsel on this Instruction.

# Attachment 1 - O&R STORM CLASSIFICATION MATRIX

| Storm Category & Plan | PSC Cat | Typical Weather Conditions & System Impact | Number Of Customers Projected Out of Service and No Power Jobs | Event Duration (hours) | Minimum Staffing levels (over a 24 hour period) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | System Emergency Response Team (SERT) | | | | | Public Safety | | | Priority Restoration Group | | | Customer Operations | | EH&S | | Planning & Analysis | | | | | | Information | | | | Liaison | | Logistics | | | | | | | | | Admin/ Finance | | |
| | | | | | Administration Positions * | Line Crews | External Line Crews * | Service Crews * | Tree Crees * | Administrative Positions | Internal Site Safety Crews | External Site Safety Crews * | Admin Positions | PRG Line Crews * | PRG Tree Crews * | Special Response Team | CSR's * | Environmental Rep | Safety Representative | Damage Assessor Coordinator * | Damage Assessors * | Damage Assessment Clerks * | OMS support | Analysis Planning | ETR Monitoring and Customer Call Backs | Corporate Communications | Public Information | Emergency Information Center | Communications Quality Control | Community Relations | CRT | Transportation | Telecommunications | Information Technology | Dry Ice * | Stores * | Facilities | Hotel/Food * | Security * | Human Resources | Financial Planning | Purchasing |
| 1 – Upgraded<br><br>(O&R Regional Resources) | 1 | - Isolated thunderstorms, rain and fast moving fronts<br>- Sustained winds up to 20 mph<br>- Gusts of 30 mph<br>- Condition is short<br>- Light damage to electric distribution system | <7500<br><br><150 NP incidents | 8 to 12 | **14** | **30** | **0** | **0** | **5** | **4** | **12** | **0** | **1** | **TBD** | **TBD** | **8** | **7** | **2** | **1** | **TBD** | **TBD** | **TBD** | **2** | **2** | **1** | **2** | **2** | **0** | **1** | **3** | **0** | **4** | **1** | **0** | **0** | **2** | **0** | **1** | **6** | **0** | **0** | **0** |
| 2 - Serious<br><br>(O&R internal resources and contractors) | 2 | - Regional thunderstorm & lightning activity<br>- Sustained winds greater than 35 mph<br>- Gusts of 40 mph +<br>- Condition is mid-term<br>- Localized heavy damage to electric distribution system | 7500 - 10,000<br>150 - 250 NP | 12 to 16 | **10-15** | **40** | **0** | **0** | **5** | **6** | **16** | **1** | **1** | **TBD** | **TBD** | **8** | **9** | **2** | **2** | **3** | **15** | **3** | **4** | **2** | **1** | **2** | **2** | **0** | **2** | **4** | **0** | **6** | **2** | **2** | **0** | **2** | **2** | **1** | **6** | **0** | **0** | **0** |
| | | | 10,000 - 15,000<br>250 - 400 NP | 16 to 20 | **13-19** | **40** | **1** | **0** | **10** | **8** | **24** | **1** | **1** | **TBD** | **TBD** | **10** | **13** | **2** | **3** | **4** | **25** | **3** | **4** | **4** | **2** | **2** | **2** | **4** | **2** | **5** | **0** | **6** | **10** | **2** | **0** | **2** | **2** | **1** | **6** | **0** | **0** | **0** |
| | | | 15,000 - 20,000<br>400 - 500 NP | 20 to 24 | **17-22** | **40** | **25** | **10** | **15** | **12** | **32** | **2** | **2** | **2** | **1** | **12** | **17** | **2** | **2** | **4** | **30** | **4** | **4** | **5** | **2** | **5** | **4** | **4** | **2** | **6** | **8** | **8** | **12** | **2** | **0** | **2** | **2** | **1** | **7** | **0** | **0** | **0** |
| 3 – Serious<br><br>(All O&R resources and localized Mutual Assistance) | 3 | - Widespread thunderstorms, heavy rain, tropical depression or smaller Nor'easter type storms<br>- Sustained winds greater than 40 mph<br>Gusts greater than 45 mph<br>- Widespread moderate to heavy damage to electric distribution system | 20,000 - 30,000<br>250 - 500 NP | 24 to 36 | **23-33** | **40** | **30** | **10** | **20** | **16** | **52** | **3** | **19** | **5** | **3** | **15** | **26** | **4** | **3** | **7** | **45** | **5** | **8** | **5** | **4** | **5** | **4** | **7** | **4** | **7** | **16** | **10** | **12** | **4** | **16** | **4** | **4** | **6** | **9** | **3** | **2** | **1** |
| | | | 30,000 - 40,000<br>500 - 750 NP | 36 to 48 | **37-47** | **40** | **35** | **10** | **25** | **20** | **60** | **3** | **23** | **8** | **5** | **20** | **35** | **4** | **3** | **8** | **55** | **6** | **8** | **6** | **4** | **5** | **4** | **7** | **4** | **7** | **24** | **10** | **12** | **4** | **16** | **4** | **4** | **6** | **16** | **3** | **2** | **1** |
| | | | 40,000 - 50,000<br>750 - 1000 NP | 48 to 60 | **45-57** | **40** | **50** | **15** | **30** | **28** | **88** | **12** | **29** | **10** | **6** | **20** | **43** | **4** | **3** | **9** | **65** | **7** | **8** | **6** | **5** | **5** | **4** | **8** | **4** | **7** | **30** | **12** | **12** | **4** | **16** | **4** | **4** | **6** | **25** | **3** | **2** | **1** |
| 4 – Full Scale<br><br>(All O&R resources and extensive Mutual Assistance Resources) | 3 | - Tropical depression or hurricane<br>- Sustained winds greater than 45 mph<br>- Gusts greater than 50 mph<br>- Condition exists for 12 hrs<br>- Greater than 25% damage to electric distribution system | 50,000 - 60,000<br>1000 NP | 48 to 72 | **60-73** | **40** | **70** | **15** | **40** | **29** | **88** | **62** | **37** | **15** | **7** | **20** | **52** | **8** | **4** | **11** | **85** | **9** | **12** | **8** | **7** | **5** | **4** | **9** | **4** | **7** | **40** | **12** | **12** | **4** | **20** | **6** | **9** | **12** | **25** | **5** | **2** | **1** |
| | | | 60,000 - 80,000<br>1000 - 2000 NP | 72 to 96 | **77-86** | **40** | **80** | **25** | **50** | **30** | **88** | **112** | **43** | **20** | **10** | **25** | **69** | **8** | **4** | **13** | **105** | **11** | **12** | **10** | **7** | **5** | **4** | **10** | **4** | **7** | **44** | **14** | **15** | **4** | **20** | **8** | **9** | **12** | **30** | **5** | **2** | **1** |
| | | | 80,000 - 100,000<br>2000 - 3000 NP | 96 to 120 | **81-99** | **40** | **90** | **45** | **60** | **31** | **88** | **162** | **50** | **25** | **15** | **26** | **87** | **8** | **6** | **16** | **130** | **13** | **16** | **12** | **7** | **5** | **4** | **10** | **4** | **7** | **46** | **14** | **15** | **6** | **20** | **12** | **12** | **12** | **35** | **5** | **2** | **1** |
| 5 - Full Scale<br><br>(All O&R resources and extensive Mutual Assistance Resources) | | - Extreme weather events (thunderstorms, rain, snow, ice)<br>- Sustained winds greater than 50 mph<br>- Gusts greater than 55 mph<br>- >50% damage to electric distribution system<br>- Limited mobility due to damaged infrastructure | 100K - 175K<br>3000 - 10,000 NP | Greater than 120 | **130-150** | **40** | **230** | **60** | **100** | **32** | **88** | **212** | **58** | **27** | **17** | **36** | **152** | **10** | **8** | **18** | **155** | **16** | **16** | **16** | **8** | **5** | **4** | **11** | **6** | **7** | **56** | **16** | **15** | **6** | **20** | **16** | **12** | **15** | **35** | **5** | **2** | **1** |
| Disaster Response<br><br>(All O&R resources and extensive Mutual Assistance Resources) | | - Catastrophic weather events (hurricane, heavy wet snow or severe icing)<br>- >75% damage to electric distribution system<br>- Limited communications & mobility due to infrastructure damage<br>- Potential casualties | >175,000<br>>10,000 NP | Greater than 120 | **16-186** | **40** | **290** | **70** | **150** | **34** | **88** | **262** | **60** | **30** | **20** | **38** | **260** | **12** | **10** | **23** | **205** | **21** | **16** | **20** | **8** | **5** | **4** | **11** | **6** | **7** | **60** | **16** | **15** | **6** | **25** | **20** | **12** | **15** | **40** | **5** | **2** | **1** |

***Weather Notes: Customers affected and restoration times can be impacted by many external conditions including but not limited to:***

*- The storm stalls over our operating area*

*- Heavy rain for more than 8 hours and/or saturated soil conditions*

*- More than 1/4 inch of ice with wind and/or foliage*

*- 3 inches of heavy, wet snow with wind*

*- Flash flooding*

***Staffing Notes:***

** Staffing levels in these functions utilize contractors and/or external mutual assistance aquired through CECONY or utility Regional Aid Groups. Generally this is the case in Class 3 or greater events.*

*TBD - Staffing decisions are evaluated on a case by case basis dependent upon conditions and seasonal considerations.*

## ATTACHMENT 2 - PART 105 MATRIX

| Emergency Plan (Part 105) Section | | Page |
|---|---|---|
| **Table of contents** | | 3-4 |
| **Introduction** | A statement of the purpose, policies and objectives of the plan. | 5-8 |
| **Emergency classifications** | Specify the criteria or guidelines used for determining the severity of electric emergencies and their classification. The guidelines should include, but need not be limited to, the geographical scope of the emergency, the estimated time required to restore general service, the type of expected damage to the electric system, i.e., from a storm or other storm-like emergency, and an indication of whether company personnel alone or company and supplementary, non-company personnel will be needed to repair system damage. | 25-29, 40-41, Attachments 1 and 16 |
| **Emergency response training program** | a) State the corporation's program to provide emergency response training for those personnel assigned service restoration responsibilities that are different from their normal duties.<br>b) Identify person(s) responsible for managing and evaluating the effectiveness of the program.<br>c) Include procedures for conducting a minimum of one annual storm drill simulating a response to either a storm, or other storm-like electric emergency that would be classified at the highest or next highest level of severity.<br>d) State the extent to which any personnel outside the company may be involved in a storm drill.<br>e) Include as well, provisions for critiquing the drill procedures and for giving staff a minimum of two weeks' advance notice of a scheduled drill. | a) 7-11 Attachment 10<br>b) 7-8<br>c) 11-12<br>d) 12<br>e) 12 |
| **Advance planning and preparation** | a) Specify the on-going actions that the corporation expects to take throughout each year to plan and prepare for an electrical emergency.<br>b) State the corporation's procedures to update at least semi-annually its lists of contact persons, with titles, addresses, phone numbers and other pertinent data for the following:<br>- all utility personnel assigned service restoration responsibilities;<br>- mutual aid companies and contractors; | a) 7,8, 12<br>b) 7-8 |

| | | |
|---|---|---|
| | - all life support and other special needs customers;<br>- human services agencies;<br>- print and broadcast media;<br>- Operators/ managers of motels, restaurants and dormitories, etc.;<br>- state, county and local elected officials, law enforcement officials, and emergency management and response personnel;<br>- medical facilities; and<br>- Vendors.<br>c) At least annually, the corporation shall verify that all of the preceding data are current.<br>d) At least semiannually, the corporation shall issue updated lists of known changes to its employees that have plan implementation responsibilities.<br>e) The procedures should include the corporation's plans to stockpile emergency restoration tools and supplies in loose or kit form.<br>f) State also, provisions for the preparation/distribution of literature or other forms of communication with information on customer storm preparations. Such information should address storm survival without electric power and safety precautions regarding electrical hazards such as downed wires or portable generator use. | c) 7-8<br>d) 7-8<br>e) 58, 59 and Attachment 10<br>f) 13-15<br>59-61 |
| **Emergency anticipation** | a) Identify the preparatory measures corporate management would implement in anticipation of a potential system emergency expected to affect the service territory within hours or days.<br>b) Identify the criteria under which key personnel with service restoration responsibilities would either be notified of an impending emergency or deployed to assigned areas, and any special precautions that would be taken. | a) 14, 27, 40, 41 Attachment 1<br>b) 40, 41 Attachment 1 |
| **Service restoration procedures** | a) Provide the corporation's procedures for mobilizing its personnel, materials and equipment in order to survey system damage and implement measures to ensure timely, efficient and safe restoration of service to customers in areas damaged by a storm or other storm-like electric emergency.<br>b) The procedures need to identify restoration priorities to ensure that restoration time is minimized, while ensuring critical customers' needs are met. Include a listing of the priorities for service restoration among customer groups in these procedures.<br>c) Identify criteria for determining when centralized versus decentralized control is appropriate.<br>d) For those severe emergencies when field damage assessments are needed, describe | a) 45-49, Attachments 3, 4 and 15,<br>b) 19-20, 24,45, 46, Attachment 8<br>c) 21-23<br>d) 47-49 |

| | | |
|---|---|---|
| | the methods for making, within 24 hours, broad scale preliminary assessments of the nature and extent of system damage based on rapid surveys of damaged areas and other data sources, and for making, within 48 hours, more detailed estimates of system damage based on systematic field surveys.<br>e) Describe how field reports of system damage will be integrated with damage reports or indicators from other sources, such as customer call-ins, in order to make a reasonably accurate assessment of system damage and reliable projections of the personnel, equipment, materials and time that will be needed to rapidly and safely achieve service restoration goals in all damaged areas.<br>f) Provide the procedures for deploying company and mutual aid crews to work assignment areas, monitoring crew activity, reassigning crews as necessary and releasing crews, under both centralized and decentralized command modes.<br>g) Describe the methods and means that will be used to communicate with damage survey crews and service restoration crews.<br>h) Identify the procedures for coordinating company restoration procedures with those of other utilities' restoration efforts and with state and local emergency management and public works agency efforts. | e) 17-19, 40,41, 47-49, Attachment 1<br>f) 19-21, 23-25<br>g) 44-49<br>h) 10,43-46 Attachment 13 |
| **Personnel responsibilities** | a) Provide a narrative and chart of the organization and operational assignments of personnel to be mobilized for each emergency classification identified. State the areas of management and supervisory responsibility and functions to be performed at each emergency classification level.<br>b) Include the procedures for contacting and managing all personnel assigned duties under the emergency restoration plan at both the corporate and operating division level. | a) 10, Attachment 1 and 9<br>b) 10, 24-25 |
| **Customer contacts** | a) Provide the corporation's procedures and facilities for handling the extraordinary volume of customer calls that are normally placed during emergency events.<br>b) Include a description of the type of messages that may be given to call-in customers regarding projections for service restoration or other pertinent information.<br>c) State the overall corporate goals for answering customer calls during electric emergencies including, but not limited to, plans for staffing levels, number of positions activated, use of pre-recorded messages, means of providing updated information to customer service representatives, and the means of monitoring calls received and answered at the utility's office and, to the extent possible, at telephone company switching offices serving the utility's office. | a) 49-50<br>b) 50-52<br>c) 49-53 |

| | | |
|---|---|---|
| | d) State the procedures for contacting within 24 hours, and policies for responding to the needs of, life support customers (those who require electrically operated machinery to sustain basic life functions) during an electrical emergency.<br>e) State the procedures for contracting other special needs customers such as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility-impaired and human service agencies representing these customers, along with policies for handling inquiries and requests for assistance from them.<br>f) Describe the corporation's method for estimating dry ice needs during an emergency period projected to last more than 48 hours and arrangements for obtaining and distributing dry ice to designated customer groups.<br>g) State also the means of making out-of-service customers aware of the availability and the location, dates, hours and amounts of dry ice to be distributed | d) 50-52<br>e) 50-52<br>f) 58-59<br>g) 60-61 |
| Communications | a) Provide the corporation's procedures and facilities for establishing and maintaining external communications exchanges regarding damage and restoration progress with customers in general, human service agencies, the media, the Department of Public Service, the State Emergency Management Office and other state agencies, county and local governments, emergency response services, and law enforcement agencies, etc.<br>b) Include the identification of any dedicated phone lines, the designation of any special company representative to act as liaison with government entities, and any special provisions that may be required for dealing with critical facilities.<br>c) State the corporation's planned frequency of communication updates to the media. | a) 13-17<br>b) 19-20, 50-52,<br>c) 13-18 Attachment 6 |
| Outside aid | a) State corporate policy and criteria governing conditions under which request for service restoration aid from other utilities, contractors, government agencies or others would be made<br>b) State the procedures to be followed in obtaining outside aid | a) 25-37 Attachment 13<br>b) 25-37 Attachment 13 |
| Support services | Describe the actions that will be taken, and who will be responsible for implementing them to sustain and support restoration crew activities. These shall include vehicle management; foreign crew accommodations, e.g., housing, food and transportation; and distribution of warehouse supplies, e.g., materials, tools, parts and equipment needed in the restoration process. | 31, 32, 57-59 |

**ATTACHMENT 3 DOWNED WIRE**

**Downed Wires**

During an overhead storm event, O&R recognizes public safety as a primary concern as energized downed wires pose a significant threat to the public safety. Pre-storm and post-storm, the Company issues warnings via press release and website to members of the public to treat all downed wires as energized recommending that they stay away and report all downed wires to the Company. If repair crews are not available, O&R will dispatch a qualified company representative (an employee who is trained and qualified to identify Company vs. Non-Company overhead equipment) or a Site Safety Representative to respond to reports of downed wires.

1. Downed Wires Response Priorities

Response to downed wire reports should be assigned according to the PRIORITY below (from highest to lowest):

**PRIORITY**

- **Priority 1 *(Highest)** - Wire down reports where it is indicated that the wire is burning, arcing/sparking, or immediate hazard
- **Priority 2** - Relief of fire departments, police departments, or other municipal agencies that are standing-by on downed wires
- **Priority 3** - Notification of wire down from Municipal Emergency Official*:
  - (1) Reported to be affecting traffic flow on a major public highway
  - (2) Reported to be blocking/near a pedestrian walkway or driveway
  - (3) Reported to be primary conductor
  - (4) Reported to be secondary conductor
- **Priority 4** - Report of wire down from other sources:
  - (1) Primary conductor is indicated
  - (2) Secondary conductor is indicated
- **Priority 5** - Report of wire down where types of wire is not indicated, or where it appears the wire could be not an electric conductor

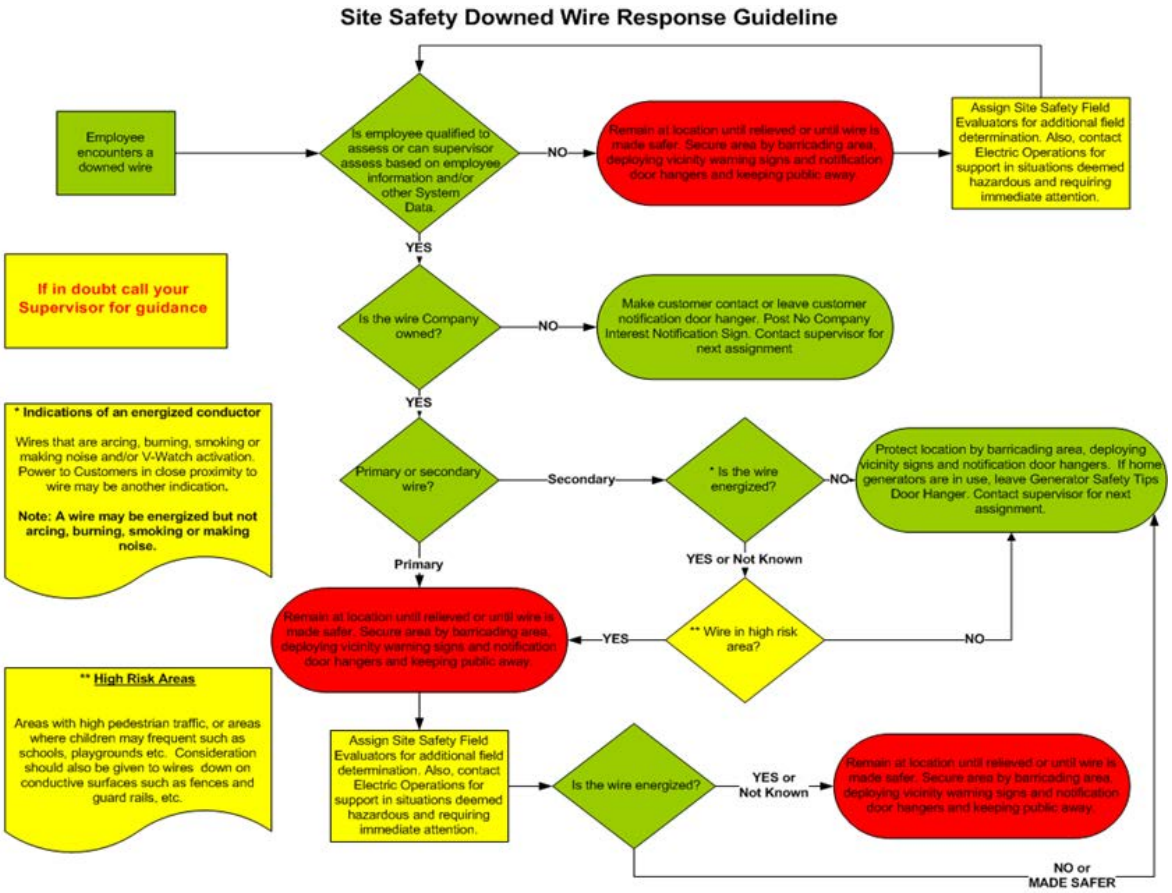
**NOTE:** Regardless of the source, reports of a wire down in a high pedestrian area will be treated as a Priority 1.

**NOTE:** Downed wire reports from a Municipal Emergency Official shall be promptly secured within 36 hours of notification. O&R shall track and monitor response times to these reports by utilizing a special incident code in the OMS System.

*Municipal Emergency Official is defined as members of the 911 call center, police, fire, and Office of Emergency Management (including Emergency Operations Center personnel), or other municipal agencies that are standing-by on downed wires.*

**Downed Wire Identification**

The following flowchart indicates the process to be followed when responding to a downed wire:




Upon arrival at a downed wire location, a damage assessor-qualified company representative will determine if the downed wire is a company owned electric wire or a non-company interest (NCI) wire. NCI wires can be fire signal carriers, cable TV, telephone or other joint use carriers attached to utility poles with the service territory. A determination if the wire is energized shall be made by qualified personnel wearing appropriate PPE and using appropriate testing equipment. All

non-qualified employees shall only secure the area with barricade tape and install Storm Damage Vicinity Notification Sign (Figure 1) and Storm Damage Notification Door Hanger (Figure 2) as necessary. After assessing the situation, they will determine the level of severity based on the following guidelines:

- **Severity 1 (HIGHEST)** – Wire down is a primary conductor that poses a high risk to public safety due to its location in a road or pedestrian-accessible area. These situations will require the responder to remain on-site and guard the wire until they can be relieved. The responder may leave after a qualified employee or contractor has made the wire safe.
- **Severity 2** – Wire down is a primary conductor, but is not on a main road or other easily accessible location. These situations will also require the responder to remain on-site until the conductor can be verified de-energized by a qualified employee or contractor. Once the wire is known to be de-energized, the responder will barricade the area and then can move on to their next location.
- **Severity 3** – Wire down is a secondary conductor. The responder will attempt to notify nearby customers and will barricade/tape off the area. If wire is either open wire secondary, or triplex service cable that has an exposed end (wire is broken), the responder will remain on-site until a qualified employee or contractor has verified that the wire is not energized.
- **Severity 4 (LOWEST)** - Wire down is not an electric conductor and is not in contact with an electrical conductor, but is instead phone, cable or other communications property. If the situation is safe, the responder will inform the Coordinator of this, and move on to the next order.

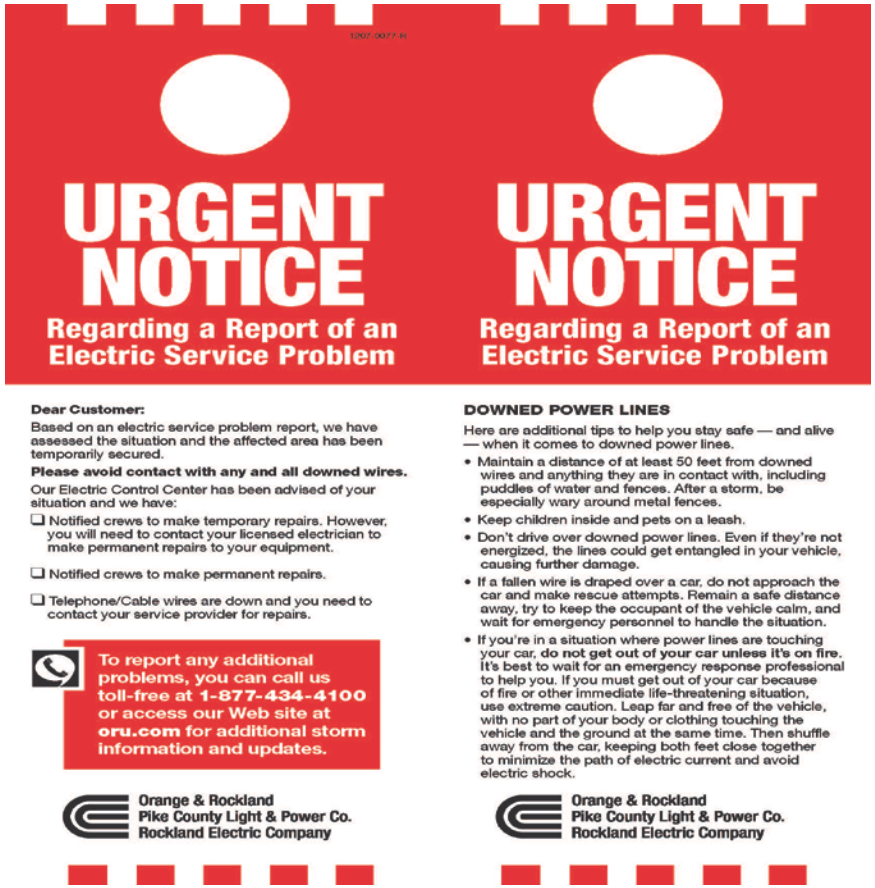
A Site Safety Representative will be dispatched to a wire down location when all other resources are engaged in restoration efforts. The primary goal of Site Safety is to establish a safe zone around the potential hazard using cones, barricades, wire guards and barricade tape to restrict access by the public until the condition can be made safe by qualified personnel.

Tagging Company Wire Locations

While maintaining a safe distance signs are used and posted at downed company wire locations in conjunction with barricades, barricade tape and/or cones to alert the public and first responders to the downed wire.

**Figure 1: Storm Damage Vicinity Notification Sign**


**Fig 2: Storm Damage Notification Door Hanger**



# URGENT NOTICE

## Regarding a Report of an Electric Service Problem

**Dear Customer:**

Based on an electric service problem report, we have assessed the situation and the affected area has been temporarily secured.

**Please avoid contact with any and all downed wires.**

Our Electric Control Center has been advised of your situation and we have:

- ❑ Notified crews to make temporary repairs. However, you will need to contact your licensed electrician to make permanent repairs to your equipment.
- ❑ Notified crews to make permanent repairs.
- ❑ Telephone/Cable wires are down and you need to contact your service provider for repairs.

To report any additional problems, you can call us toll-free at **1-877-434-4100** or access our Web site at **oru.com** for additional storm information and updates.

Orange & Rockland
Pike County Light & Power Co.
Rockland Electric Company

URGENT NOTICE

Regarding a Report of an Electric Service Problem

**DOWNED POWER LINES**

Here are additional tips to help you stay safe — and alive — when it comes to downed power lines.

- Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles of water and fences. After a storm, be especially wary around metal fences.
- Keep children inside and pets on a leash.
- Don't drive over downed power lines. Even if they're not energized, the lines could get entangled in your vehicle, causing further damage.
- If a fallen wire is draped over a car, do not approach the car and make rescue attempts. Remain a safe distance away, try to keep the occupant of the vehicle calm, and wait for emergency personnel to handle the situation.
- If you're in a situation where power lines are touching your car, **do not get out of your car unless it's on fire.** It's best to wait for an emergency response professional to help you. If you must get out of your car because of fire or other immediate life-threatening situation, use extreme caution. Leap far and free of the vehicle, with no part of your body or clothing touching the vehicle and the ground at the same time. Then shuffle away from the car, keeping both feet close together to minimize the path of electric current and avoid electric shock.

Orange & Rockland
Pike County Light & Power Co.
Rockland Electric Company

**Figure 3: No Company Interest Notification Sign**


CAUTION
Keep clear of this wire
and any other wire
in the vicinty.
An O&R crew has inspected THIS wire
and it is NOT an O&R wire.
Orange & Rockland
Pike County Light & Power Co.
Rockland Electric Company

**ATTACHMENT 4 SITE SAFETY COORDINTOR GUIDE**

# Site Safety

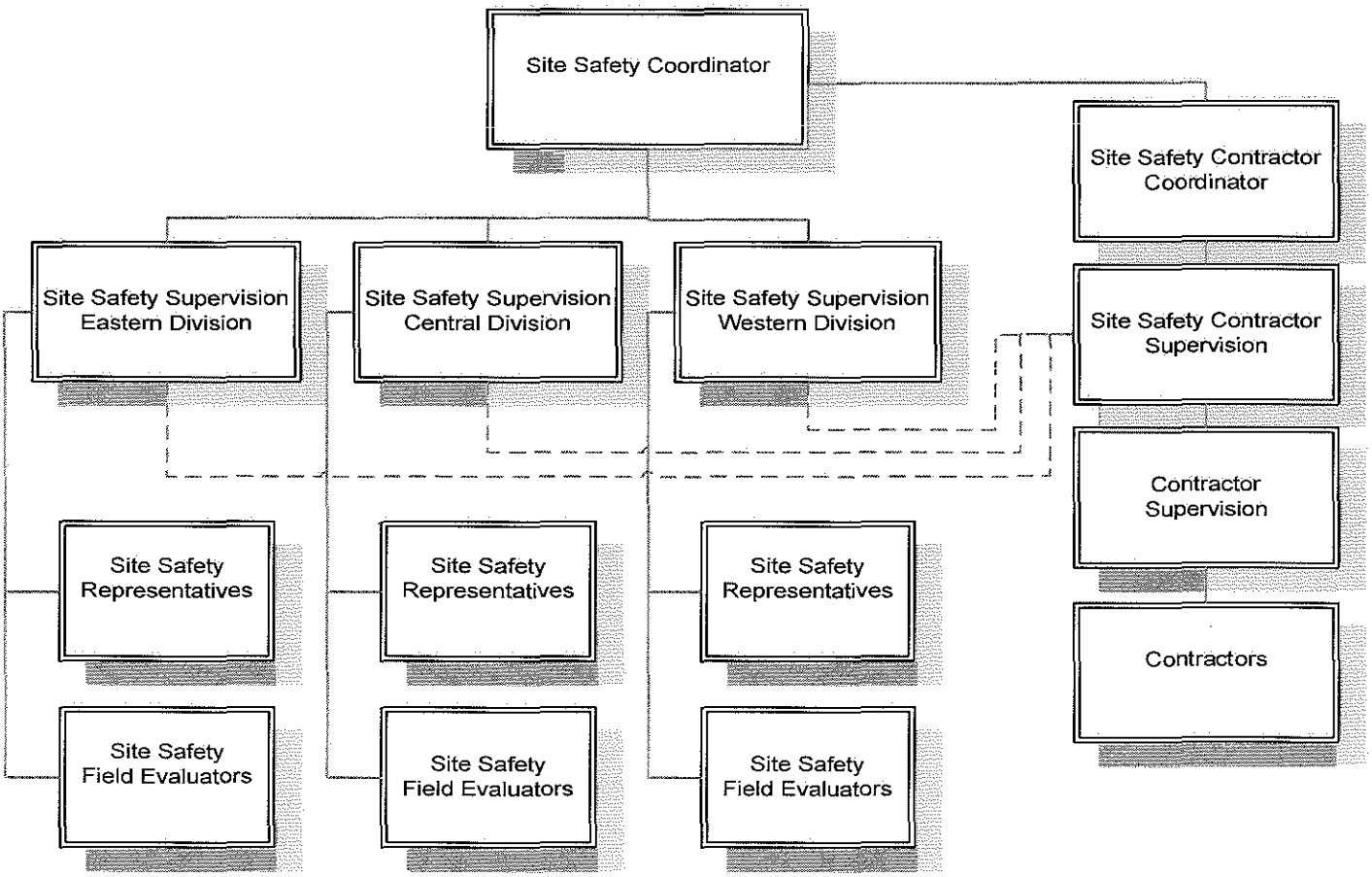
Original Date of issue: December 15, 2000
Revised / Reviewed: December 15, 2013


**PURPOSE** During an event, the purpose of the Site Safety function is to ensure employee and public safety at identified safety coded locations. Site Safety Representatives are stationed at sites where wires are down or any other unsafe condition exists until the area is declared secured.

**APPLICATION** This guide will be implemented whenever Site Safety Representatives are deployed to the field in either a pre-restoration or post-restoration mode.

## PROCEDURE

### 1.0 Organization



## 2.0 Site Safety Process Elements

### 2.1 Pre-Event Planning

Based on notification by the Incident Commander (Storm Director) and/or Operations Chief of an anticipated contingency event, the Site Safety Coordinator will begin pre-planning for Site Safety activation. This includes notifying the Site Safety Supervisors to schedule employees to report to work, as may be appropriate; holding employees currently working; in some cases, lodging employees in close proximity to designated work-out locations to enable a rapid response once an event is declared; and as may be necessary, notifying the Site Safety Contractor Coordinator to begin notification to contractor resources for possible mobilization. Pre-deployment activities such as ensuring that site safety field equipment is stocked and available may also be undertaken at this time.

### 2.2 Event Declaration

Upon notification by the Incident Commander (Storm Director) and/or Operations Chief that a contingency event is declared, the Site Safety Coordinator will execute the plan as developed in the pre-planning stage or, if the event unfolds without the ability to pre-plan, determine staffing levels and locations for mobilization based on the Storm Event Classification Matrix (Appendix 1) and other relevant data such as volume and frequency of OMS (Outage Management System) Site Safety requests and weather reports.

The Site Safety Coordinator will make the necessary notifications to the Site Safety Supervisors and/or Site Safety Contractor Coordinator for mobilization.

### 2.3 Pre-Deployment

2.3.1 Upon notification from the Site Safety Coordinator, the Site Safety Supervisor(s) will begin the pre-deployment process by:

- Calling in appropriate staffing for each required shift (See Appendix 2).
- Ensuring the logistical (space and equipment) readiness of the work area.
- Updating the ECRS (Event Classification Response System) or future SAMS (Storm Assignment Manager System) program.
- Ensuring that Site Safety field equipment is stocked and available (See Appendix 3).
- Completing the Site Safety Mobilization Checklist (See Appendix 4).

2.3.2 If required, the Site Safety Contractor Coordinator, upon notification from the Site Safety Coordinator, will begin the mobilization process for contractor resources by initiating the process to call in appropriate contractor staffing for each required shift (See Appendix 5).

2.3.3 Prior to dispatching employees to field assignments, the Site Safety Supervisor will ensure that all Company personnel receive a Job/Safety Briefing which includes reviewing the Site Safety Representative training video (See Appendix 6).

2.3.4 Prior to dispatching employees to field assignments, the Site Safety Supervisor will ensure that Company personnel have necessary field equipment.

2.3.5 If contractor resources are being utilized, the Site Safety Contractor Coordinator will ensure that the actions listed above (see paragraphs 2.3.1 - 2.3.4) steps are completed for contractor personnel.

## 2.4. Deployment

2.4.1 Subsequent to a contingency event, when it is safe to deploy site safety personnel, the Site Safety Supervisor(s) will assign Site Safety locations as follows:

- The Site Safety Supervisor will access OMS and deploy field resources utilizing the Site Safety Assignment Priority Guidelines (See Appendix 7) to prioritize assignments.
- The Company Site Safety Contractor Supervisor working in conjunction with the Site Safety Supervisor will issue assignments to contractor personnel. Contractor personnel assignments primarily will serve to relieve Company Site Safety Representatives, who may then assist in assessing conditions at other locations. However, during a Category 3 event, Contractor Site Safety Resources most likely will be assigned to new locations.

2.4.2 Upon arrival at an assigned location, the following actions will be taken by Site Safety Personnel:

- The Site Safety Representative will conduct an evaluation of the site. Where an unsafe condition is found, he or she will establish a secure perimeter, complete the Site Safety Field Report (See Appendix 8), leave a Storm Damage Notification Door Hanger(s) (See Appendix 9) and/or Storm Damage Vicinity Sign(s) (See Appendix 10) and Emergency Portable Generator Safety Tips Door Hanger(s) (See Appendix 11) as required and then report the information to the appropriate Site Safety Supervisor (See Appendix 12).

- For locations barricaded for safety or where there is no danger associated with Company facilities (e.g., telephone/cable TV wires), leaving a Storm Damage Notification Door Hanger for the customer, if customer contact cannot be made and post a No Company Interest notification sign (See Appendix 13).
- The Site Safety Supervisor based on the field information received will update the information in OMS and make a determination utilizing the Down Wire Response Guideline (See Appendix 14) to either have the Site Safety Representative standby to protect the location, or assign the Representative to another location.

2.4.3 During the deployment, other concurrent or subsequent activities will be undertaken such as, but not limited to:

- Assigning additional personnel to sites requiring more than one Site Safety Representative to provide adequate site safety coverage.
- Requesting trained flagging support.
- Elevating communications directly with Operational personnel on sites requiring immediate attention.
- Assigning Company Field Evaluators to evaluate new sites and perform quality reviews of sites being covered.
- Updating the Incident Commander and/or Operations Chief on the status of Site Safety operations.
- Coordinating restoration response with other storm functional coordinators.
- Reporting any Environmental Spills (See Appendix 15).
- Adjusting Company and Contractor staffing levels to meet operational needs to maintain around-the-clock coverage and provide for personal relief of Site Safety personnel.
- Providing for a smooth transition of supervisory personnel utilizing the Site Safety Transfer of Coordinators/Supervisor Checklist (See Appendix 16).
- Ensuring material and equipment needs are maintained and available.

## 2.5. Demobilization

2.5.1 The Storm Director and/or Operations Chief will notify the Site Safety Coordinator when and to what degree demobilization will occur.

2.5.2 The Site Safety Coordinator will commence the transition of staff to normal operations by informing the Site Safety Supervisors in each of the divisional operations and the Site Safety Contractor Coordinator.

2.5.3 The Site Safety Supervisor(s) and the Site Safety Contractor Coordinator will commence the transition of to normal operations by:

- Determining which sites, if any, require continued site safety coverage as they transition to normal operation commences, providing for such coverage and notifying Site Safety Coordinator immediately.
- Demobilizing of on duty personnel, as appropriate and advising personnel scheduled for subsequent shifts, that that will not be required, that they should not report for Site Safety duty.
- Completing the Site Safety De-Mobilization Checklist (See Appendix 17).
- Ensuring the return of all site safety equipment used for event purposes.

2.5.4 The Site Safety Supervisor(s) will produce final report for the Site Safety Coordinator who will update the Storm Director and/or Operations Chief.

2.5.5 The Site Safety Contractor Coordinator will produce a final report for the Site Safety Coordinator who will update the Storm Director and/or Operations Chief.

2.5.6 The Site Safety Supervisor(s) will update the ECRS program (if activated) or, if required, will compile a roster by shift and forward the roster to the Human Resources (Manpower) Coordinator.

2.5.7 The Site Safety Coordinator will provide a final summary report of the recovery activities and status including all documentation and checklists to the appropriate Company personnel as warranted.

## 3.0 Primary Site Safety Functional Roles

3.1 The Company Site Safety Coordinator has the following responsibilities:

- Request event checklists to be reviewed and prepared.
- Ensure open communication with the Incident Commander and/or Operations Chief.
- Participate in storm meetings.
- Determine staffing requirements utilizing the Storm Event Classification Matrix, other available information such as weather information and the volume and frequency of OMS (Outage Management System) Site Safety requests.
- Ensure deployment of staffing resources and equipment.
- Initiate Contractor support as necessary.

3.2 The Company Site Safety Supervision is responsible to direct the Site Safety operation within their assigned area (Eastern, Central, or Western Divisions). These duties include:

- Holding Company personnel or initiating call-outs to obtain necessary staffing levels.
- Ensuring adequate supply of Site Safety equipment.
- Conducting job/safety briefings as warranted.

- Prioritizing work assignments based on the Site Safety Assignment Priority Guideline utilizing all available NRG and OMS data which will include Electric Operation Work Assignments, OMS Incident Data, VRU Calls, Police/Fire Reports, Damage Assessment Reports, Supplemental Crew Reports and Customer Assistance Reports.
- Maintaining pertinent data within the Outage Management System for all Site Safety activities.
- Developing schedules to ensure adequate around - the - clock staffing throughout the storm recovery.
- If necessary, communicating lodging requirements to the Logistic Support Group.
- Developing and implementing a plan to provide personal relief for Site Safety Representative in the field.
- Ensuring smooth transition for relief at site locations.
- Providing the Site Safety Coordinator with a periodic updates of locations being manned and requesting further assistance if required.
- Completing and retaining ICS Checklists (Pre-event, Transfer, Demobilization) as required.
- Communicate significant issues directly to Operation's personnel.
- If Site Safety Contractors have been activated, working with the Company Site Safety Contractor Supervisor on site coverage coordination. Directing available Company Site Safety Field Evaluators to review pending or staffed site safety locations and determine the need for initial or continued site safety staffing necessity; or to conduct quality review.

3.3 The Company Site Safety Representative has the responsibility for on-site personal and public safety. These duties include:

- Ensuring that he or she has all necessary Site Safety material and safety equipment prior to deploying into the field.
- Calling and reporting information obtained at assigned Site Safety locations.
- If an unsafe condition is encountered in route to his or her assigned Site Safety location, calling and advising the Site Safety Supervisor for direction before continuing to the assigned location.
- Where an unsafe condition is found, establishing a secure perimeter around the location of a downed wire using equipment and materials such as "Danger High Voltage" barrier tape, traffic cones/barriers, warning flares, etc. In addition, he or she will post Storm Damage Vicinity Signs on all accessible sides of the location to provide a general warning to the public.
- If an emergency generator is found to be in use, leave an Emergency Portable Generator Safety Tips Door Hanger with the customer or if it being used improperly (such as being used indoors, under an open window, etc.), notify the customer and your supervisor immediately.
- Reporting any Environmental Spills (e.g., leaking transformer).

- Completing the Site Safety Field Report and provide the Site Safety Supervisor with pertinent information for the update of site information in OMS and/or contact of Operations personnel if warranted.
- Standing by locations requiring a physical site safety presence as directed by Site Safety supervision until restoration crew(s) or relief personnel arrive.
- Maintaining professional and courteous interaction with the public and/ emergency response personnel (Police/Fire).
- Directing media inquiries to Media Relations.
- If the directing of traffic and flagging is required at the location, the Site Safety Representative will notify the Site Safety Supervisor. The Supervisor will contact the Supplemental Workforce Coordinator to acquire the appropriate trained flagging personnel.
- If circumstances at an assigned location may compromise personal safety (i.e. it is unsafe to stay on site), notify the Site Safety Supervisor immediately for guidance.
- If a member or members of the general public refuse(s) to stay out of the barricade perimeter, immediately notify the Site Safety Supervisor for assistance. If necessary, calling for police assistance in securing the site.
- If an immediate life threatening condition exists, notifying 911 first and then contacting the Site Safety Supervisor.
- Advising the Supervisor when relieved by a restoration crew or site safety relief personnel.
- For locations barricaded for safety or where there is no danger associated with Company facilities (e.g., telephone/cable TV wires), leaving a Storm Damage Notification Door Hanger for the customer, if customer contact cannot be made and post a No Company Interest notification sign.

3.4 The Company Site Safety Field Evaluator has the responsibility for personal and public safety. These duties include:

- Conducting an initial evaluation of new Site Safety locations as directed by the Site Safety Supervisor to determine need for Site Safety Representatives to secure site.
- When required, personally providing site safety until a Site Safety Representative is able to provide relief.
- Conducting an evaluation of sites already being covered by Site Safety Representatives and/or Site Safety Contractors to determine if continued coverage by site safety personnel is required and/or adequate.

- Reporting findings to Site Safety Supervisor for OMS update.

3.5 The Company Site Safety Contractor Coordinator has the responsibility to obtain the necessary contractor resources based on the direction provided by the Site Safety Coordinator to supplement the Company's Site Safety activities. These duties include:

- Initiating contacts with site safety support Contractor Company(s) to plan for, and if necessary, mobilize contractor resources.
- Providing Site Safety Coordinator with initial staffing plan.
- Obtaining and scheduling Company Site Safety Contractor Supervision coverage as required.
- Reviewing and approving contractor personnel time sheets and contractor invoices for payment.

3.6 The Company Site Safety Contractor Supervisor has the following responsibilities:

- Maintaining pertinent data within the OMS for all Site Safety Contractor activities.
- Conducting job briefings and/or scheduling Safety Department briefings as required prior to contractors being deployed to the field.
- Ensuring that contractor personnel have necessary Site Safety material and safety equipment.
- Working with Site Safety Supervision on site coverage coordination.
- If warranted, communicating significant issues directly to Operations personnel.
- Tracking and recording the time worked by contractor personnel.

3.7 The Contractor Supervisor has the following responsibilities:

- Maintaining personnel resource data and providing any updates on resources to the Company Site Safety Contractor Supervisor.
- Ensuring sufficient staffing levels to cover all sites assigned.
- As directed, developing schedules to ensure adequate around - the - clock staffing throughout the storm recovery/contingency.
- Developing and implementing a plan to provide personal relief for Site Safety Contractor Representatives in the field.
- Ensuring smooth transition for relief at site locations.
- Providing periodic updates to the Company Site Safety Contractor Supervisor on locations being staffed and requesting further assistance if required.
- Working with the Company Site Safety Contractor Supervisor on site coverage coordination.

3.8 The Site Safety Contractor Representative has the responsibility for personal and public safety. These duties include:

- Calling and reporting information obtained at assigned Site Safety locations.
- If an unsafe condition is encountered in route to his or her assigned Site Safety location, calling and advising the Contractor Supervisor for direction before continuing to the assigned location.

- Where an unsafe condition is found, establishing a secure perimeter around the location of a downed wire using equipment and materials such as "Danger High Voltage" barrier tape, traffic cones/barriers, warning flares, etc. In addition, he or she will post Storm Damage Vicinity Signs on all accessible sides of the location to provide a general warning to the public.
- If an emergency generator is found to be in use, leave an Emergency Portable Generator Safety Tips Door Hanger with the customer or if it being used improperly (such as being used indoors, under an open window, etc.), notify the customer and your supervisor immediately.
- Reporting any Environmental Spills (e.g., leaking transformer).
- Completing the Site Safety Field Report and providing the Contractor Supervisor with pertinent information for the update of site information in OMS and/or contact of Company personnel if warranted.
- Standing by locations requiring a physical site safety presence as directed by Site Safety Contractor supervision until restoration crew(s) or relief personnel arrive.
- Maintaining professional and courteous interaction with the public and/ emergency response personnel (Police/Fire).
- Directing media inquiries to Media Relations.
- If the directing of traffic and flagging is required at the location, the Contractor Site Safety Representative will notify the Contractor Supervisor. The Supervisor will work with the Company Contractor Supervisor to contact the Supplemental Workforce Coordinator to acquire the appropriate trained flagging personnel.
- If circumstances at allocation may compromise personal safety (i.e. it is unsafe to stay on site), notifying the Contractor Supervisor immediately for guidance.
- If a member or members of the general public refuse(s) to stay out of the barricade perimeter, immediately notifying the Contractor Supervisor or assistance. If necessary, calling for police assistance in securing the site.
- If an immediate life threatening condition exists, notifying 911 first and then contacting the Contractor Supervisor.
- Advising the Supervisor when relieved by a restoration crew or site safety relief personnel.
- For locations barricaded for safety or where there is no danger associated with Company facilities (e.g., telephone/cable TV wires), leaving a Storm Damage Notification Door Hanger for the customer, if customer contact cannot be made and post a No Company Interest notification sign.
- If advised by an O&R representative that coverage of a location is no longer necessary, obtaining and recording the name of O&R representative and providing that information to his or her supervisor.

## 4.0 Training

4.1 All O&R Site Safety Representatives will receive annual Site Safety Storm Training (See Appendix 18). The training will be completed by the Operations Training and Compliance Department and organized by the Customer Meter Operations Department. All training records will be maintained within the e-Train System and will be available upon request.

4.2 All personnel required to update OMS will receive training and refresher training as warranted (See Appendix 19).

4.3 All personnel, both Company and Contractors will receive a Job Briefing/Safety Talk prior to deploying for an event.

4.4 Company personnel will participate in corporate and/or individual function drills as required.

4.5 All Site Safety Contractor Representatives will be required to receive Site Safety Storm Training. The training will be completed by the Operations Training and Compliance Department and the Contactor Companies will be responsible for training their personnel and documenting the training.

## 5.0 Responsibility

5.1 The Site Safety Coordinator is responsible for the implementation of this guide and its corresponding section of the Company's Emergency Plan.

5.2 Annually, the Site Safety Coordinator will review this section of the guide and update with any changes to accurately reflect the actual response to a storm and to remain in conformance with the Plan.

## 6.0 Appendices

Appendix 1 - Storm Classification Matrix
Appendix 2 - Site Safety Roster & Phone Numbers
Appendix 3 - Site Safety Equipment
Appendix 4 - Site Safety Mobilization Checklist
Appendix 5 - Contractor Contact Information
Appendix 6 - Site Safety Training Video
Appendix 7 - Site Safety Assignment Priority Guideline
Appendix 8 - Site Safety Field Report/Site Safety Rep Field Reference Guide
Appendix 9 - Storm Damage Notification Door Hanger

## Appendix 1

## Storm Classification Matrix

Site Safety Storm
Matrix Dec 2...

# Attachment 1 - O&R STORM CLASSIFICATION MATRIX

| Storm Category & Plan | PSC Cat | Typical Weather Conditions & System Impact | # Of Customers Projected Out of Service | 24 Hour Coverage<br>Public Safety<br>Site Safety |
|---|---|---|---|---|
| 1 – Upgraded<br><br>(O&R Regional Resources) | 1 | - Isolated thunderstorms, rain and fast moving fronts<br>- Sustained winds up to 20 mph<br>- Gusts of 30 mph<br>- Condition is short<br>- Light damage to electric distribution system | <7500<br><br><150 NP incidents | **12** |
| 2 - Serious<br><br>(O&R internal resources and contractors) | 2 | - Regional thunderstorm & lightning activity<br>- Sustained winds greater than 35 mph<br>- Gusts of 40 mph +<br>- Condition is mid-term<br>- Localized heavy damage to electric distribution system | 7500 - 10,000<br>150 - 250 NP | **16** |
| | | | 10,000 - 15,000<br>250 - 400 NP | **24** |
| | | | 15,000 - 20,000<br>400 - 500 NP | **32** |
| 3 – Serious<br><br>(All O&R resources and localized Mutual Assistance) | 3 | - Widespread thunderstorms, heavy rain<br>- Tropical depression or smaller Nor'easter type storms<br>- Sustained winds 30 - 40 mph<br>- Gusts of 40 - 50 mph<br>- Widespread moderate to heavy damage to electric distribution system | 20,000 - 30,000<br>250 - 500 NP | **52** |
| | | | 30,000 - 40,000<br>500 - 750 NP | **60** |
| | | | 40,000 - 50,000<br>750 - 1000 NP | **100** |
| 4 – Full Scale<br><br>(All O&R resources and extensive Mutual Assistance Resources) | 3 | - Tropical depression or hurricane<br>- Sustained winds greater than 40 mph<br>- Gusts of 45 mph +<br>- Condition is exists for 12 hrs<br>- >25% damage to electric distribution system | 50 - 60,000<br>1000 NP | **150** |
| | | | 60 - 80,000<br>1000 - 2000 NP | **200** |
| | | | 80 - 100,000<br>2000 - 3000 NP | **250** |
| 5 - Full Scale<br><br>(All O&R resources and extensive Mutual Assistance Resources) | | - Extreme weather events (thunderstorms, rain, snow, ice)<br>- Sustained winds 30 - 39 mph<br>- Gusts 40 - 50 mph<br>- >50% damage to electric distribution system<br>- Limited mobility due to damaged infrastructure | 100K - 175K<br>3000 - 10,000 NP | **300** |
| Disaster Response<br><br>(All O&R resources and extensive Mutual Assistance Resources) | | - Catastrophic weather events (hurricane, heavy wet snow or severe icing)<br>- >75% damage to electric distribution system<br>- Limited communications & mobility due to infrastructure damage<br>- Potential casualties | >175,000<br>>10,000 NP | **350** |

## Appendix 2

### Site Safety Roster & Phone Numbers

**The most current roster of all personnel resides with the Function Coordinator also, the Human Resources Coordinator. A master listing of all employee's storm assignments and contact numbers is maintained in the ECRS program**

## Appendix 3

## Site Safety Field Equipment

Site Safety Field
Equipment.do...

# SITE SAFETY FIELD EQUIPMENT

**FUEL VEHICLE BEFORE DEPARTING**

1. Your work orders
2. Rain suit & boots
3. Hardhat
4. Hand light
   a. Set of spare batteries
   b. 1 spare light bulb
5. Large flood lamp
   a. 1 spare D cell battery
   b. 1 spare light bulb
6. 2 battery powered strobe lanterns
7. Flagman's vest (reflective green vest)
8. Safety glasses (clear)
9. Work gloves (standard thin white material issue)
10. Red road side flares (24)
11. Traffic cones (4)
12. Barrier tape (4 rolls)
13. Work cellular phone
14. Water
15. V-Watch personal voltage detector
16. Emergency responders guide
    (phone #'s, utility pole reference)
17. Site safety field report
    (sheets for recording situation at the site safety location)
18. Storm Damage Door Hangers
19. Storm Damage Vicinity Signs
20. Rubber Mallet
21. Wooden Stakes

## Appendix 4

### Site Safety
### Mobilization Checklist

Date: _____

- Type of Event: Heat _____ Weather _____ Other _____
- Time Declared: _____
- Weather Conditions: _____
- Event Classification: ____ 1. ____ 2. ____ 3. ____ 4. ____ 5. ____ 6.
- Minimum Staffing Level Required:_____

***Pre-Event Actions:***

- ❑ Establish required staffing levels.
- ❑ Update the ECRS program, if activated or if required compile a roster by shift and forward the list to the Human Resources (Manpower) Coordinator.
- ❑ Ensure all phones are operational.
- ❑ Check with IT to ascertain status of all electronic communications equipment such as computers, T1 lines, Microwave, etc.
- ❑ Inventory general supplies.
- ❑ Ensure training for all Site Safety Representatives has been received and reviewed.
- ❑ Assure employee phone listing is up-to-date.
- ❑ Ensure vehicles are prepared to mobilize and check safety items, and basic material are available.
- ❑ Determine any lodging requirements.
- ❑ Ensure safety items: flashlight, batteries, V-Watch, cones, vest, hard hat, safety glasses, leather gloves, flares, FR rated jacket, raingear and maps are available.

**(**) Site Safety Supervisors are responsible for utilizing the designated checklists. The retention of these documents is the Site Safety Supervisors responsibility as well. In addition, the documents are to be retained for a period of one (1) month following an event or longer if so instructed.**

## Appendix 5

### Contractor Contact Information

| | | |
|---|---|---|
| Precision Pipeline Solutions, Inc. | | |
| John Freeman | (mobile) 845-234-0810 | (office) 845-787-1088 |
| Mike Rhodes | (mobile) 845-591-7259 | (office) 845-787-1088 |
| Premier Utility Services, LLC | | |
| Vincent Marchase - | (mobile) 631-678-2277 | (office) 1-800-262-8600 |
| Michael Wilensky | (mobile) 516-302-7721 | (office) 1-800-262-8600 |
| Osmose Utility Services | | |
| Brett Gelband | (mobile) 484-366-4040 | (office) 610-386-1678 |
| Toby Spelling | (mobile) 908-625-9498 | (office) 908-850-3794 |
| All Bright Electric | | |
| Howard Hellman | (mobile) 845-721-9193 | (office) 845-358-1200 |
| Ecco III Enterprises, Inc. | | |
| Richard Lombardi | (mobile) 914-490-1455 | (office) 914-963-3600 ext. 3199 |
| Gemrose Utility LLC. | | |
| John Ingannamorte | (mobile) 201-376-6239 | (office) 201-575-0511 |
| A.Sevidone, Inc. | | |
| Robert Gaiman | (mobile) 518-732-2040 | (office) 845-258-8300 |

## Appendix 6

## Site Safety Training Video

## Appendix 7

## Site Safety Assignment Priority Guideline

Site Safety
Assignment Priorit...

# Site Safety Assignment Priority Guideline

| | |
|---|---|
| **Priority Band 1** | Primary Wire Down / Tranformer on Ground / Wire Burning / Wire on Car or Pole on Fire Reports in Heavy Pedestian Areas<br>Secondary/Service Wire Down Reports in Heavy Pedestian Areas such as communities, schools, etc.<br>Primary Wire Down / Transformer on Ground / Wire Burning / Wire on Car or Pole on Fire Reports in Low Pedestian Areas |
| **Priority Band 2** | Secondary/Service Wire Down Reports in Low Pedestian Areas<br>Wire Down & Road Blocked Reports |
| **Priority Band 3** | Damage Assessment Relief Request<br>Supplemental Crew Relief Request<br>Wire Down Reports with no other supporting information<br>Wire Down Reports Associated with a Circuit Lock-Out<br>Wire Down Reports Identified in NRG as De-energized |
| **Priority Band 4** | Wire Down Reports with Underground Service<br>Tree Leaning on Wire Reports<br>Sparking at Pole / Transformer Reports |

**Note: Prior to any assignment based on the guideline, If available, NRG & all OMS data should be reviewed including Incident Notes, Damage Assessments Reports and Electric Operations Crew Assignements to further assist in prioritizing work..**

## Appendix 8

**Site Safety Field Report/Site Safety Field Reference Guide**

**(Front)**

Form Site Safety
field Report ...

**(Back)**

Site Safety
Representative Fie...

**(**) The retention of these documents is the Site Safety Supervisors responsibility. In addition, the documents are to be retained for a period of one (1) month following an event or longer if so instructed.**

# Site Safety Field Report

**24-Hour Customer Assistance Number 1-877-434-4100**

Orange & Rockland
Pike County Light & Power Co.
Rockland Electric Company

## Reported By and Time:

Name: _____

Date: _____ Time: _____ ☐ a.m. ☐ p.m.

Relieved by: _____ Phone: ( ) –

## Location of Trouble: To avoid delays, provide ALL of the Location Trouble Information requested below:

Street Address: _____ (Include House, Apt. or Building Number)

City/Post Office: _____ (Indicate Hamlet, Village or Area Name)

Nearest Cross Street: _____ (Landmarks, House Color, etc. are helpful)

Pole Numbers: _____ (Yellow Tag with 10-Digit Black Numbers)

## Power Status:

☐ Has Power ☐ No Power ☐ Partial Power ☐ Unable to Determine ☐ Generator

## Type of Trouble: To avoid delays, check ALL of the types of Trouble Information indicated below:

### 1. Wires Down:

☐ On Ground ☐ Pole-Pole ☐ Pole-House ☐ Hanging Low ☐ Blocking Road ☐ Not Applicable

### 2. Wires Sparking:

☐ On Ground ☐ At Building ☐ At Pole ☐ In Trees ☐ Not Applicable

### 3. Tree Problem:

☐ Took Wire Down ☐ Leaning on Wire ☐ Limb on Wire ☐ Pole-Pole ☐ Pole-House ☐ Not Applicable

### 4. Pole:

☐ Broken ☐ Leaning ☐ On Fire ☐ Not Applicable

### 5. Transformer:

☐ Pole-Pole ☐ Ground/Pad Mounted ☐ On Fire ☐ Leaking Oil ☐ Heard Loud Bang ☐ Not Applicable

### 6. Site Safety Action:

☐ Safety Cones ☐ Flares ☐ Barrier Tape ☐ Flagging Required ☐ Vicinity Notice

☐ Customer Notification Door Hanger ☐ No Problem Found ☐ No Company Interest ☐ Crew on Site

### 7. Time Report Filed with Office: _____

## Remarks:

_____

_____

_____

# SITE SAFETY REPRESENTATIVE FIELD REFERENCE GUIDE

***The Site Safety Representative has the responsibility for personal and public safety.***

- Ensure that you have all necessary PPE, Site Safety material and safety equipment prior to deploying into the field.
- If an unsafe location is encountered en route to a location, call and advise the Site Safety Supervisor for direction before continuing to the assigned location.
- Park vehicle at a safe distance from the site and proceed cautiously on foot wearing all required PPE, (hardhat, safety vest, v-watch, flashlight).
- Verify if the area has power, no power, partial power or generator.
- Scan area for downed wires or damage to other company equipment.

- **If no problem found** – Report to Supervisor and get further instructions.

- **If cable or telephone wires**, trace to ensure there is no contact with company wires, if there is, treat like any Company downed wire, if not:
  - Establish a safe perimeter around the location using barrier tape and cones.
  - Attempt to make contact with customer and if no contact leave Customer Notification Door Hanger with the pertinent box checked (Telephone/Cable wires are down and you need to contact your service provider for repairs). Also post "No Company Interest" signs around barricaded area.
  - Notify Supervisor and get further instructions.

- **If you identify company wires/equipment problems:**
  - Identify type of wire, primary, secondary or service wire.
  - Are wires sparking/on fire?
  - Trace path of wire – is it tangled in trees, fence, vehicle or other conductors?
  - Pole Down or on fire?
  - Transformer down or leaking oil?
  - Barricade area making sure to maintain a distance of 30' from any primary wire!
  - Utilize tape, cones and vicinity signs to barricade the hazard.
  - Is wire connected, is it still attached? – will it require company crew or will the customer require an electrician?
  - Attempt to make contact with customer to inform them of the hazard and if no contact made leave the Customer Notification door hanger with pertinent box checked.
  - Generators – if power is out in area and you notice single homes with power, listen and look for generators – leave door hanger with generator safety facts.

- **Fill out Site Safety Field Report in full.**

- **Call Supervisor and communicate the information from the Site Safety Field Report in detail:**
  - Communicate the size of the site and if site can be safely maintained by the Site Safety Rep or if additional Reps are required.
  - Does the site impact the street or the safe flow of traffic?
  - Will a flagger be required?
  - Will the road be closed for safety?

- ***If circumstances change or your personal safety is compromised immediately notify Site Safety Supervision.***
- ***If a member or members of the general public refuse to stay out of the barricaded area immediately notify Site Safety Supervision, and if necessary call for police assistance.***
- Stand by locations requiring a physical site safety presence as directed by Site Safety Supervision until restoration crew(s) or relief personnel arrive.
- Maintain professional and courteous interaction with the public and emergency response personnel.
- Direct media inquiries to Media Relations.
- Advise Site Safety Supervisor when relieved by a restoration crew or site safety relief personnel.

## Appendix 9

## Storm Damage Notification Door Hanger

Door Hanger
owned Power Lines.

1207-0077-R

# URGENT NOTICE

## Regarding a Report of an Electric Service Problem


# URGENT NOTICE

## Regarding a Report of an Electric Service Problem


**Dear Customer:**

Based on an electric service problem report, we have assessed the situation and the affected area has been temporarily secured.

**Please avoid contact with any and all downed wires.**

Our Electric Control Center has been advised of your situation and we have:

- ❑ Notified crews to make temporary repairs. However, you will need to contact your licensed electrician to make permanent repairs to your equipment.
- ❑ Notified crews to make permanent repairs.
- ❑ Telephone/Cable wires are down and you need to contact your service provider for repairs.

**To report any additional problems, you can call us toll-free at 1-877-434-4100 or access our Web site at oru.com for additional storm information and updates.**

Orange & Rockland
Pike County Light & Power Co.
Rockland Electric Company

### DOWNED POWER LINES

Here are additional tips to help you stay safe — and alive — when it comes to downed power lines.

- Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles of water and fences. After a storm, be especially wary around metal fences.
- Keep children inside and pets on a leash.
- Don't drive over downed power lines. Even if they're not energized, the lines could get entangled in your vehicle, causing further damage.
- If a fallen wire is draped over a car, do not approach the car and make rescue attempts. Remain a safe distance away, try to keep the occupant of the vehicle calm, and wait for emergency personnel to handle the situation.
- If you're in a situation where power lines are touching your car, **do not get out of your car unless it's on fire.** It's best to wait for an emergency response professional to help you. If you must get out of your car because of fire or other immediate life-threatening situation, use extreme caution. Leap far and free of the vehicle, with no part of your body or clothing touching the vehicle and the ground at the same time. Then shuffle away from the car, keeping both feet close together to minimize the path of electric current and avoid electric shock.


Orange & Rockland
Pike County Light & Power Co.
Rockland Electric Company

## Appendix 10

## Storm Damage Vicinity Notification

Sign Downed Wire
2-13.pdf

# DANGER

## DOWNED WIRE

**has been evaluated by**
**Orange and Rockland Utilities, Inc.**
**and barricaded for your protection.**

# DO NOT Cross Barrier!

**This condition has been reported to O&R's**
**Emergency Control Center and is scheduled for repair.**

Orange & Rockland
Pike County Light & Power Co.
Rockland Electric Company

1302-0032

## Appendix 11

## Emergency Portable Generator Safety Tips

Door Hanger
Emergency Generato

1210-0110-R

# Emergency Portable Generator Safety Tips

- Observe the generator manufacturer's instructions for safe operation.
- The generator should be properly sized for the equipment (appliances, motors, etc.) it will supply during an emergency.
- Plug individual appliances into the generator using heavy duty, outdoor rated cords with a wire gauge adequate for the appliance load.
- **Never plug the generator into a wall outlet.**
- **Never connect the generator to house wiring, circuit breaker or fuse panel.** If electric power is necessary to operate a well pump, sump pump, furnace or other hard-wired equipment, have a qualified electrician install a manual or automatic **transfer switch to prevent back-feed** into our power lines. The switch isolates the generator from the power grid which protects you, your home, our workers and the public from getting injured by your power supply.
- **Remember, an emergency portable generator not installed or operated properly to isolate it from the power grid can create multiple hazards, such as:**
  - **Fire or explosion.**
  - **Destruction of the generator from an over-loaded condition or as a result of power restoration.**
  - **Damage to your house wiring and appliances when power is restored.**
  - **Create a life threatening electric shock to you, the public or utility workers repairing downed wires.**
- **To prevent carbon monoxide poisoning, never use a generator indoors.** Only operate a generator outdoors in a well-ventilated, dry area, away from **air intakes to the home**, and protected from direct exposure to rain and snow, preferably under a canopy, open shed, or carport.

Orange & Rockland
Pike County Light & Power Co.
Rockland Electric Company

# Consejos de Seguridad para Generadores Portátiles de Emergencia

- Siga las instrucciones del fabricante del generador para asegurar un funcionamiento seguro.
- El generador deberá ser del tamaño adecuado para el equipo (electrodomésticos, motores, etc.) que alimentará durante una emergencia.
- Enchufe los electrodomésticos en el generador individualmente, usando cables de alta resistencia que sean clasificados para uso externo y que tengan el calibre adecuado para la demanda de energía del electrodoméstico.
- **Nunca enchufe el generador en un tomacorriente de pared.**
- **Nunca conecte el generador al cableado eléctrico de la casa, ni al panel de cortacircuitos, ni a la caja de fusibles.** Si se necesita la energía eléctrica para operar una bomba de pozo, bomba de sumidero, caldera u otro equipo cableado, haga arreglos para que un electricista calificado instale un **dispositivo de conmutación** manual o automático, a fin de evitar la **retroalimentación** en nuestras líneas eléctricas. El conmutador aísla el generador de la red eléctrica, lo que le protege a usted y también protege a su hogar, a nuestros trabajadores y al público contra posibles lesiones provocadas por su corriente eléctrica.
- **Recuerde, un generador portátil de emergencia que no esté instalado u operado de manera adecuada para aislarlo de la red eléctrica puede causar peligros múltiples, entre ellos:**
  - **Incendio o explosión.**
  - **Destrucción del generador como resultado de una sobrecarga o del restablecimiento del servicio.**
  - **Daños al cableado eléctrico y a los electrodomésticos de su hogar cuando se restablezca el servicio.**
  - **Electrocución mortal a usted o los trabajadores del servicio público que están reparando los cables caídos.**
- **Para evitar el envenenamiento por monóxido de carbono, nunca use un generador en el interior.** Opere un generador sólo en el exterior, en un área seca y bien ventilada alejada de las **tomas de aire del hogar** y protegida contra la exposición directa a la lluvia y la nieve, colocándolo preferiblemente debajo de un toldo, cobertizo abierto o garaje abierto.

Orange & Rockland
Pike County Light & Power Co.
Rockland Electric Company

## Appendix 12

## Work Locations & Phone Listing

MEDICAL EMERGENCY: 911

**WESTERN: 71 Dolson Avenue, Middletown**

| | |
|---|---|
| Site Safety Supervisor | 845-344-8894 |

**CENTRAL: 500 Route 208, Monroe**

| | |
|---|---|
| Site Safety Meter Reading Supervisor | 845-783-5418 |

**EASTERN: 766 West Nyack Road, West Nyack**

| | |
|---|---|
| Site Safety Meter Reading Supervisor | 845-577-2350 |
| Site Safety Electric Meter Supervisor | 845-577-2376 |
| Site Safety Electric Meter Supervisor | 845-577-2357 |
| Meter Reading Chief | 845- 577-2382 |
| Meter Reading Chief | 845- 577-2379 |

*Depending on storm personnel levels, the above numbers may be experiencing high call volumes, please be patient. Call only the division for which you are currently performing site safety duties using the order provided.

## Appendix 13

## No Company Interest Notification Sign

Sign Downed Wire
Not O&R for review.p

# CAUTION

## Keep clear of this wire and any other wire in the vicinty.

**An O&R crew has inspected THIS wire and it is NOT an O&R wire.**

Orange & Rockland
Pike County Light & Power Co.
Rockland Electric Company

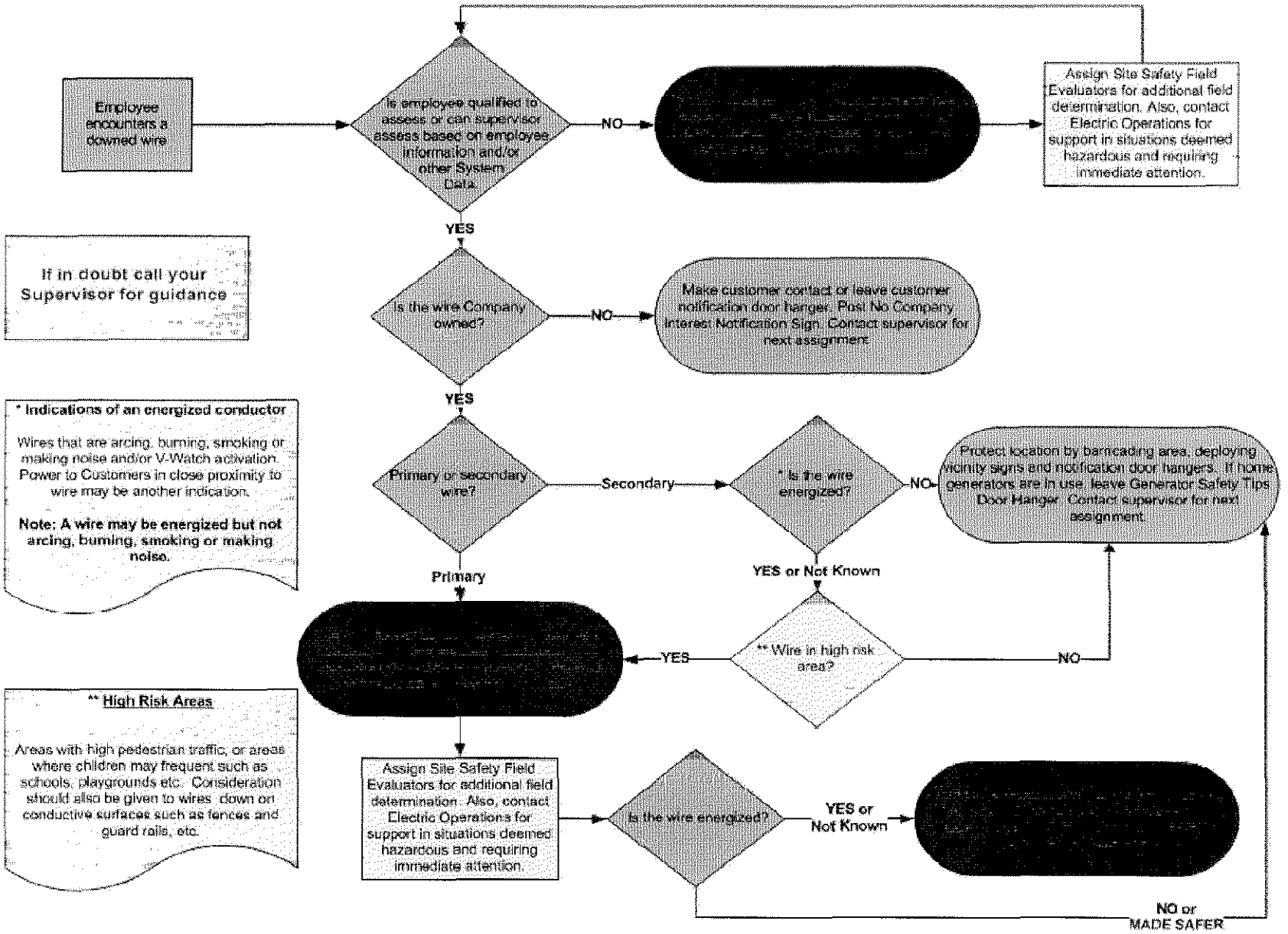
1302-0039

## Appendix 14

## Downed Wire Response Guideline

Site Safety Downed
Wire Respon...

# Site Safety Downed Wire Response Guideline



## Appendix 15

## Environmental Spill Reporting Requirements

Environmental
Bulletin - Spill Reporti

# Environmental Bulletin

February 12, 2009
Volume 2, Issue 1

## O&R SPILL REPORTING REQUIREMENTS

**State and Federal regulations impose an obligation to immediately report spills or releases.**

### WHAT DO I REPORT?

- **ALL** Orange & Rockland employees and contractors must immediately report all oil and chemical spills to the O&R Control Center.

### HOW DO I REPORT?

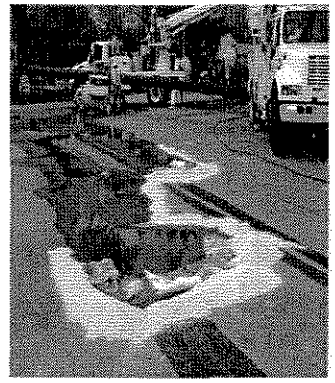
- Call Control Center at 577-3228/3185 upon discovery and report the following:
  1. Time and Date
  2. Location
  3. Material Spilled (e.g. transformer oil, gasoline, etc.)
  4. Equipment Type
  5. Pole/Pad No. (or other markings)
  6. Estimated volume
  7. Contact to (e.g. soil, water, asphalt, etc.)
  8. Cause of Spill (Equipment failure, vehicle accident, weather, etc.)
  9. Equipment labeled non-PCB?
  10. Name and contact information

### WHAT HAPPENS AFTER I REPORT?

- Control Center alerts Environmental Services
- Environmental Services makes external notification
- Environmental Services coordinates and implements clean up and environmental restoration

### WHAT IF I HAVE MORE QUESTIONS?

- Call the Environmental Services Info Line 845-577-3525



*If you have any questions, please contact the Environmental Services Information Line at 577-3525 or visit our website.*

Environmental Services Department

Gwen Keeble
845-577-3577

Dean J. Scari
845-577-3177

Chris McCallion
845-577-3152

Art Barikyan
845-577-3440

Bobta Kim
845-577-3577

**Reduce**

**Reuse**

**Recycle**

## Appendix 16

### Site Safety
### Transfer of Coordinator/Supervisor Checklist

Date & Time of Shift Transfer: _____

Coordinator/Supervisor being relieved_____ by _____

Shift Transfer Information

- ☐ Bring incoming Coordinator/Supervisor up-to-date on outstanding issues and status of each.
- ☐ Turn over all documents to incoming Coordinator/Supervisor.
- ☐ Agree on next shift change and team members' attendance.
- ☐ Update incoming Coordinator/Supervisor on current event status.
- ☐ Update incoming Coordinator/Supervisor on any phone number changes, employee status or other information necessary to function.
- ☐ If demobilization will occur during oncoming Coordinator's/Supervisor's shift, discuss demobilization steps to assure they are carried out properly.
- ☐ Update the ECRS program, if activated or if required compile a roster by shift and forward the list to the Human Resources (Manpower) Coordinator.
- ☐ Update Storm Director and/or Operations Chief.

**(**) Site Safety Supervisors are responsible for utilizing the designated checklists. The retention of these documents is the Site Safety Supervisors responsibility as well. In addition, the documents are to be retained for a period of one (1) month following an event or longer if so instructed.**

## Appendix 17

### Site Safety
### Demobilization Checklist

Date & Time Demobilization activated: _____

Demobilization requested by: _____

Coordinator overseeing Demobilization: _____

***Demobilization***

- ❑ Notify Information Technology Coordinator that the function will be demobilizing and computer/telecommunications needs will no longer be required.
- ❑ Provide to the Storm Director and/or Operations Chief all documentation pertaining to the functions storm recovery effort if requested.
- ❑ Release staff as required (If contractors were used they must be released first).
- ❑ Update the ECRS program, if activated or if required compile a roster by shift and forward the list to the Human Resources (Manpower) Coordinator.
- ❑ Report to the Storm Director and/or Operations Chief that the Site Safety Function has been demobilized.
- ❑ Ensure all manned sites have been restored to normal condition.
- ❑ Ensure all information is available for Site Safety Coordinator.

**(**) Site Safety Supervisors are responsible for utilizing the designated checklists. The retention of these documents is the Site Safety Supervisors responsibility as well. In addition, the documents are to be retained for a period of one (1) month following an event or longer if so instructed.**

## Appendix 18

### Site Safety Training Documentation

CMO Site Safety
Training Sylla...

√ Watch Instruction
Guide.doc

CMO Site Safety Training Equipment Manual

\\R900svocr2\datadirs\METR\Site Safety\CMO Site Safety Training Equipment Manual.pdf

**CMO Site Safety Training Syllabus**

**SAF0000410 – Site Safety (Storm)**

- Intro
    - Self and Trainers
    - What does Site Safety do?
        - Protect public
        - **Must protect self**
        - Help prioritize work and accelerate repairs
    - Training overview
        - Topic outline
        - Field exercises
            - Damage assessment
            - Service board
- The Electric System
    - Generation
        - Change energy from one form to another
            - Steam
                - Oil
                - Gas
                - Coal
                - Nuclear
            - Hydro
            - Alternative
                - Wind
                - Solar
                - Fuel Cells
    - Transmission System

        - Moves Bulk Power form source to area of use.
        - Mostly located on Right of Way – limited public access
        - Usually less storm damage than Distribution System
        - Structures – towers, steel poles, high wood poles and H-type structures
        - Substations
            - Transmission
            - Distribution
        - Voltage levels – 138kV, 345kV, 500kV, 765kV

    - Distribution System – delivery system from substation to end user. <u>The focus of Site Safety.</u>
        - Utilize text pictures to identify;
            - Primary
            - Secondary
            - Overhead vs. Underground (URD)
            - Services

- Site Safety's Role
    - Primary
        - Protect and monitor area <u>until relieved</u>
        - Demonstrate 30' distance
        - Never touch or move conductors
        - **Situational awareness**
            - Wet ground/grass
            - Contact with other conductors
                - Services
                - Secondary
                - Phone and cable
            - Fences
            - Vehicles

- Secondary and Services
  - Residential Services
    - Barricade and leave (indicates dead)
    - Be aware of potential for backfeed
      - Lights – doorbells
      - Generator noise
      - Neighbors
      - Backfeed to Primary voltage
    - Notify supervisor w/questions anytime
  - Secondary
    - Protect and monitor area
    - Determine conditions
    - Lower voltage dangers
    - Proximity/contact with Primary
    - Report to supervisor – guidance
- How do you protect a site?
  - Tape
  - Cones
  - Danger Signs
    - Intro
    - Demo
    - Use
  - Physical presence / verbal warnings
- Door Hanger
  - Intro / Demo
  - When do you use?
  - Using check-off boxes
  - Identify service problems – use illustrations from equipment manual.
    - Ours

        - Theirs
        - Phone cable
        - Don't discuss or promise our crews making temp repairs
        - Don't recommend contractors
    - Site Safety Field Report
        - Demo
        - Distribute
        - When do you use?
        - Value?
            - For your supervisor
            - For you
            - For repair crews
        - Use the remarks section
    - Role of Supervisor
        - Report
        - Guidance
        - Support
- Your Equipment
    - Necessary Field Equipment list - handout
    - V-watch - handout
        - Demo
        - Utilize trainers guide
        - Limits – what it won't do
        - Extra safety device
- Traffic Control/Flagging
    - Protect Site
    - Determine need for traffic control
    - Contact supervisor for Flaggers
- Environmental
    - Use illustrations of transformer spill in Equipment Manual

    - Avoid contact warn away public
    - Report
    - Distribute Quick Reference Spill Cards
- Yard Exercise – split into 3 groups
    - Meter board
        - Hazards
        - Damage examples
        - What's ours, what's the customer's
        - Fill out report
        - How to protect
    - Damage Assessment Yard
        - Hazards
        - Fill out report
        - How to protect
    - URD Yard
        - Id equipment
        - Damage examples
        - Fill out report
        - How to protect
- Use of contractors (PPL, Osmose, etc.) – used as a second line response to relieve Site Safety if necessary.
- DVD – Electricity – Recognizing and Avoiding Hazards

# V-Watch Instructor Bullet Guide

**(Refer to CMO Procedure 0008 V-Watch Detector for a full guide)**

Downed live wires are very dangerous so CMO has purchased an additional device to help aid all who are sent out on storm duty that might encounter live conductors.

- **What is the V-Watch Personal Detector**
  -The V-Watch Personal Voltage Detector detects the strong electric fields surrounding high voltage conductors and power distribution equipment.
  -This device provides an extra level of safety for personnel working near high voltage systems
  **Who** - anyone untrained and working near live conductors during storms
  **When** – before you leave the building to go out on storm related activity
  **Where** – anytime you are outside your vehicle during storm duty (exception meter testers)
  **Why** – to better protect oneself from electrical hazards / last line of defense to hopefully save you **if all other efforts fail** when preventing yourself from coming in contact with a live conductor

- **How does the V-Watch work**

  -Senses electric fields 2400volts and greater
  -Tall grass, wet shrubs, your body, fences, will decrease effectiveness
  -Keep away from metal/electronic objects (cell phones, belt buckles)
  -Loud series of Beeps and flashes
  *Explain increases in frequency (faster flashes/beeps)
  -Always working except for when in the protective pouch
  -Low battery alarm/ battery is easily replaceable
  -Height of the V-watch will affect the detection distance
  The lower the live wire is from your V-Watch the less warning you will receive.
  7,000 volt conductor at v-watch level say 3ft = 10ft detection distance
  same conductor at 1/2ft off ground will result in only 6ft detection (40% less)

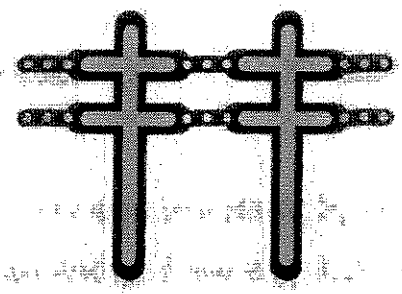
- **How do I use the V-Watch**

  -Don't use if test button does not activate beeper and lights
  -Hang the V-watch from your neck strap or wear it on your belt facing forward
  -The device's front should always face your walking direction and be centered
  -Place it in direction of movement/don't walk sideways/backwards
  -Listen for beeping sound
  -Remember this is only an additional tool on top of your storm training awareness
  -If alarm sounds stop and visually inspect the area, turn back to reassess the hazardous condition

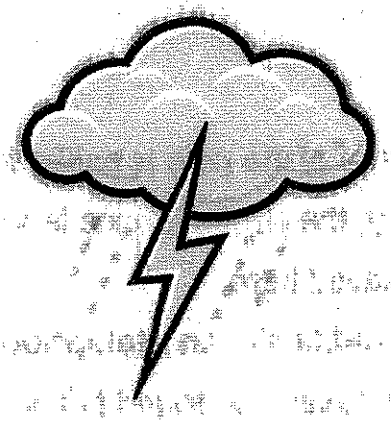
- **Safety**

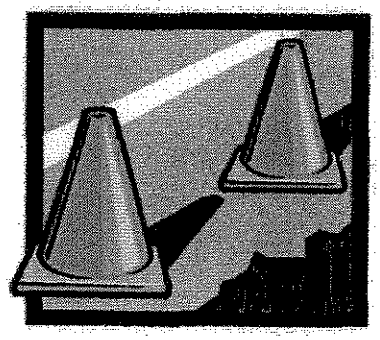
  -Service lines under 2400volts (i.e. house services) will not be detected by the V-Watch
  House service wires will not be detected until it's too late - so beware!
  (i.e. – tree branch hanging from live wire may not set off v watch device)
  -Only designated trained employees may use the V-Watch
  **-The V-Watch is for safety and not for general voltage testing**
  -The human body will block the v-watch sensitivity

**NOTE: All unqualified personnel must stay a minimum of 30' from any energized lines or equipment. Assume all lines are energized.**



# CMO
# Site SafetyTraining Equipment Manual





## GENERAL EXAMPLE OF OVERHEAD CONSTRUCTION

In most cases, the **highest voltage will be at the top of the pole**. Lower voltages will be constructed below in descending order.

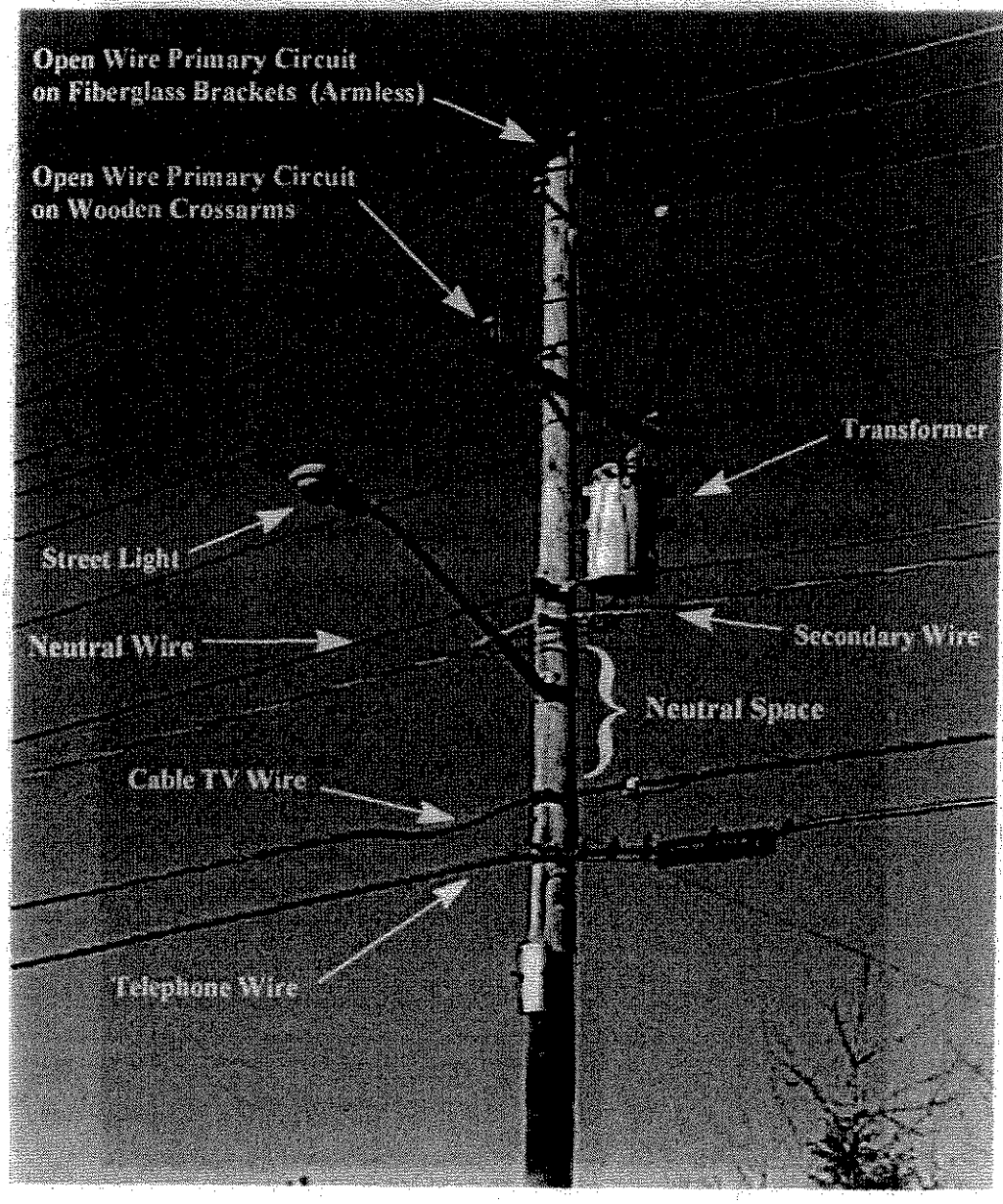
**Devices**, such as **transformers**, are connected to the primary and appear below the primary.

**Below the transformers are secondary wires** which range in voltage from 120 to 480 volts. Attached to the secondary wires are the service wires that directly feed our customers.

The next area of the pole is called the **neutral space**. Generally, the neutral space is 48". Only **street lights** will be installed here.
If the **fire alarm, cable TV, and telephone wires** are on the pole, they will always be found below the neutral space.

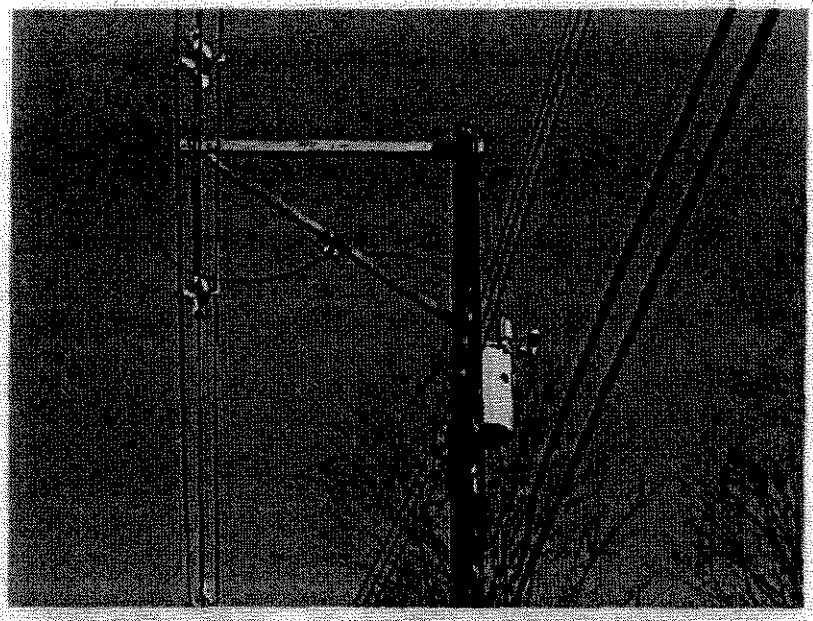
## GENERAL EXAMPLE OF OVERHEAD CONSTRUCTION

Before we describe specifics about each area of construction, let's look at **one general example of overhead construction:**

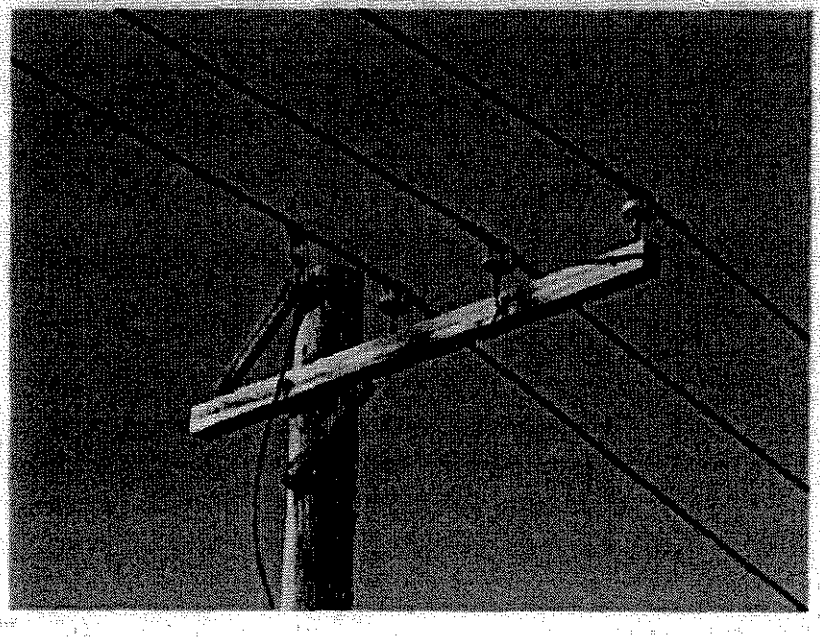


## Alley Cross-Arm Construction

### Primary Spacer Circuit on a 8 pin Alley Cross-Arm

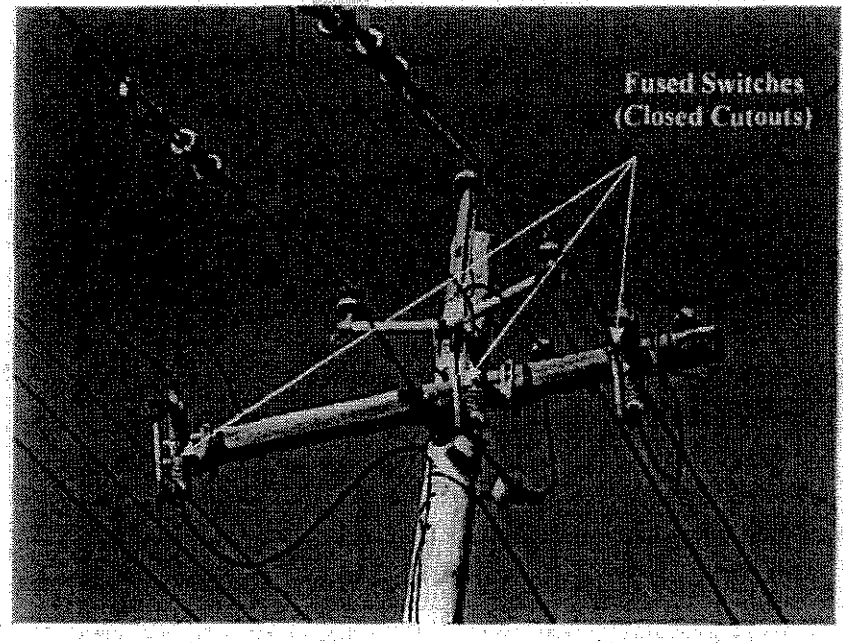


### Open Wire Primary on a 6 pin Alley Cross-Arm



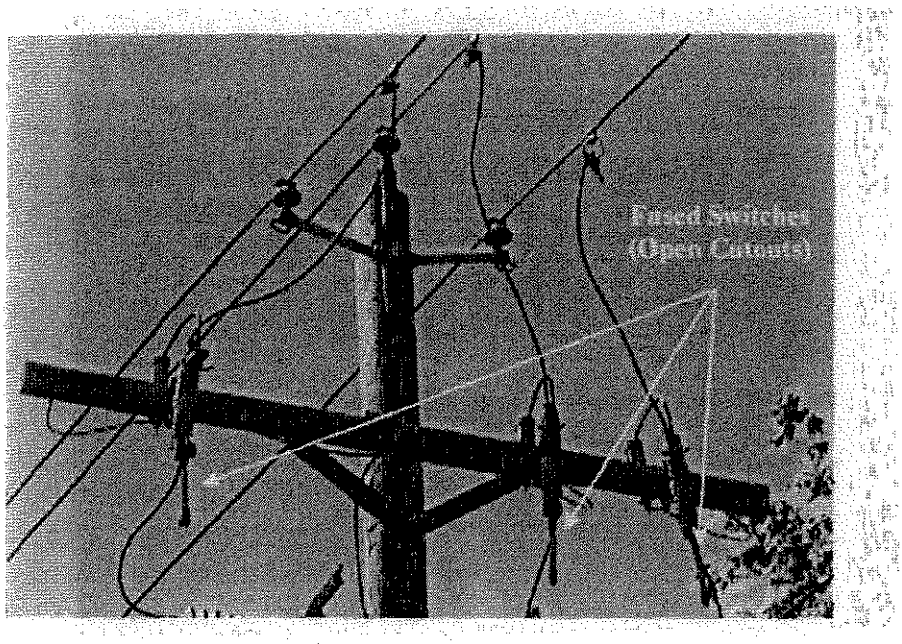
## Fused Switch Closed

This switch is fused and often called a **fused cutout**. The 3 switches are connected to the primary and contain fuses. They are **normally in the closed position.** Fused switches protect equipment, underground cable and portions of overhead circuits.



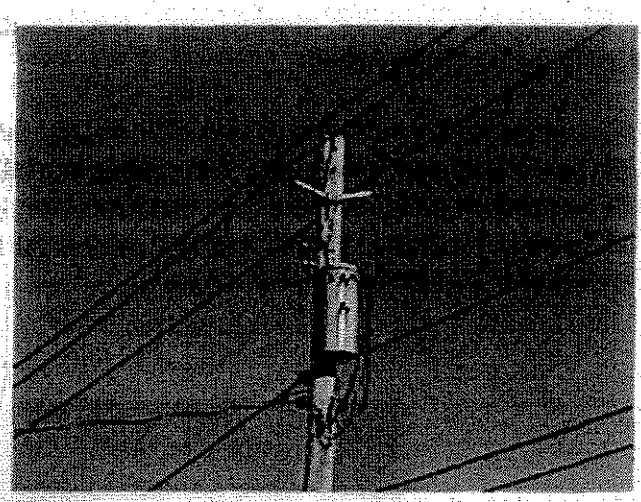
## Fused Switch Open

When fuses blow, the doors swing open indicating a problem with the equipment, underground cables or portion of the overhead circuit.



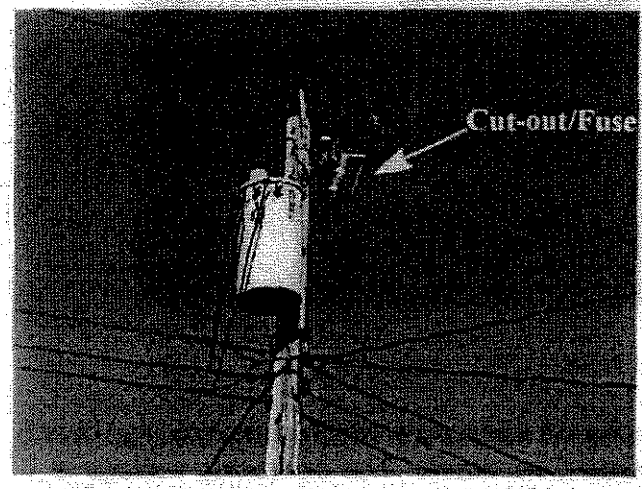
## Equipment and Devices - continued

### Single Phase Transformers - continued



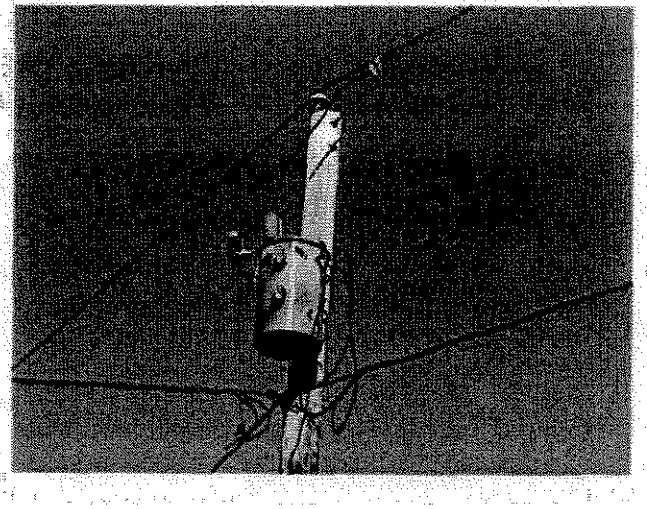
**Single phase CSP transformer on 3-phase 13KV construction**

**Note:** CSP (Completely Self Protected) Transformers utilize internal protective devices and do not require externally mounted cutout and fuse.




**Single phase conventional transformer on single phase 13KV construction**

**Note:** Conventional Transformers utilize a pole mounted cut out, fuse, and lightning arrester.



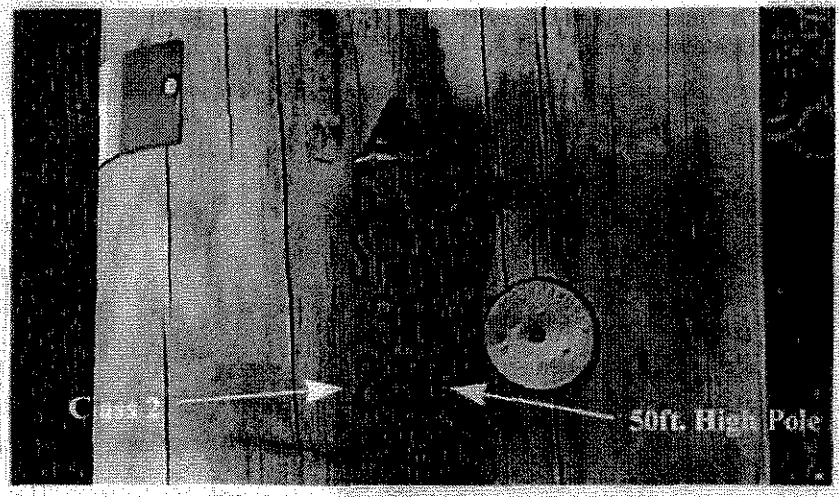
**Single phase CSP transformer on single phase 13KV construction**

## ABOUT POLES

**Each pole has specific dimensions**. Sometimes, knowing the dimensions can help you identify basic construction.

Pole manufacturers mark each pole for **height** and **thickness**. **Poles can be 30-60 feet high depending on their use.** For example: taller poles are used for multiple circuits and clearance, while smaller poles are used for primary, secondary and service wires. The **Class** of a pole is its **"thickness"** and ranges from **0 to 4**. Zero represents the thickest pole; 4 represents the thinnest.

**This is a Class 2, 50 ft. High Pole**

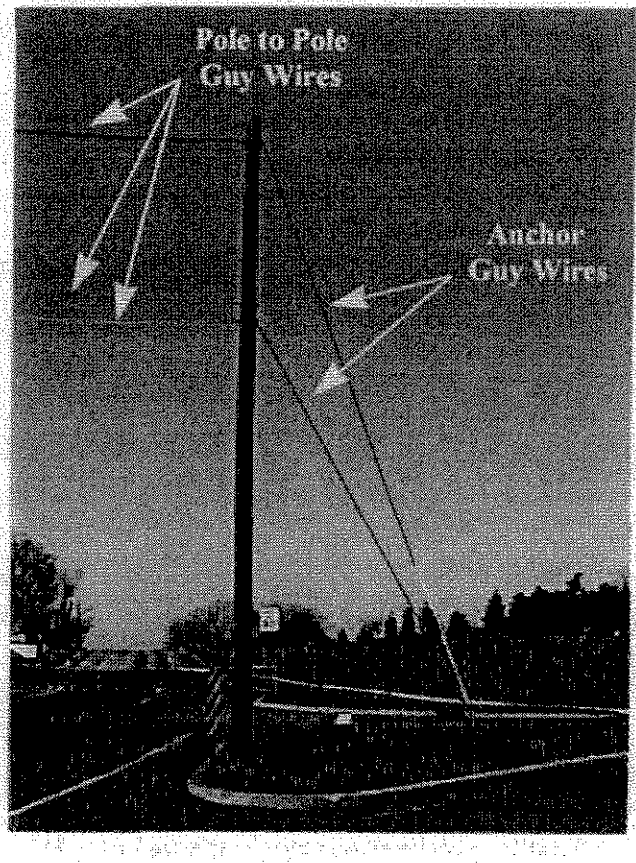



In addition, the company places **metal stencils on each pole** which contain 5 digit over 5 digit **pole numbers, the Company's X,Y Grid Coordinate.** The **operating voltage** is identified on the pole by a **Colored Metal Tag.**

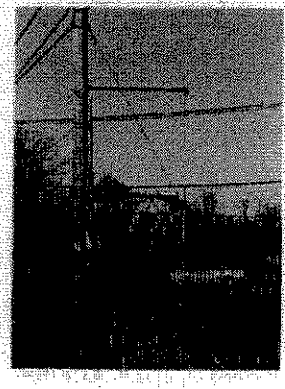
| BLUE TAG | RED TAG | NO TAG |
|---|---|---|
| **35KV Voltage Class** | **13KV Voltage Class** | **4KV Voltage Class** |

## ABOUT POLES - cont.

Another wire you should be aware of is called a **guy wire**. It is a piece of high-strength steel wire attached between a utility pole and an anchor to help support the pole. **Guy wires can be found on all types of poles**. On the right side of the pole, we see the guy wires connected between the pole and ground. We also see **guy wires** running pole to pole.



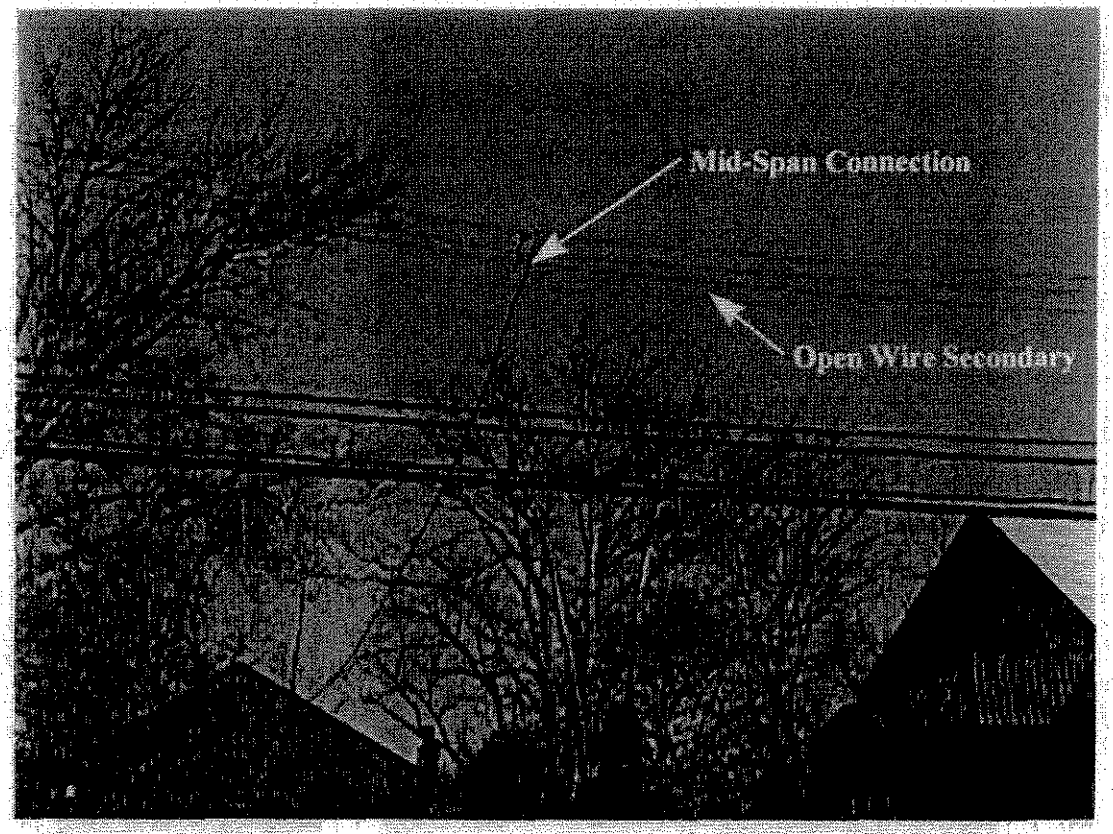

**Sidewalk Anchor Guy Wires**



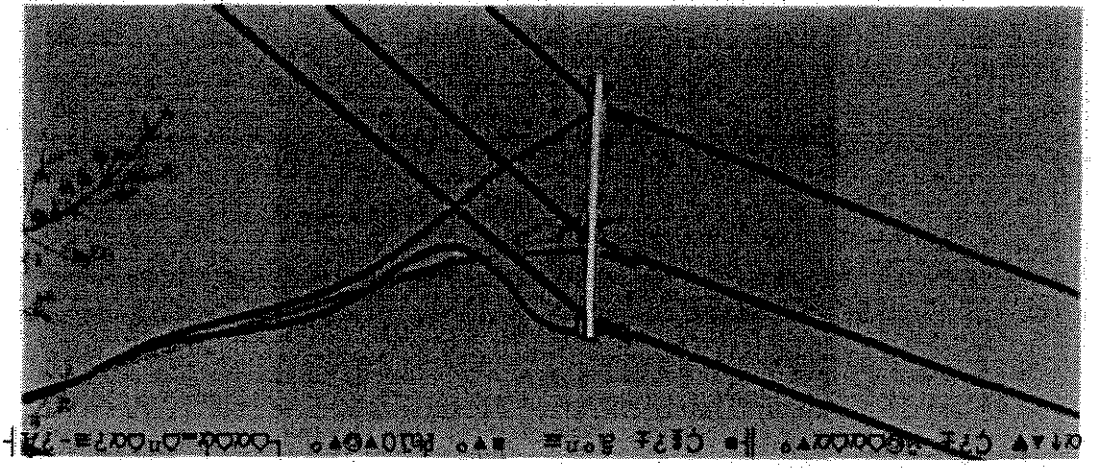
An **anchor** is a device which is buried in the ground and "anchors" the guy wire. The guy wire and anchor provide support to the pole, keeping it in an upright, straight position.

## SERVICE WIRES-cont.

**Mid-Span Service -** This picture shows a mid-span service which connects from the middle of the secondary cable to a house. **If you find a mid-span service damaged, be specific when reporting it. Special aerial equipment is required to repair the connections.**

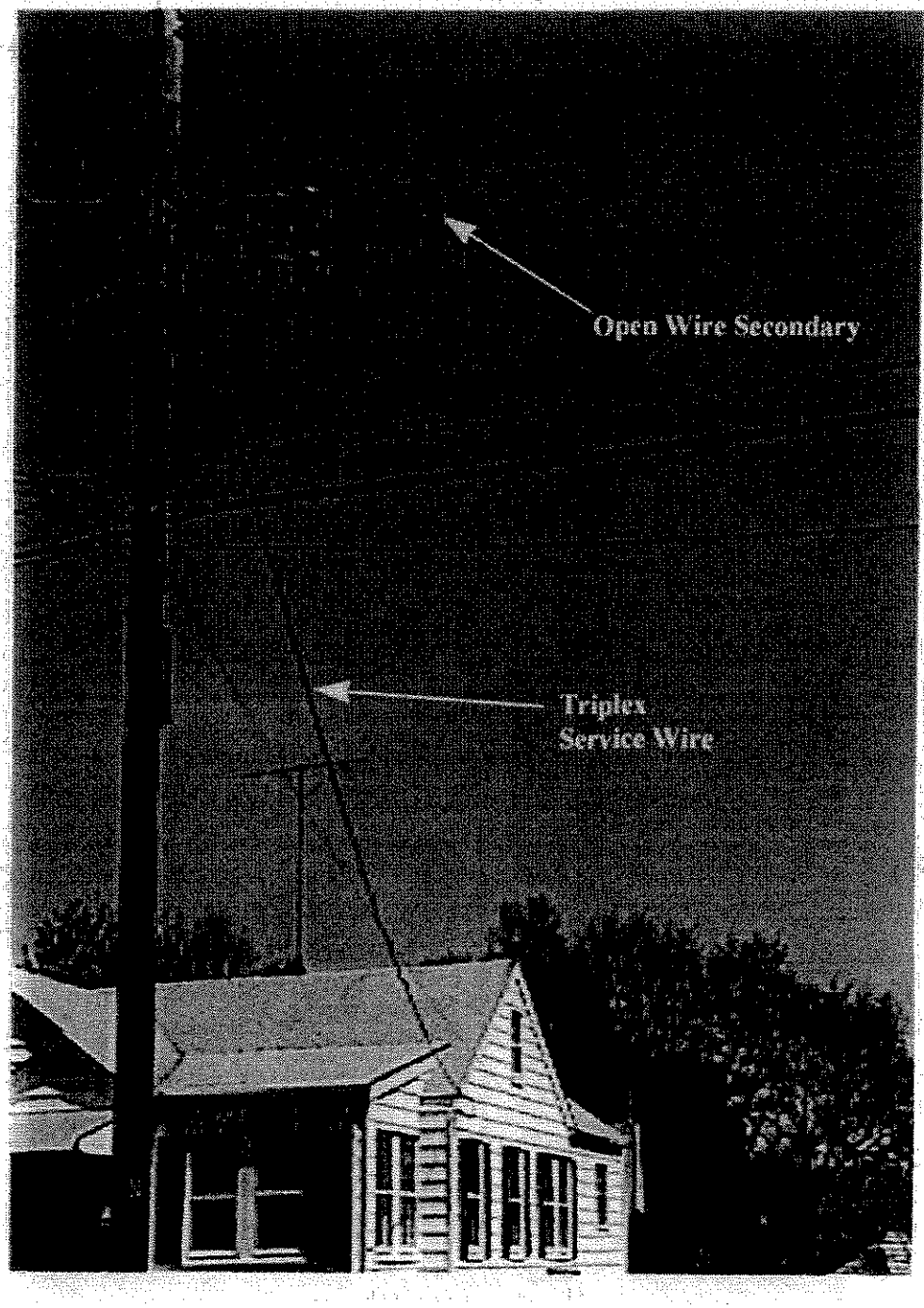



This is a close up of a mid-span connection:



## SERVICE WIRES

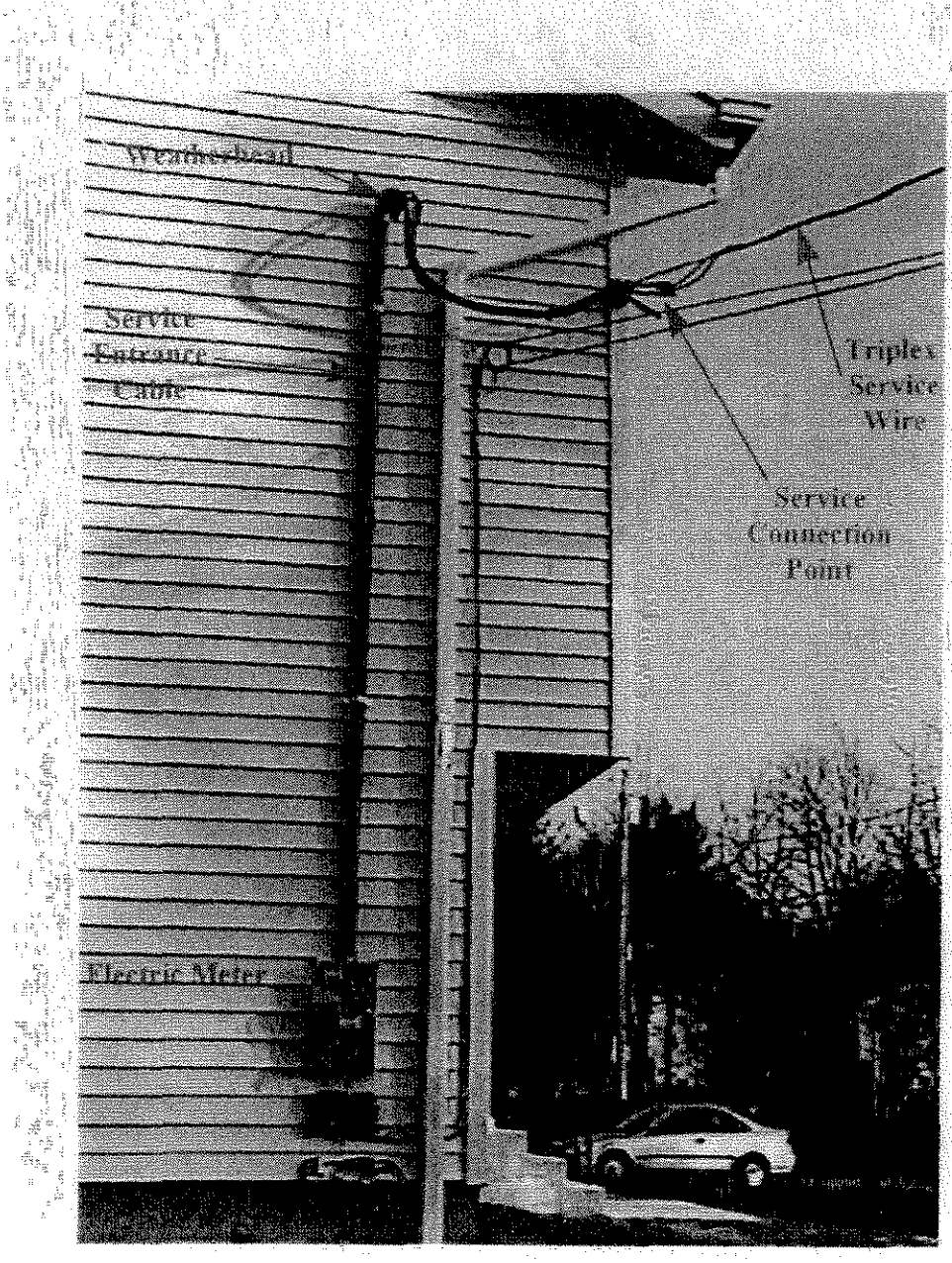
**Service wires** connect from the open wire secondary or triplex secondary at the pole or at mid span to the customer's home or building. The service wire directly feeds electricity to the customer.



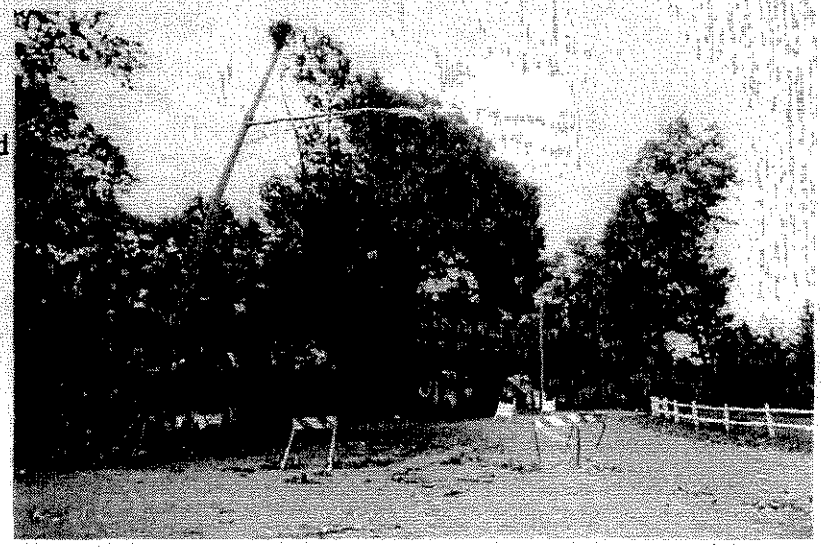
## Service Entrance Cable & Weatherhead

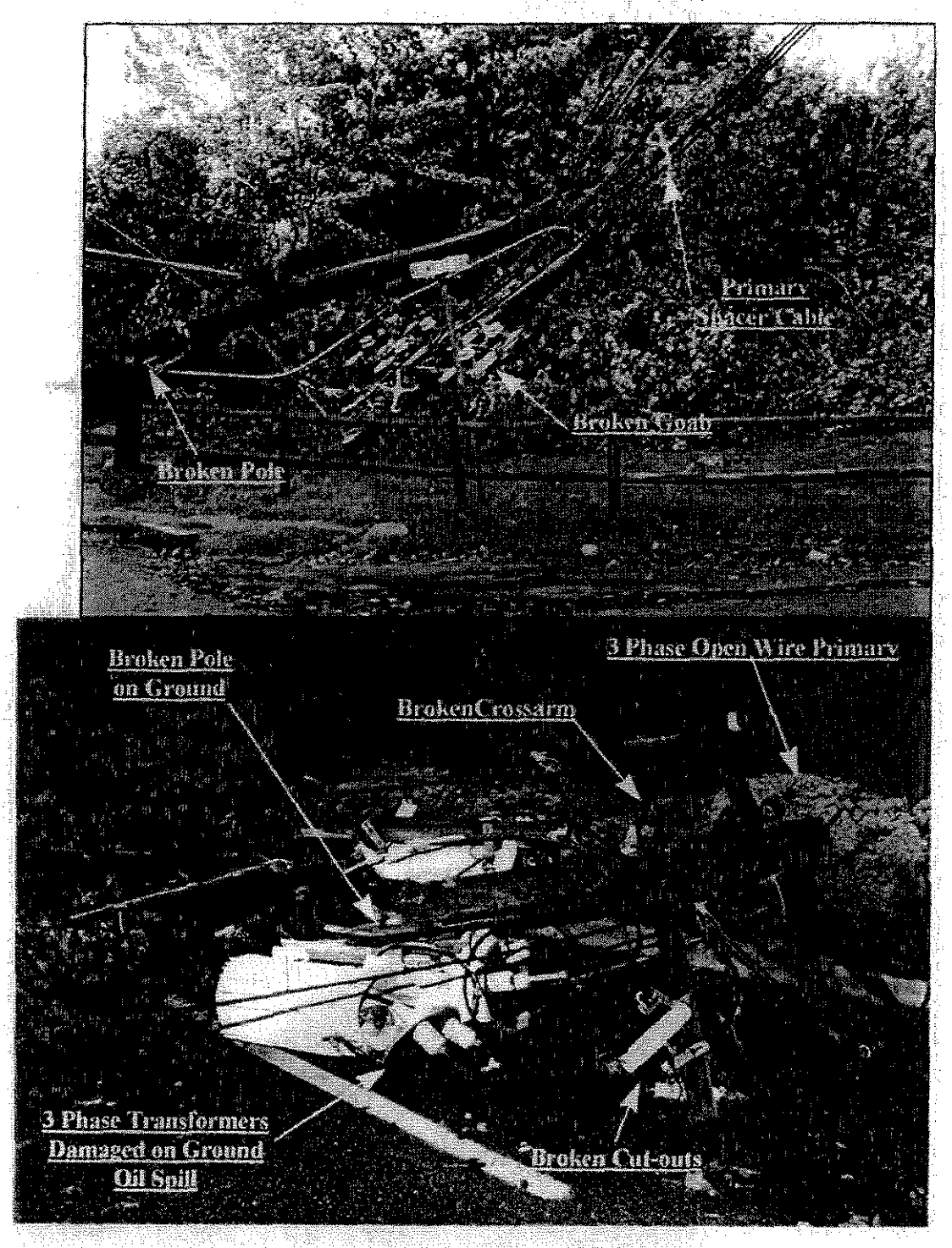
The **service wire** is connected to the **service entrance cable** at the customer's house or building. The **point of connection is at the weatherhead**, which is a cap that prevents rain water from entering the conduit containing the service entrance cable. **Our responsibility ends at the connection point of the service wire.** If the service entrance cable is damaged, **line crews will make temporary repairs** to remove the hazard and restore electric service.

**3-wire twist (triplex) -** This type of service cable has 1 bare wire and 2 covered wires twisted together. Orange & Rockland uses #2 and 2/0 triplex.




**This picture shows** a tree laying on all pole to pole wires and the pole leaning.




Primary
Spacer Cable
Broken Guy
Broken Pole
Broken Pole
on Ground
3 Phase Open Wire Primary
BrokenCrossarm
3 Phase Transformers
Damaged on Ground
Oil Spill
Broken Cut-outs

## VISIBLE ELECTRIC UNDERGROUND SYSTEM

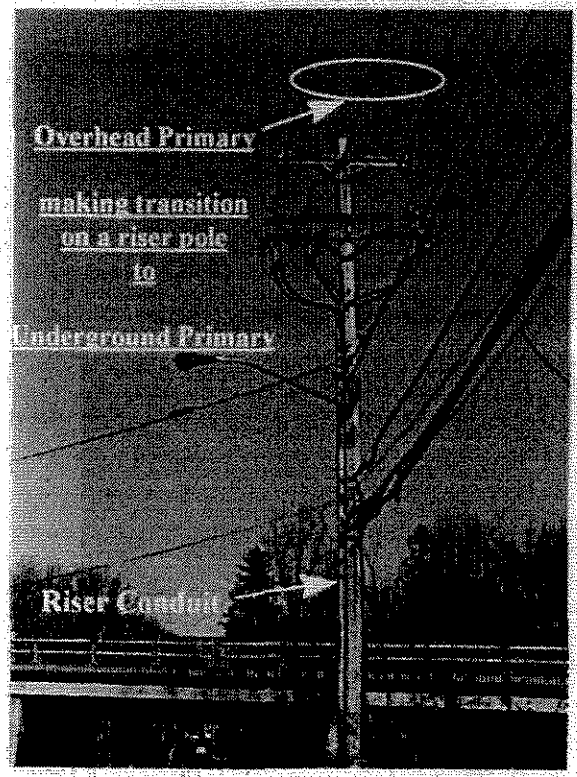
This section recognizes that some of the electric underground system is above ground and visible, and when involved in storm damage needs to be reported. The following information will assist you in the proper identification of the electric underground system and the correct reporting of the damaged facilities. There are separate Underground Line Crews that will be dispatched to make underground system repairs.

### Transition from Overhead to Underground Distribution Systems.

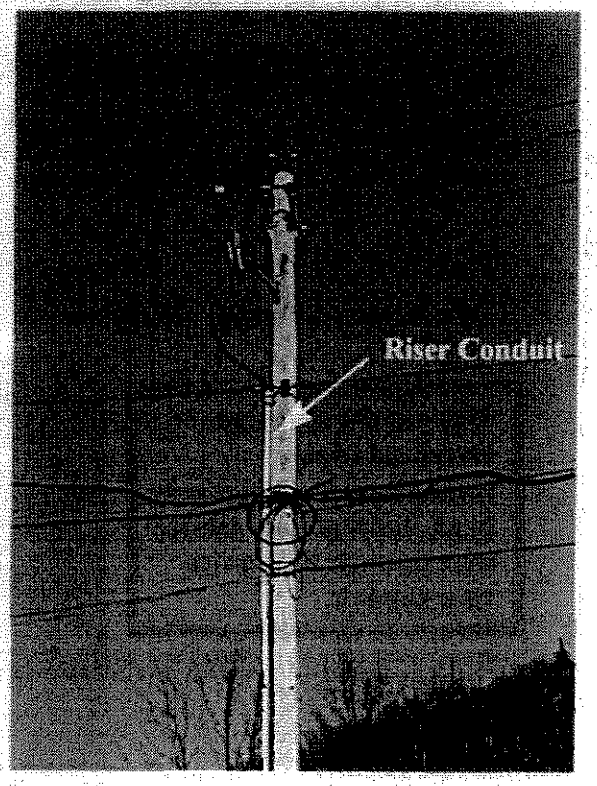
The Overhead System is connected to the Underground System on a **riser pole** through the **riser conduit**.

**PRIMARY Distribution System**

**Three Phase Transition**




**Single Phase Transition**

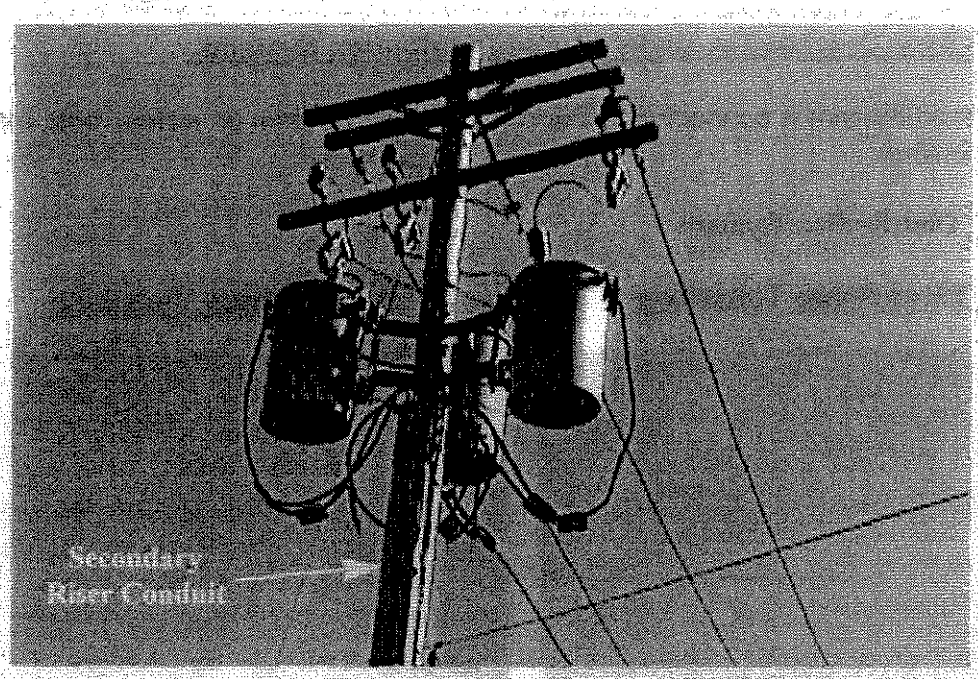


## VISIBLE ELECTRIC UNDERGROUND SYSTEM-cont.

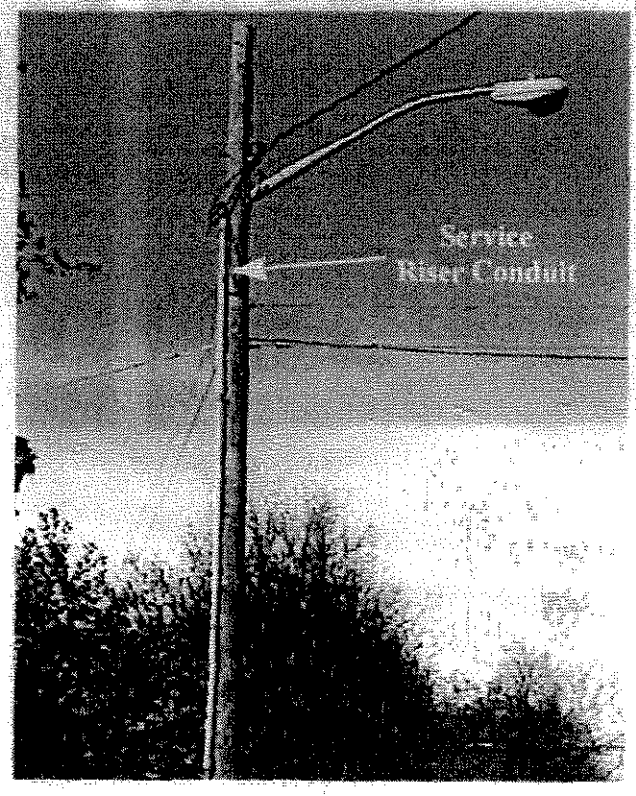
### Transition from Overhead to Underground Distribution Systems.

**SECONDARY Distribution System**

This picture shows 3 phase overhead primary distribution connected to a 3 phase transformer bank which connects to the underground secondary service through the secondary riser conduit.



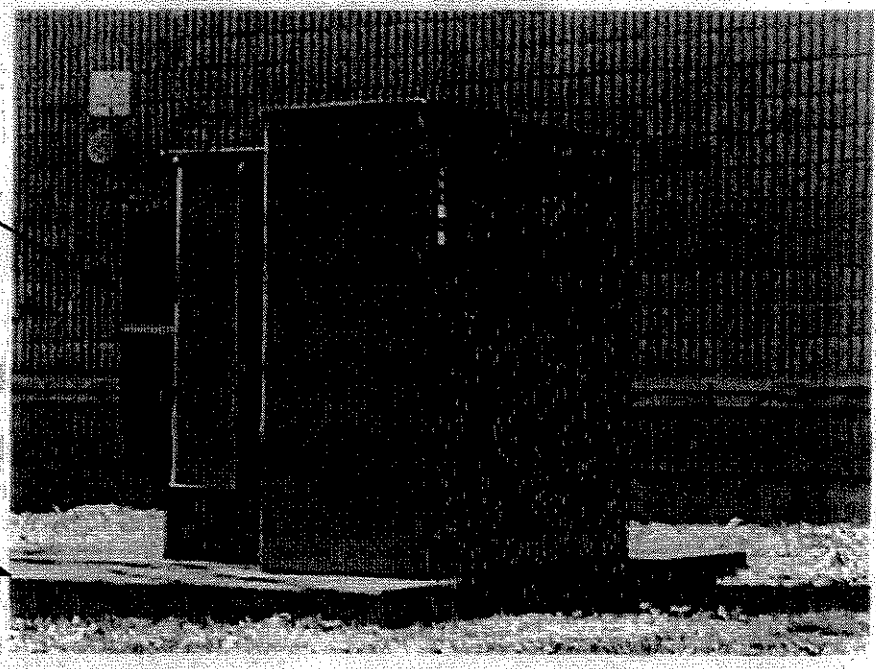

**This picture shows an Overhead triplex secondary wire connected to an Underground service wire through the service riser conduit.**



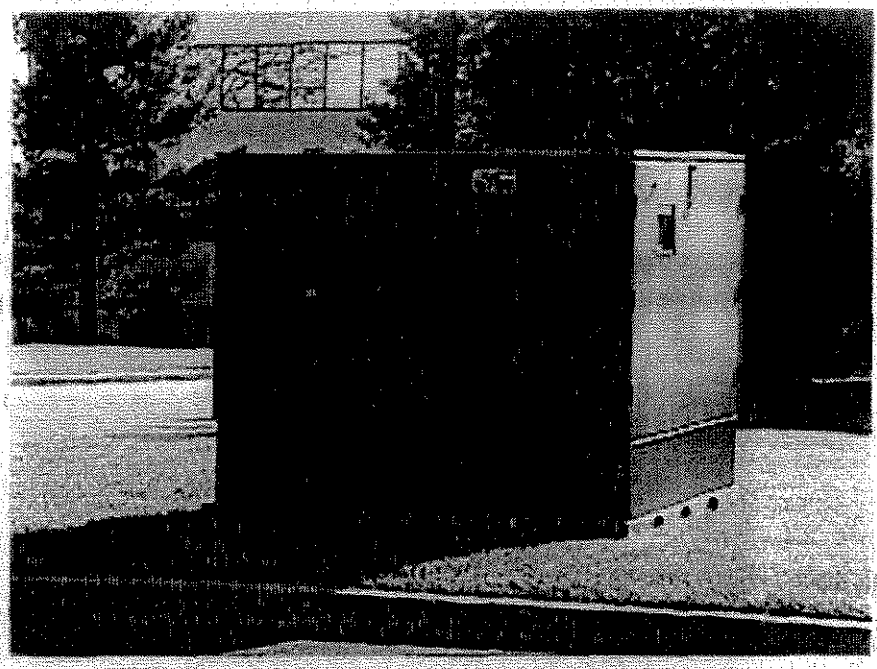
## VISIBLE ELECTRIC UNDERGROUND SYSTEM-cont.

### Equipment and Devices - Underground Primary Distribution System

This is a picture of an **underground 3 phase pad mounted transformer.** These transformers will be mounted on a **concrete foundation** and will be equipped with **cooling oil fins.**



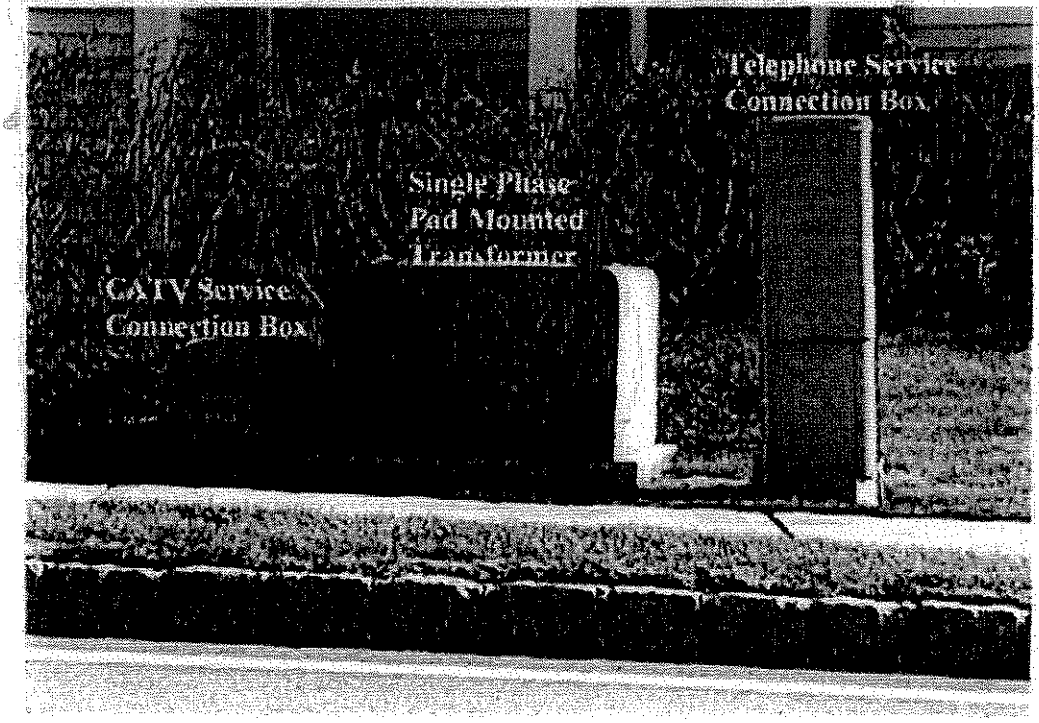

This is a picture of an **underground 3 phase pad mounted switch.** These switches are mounted on a fiberglass box pad foundation.



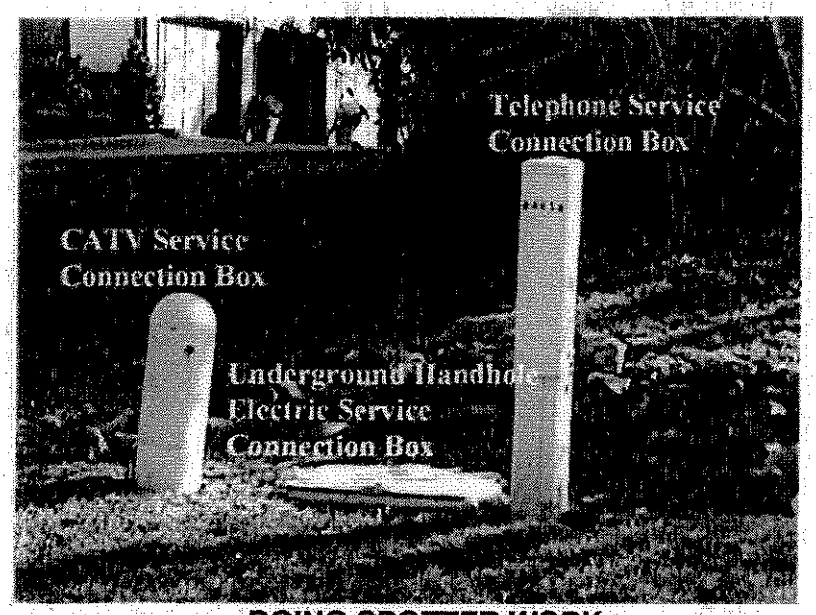
## VISIBLE ELECTRIC UNDERGROUND SYSTEM-cont.

**Equipment and Devices - Underground Primary Distribution System**

This is a picture of a typical **underground single phase pad mounted transformer**, mounted on a fiberglass box pad foundation. Also shown are the service connection boxes for telephone and cable TV.



**Typical underground service connection boxes.**




**DOING SPOTTER WORK**

## Appendix 19

## Site Safety Outage Management System User Manual

Site_Safety_User_M
anual.docx

# Contents

# INTRODUCTION

## Access Information

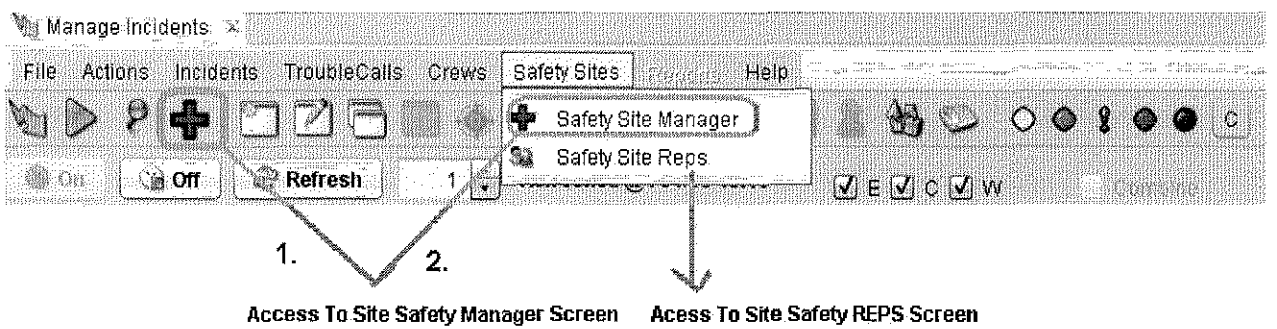
Users need to have access to OMS and NRG

The New Site Safety application is a part of the new OMS Desktop application.

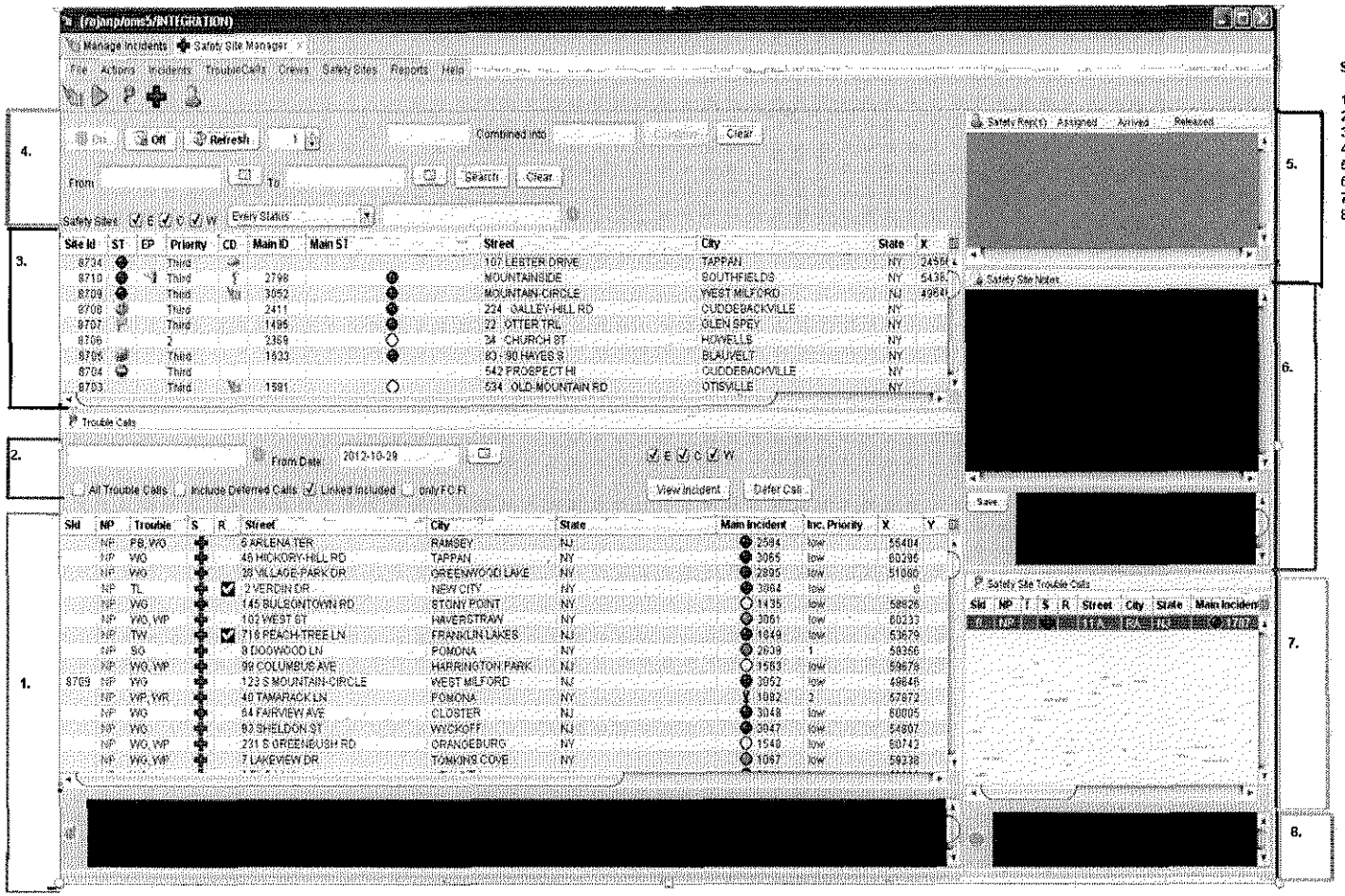
## Site Safety Application Screens

The application basically consists of two major screens

1. Safety Site Manager Screen - Deals with Site Safety management - Creating and Editing Safety Sites
2. Safety REP Manager Screen - Deals with Safety REP management- Creating and Editing Safety REPS



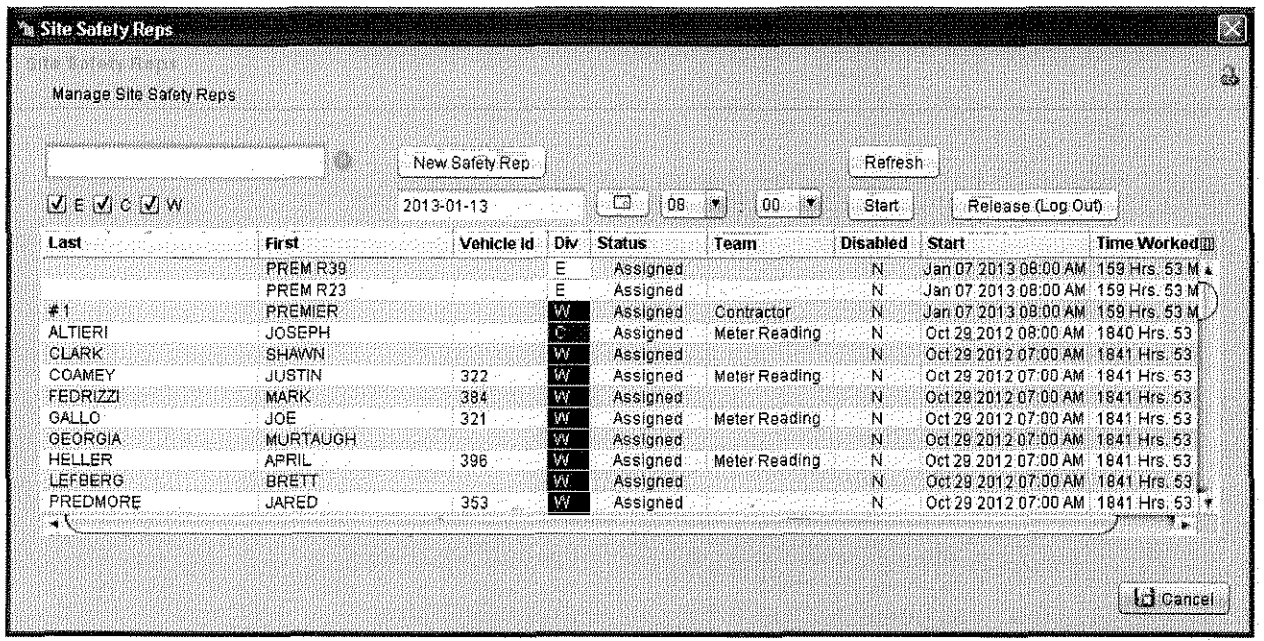
# Safety Site Manager Main Screen Overview




Sections:

1. Trouble Call Analysis Panel
2. Trouble Call Analysis Helper Tools
3. Safety Site Analysis Panel
4. Safety Site Analysis Helper Tools- Refresh works for the whole screen
5. Safety Site REP Information Panel
6. Safety Site Notes Panel
7. Safety Site Calls Panel
8. Safety Site Call's Notes Panel

# Safety REP Manager Screen Overview



# User Manual

# Site Safety Manager Screen

# Trouble Calls Analysis & Helper Tools

**User Actions that could be done in the trouble call analysis panel**

## Purpose:

A location (CALL) reported needs to be analyzed to see if it requires safety department's monitoring.

From system perspective, this analysis helps the safety analysts in the decision if to

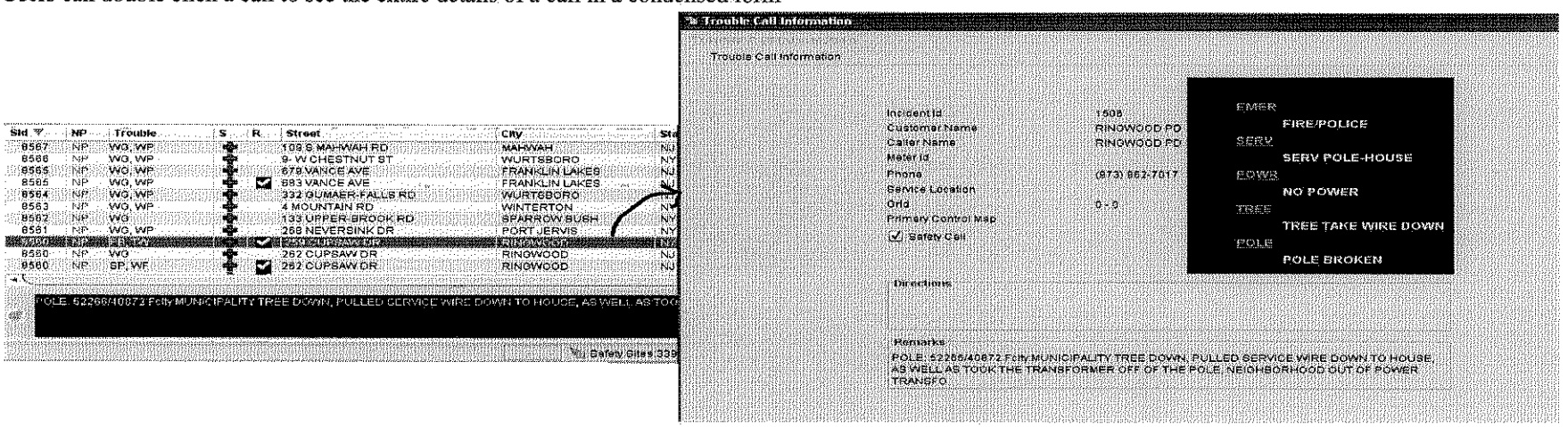
1. Create a new safety site from the call
2. Make the call a part of an existing active safety site
3. Ignore or defer the call

How does the system help?

1. System will help clearly identify if a location may have a potential safety problem ( [redacted] sign in 'S' field)

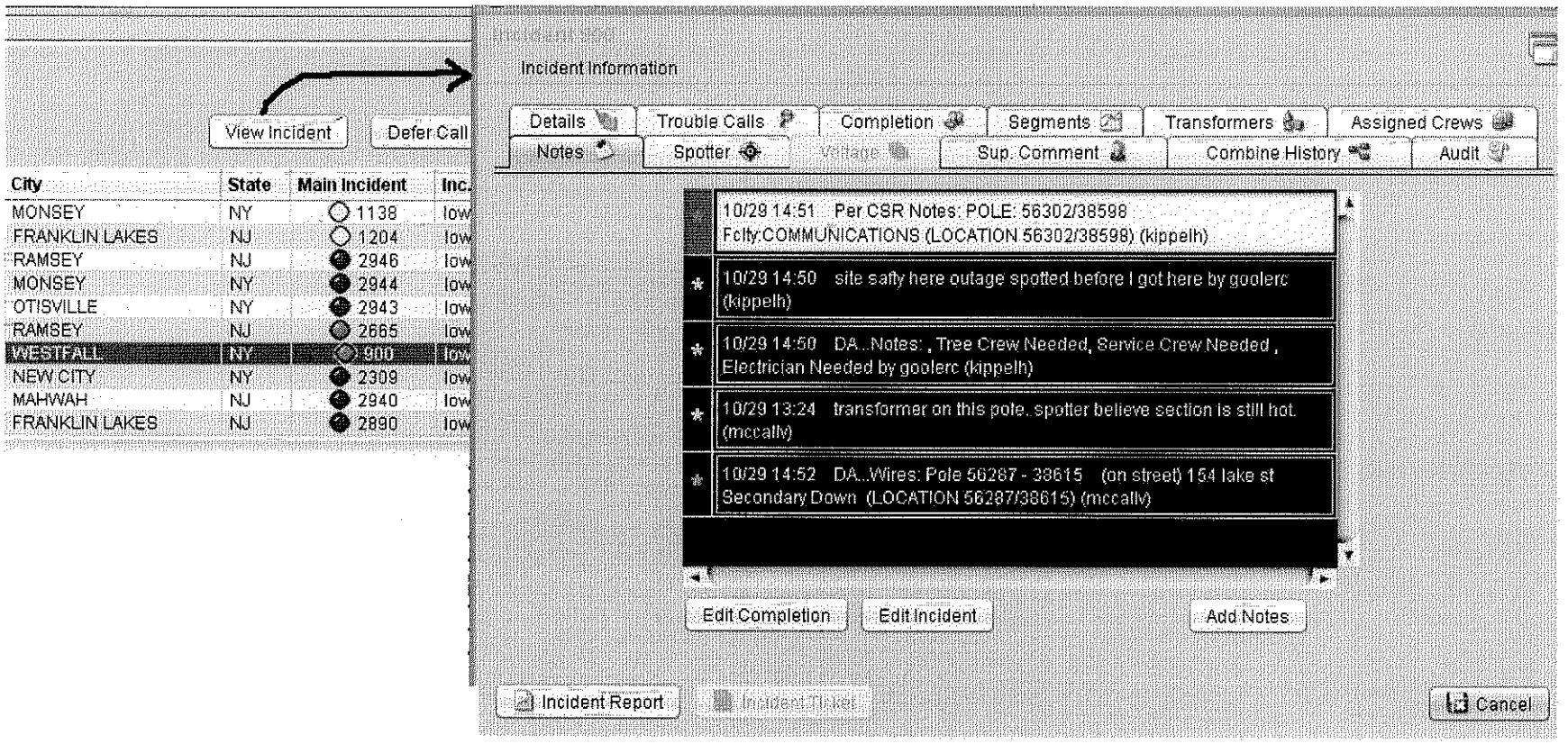
   Users can check ☐ All Trouble Calls to also list calls that not safety indicated (No value in 'S field')

2. Users can double click a call to see the entire details of a call in a condensed form



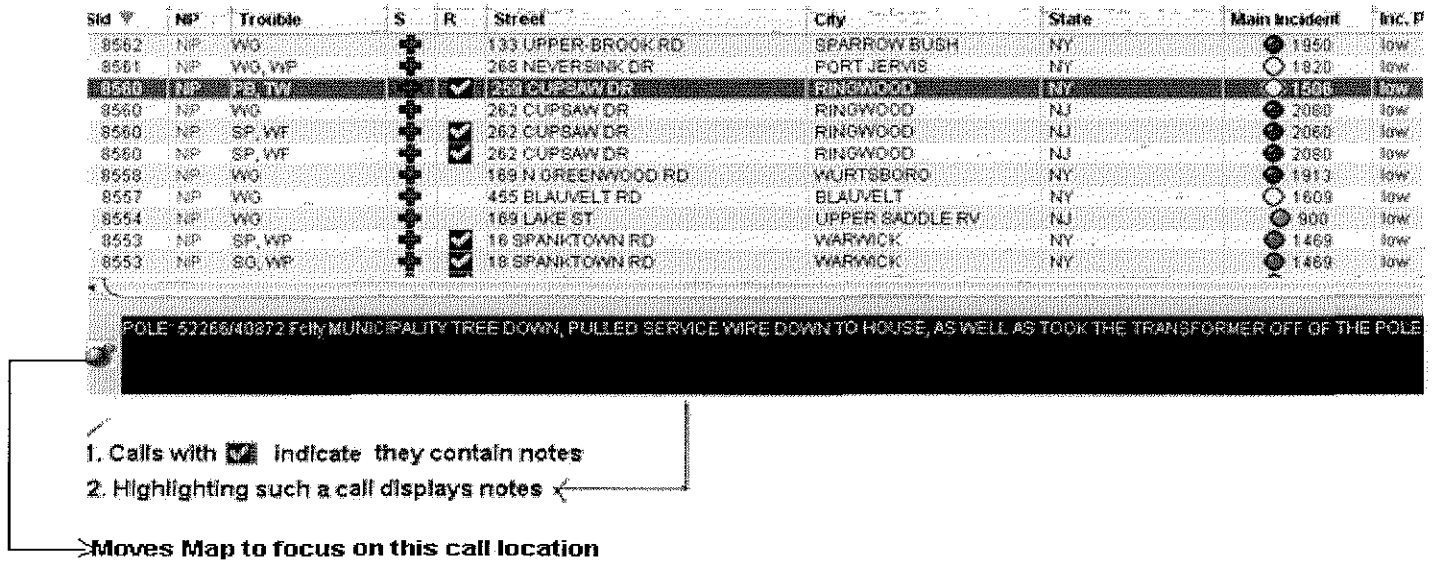

Safety REPS have the ability to make a CALL a Safety Indicated Call (call with + mark) by checking the Safety Call check box from the above window.

3. Users can see the **main incident details of the** call in analysis using 'View Incident' button

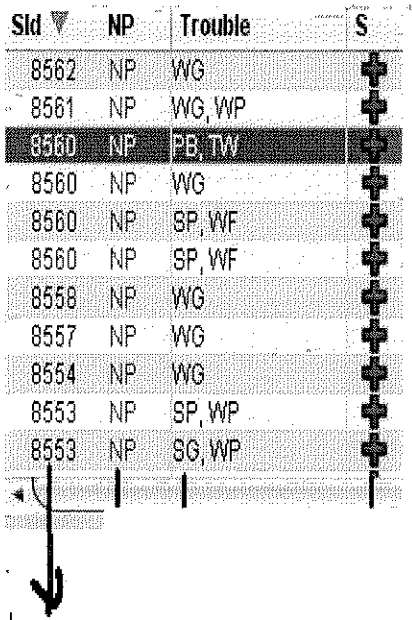



Safety REP can enter notes to 'Main Incidents' at that point

4. Users can also see any notes associated with that particular call and visually see the location on the map



5. Users can see if the call has already been processed into a safety site



| Sld | NP | Trouble | S |
|---|---|---|---|
| 8562 | NP | WG | |
| 8561 | NP | WG, WP | |
| 8560 | NP | PB, TW | |
| 8560 | NP | WG | |
| 8560 | NP | SP, WF | |
| 8560 | NP | SP, WF | |
| 8558 | NP | WG | |
| 8557 | NP | WG | |
| 8554 | NP | WG | |
| 8553 | NP | SP, WP | |
| 8553 | NP | SG, WP | |

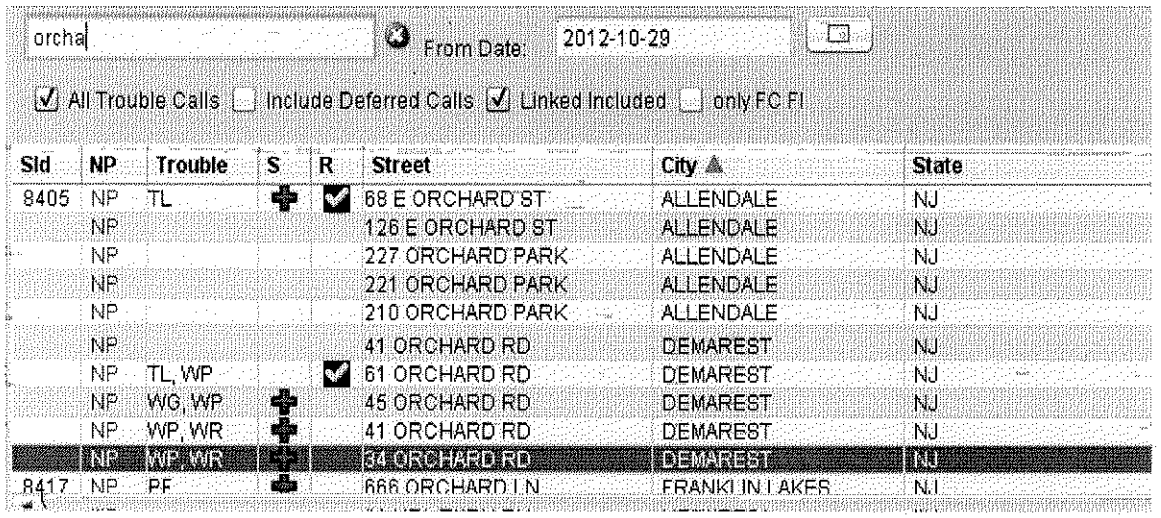
| | |
|---|---|
| 4 digit Safety Site Number ('Link Included' Check Box must be checked to see these entries) | Means CALL **has been processed** into a Safety Site of that ID |
| No Entry | Means CALL **has not been processed** into any Safety Site and hence still pending |
| Entry – 'Deferred' ('Include Deferred Calls' Check box must be checked to see these entries) | Means CALL has been analyzed and **decided to not make it a part of Site Safety** |

## 6. Search Filter:

Search filter in the trouble calls panel helps group similar values. E.G searching by street name helps group calls from same location together
If the exact same location already exists as a safety site then users could join those calls in to that safety site.

Here in below example keyword 'ORCHA' is searched and panel is sorted by city. Since 68 E Orchard is a part of Site Safety 8405, it helps to see if other locations of 'Orchard' could be a part of this 8405.

At this point searching for the same street in the search filter of the safety site panel, any sites having that street will also be clearly grouped and displayed.




**This search filter, filters columns**

**1. Sld 2. Main ID 3. Street 4. City 5. X 6. Y 7. Customer Name 8. Caller Name**

## 7. Column Sorting

Column sorting also helps in analyzing calls to see if calls should belong to the same safety site

From the sorting below it can be seen that other calls from 'Zeissner LN' could be a part of '2 Zeissnner Ln' which is already a site safety call of site ID 8720

| Sid | Street | City | State | Main Incident |
|---|---|---|---|---|
| | 23 ZEISSNER LN | SPRING VALLEY | NY | 2150 |
| | 23 ZEISSNER LN | SPRING VALLEY | NY | 2150 |
| 8720 | 2 ZEISSNER LN | SPRING VALLEY | NY | 2150 |
| | 4 ZEISSNER LN | SPRING VALLEY | NY | 2150 |
| | 3 ZEISSNER LN | SPRING VALLEY | NY | 2150 |
| | 5 ZEISSNER LN | SPRING VALLEY | NY | 2281 |

**Bigger triangle represents that it's been sorted by that column first**

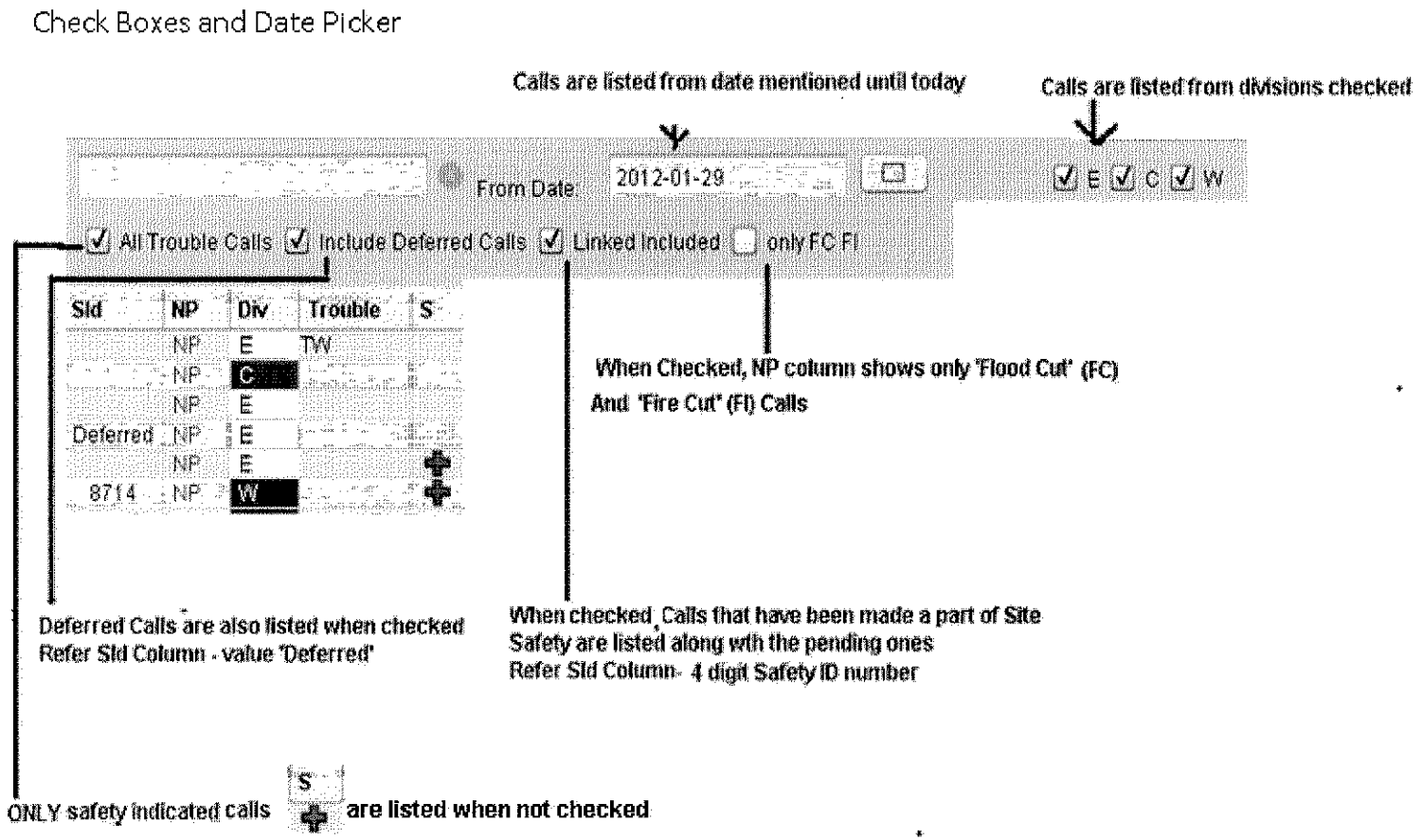
**For the first sorted column (Big triangle)**

1. **First click sorts Asc order**
2. **Second click sorts in Desc order**
3. **Third click removes sort from all columns**

**For the sucessively sorted columns (Small triangle)**

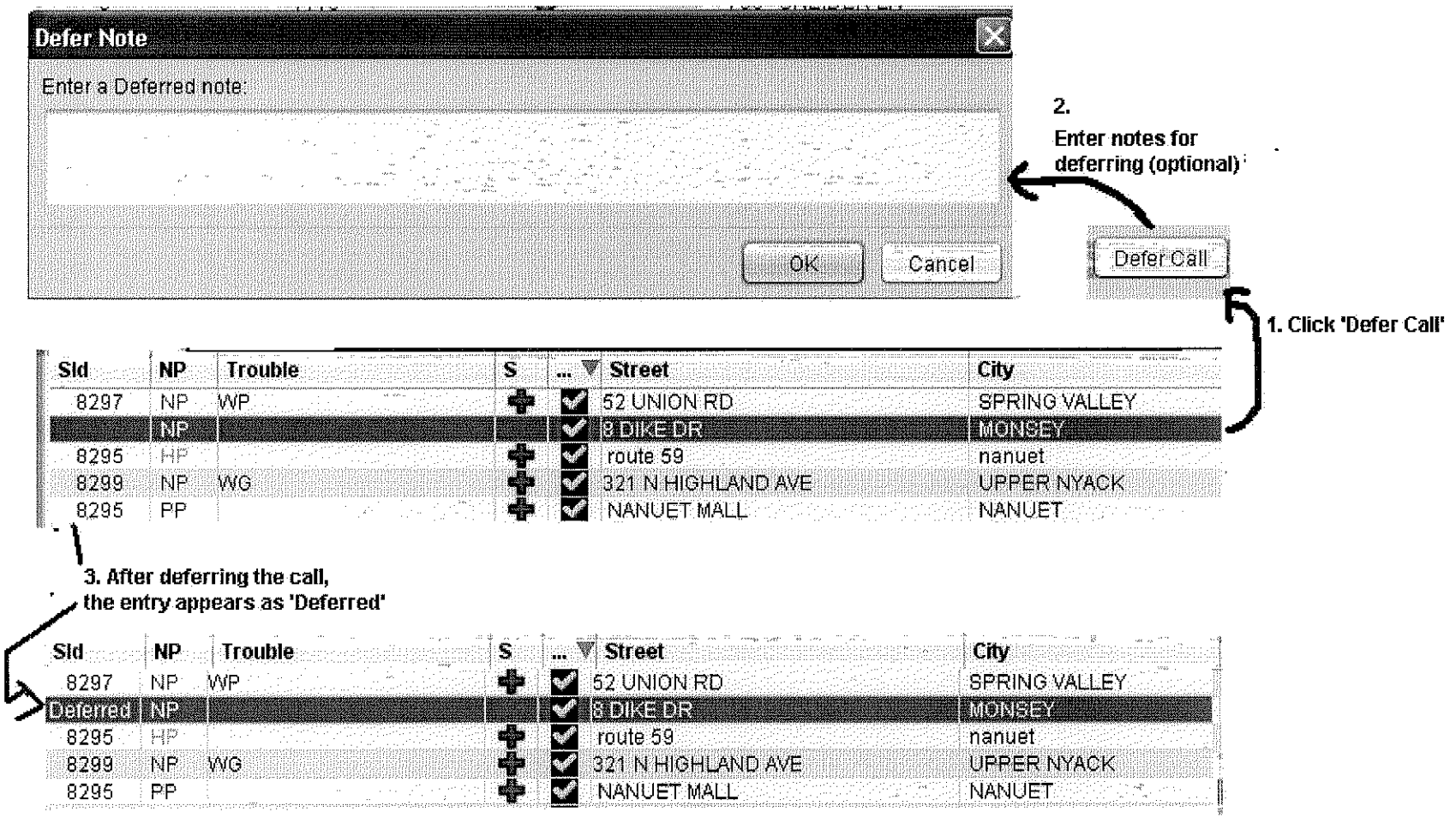
1. **First click sorts Asc order**
2. **Second click sorts in Desc order**
3. **Double Click column makes this column to become the only sorted column in asc( Big triangle) and removes sort from all other columns**

## 8. Other Helper tools



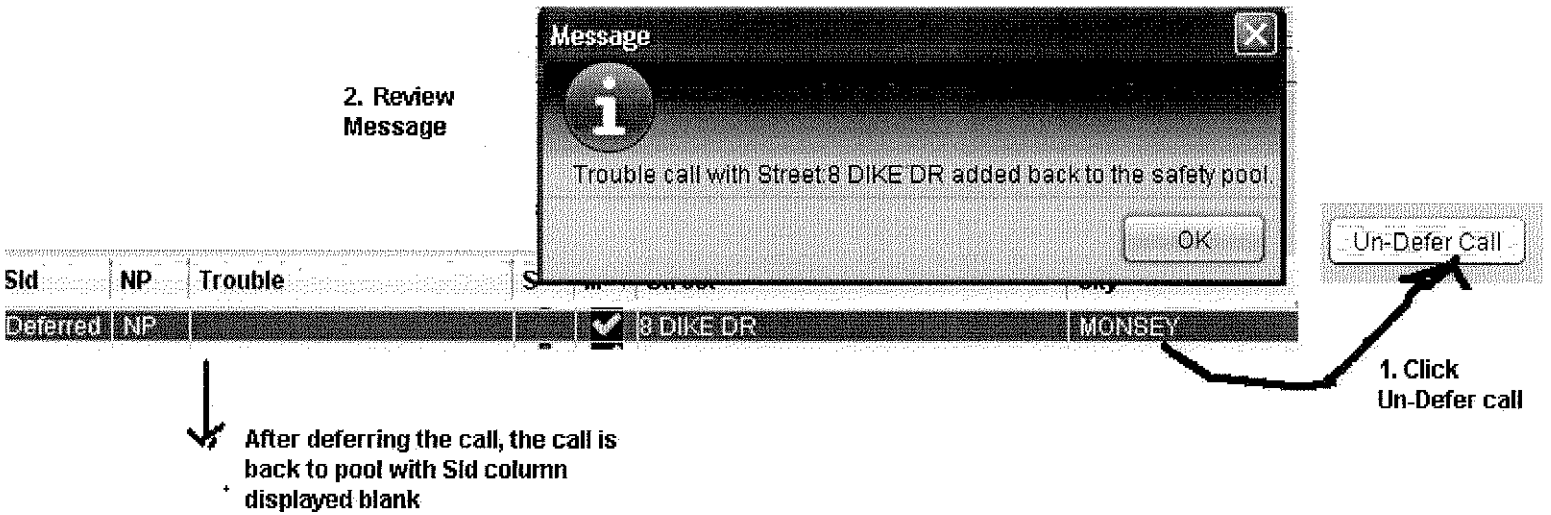
## Defer a call

**Purpose**: To mark a CALL as not requiring Safety REPS after analyzing the call



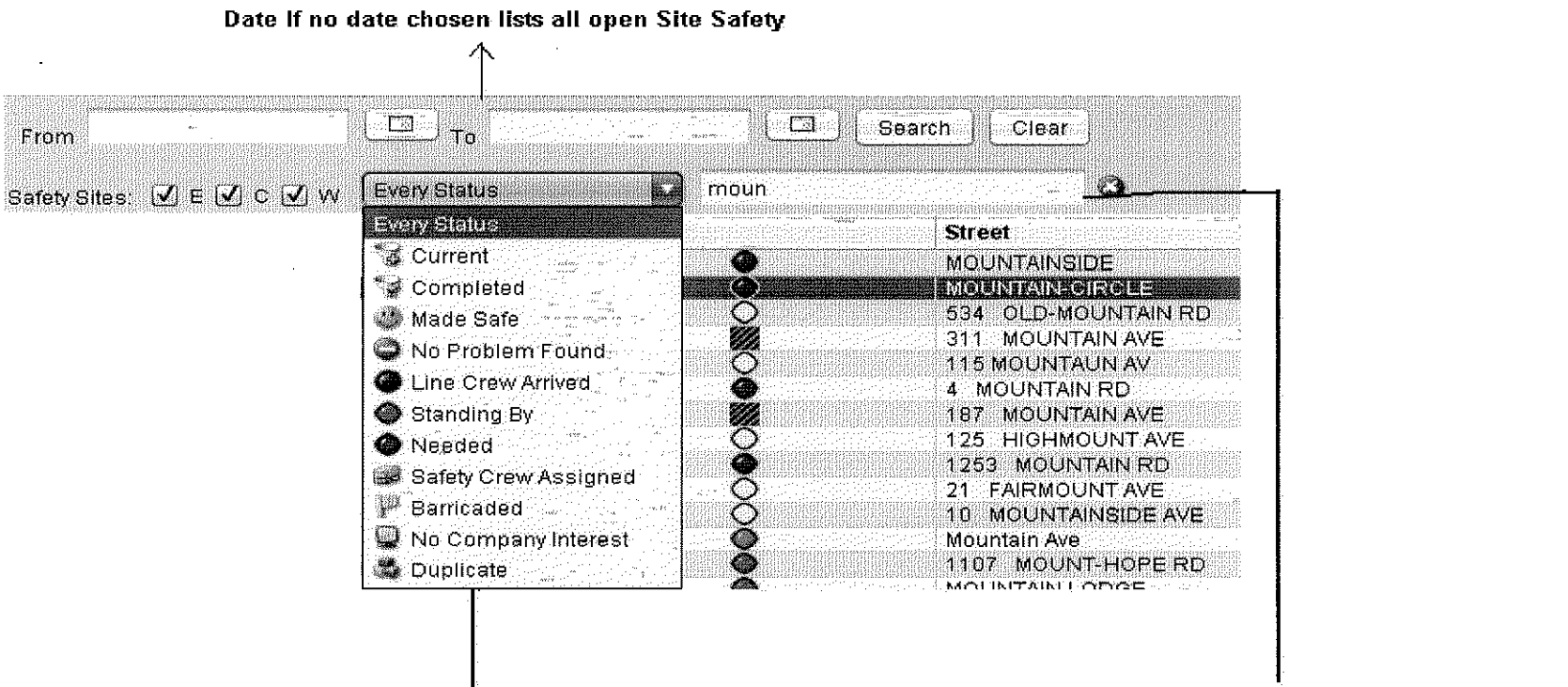
## Un-defer a call

Purpose: A deferred call has to be un-deferred before it can be made into a safety incident or a part of an existing safety incident.



# Safety site analysis & helper tools

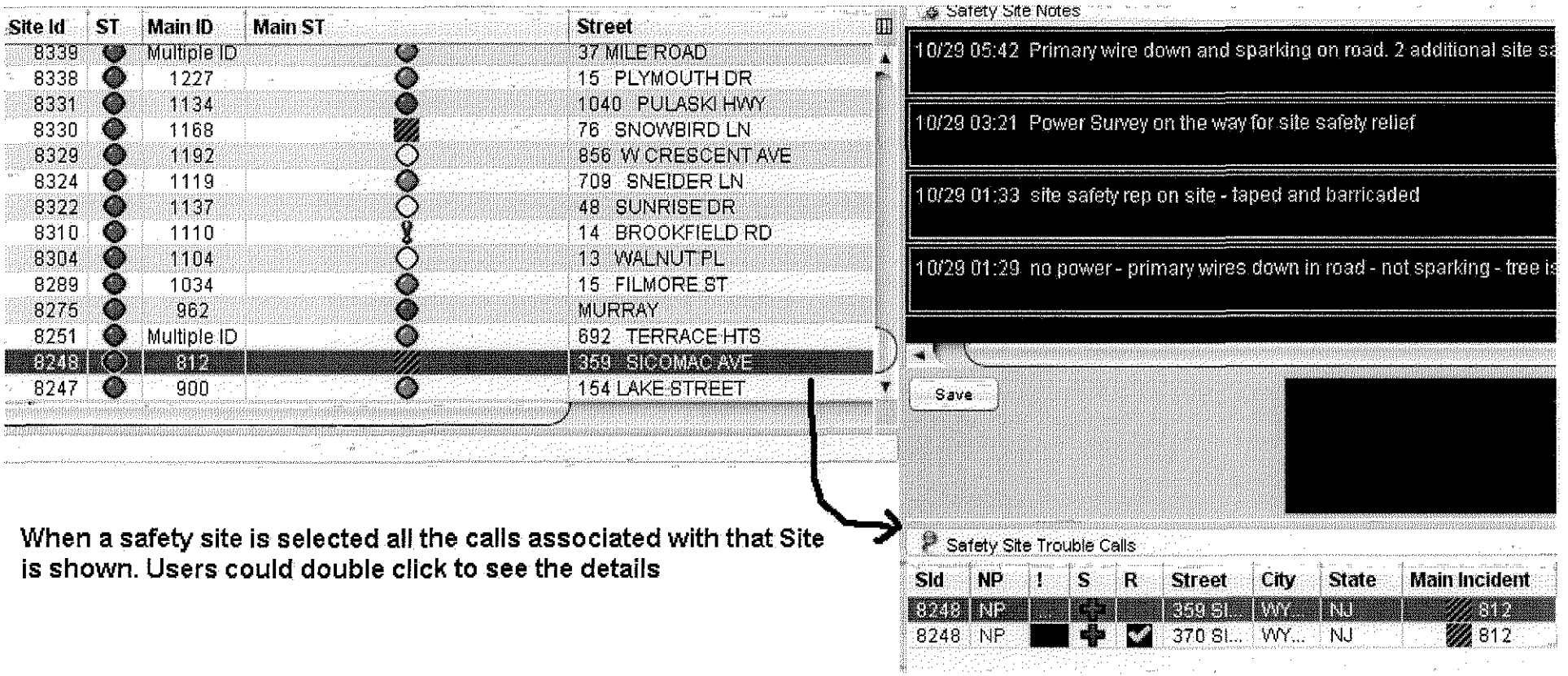
## 1. Safety Site Helper Tools:




Filter 'Current' lists 1. Needed 2. Safety Crew Assigned, 3.Standing By

Filter 'Completed' lists 1. 'Made Safe' 2. 'Line Crew Arrived' 2. 'Safety Released' 3. 'No Company Interest' 4. 'NoProblem Found'

2. **Safety Site Calls Panel**




**When a safety site is selected all the calls associated with that Site is shown. Users could double click to see the details**

## Create and edit safety sites

1. Create new safety site from a trouble call
2. Double click a site safety to edit it's details and transfer notes between safety site and main incidents
3. Create new safety site without a trouble call.

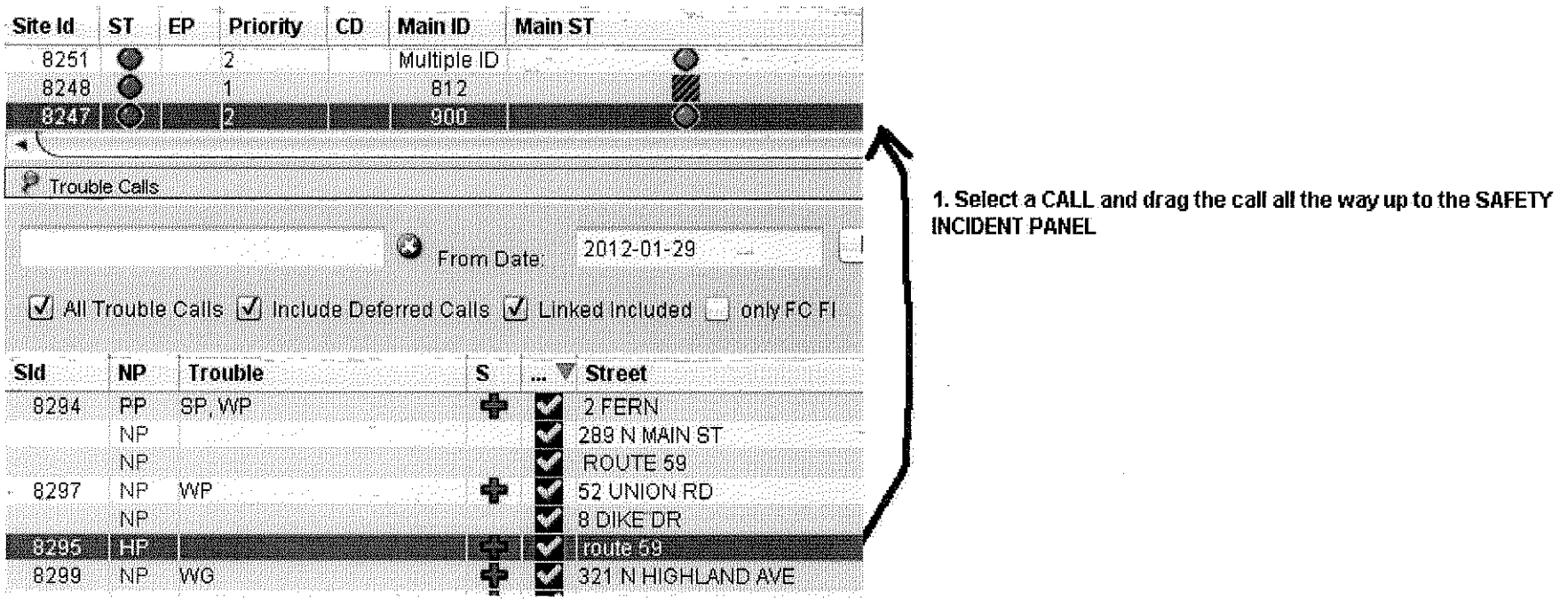
Please see below for explanation on each section

1. Create new safety site from a trouble call

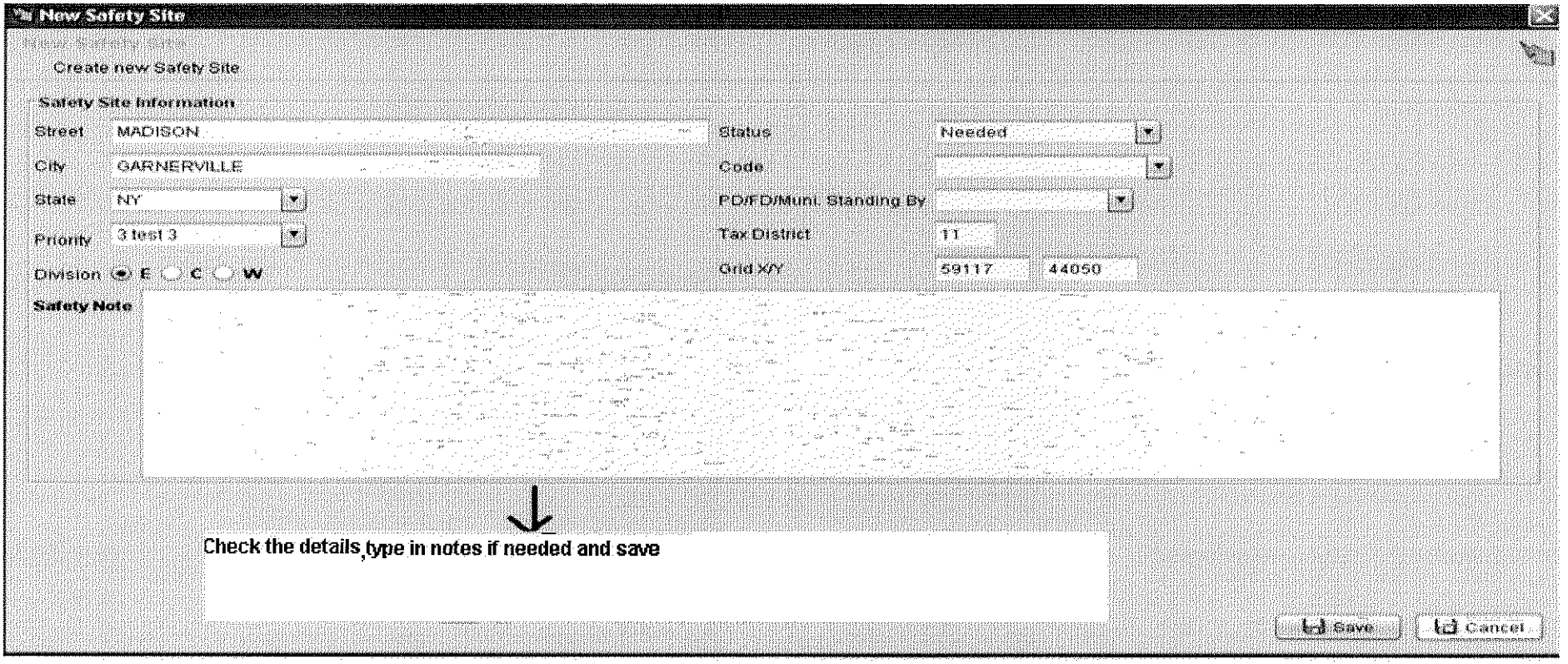
**Purpose:** A safety call/location to be taken care of by site safety department is made into a safety site. From the system's perspective each site can be uniquely identified by an Identification number (SId) for further processing.

Steps

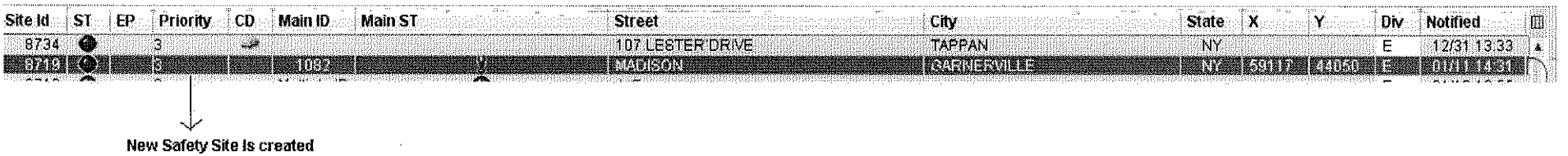
1.



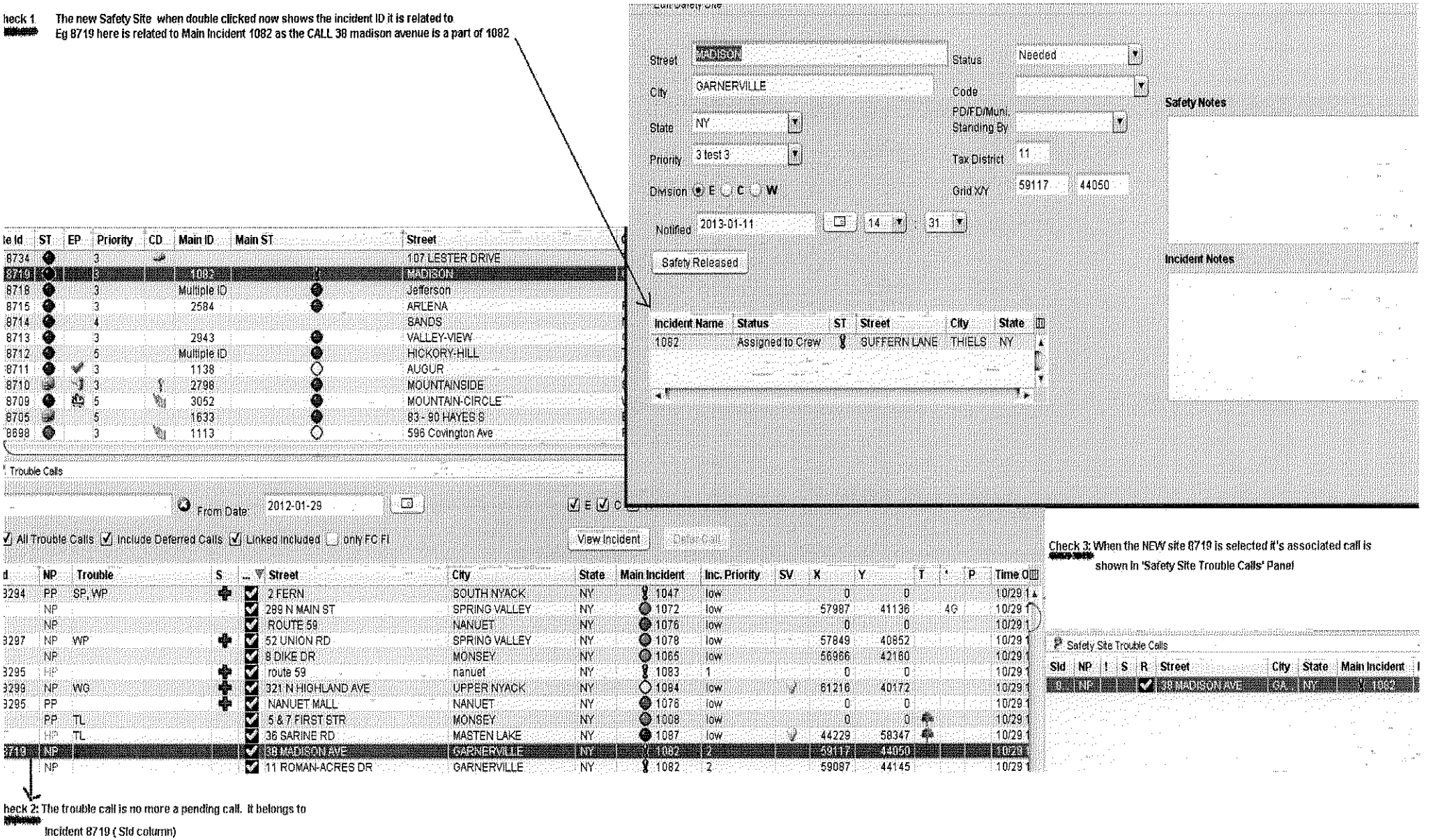
2.


New Safety Site
Create new Safety Site
Safety Site Information
Street MADISON
City GARNERVILLE
State NY
Priority 3 test 3
Division E C W
Status Needed
Code
PD/FD/Muni Standing By
Tax District 11
Grid X/Y 59117 44050
Safety Note
Check the details, type in notes if needed and save
Save
Cancel

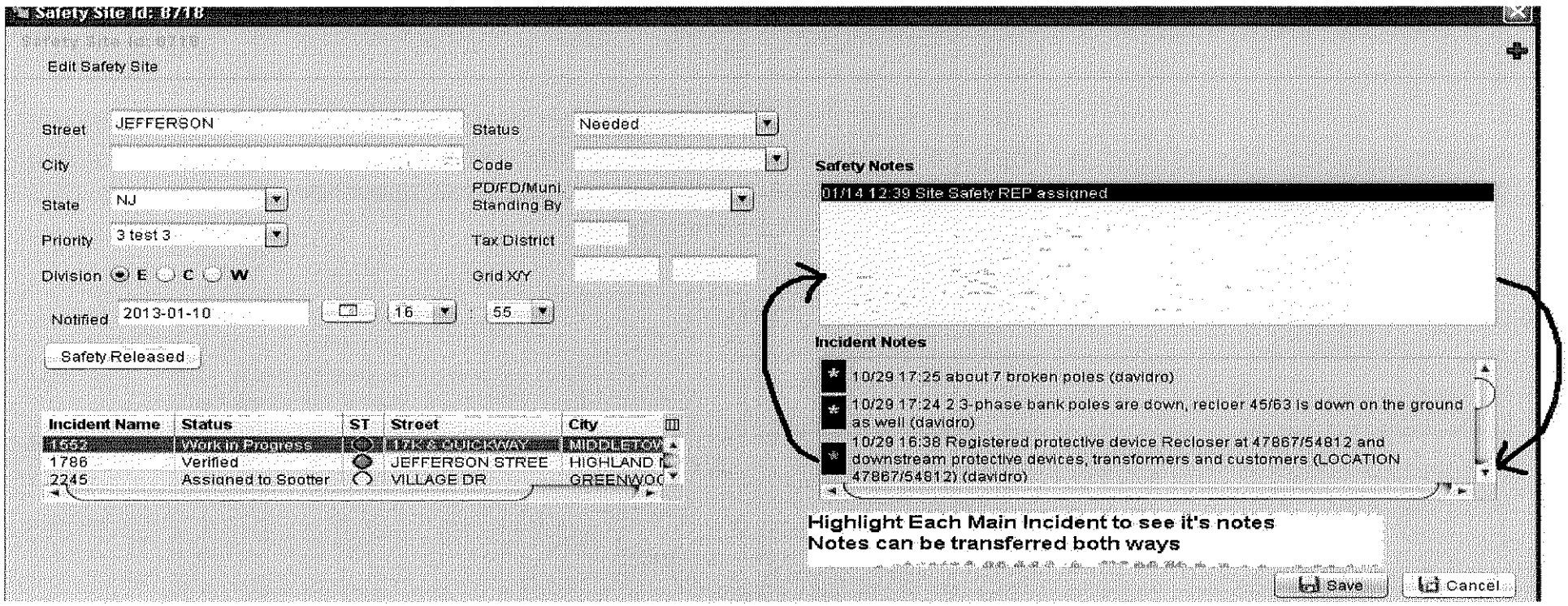
3.


Site Id ST EP Priority CD Main ID Main ST Street City State X Y Div Notified
8734 3 107 LESTER DRIVE TAPPAN NY E 12/31 13:33
8719 3 1082 Y MADISON GARNERVILLE NY 59117 44050 E 01/11 14:31
New Safety Site is created

## 4. Verify the New Safety Site Created

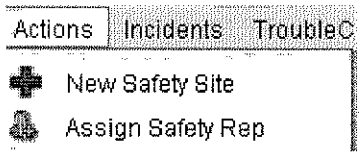


2. Double click a site safety to edit it's details and transfer notes between safety site and main incidents

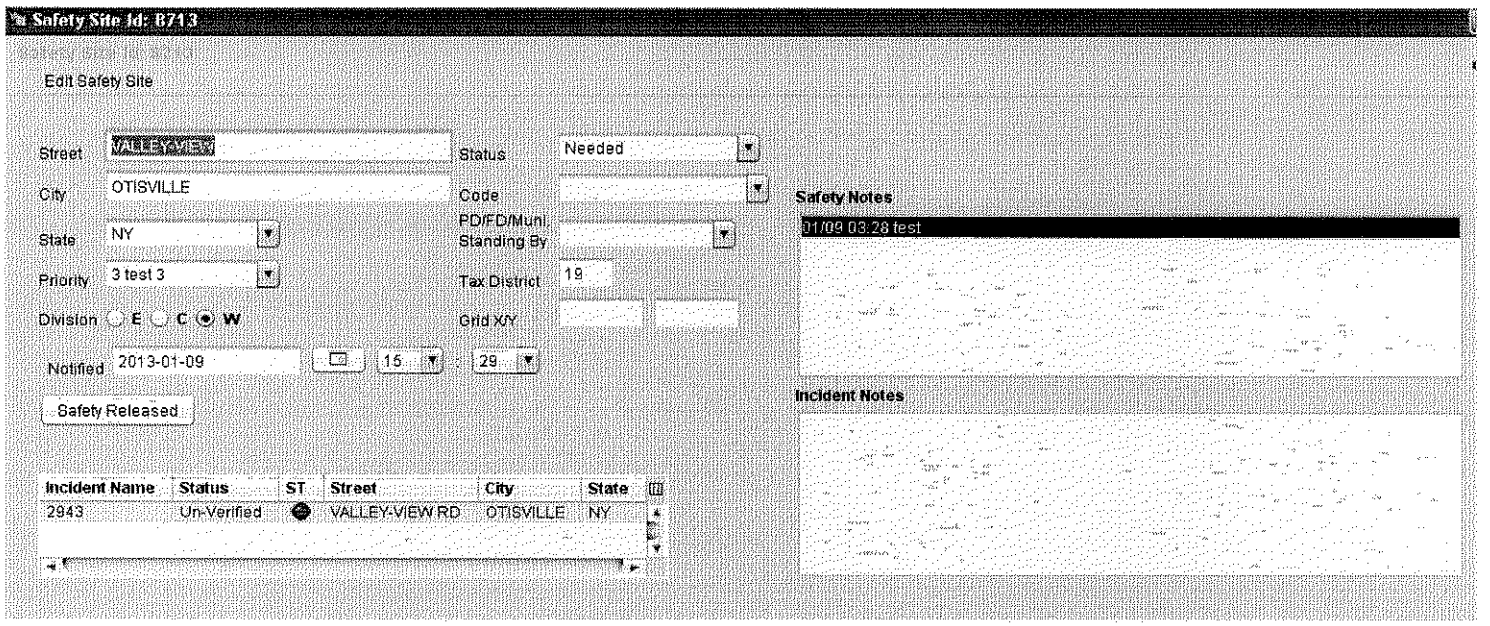


## 3. Create New Site Safety without Calls

1. Click → Actions→ New Safety Site

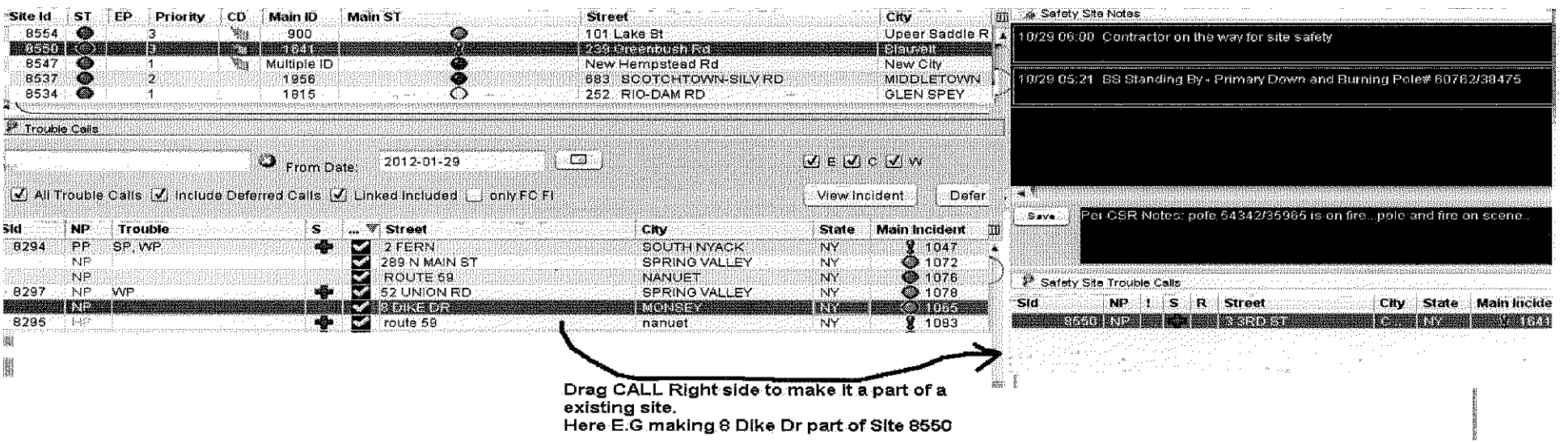



2. Fill out details in the 'Safety Site Edit' Panel and save.



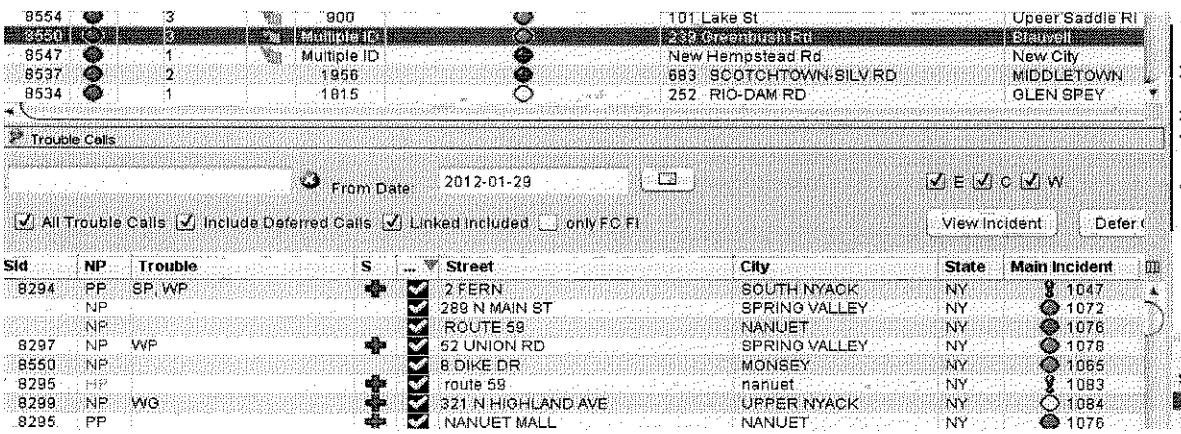
## Make a call part of an existing safety site

1.




**Drag CALL Right side to make it a part of a existing site.**
**Here E.G making 8 Dike Dr part of Site 8550**

2.

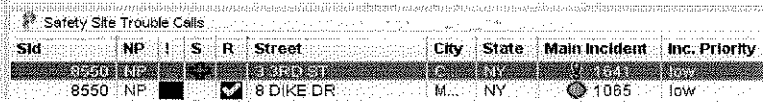



1. Safety Site 8550 now has 8 Dike Dr as well - below panel

2. In Trbl Call panel 8 Dike Dr has Sid 8550

3. Safety Site shows 'Multiple' to indicate it contains site from more than one incident

4. double click Safety Site to review 2 incidents 1641 and 1065 beind displayed

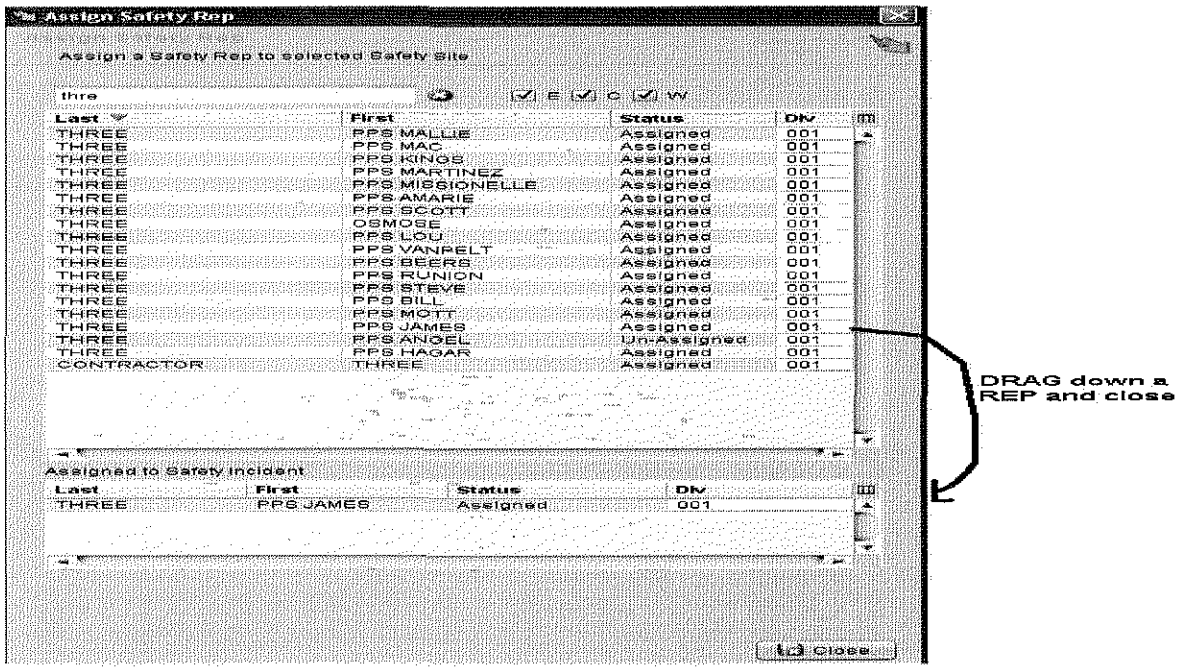


## Safety REP panel to assign a safety REP and edit existing safety REP assignment

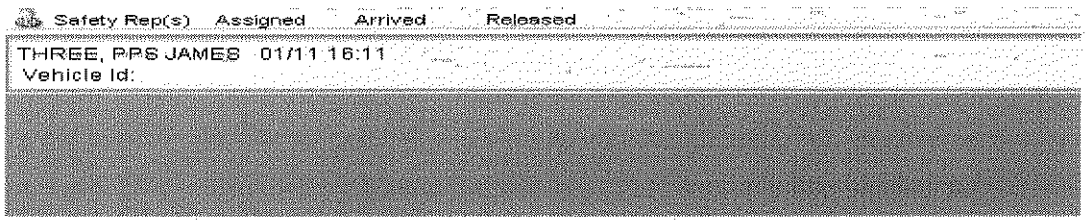
1. Assign a NEW safety REP

Step 1: Click 'Assign Safety Rep'


Step 2:

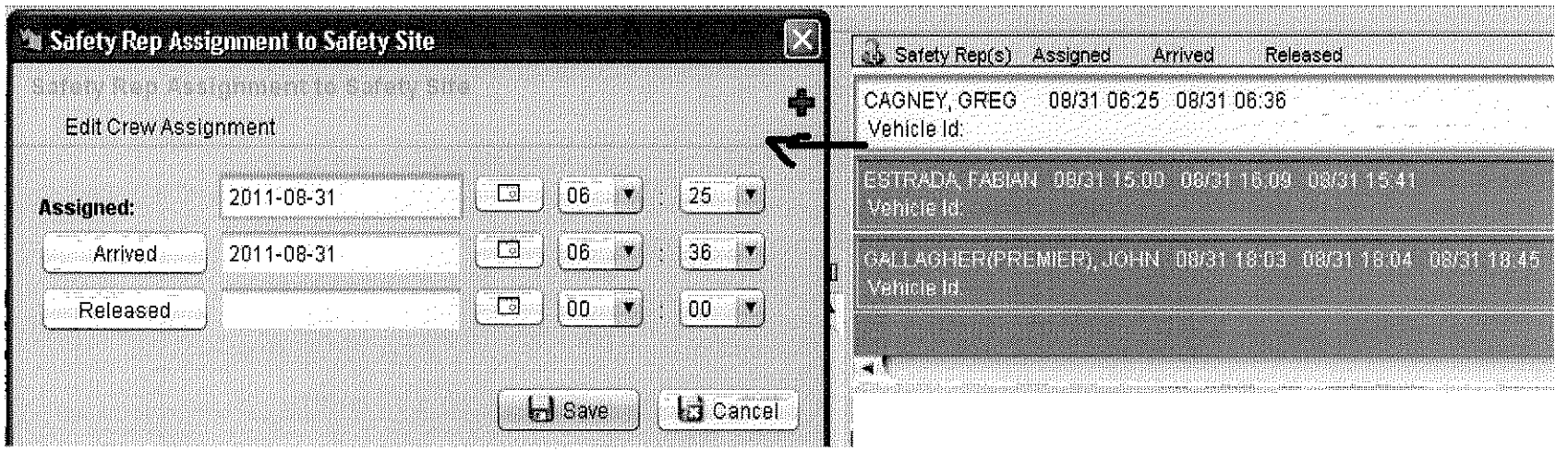



Step 3: Safety REP is assigned for that Site. If the previous status was 'NEEDED' (red ball), the current status after assigning a crew becomes 'Assigned To Crew' with truck image in the main Site Safety screen



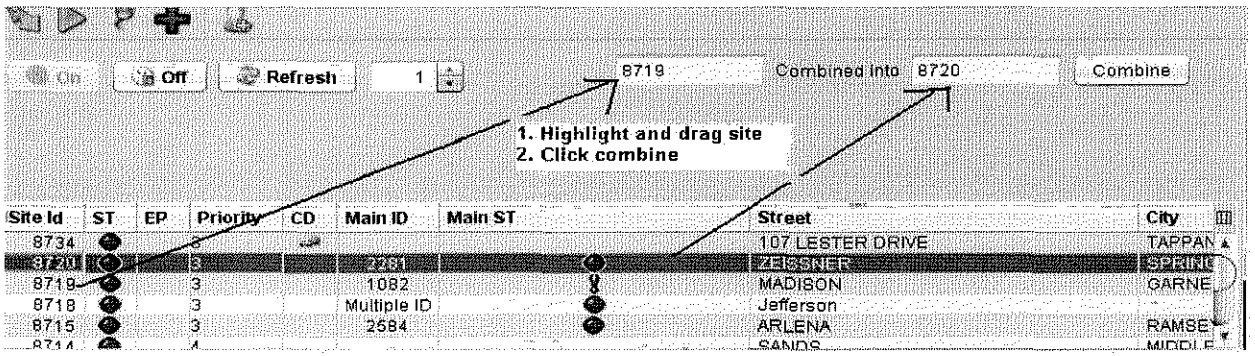

2. Edit Safety REP's Assigned, Arrived and Released Time

**DOUBLE CLICK a safety REP to edit their crew assignment**



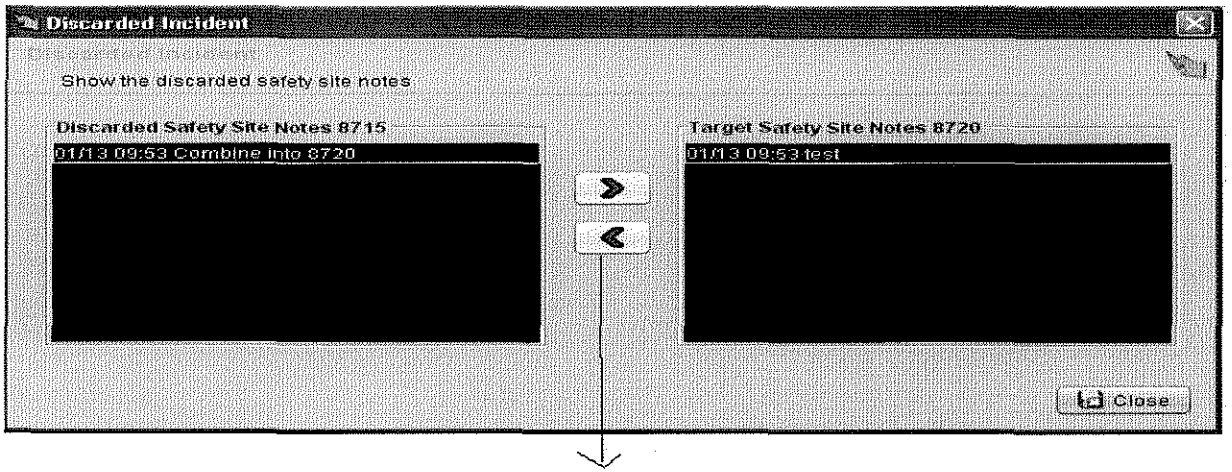
## Combine one safety site into another

Steps:



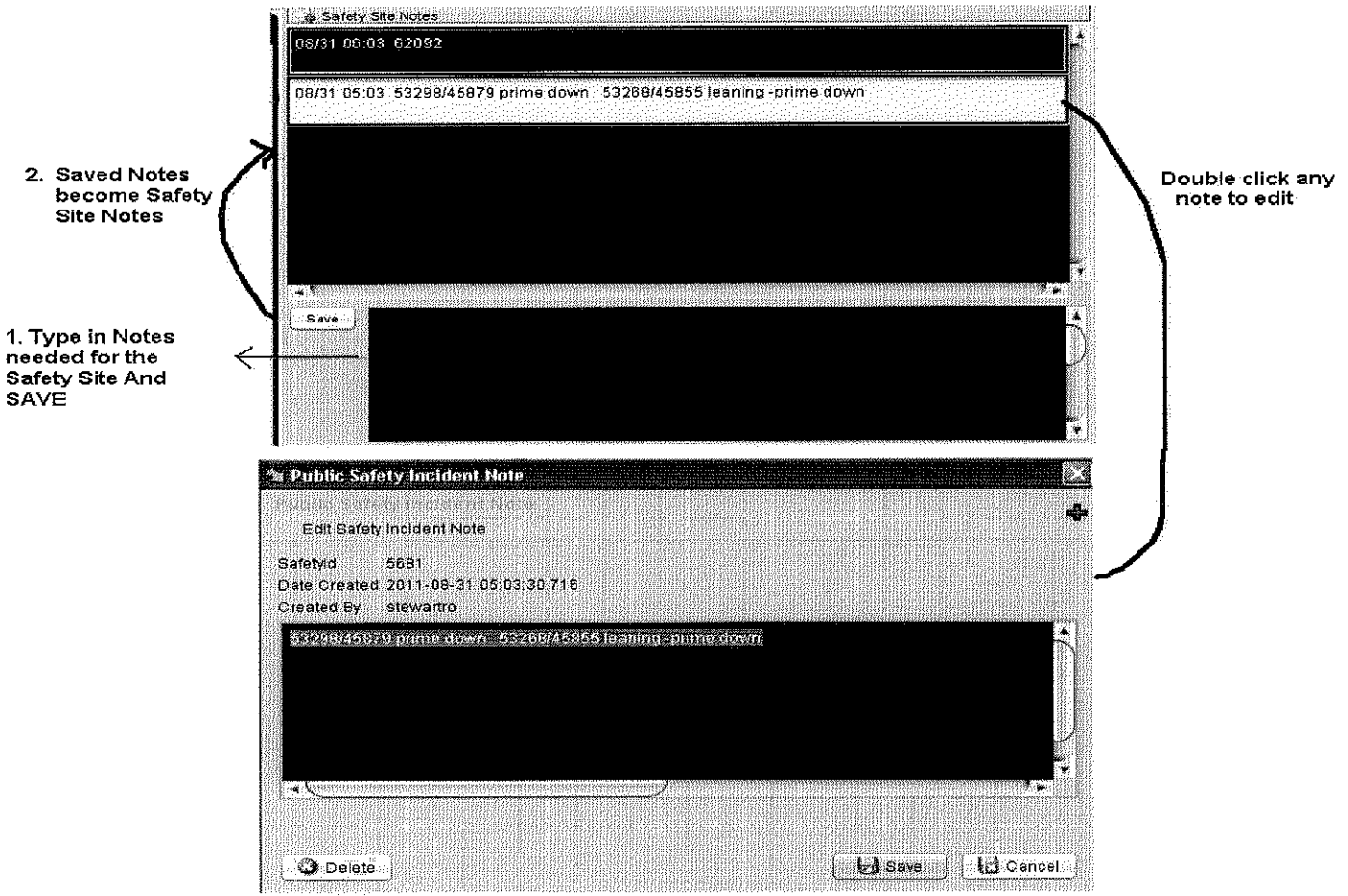


**Confirm action**

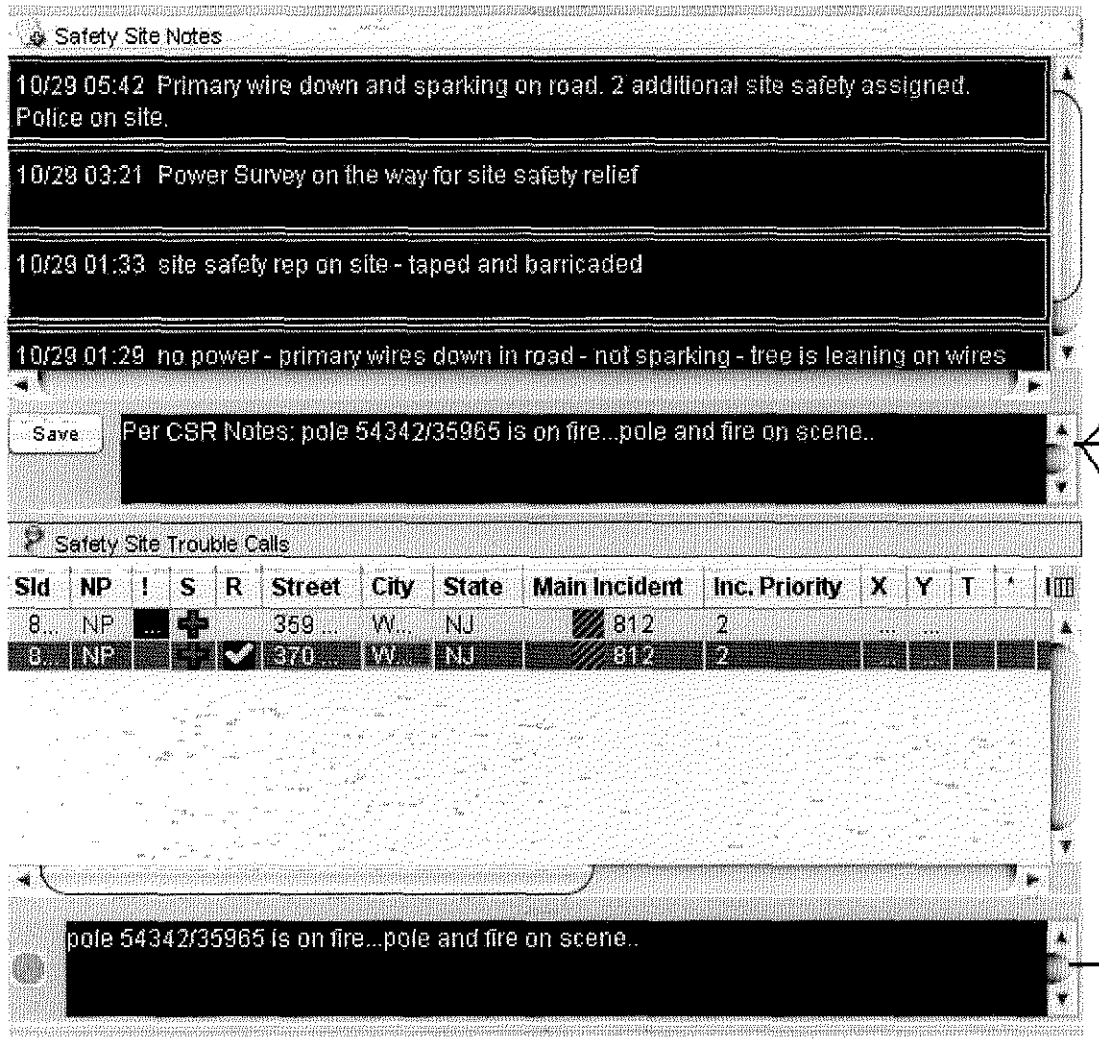



1. Highlight any discarded notes to be transferred to target safety site notes
2. Use > button to transfer the notes or drag them across
3. All notes can be selected by highlighting the first note and pressing shift + down arrow

# Create and edit safety site notes



## Drag safety site call notes into safety site notes




**1. Highligt Safety Sites having remarks to view notes.**

**Notes could be dragged up to make it a part of Site Safety Notes**

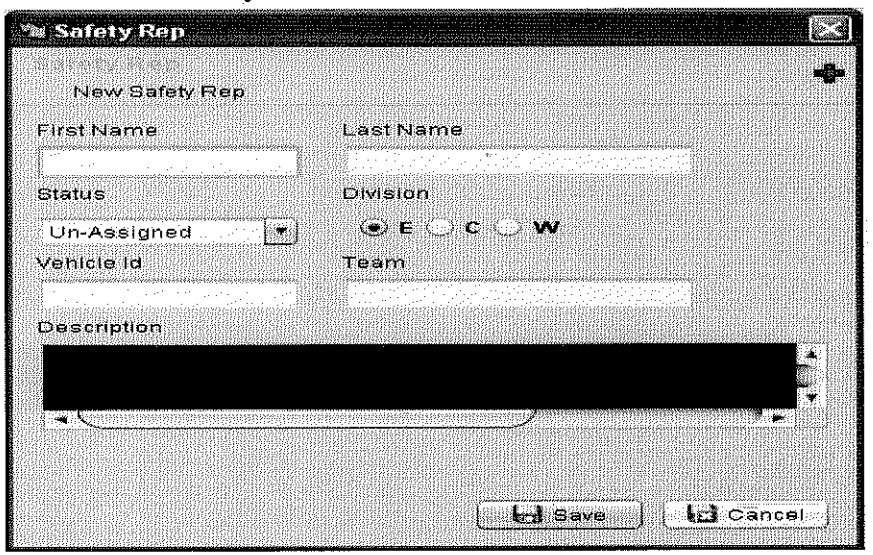
# Safety REP Manager Screen

## Create new safety REP

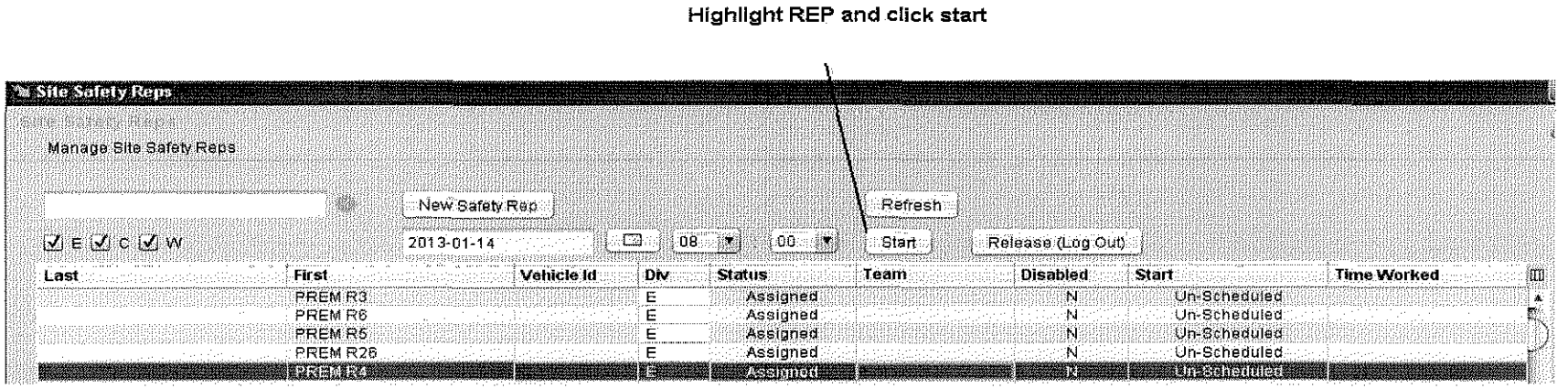

**Brings up Site Safety REP manager screen**

1. Go to this option:
2. Press 

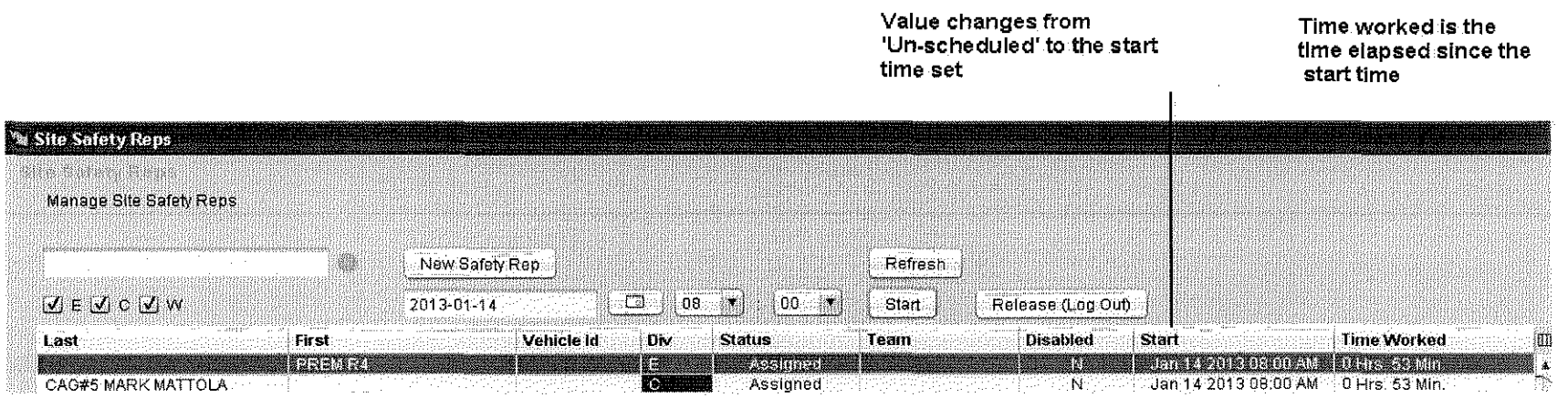
button
3. Fill out the safety REP details



# Start safety REP work time

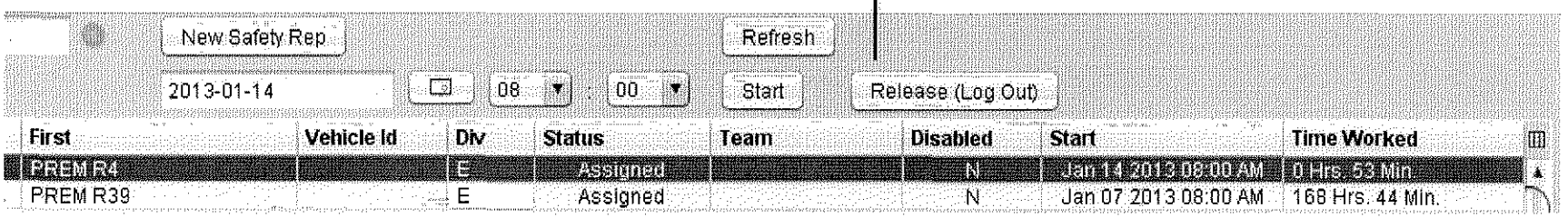
1. 


2. End result

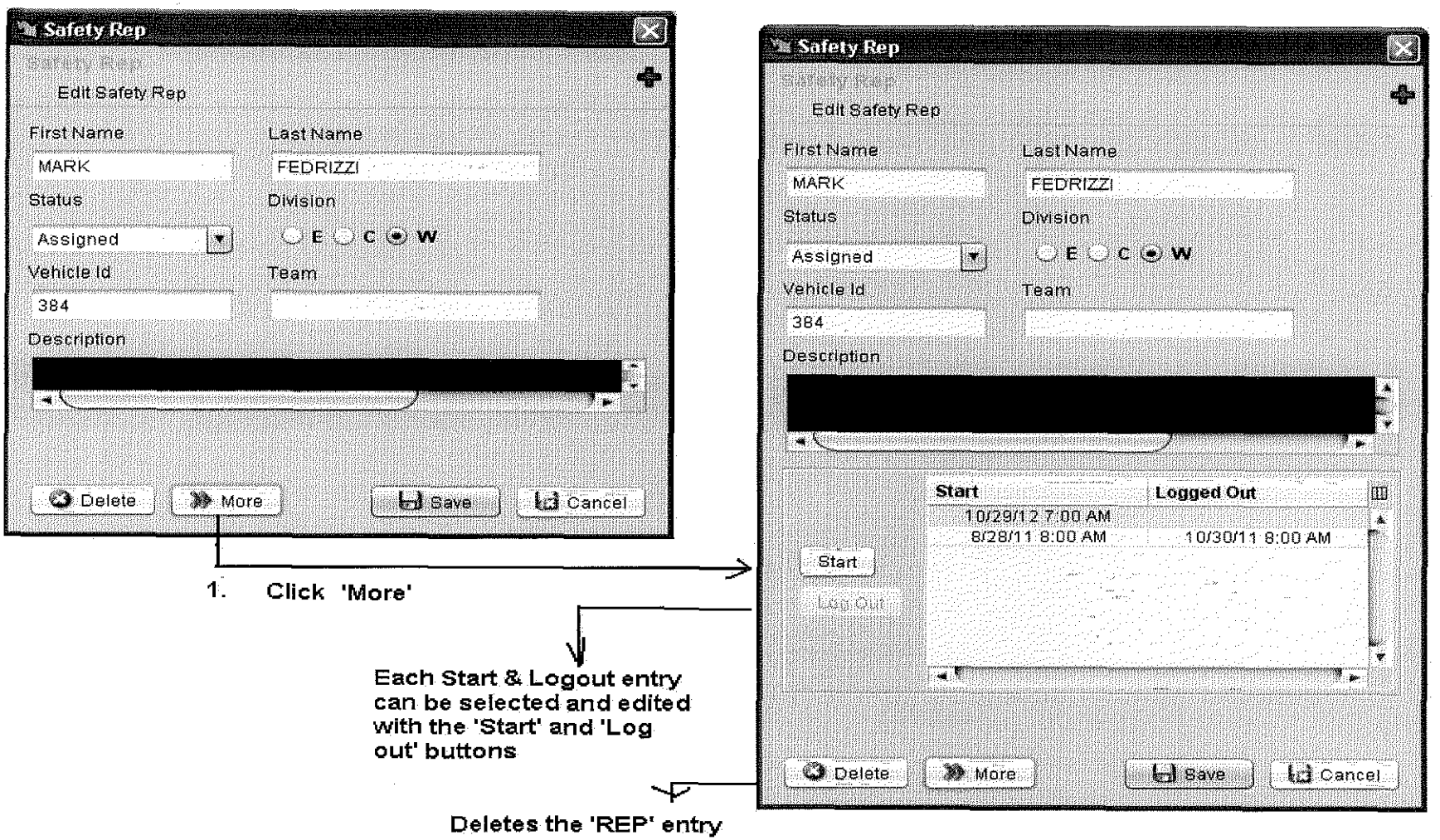


## Release safety REP

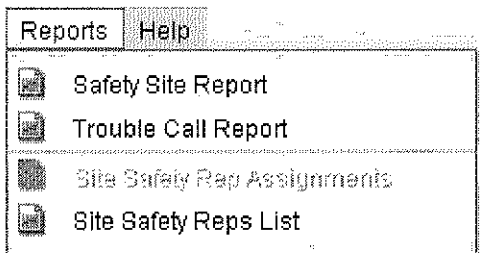
**Changes safety REP status back to 'Un-Scheduled' in the 'Start' column**



## Edit safety REP details



# REPORTS:


Reports
Help
Safety Site Report
Trouble Call Report
Site Safety Rep Assignments
Site Safety Reps List

# REFERENCES:

## Common helper tools

## Column Headers

1. **Multiple columns could be sorted at the same time**

**Bigger triangle represents that it's been sorted by that column first**

| Street | City |
|---|---|
| 2 WINDSOR CT | SADDLE RIVER |
| 12 WINDSOR CT | SADDLE RIVER |
| 24 WINDSOR CIR | NEW CITY |
| 34 WINDSOR CIR | NEW CITY |
| 2 WINDSOR CIR | NEW CITY |
| 6 WINDMILL LN | NEW CITY |
| 556 WINDING-HILLS RD | MONTGOMERY |
| 550 WINDING-HILLS RD | MONTGOMERY |
| 421 WINDING-HILLS RD | MONTGOMERY |
| 585 WINDING-HILLS RD | MONTGOMERY |
| 366 WINDING-HILL RD | MONTGOMERY |
| 464 WINDING-HILL RD | MONTGOMERY |
| 464 WINDING-HILL RD | MONTGOMERY |
| 471 WINDING-HILL RD | MONTGOMERY |
| 491 WINDING-HILL RD | MONTGOMERY |
| 14 WINDING WAY | WEST MILFORD |
| 44 WINDING WAY | UPPER SADDLE RV |

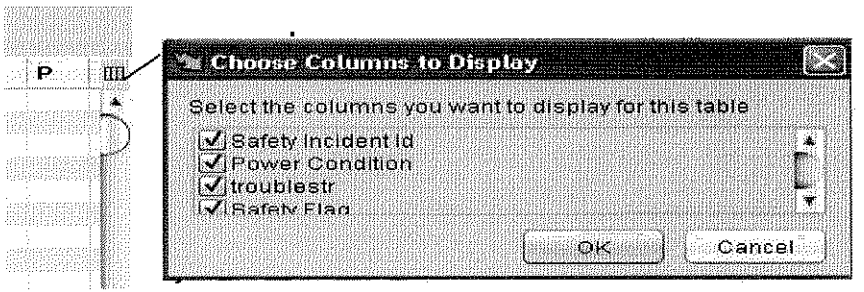
**For the first sorted column (Big triangle)**

1. **First click sorts Asc order**
2. **Second click sorts in Desc order**
3. **Third click removes sort from all columns**

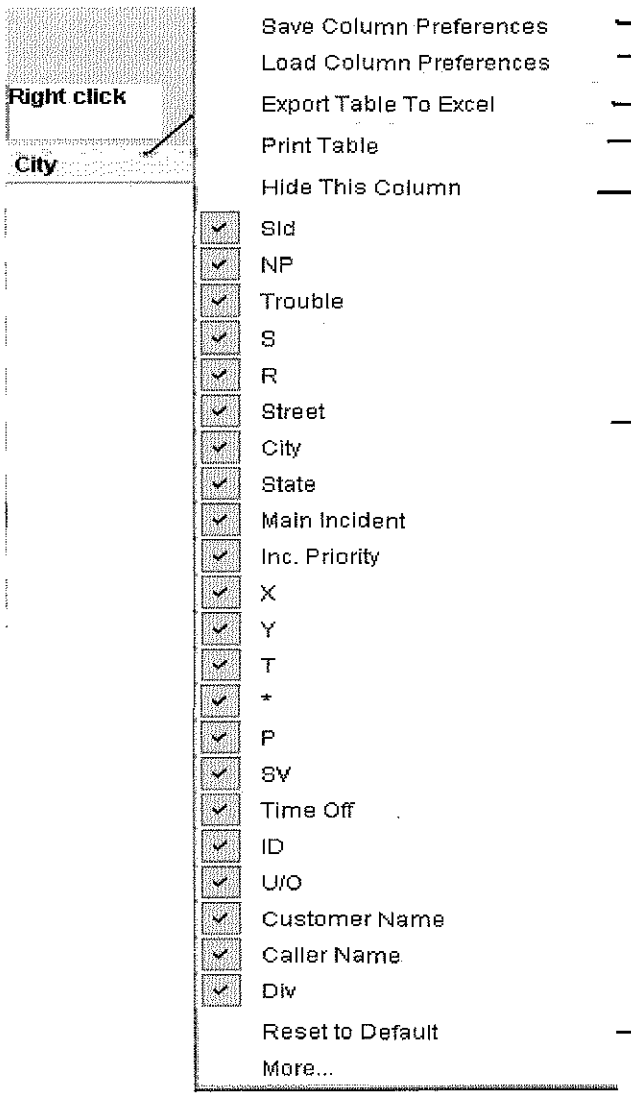
**For the sucessively sorted columns (Small triangle)**

1. **First click sorts Asc order**
2. **Second click sorts in Desc order**
3. **Double Click column makes this column to become the only sorted column in asc( Big triangle) and removes sort from all other columns**

2. **Columns could be moved around to help with analysis**
3. **Columns could be shifted in place to help with analysis**
4. **Columns to be displayed can be selected with the grid symbol on top right corner of trblcall and safety site panel**



5. **Save user table layout and preferences :** RIGHT CLICK ANYWHERE IN THE COLUMN TITLE BAR TO GET THIS WINDOW SHOWN BELOW




**postion of column, hiding of certain columns are saved**

**saved preferences are loaded back from default view or whatever current state the columns are due to current manipulation**

**The entire column values are saved as Excel in 'My documents'**

**The entire table layout and column values are printed**

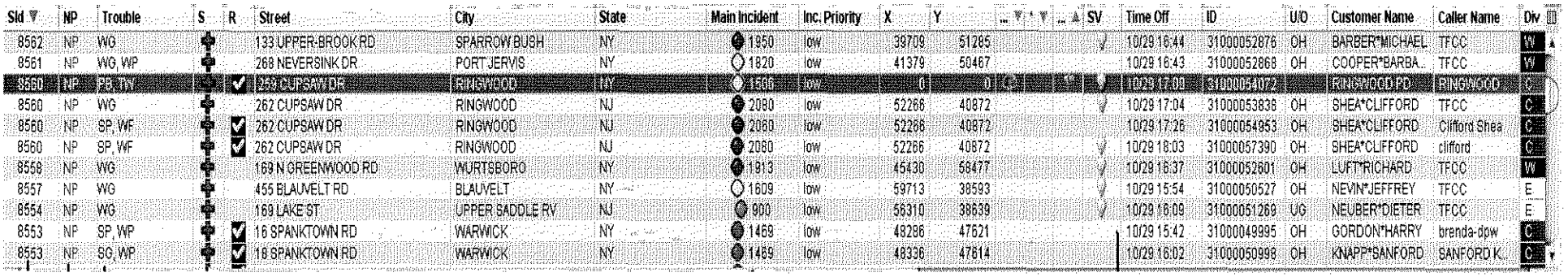
**A specific column could be hidden**

**Columns could be selected/deselected here as well**

**default column layouts are loaded back**

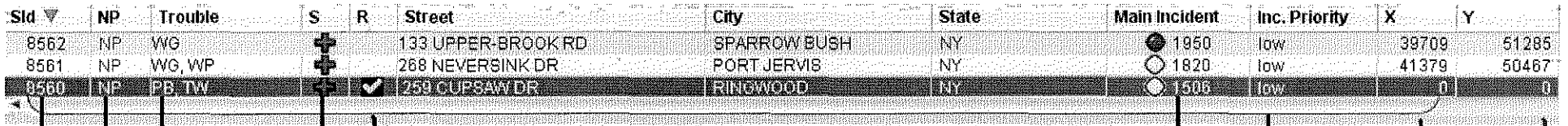
# Trouble call panel column values

## Trouble call columns



| Sld | NP | Trouble | S | R | Street | City | State | Main Incident | Inc. Priority | X | Y | ... | SV | Time Off | ID | U/O | Customer Name | Caller Name | Div |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 8562 | NP | WG | | | 133 UPPER BROOK RD | SPARROW BUSH | NY | 1950 | low | 39709 | 51285 | | | 10/29 16:44 | 31000052876 | OH | BARBER*MICHAEL | TFCC | W |
| 8561 | NP | WG, WP | | | 268 NEVERSINK DR | PORT JERVIS | NY | 1820 | low | 41379 | 50467 | | | 10/29 16:43 | 31000052868 | OH | COOPER*BARBA.. | TFCC | W |
| 8560 | NP | PB, TW | | ✓ | 259 CUPSAW DR | RINGWOOD | NY | 1506 | low | 0 | 0 | | | 10/29 17:09 | 31000054072 | | RINGWOOD FD | RINGWOOD | C |
| 8560 | NP | WG | | | 262 CUPSAW DR | RINGWOOD | NJ | 2080 | low | 52266 | 40872 | | | 10/29 17:04 | 31000053838 | OH | SHEA*CLIFFORD | TFCC | C |
| 8560 | NP | SP, WF | | ✓ | 262 CUPSAW DR | RINGWOOD | NJ | 2060 | low | 52266 | 40872 | | | 10/29 17:26 | 31000054953 | OH | SHEA*CLIFFORD | Clifford Shea | C |
| 8560 | NP | SP, WF | | ✓ | 262 CUPSAW DR | RINGWOOD | NJ | 2060 | low | 52266 | 40872 | | | 10/29 18:03 | 31000057390 | OH | SHEA*CLIFFORD | clifford | C |
| 8558 | NP | WG | | | 169 N GREENWOOD RD | WURTSBORO | NY | 1813 | low | 45430 | 58477 | | | 10/29 16:37 | 31000052601 | OH | LUFT*RICHARD | TFCC | W |
| 8557 | NP | WG | | | 455 BLAUVELT RD | BLAUVELT | NY | 1609 | low | 59713 | 38593 | | | 10/29 15:54 | 31000050527 | OH | NEVIN*JEFFREY | TFCC | E |
| 8554 | NP | WG | | | 169 LAKE ST | UPPER SADDLE RV | NJ | 900 | low | 56310 | 38639 | | | 10/29 16:09 | 31000051269 | UG | NEUBER*DIETER | TFCC | E |
| 8553 | NP | SP, WP | | ✓ | 16 SPANKTOWN RD | WARWICK | NY | 1469 | low | 48286 | 47621 | | | 10/29 15:42 | 31000049995 | OH | GORDON*HARRY | brenda-dpw | C |
| 8553 | NP | SG, WP | | ✓ | 16 SPANKTOWN RD | WARWICK | NY | 1469 | low | 48336 | 47814 | | | 10/29 16:02 | 31000050998 | OH | KNAPP*SANFORD | SANFORD K. | C |

Details of Each column given below...



| Sld | NP | Trouble | S | R | Street | City | State | Main Incident | Inc. Priority | X | Y |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 8562 | NP | WG | ✚ | | 133 UPPER-BROOK RD | SPARROW BUSH | NY | 1950 | low | 39709 | 51285 |
| 8561 | NP | WG, WP | ✚ | | 268 NEVERSINK DR | PORT JERVIS | NY | 1820 | low | 41379 | 50467 |
| 8560 | NP | PB, TW | ✚ | ☑ | 259 CUPSAW DR | RINGWOOD | NY | 1505 | low | 0 | 0 |

☑ **Indicates CALL has notes**

May have any of the 2 Values mentioned below

1. ✚ Indicates that a CALL **may have** one or more potential Safety Issues
2. No Entry Indicates the CALL **most probably may not have** potential Safety Issues

**Shows Trouble Codes associated. Description of code shown when hovered over the trouble field**
**E.G** POLE BROKEN, TREE TAKE WIRE DOWN

Shows Main Incident ID(Number) and Main Incident Status(Color ball) of the call

Shows Priority given to a call's main incident- Values can be 1, 2,3 or low

Shows Customer's Transformer XY location.

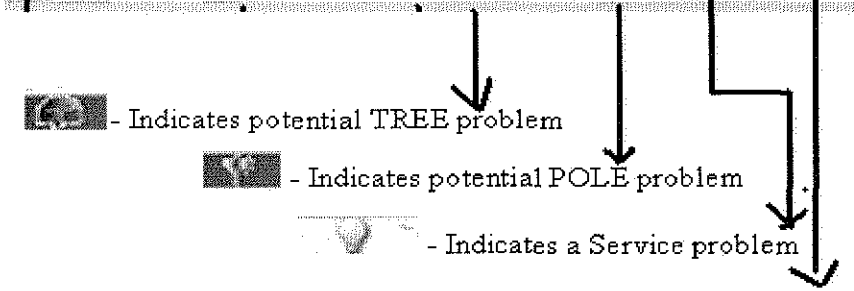
**Indicates Power status**

| statusname text | description text |
|---|---|
| FI | Fire Cut |
| FC | Flood Cut |
| SC | Safety Cut |
| NP | No Power |
| PP | Partial Power |
| FL | Flickering Lights |
| HV | High Voltage |
| LV | Low Voltage |
| ? | Unknown |
| RS | Restore Service |
| HP | Has Power |
| CP | Cut at Pole |
| AS | Shock - Animal |
| HS | Shock - Human |

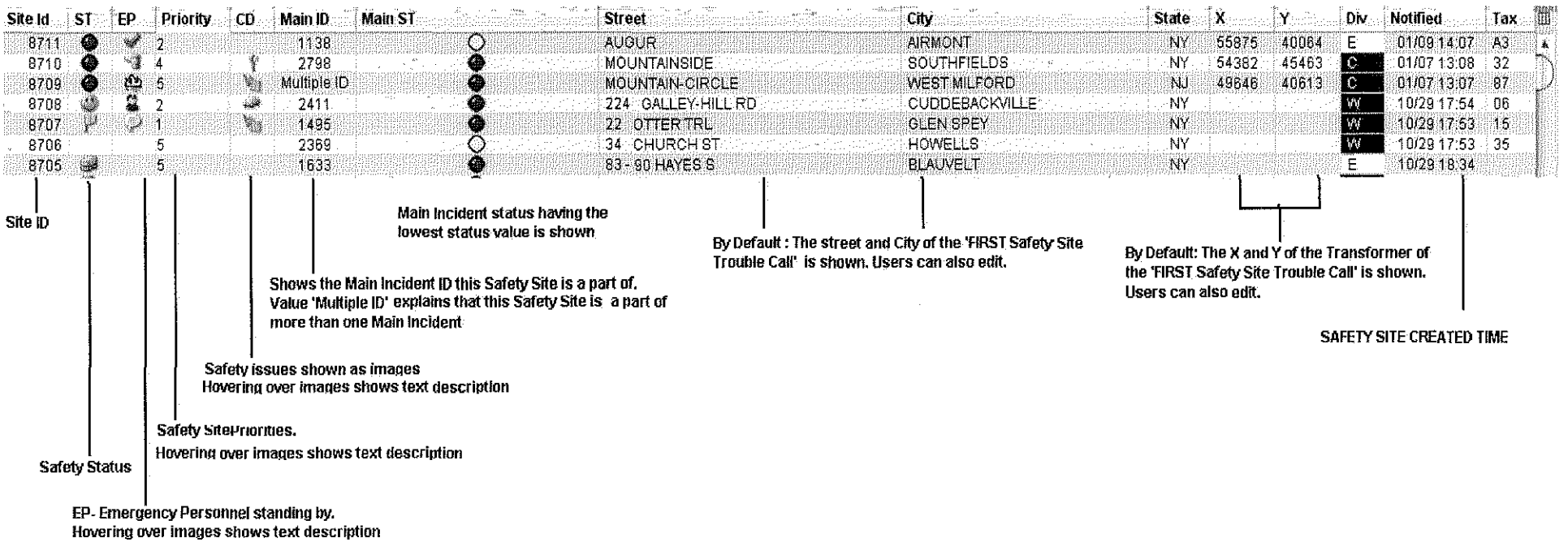
| Displays these values mentioned below | |
|---|---|
| 4 digit Safety Site Number ('Link Included' Check Box must be checked to see these entries) | Means CALL **has been processed** into a Safety Site of that ID |
| No Entry | Means CALL **has not been processed** into any Safety Site and hence still pending |
| Entry – 'Deferred' ('Include Deferred Calls' Check box must be checked to see these entries) | Means CALL has been analyzed and **decided to not make it a part of Site Safety** |

**Contd....**

| Inc. Priority | X | Y | ... | ' | ... | SV | Time Off | ID | U/O | Customer Name | Caller Name | Div |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| low | 39709 | 51285 | | | | | 10/29 16:44 | 31000052876 | OH | BARBER*MICHAEL | TFCC | W |
| low | 41379 | 50467 | | | | | 10/29 16:43 | 31000052868 | OH | COOPER*BARBA... | TFCC | W |
| low | 0 | 0 | | | | | 10/29 17:09 | 31000054072 | | RINGWOOD PD | RINGWOOD ... | C |
| low | 52266 | 40872 | | | | | 10/29 17:04 | 31000053838 | OH | SHEA*CLIFFORD | TFCC | C |
| low | 52266 | 40872 | | | | | 10/29 17:26 | 31000054953 | OH | SHEA*CLIFFORD | Clifford Shea | C |
| low | 52266 | 40872 | | | | | 10/29 18:03 | 31000057390 | OH | SHEA*CLIFFORD | clifford | C |
| low | 45430 | 58477 | | | | | 10/29 16:37 | 31000052601 | OH | LUFT*RICHARD | TFCC | W |
| low | 59713 | 38593 | | | | | 10/29 15:54 | 31000050527 | OH | NEVIN*JEFFREY | TFCC | E |
| low | 56310 | 38639 | | | | | 10/29 16:09 | 31000051269 | UG | NEUBER*DIETER | TFCC | E |
| low | 48286 | 47621 | | | | | 10/29 15:42 | 31000049995 | OH | GORDON*HARRY | brenda-dpw | C |
| low | 48336 | 47614 | | | | | 10/29 16:02 | 31000050998 | OH | KNAPP*SANFORD | SANFORD K... | C |

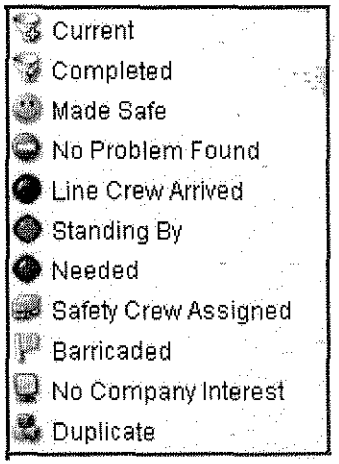


# Safety site columns



# Safety Site status and Main Incident status

**Safety Site Status**




**Main Incident Status**

| | |
|---|---|
| Un-Verified | |
| Assign Spotter to Incident | |
| Verify Incident | |
| Assign Crews to Incident | |
| Work In Progress on the Incident | |
| Complete Incident | |
| Close Incident | |

# ATTACHMENT 5

# ESTIMATED TIME OF RESTORATION PROTOCOL

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

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

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

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

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

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

notifications to DPS staff in addition to the reports submitted early in an event to satisfy the guidelines.

# EVENT EXPECTED TO LAST 48 HOURS OR LESS

| |
|---|
| **Within the first 6 hours of the restoration period** |
| • Notify DPS Staff of expectation that the event will last less than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. For events expected to last less than 24 hours, notification may be via Electric Information Reporting System (EIRS).<br>• Provide available information to the public via customer representatives, IVR systems, and web sites.<br>• In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be 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 <u>not</u> affect the time requirements below. |
| **Within the first 12 hours of the restoration period** |
| • Provide DPS Staff with a global ETR and any available regional ETRs.<br>• Prepare a statement for the press that includes known ETRs in time for the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call). |
| **Within the first 18 hours of the restoration period** |
| • Establish ETRs for each locality affected and make them available to the public via customer representatives, IVR systems, and web sites. |
| **Within the first 24 hours of the restoration period** |
| • Consider issuing a press release in time for the upcoming news cycle based on conditions. |
| **Reporting requirements during the event** |
| • Provide restoration information updates four times daily to DPS Staff (7 AM, 11 AM, 3 PM, and 7 PM) if notified by Staff. Updates should continue until otherwise directed by Staff.<br>• Notify DPS Staff when all storm related interruptions have been restored. |

# EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

| |
|---|
| **Within the first 6 hours of the restoration period** |
| • The utility shall indicate that it will be a multi day event (i.e., greater than 48 hours). Notification shall be made to DPS Staff and will state what the Company has defined as the start of the restoration period.<br>• Provide a public statement indicating the likelihood of extended outages and make this information available via customer representatives, IVR systems, and web sites.<br>• In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be greater than 48 hours will be communicated as soon as possible, but no later than noon the following day. Any delay in establishing the initial storm expectations will not affect the time requirements below. |
| **Within the first 12 hours of the restoration period** |
| • Prepare a press release for issuance in time for the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call). |
| **Within the first 18 hours of the restoration period** |
| • Schedule municipal conference call(s), unless an alternative municipal contact method is more appropriate. The first scheduled municipal conference call does not necessarily have to occur within the first 18 hours, but shall take place within the first 36 hours. |
| **Within the first 24 hours of the restoration period** |
| • Notify DPS Staff of what areas sustained the most damage to the electric system and ETRs, where known, on a general geographic basis.<br>• Issue a press release(s) in time for upcoming news cycles with the information described in previous bullet. |

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

| |
|---|
| **Within the first 36 hours of the restoration period** |
| • For storms with expected restoration periods five days or less, provide DPS Staff a global ETR.<br>• Establish regional/county ETRs for areas expected to be restored in five days, even if the restoration period for the total company is expected to be more than five days.<br>• Identify any heavily damaged areas where large numbers of customers are expected to remain without service for more than five days.<br>• Completion of the first scheduled municipal conference call.<br>• Make ETR information available to the public via customer representatives, IVR systems, and web sites. |
| **Within the first 48 hours of the restoration period** |
| • For storms with expected restoration periods five days or less, provide DPS Staff with ETRs by municipality.<br>• Provide DPS Staff with a global ETR. (as stated above, when outages are expected to less than five days, this is required within 36 hours)**.**<br>• Provide regional/county ETRs for heavily damaged areas where large numbers of customers are expected to remain without service for five or more days.<br>• Make ETR information available to the public via customer representatives, IVR systems, and web sites. |
| **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. |
| **Reporting requirements during the event** |
| • Provide restoration information updates four times daily to DPS Staff (7 AM, 11 AM, 3 PM, and 7 PM), which shall continue until otherwise directed by Staff.<br>• Notify DPS Staff when all storm related interruptions have been restored. |

# ATTACHMENT 6

# ESTIMATED TIME OF RESTORATION PROTOCOL

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

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

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

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

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

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

notifications to DPS staff in addition to the reports submitted early in an event to satisfy the guidelines.

# EVENT EXPECTED TO LAST 48 HOURS OR LESS

| |
|---|
| **Within the first 6 hours of the restoration period** |
| • Notify DPS Staff of expectation that the event will last less than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. For events expected to last less than 24 hours, notification may be via Electric Information Reporting System (EIRS).<br>• Provide available information to the public via customer representatives, IVR systems, and web sites.<br>• In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be 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 <u>not</u> affect the time requirements below. |
| **Within the first 12 hours of the restoration period** |
| • Provide DPS Staff with a global ETR and any available regional ETRs.<br>• Prepare a statement for the press that includes known ETRs in time for the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call). |
| **Within the first 18 hours of the restoration period** |
| • Establish ETRs for each locality affected and make them available to the public via customer representatives, IVR systems, and web sites. |
| **Within the first 24 hours of the restoration period** |
| • Consider issuing a press release in time for the upcoming news cycle based on conditions. |
| **Reporting requirements during the event** |
| • Provide restoration information updates four times daily to DPS Staff (7 AM, 11 AM, 3 PM, and 7 PM) if notified by Staff. Updates should continue until otherwise directed by Staff.<br>• Notify DPS Staff when all storm related interruptions have been restored. |

# EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

| |
|---|
| **Within the first 6 hours of the restoration period** |
| • The utility shall indicate that it will be a multi day event (i.e., greater than 48 hours). Notification shall be made to DPS Staff and will state what the Company has defined as the start of the restoration period.<br>• Provide a public statement indicating the likelihood of extended outages and make this information available via customer representatives, IVR systems, and web sites.<br>• In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be greater than 48 hours will be communicated as soon as possible, but no later than noon the following day. Any delay in establishing the initial storm expectations will not affect the time requirements below. |
| **Within the first 12 hours of the restoration period** |
| • Prepare a press release for issuance in time for the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call). |
| **Within the first 18 hours of the restoration period** |
| • Schedule municipal conference call(s), unless an alternative municipal contact method is more appropriate. The first scheduled municipal conference call does not necessarily have to occur within the first 18 hours, but shall take place within the first 36 hours. |
| **Within the first 24 hours of the restoration period** |
| • Notify DPS Staff of what areas sustained the most damage to the electric system and ETRs, where known, on a general geographic basis.<br>• Issue a press release(s) in time for upcoming news cycles with the information described in previous bullet. |

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

| |
|---|
| **Within the first 36 hours of the restoration period** |
| • For storms with expected restoration periods five days or less, provide DPS Staff a global ETR.<br>• Establish regional/county ETRs for areas expected to be restored in five days, even if the restoration period for the total company is expected to be more than five days.<br>• Identify any heavily damaged areas where large numbers of customers are expected to remain without service for more than five days.<br>• Completion of the first scheduled municipal conference call.<br>• Make ETR information available to the public via customer representatives, IVR systems, and web sites. |
| **Within the first 48 hours of the restoration period** |
| • For storms with expected restoration periods five days or less, provide DPS Staff with ETRs by municipality.<br>• Provide DPS Staff with a global ETR. (as stated above, when outages are expected to less than five days, this is required within 36 hours)**.**<br>• Provide regional/county ETRs for heavily damaged areas where large numbers of customers are expected to remain without service for five or more days.<br>• Make ETR information available to the public via customer representatives, IVR systems, and web sites. |
| **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. |
| **Reporting requirements during the event** |
| • Provide restoration information updates four times daily to DPS Staff (7 AM, 11 AM, 3 PM, and 7 PM), which shall continue until otherwise directed by Staff.<br>• Notify DPS Staff when all storm related interruptions have been restored. |

**ATTACHMENT 7 WORKFORCE PLANNING AND MANAGEMENT COORDINTOR GUIDE**

**PURPOSE**

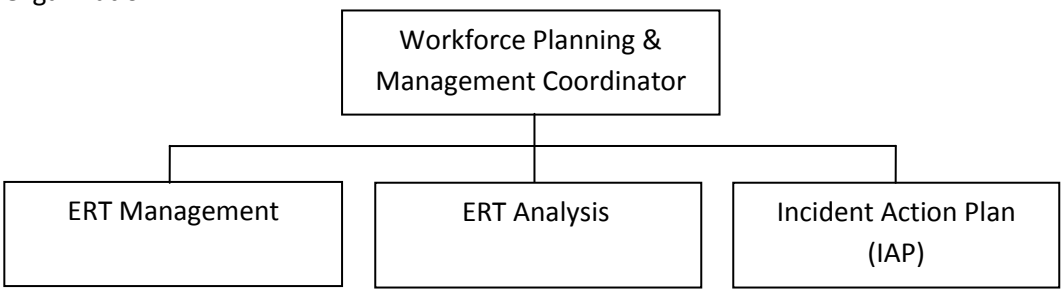
During an event a Workforce Planning and Management function is formed to oversee and compile information obtained from OMS on the degree of damage, workforce requirements and other factors to develop/manage estimated restoration times and support Operations in its response efforts during the recovery from an event.

**APPLICATION**

This Guide will be implemented when requested for any event classification.

**POLICIES**

1.0 Organization




a. Minimum staffing requirements:
Staffing requirements maintained in minimum storm staffing matrix maintained by incident command. Modifications to staffing plan to adjust for storm specific workload to be made in consultation with Planning Chief and memorialized in incident specific staffing documentation.

2.0 Functions and Responsibilities

a. The Workforce Planning and Management Coordinator has the overall responsibility of overseeing and compiling information from OMS and advising on various calculated restoration times and workforce requirements to proficiently respond to and recover from an event in all divisions consistent with Exhibit 1. This generally includes:

1. Ensure calculated restoration times are attached to each job or group of jobs at the appropriate timeframe throughout the event.
2. Provide advice and counsel to Operations on the assignment of Scheduled incident level ERTs during the event.

3. Maintain an open line of communications with the Information Center Coordinator, Control Center Coordinator, and Planning Chief.
4. Ensure the function is properly staffed.
5. Provide status reports when requested.

b. ERT Management

1. Review global, regional and local ERTs for open incidents and adjust appropriately.
2. Monitor incident ERTs and closeouts for appropriate information, advise incident case manager of necessary changes.

c. ERT Analysis

1. Analyze outage information and available resources to provide global, regional, local and calculated incident ERT's as appropriate.
2. Develop high level restoration targets and advise on restoration resource level impact on ERT's.
3. Coordinate with OMS to develop and load systematic ERT changes as needed.

d. Incident Action Plan (IAP)

1. Collect IAP information from necessary storm functions.
2. Consolidate information and facilitate review/approval with Planning Chief and Incident Commander.
3. Distribute final IAP once per shift to appropriate ICS Chiefs and other personnel as appropriate.
4. Example IAP is included as Appendix 8.

## 3.0 Mobilization

a. The Workforce Planning and Management Function will be established at the Spring Valley Operations Center in the workspace of the Project Management Department. Inclement weather or other factors may necessitate the operation of this function from alternate locations. These situations will be addressed on a case by case basis.

b. When the Workforce Planning and Management Coordinator is notified that the Plan has been or has the potential to be activated, he/she will mobilize the function's staff and report to the Planning Chief and assume responsibility for the function as it pertains to the recovery effort.

c. The Workforce Planning and Management Coordinator will begin the mobilization process by:

1. Ascertaining the forecasted event severity from information that is provided and determine appropriate staffing levels.
2. Ensuring the function is appropriately staffed.
3. Ensuring the function's staff follow the function's plans.
4. Initiating the process to call in appropriate staffing for each function for which they are responsible.
5. Compile a roster by shift and forward the list to the Human Resources (Manpower) Coordinator.
6. Ensuring the logistical (space and equipment) readiness of the work area.

4.0 ERT Management

a. ERTs will be managed consistent with Exhibit 1.

5.0 Demobilization

a. The Planning Chief will notify and inform the Coordinator to what degree of demobilization will occur.
b. The Coordinator will commence the transition of staff to normal operations by:

1. Notifying all areas for which the function interacts with that the function is commencing with demobilization plans.
2. Update ARCOS or, if required, compile a roster by shift and forward the list to the Human Resources (Manpower) Coordinator during the demobilization.
3. Provide a final summary report of the recovery activities and status including all documentation to the Planning Chief, if requested.

6.0 Training

a. Refresher training for all assigned employees will be given as needed to fully understand the functions and responsibilities.
b. Participation in corporate and/or individual functional drills will be required.

7.0 Responsibility

a. The Coordinator is responsible for the implementation of this guide and the corresponding section of the Plan.

b. In April of every year, in conjunction with the annual submission of the Plan to the Public Service Commission, the Coordinator will review this guide and update with any changes to accurately reflect the response to a storm and to remain in conformance to the Plan.

8.0 Exhibits

| | |
|---|---|
| Exhibit 1 | Estimated Restoration Time Process Flow Diagram |

9.0 Appendices

| | |
|---|---|
| Appendix 1 | Roster |
| Appendix 2 | Pre-Event Checklist |
| Appendix 3 | Transfer of Coordinators Checklist |
| Appendix 4 | Demobilization Checklist |
| Appendix 5 | Instructions for Specific Operations |
| Appendix 6 | Forms |
| Appendix 7 | Phone Directory |
| Appendix 8 | Incident Action Plan (IAP) Example |

**Appendix 1**

**Workforce Planning and Management**

**Roster**

The master listing of contact numbers utilized by this function reside with the Coordinator for the purpose of maintaining an updated contact number directory.

**Appendix 2**

**Workforce Planning and Management**

**Pre-Event Checklist**

Date: _____

- Type of Event: Heat _____ Weather _____ Other _____
- Time Declared: _____
- Weather Conditions: _____
  _____
  _____
- Event Classification: Minimum Staffing Level Required: _____

Pre-Event Actions:

- ❑ Ascertain the forecasted event severity from information that is provided and determine appropriate staffing levels
- ❑ Ensure the function is appropriately staffed
- ❑ Establish the staffing of any support Storm Functions required for the event
- ❑ Ensure the function's staff follow the functions plans
- ❑ Initiate the process to call in appropriate staffing for each function they are responsible for
- ❑ Update ARCOS or, if required, compile a roster by shift and forward the list to the Human Resources (Manpower) Coordinator
- ❑ Ensure the logistical (space and equipment) readiness of the work area
- ❑ Maintain open communications with the Planning Chief

**Appendix 3**

**Workforce Planning and Management**

**Transfer of Coordinators Checklist**

Shift Transfer Information:

- ❑ The duties of the Workforce Planning and Management will be relinquished to the incoming Coordinator when the transfer of control is established
- ❑ Bring incoming Coordinator up-to-date on outstanding issues and status of each
- ❑ Turn over all documents to incoming Coordinator
- ❑ Agree on next shift change and team members' attendance
- ❑ Update incoming coordinator on current event status
- ❑ Update incoming coordinator on any phone number changes, employee status or other information necessary to function
- ❑ If the possibility of demobilization will occur during the oncoming Coordinator's shift, discuss demobilization steps to assure they are carried out properly
- ❑ Update ARCOS or, if required, compile a roster by shift and forward the list to the Human Resources (Manpower) Coordinator
- ❑ Advise the Planning Chief of the transfer

**Appendix 4**

**Workforce Planning and Management**

**Demobilization Checklist**

Date & Time Demobilization activated: _____

Demobilization requested by: _____

Coordinator overseeing Demobilization: _____

Demobilization:

- ❑ Notifying all areas for which the function interacts with that the function is commencing with demobilization plans
- ❑ Compile a roster by shift and forward the list to the Human Resources (Manpower) Coordinator
- ❑ The Coordinator will provide a final summary report of the recovery activities and status including all documentation to the Planning Chief if requested
- ❑ Advice Planning Chief of demobilization

**Appendix 5**

**Workforce Planning and Management**

**Instructions for Specific Operations**

The Coordinator and alternates of the Workforce Planning and Management function of the plan must have access to OMS. Also, each coordinator and alternate should have his/her own laptop to use during the event.

Workforce Planning Documentation will be maintained in the Work Force Planning Storm Drive under Project Managements Department Drive. Documents may be located temporarily on a share drive during the storm event to facilitate access to the documents by non-department personnel.

**Appendix 6**

**Workforce Planning and Management**

**Forms**

All forms and reports are computer generated and are stored in on the Workforce Planning Storm drive.

**Appendix 7**

**Workforce Planning and Management**

**Phone Directory**

The most current contact numbers for this function is maintained in ARCOS.

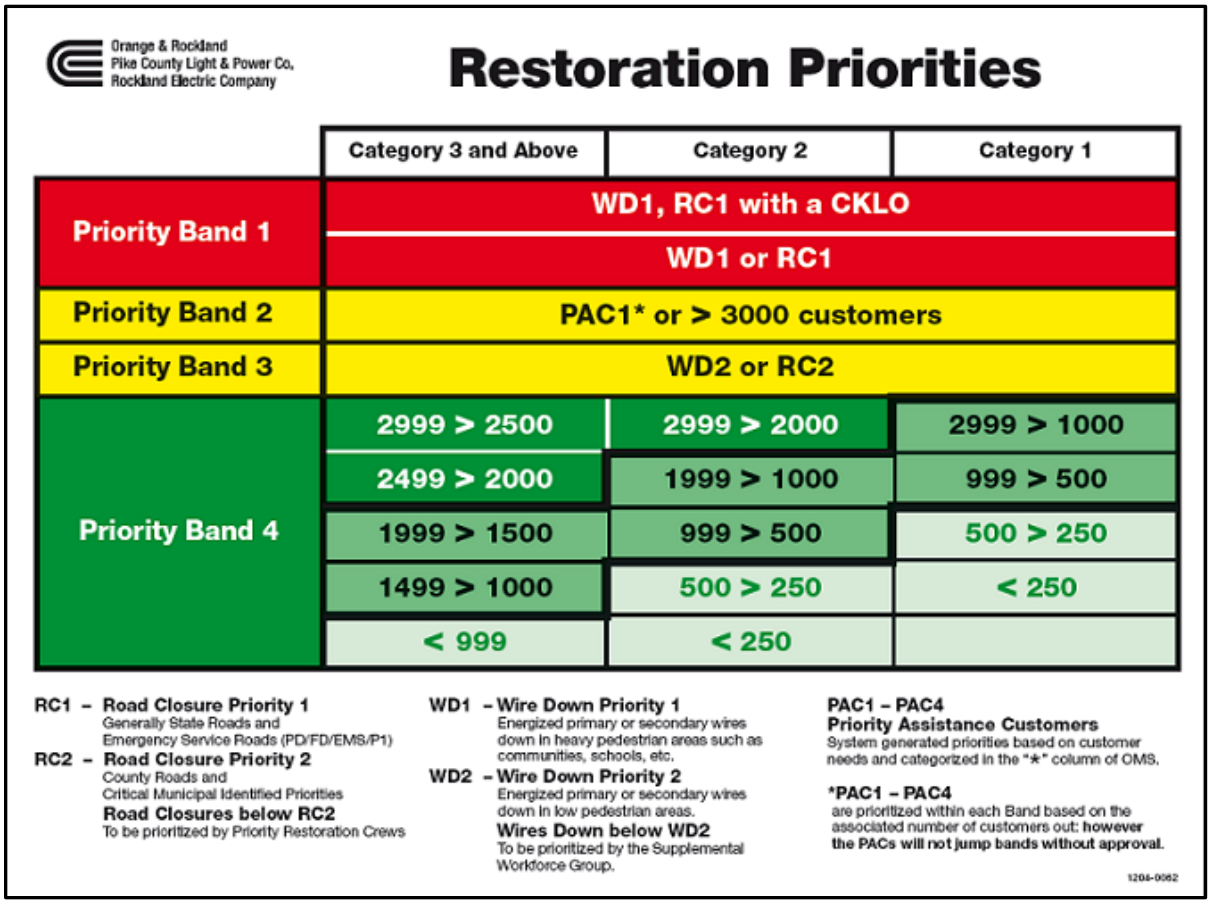
**Appendix 8**

**Workforce Planning and Management**

**Incident Action Plan (IAP)**

The most current IAP template is maintained in the WFP planning storm drive.

**ATTACHMENT 8 -RESTORATION PRIORITIES**

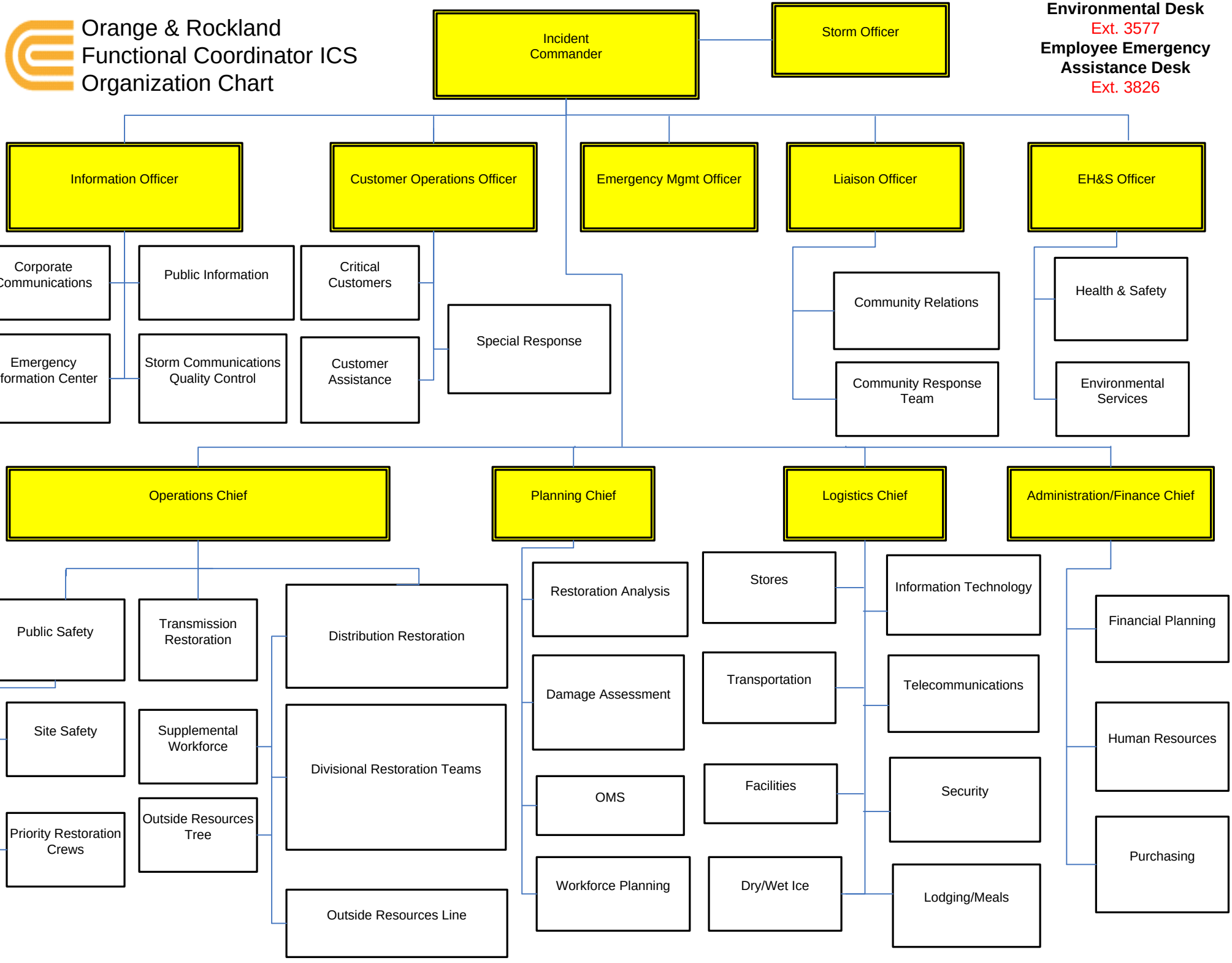



NOTE: Regardless of the source, reports of a wire down in a high pedestrian area will be treated as a Priority 1.

1208-0062

# Orange & Rockland Functional Coordinator ICS Organization Chart

**Environmental Desk**
Ext. 3577
**Employee Emergency Assistance Desk**
Ext. 3826



**ATTACHMENT 10 - ICS POSITION DESCRIPTIONS**

# Incident Commander

Overview

The Incident Commander (IC) has the overall responsibility for organizing and directing the implementation of the Plan and the overall storm response. When an event either has affected the Company's service territory, or can reasonably be expected to do so, it is the responsibility of the IC to evaluate the situation using all available information and recommend storm declaration and activation of the Plan, as necessary.

Where applicable the Incident Commander receives a briefing from the Section Manager - Emergency Management or from the Control Center Manager or prior shift's Incident Commander summarizing all pre-storm preparations and obtaining the response level that is anticipated. The Incident Commander ensures the ICS organization is established in a timely manner and establishes an Incident Command Area (ICA).

The IC will place all coordinators on "Alert" if an event is expected to occur in the service territory. This "Alert" is designed to facilitate the Company's readiness. Personnel requirements will be assessed, assignments will be reviewed, materials and supplies will be made ready, and all other aspects of the Plan will be reviewed.

The Incident Commander obtains a briefing from the Section Manager - Emergency Management or from the Control Center Manager or prior shift's Incident Commander. He/she receives information from each member of the Command Staff, the Chiefs and other Leaders/Directors as needed. The IC reviews and approves Incident Action Plans, Safety Plans and Press Releases and disseminates information and direction generally through his staff meetings and status meetings.

Event Classification/Human Resource Matrix – Regardless of the event classification, an Incident Commander directs the overall recovery effort on each shift. For a level 1 event, the Incident Commander is typically the Control Center Manager. In level 2 or higher events, the Incident Commander is typically a higher level employee: either a Director, General Manager or Vice President.

# Incident Commander

Responsibilities

- Notify and alert key personnel for storm recovery duty;
- Request additional resources such as crews from CECONY, contractors and from other utilities, if necessary;
- Conduct initial planning meeting.
- Conduct periodic restoration status meetings or conference calls with key ERP personnel;
- Review EIC reports, Safety Plans, Press Releases, crewing requirements, environmental issues, OEM and other outside agency issues and VRU scripts.
- Establish and communicate a global estimated time of restoration (ETR). Develops the operational objectives and strategies for upcoming shifts.
- Order the demobilization of the incident response when appropriate.

Training Requirements

- Basic ICS (SAF - 3060) or Incident Commander (SAF-3001) and Advanced ICS (SAF 3070).
- NIMS IS-700 (347).

# Information Officer

## Overview

The Information Officer oversees the functional groups that are responsible for communication of information to the general public, news media, functional coordinators and employees. These areas produce press releases, conduct phone interviews with reporters and prepare print and electronic communications for dissemination to employees and other stakeholders. The Information Officer is typically a representative of the Public Affairs departments. Public Affairs have overall responsibility for communicating emergency recovery information to external and sometimes internal stakeholders including:

- County and state offices of emergency management.
- Local and New York City media (print, radio, cable TV).
- Local municipalities.
- Con Edison's corporate Media Relations

## Responsibilities

- Communicate with Media Relations, government agencies and elected officials.
- Act as the central contact with Public Affairs field response.
- Monitor all media reports (i.e., to correct any misinformation).
- Create statements or messages for Customer Operations and Energy Services.
- Public Affairs send municipalities a notice describing the function of the Muni/Liaison group.
- Provide a telephone number giving direct access to the Muni/Liaison group.
- Alert each municipality by a fax notice that includes the direct telephone number.

## Required Equipment

- PC
- Telephone
- Fax Machine

# Information Officer

Training Requirements

- Basic ICS (SAF-3060) or Incident Commander (SAF-3001).
- NIMS IS-700 (347).

# Customer Operations Officer

## Overview

The Customer Operations Officer is responsible for assessing customer activity including incoming calls, claims, priority/special needs customers and providing that the IVR and customer service reps have the most accurate and up-to-date ETRs. The Customer Assistance Center routinely provides telephone answering services for O&R's customers. During a recovery effort, the Customer Assistance Center, support staff and CMG answer all calls, record trouble conditions, and provide customers with recovery status. In addition, prior to a major storm or other serious incidents, Customer Operations will alert Life Support Equipment (LSE) and Special Needs customers. Dependent on the emergency classification and associated recovery plan, Customer Service Representative (CSR) staffing will be increased. In addition, CSR's are supported by telephone switch announcement capability and IVR self-service technology that:

- Facilitate the handling of extraordinarily high volume of customer calls;
- Provides callers with the option of registering a trouble condition or speaking with a CSR;
- Broadcasts recovery status messages which are updated as conditions change; and
- Advises customers that we are in an emergency recovery situation, asks that routing inquiries be deferred, and provides the option to speak with a CSR.

## Responsibilities

- Follows established guidelines for prompt action as prescribed in CSP 2-0-1 "Customer Operations – General: Corporate Event Customer Response Plan."
- Communicates with Communication Management Group and Manager of Customer Outreach.
- Gathers information concerning the Call Center throughout the event.
- Maintains central contact role for any field response from CFR's.
- Provides status and statistics from Customer Outreach Activities.

## Training Requirements

- Basic ICS (SAF-3060) or Incident Commander (SAF-3001).
- NIMS IS-700 (347).

# Liaison Officer

## Overview

The Liaison Officer oversees O&R's interaction with municipal officials and public agencies. The Liaison Officer also monitors deployment of the Community Response Team (CRT), to act as company liaisons at requested municipal locations. Upon declaration of a level 2 or higher storm, the liaison officer mobilizes the liaison group and contacts designated municipal officials. This proactive process provides advanced notice to officials of the impending storm and provides dedicated telephone numbers for their use. The Liaison Officer (when different from the Information Officer) proactively contacts various municipal and governmental officials and maintains open communication with them throughout the emergency recovery effort. The Liaison Officer is responsible to initiate outreach to and provide continuous services throughout the recovery effort with city and/or municipal contacts, the Department of Public Service, and critical facilities as needed.

## Responsibilities

- Initiates the outreach to the municipal contacts.
- Maintains communications with and responds to calls from elected officials and municipal emergency services agencies (primarily police and highway departments) throughout the emergency recovery effort.
- Ensures the accuracy of municipality related information given to the EIC and municipal officials.
- Works closely with the Municipal Field Liaison Group Coordinator to monitor damage activity in the municipalities and promptly address public health and safety issues.
- Gathers information concerning Sensitive/Critical customers.
- Maintains central contact role for Major Service and Retail Service Representative field response.
- Gathers information concerning all retail and commercial customers.
- Works closely with the Information Officer to ensure the accuracy of information given to outside officials.

# Liaison Officer

## Required Equipment

- Phones

## Training Requirements

- Basic ICS (SAF-3060) or Incident Commander (SAF-3001).
- NIMS IS-700 (347).

# EH&S Officer

## Overview

The EH&S Officer oversees the response to safety and environmental concerns and monitors Company/non-Company crews for compliance with established safety and environmental procedures. Environmental, health and safety excellence is an integral part of O&R's business practices. O&R is committed to continuously improving its environmental, health and safety performance while complying with all laws and regulations that apply to Company operations. Accident reporting and releases to the environment will be addressed immediately and reported to the Control Room for referral to EH&S. EH&S will in turn make the proper notifications as detailed in the Corporate Safety Procedures and Environmental Procedures. Business and Operational decisions throughout the Company are to incorporate consideration of environmental, health and safety rules, policies and practices. In order to achieve these goals, all O&R employees are asked to accept a personal obligation to know the corporate environmental, health and safety requirements that apply to their assigned responsibilities, and to use this information in planning and completing their work.

## Responsibilities

- Coordinates assignments of EH&S field reps in response to significant incidents or spills
- Ensures EH&S objectives are met & adequate resources provided in response to updates/notifications from the control center
- Provides advice & counsel to other Company organizations and outside Regulatory Agencies on environmental & safety issues
- Develops measures to help assure public/ personnel safety and effectively assess hazardous and unsafe situations
- Directs and/or coordinates Investigations as required in response to field accidents/injuries
- Ensures adequate EH&S field staffing to support current and projected levels of incidents

## Required Equipment

- PC (with Mainframe) and phone

# EH&S Officer

Training Requirements

- Basic ICS (SAF-3060) or Incident Commander (SAF-3001).
- NIMS IS-700 (347).

# Operations Chief

## Overview

The Operations Section Chief is responsible for addressing public safety issues, and for all aspects associated with directing repair efforts to the electric system infrastructure and for service restoration.

## Responsibilities

- Directs all field aspects of the restoration efforts.
- Timely and safe restoration of service to customers whose service has been interrupted as a result of a storm.
- Direct all restoration forces and coordinate activities with all other recovery organizations.
- Ensures that public safety hazards are prioritized and mitigated in a timely manner.

## Training Requirements

- Basic ICS (SAF-3060) or Incident Commander (SAF-3001).
- Advanced ICS (SAF-3070) and NIMS IS-700 (347).

# Planning Chief

## Overview

The Planning Section is responsible for managing information and the collection, evaluation, dissemination and use of information regarding the status of the incident and its resources including incident analysis, damage assessment, OMS support and workforce planning. Planning Chief is responsible to coordinate all the activities in this section of the plan.

The Planning Section Chief reports directly to the Incident Commander. The Planning Section Chief will:

- Obtain a brief from the Incident Commander.
- Assess the situation.
- Review incident goals objectives and strategies.
- Establish the Planning organization.
- Conduct initial Planning Status meeting.

## Responsibilities

- Responsible for the collection and analysis of work.
- Prepares and documents the Incident Action Plans.
- Development of estimated restoration times
- Works closely with the Control Center and Trouble Analysis Situation Units.

## Training Requirements

- Basic ICS (SAF-3060) or Incident Commander (SAF-3001).
- Advanced ICS (SAF-3070).
- NIMS IS-700 (347).

# Logistics Chief

Overview

The Logistics Section will be prepared to perform services around the clock until the storm recovery is completed. The intent is to provide the logistic and field support required to enable Operations personnel to concentrate on restoration of service. This includes procuring and providing materials, supplies, lodging and meal arrangements, crew transportation, fueling operations, vendor support, material staging, field deliveries, automotive mechanic support as requested and transportation needs associated with an event response, as well as, temporary staging and assembly areas.

The Logistics Chief oversees Stores, Transportation, Security, Facilities, Telecommunications, Food/Lodging, Dry/Wet Ice and Information Technology to ensure the coordination of:

- Service Area and Astoria storerooms.
- Service Area Garages.
- Materials Management System to order or re-order stock materials as required.
- Purchase of non-stock material and service requirements through an on-site buyer.
- Transportation trucking operation to move materials and supplies.
- Coordination and deployment of mobile generators.
- Coordination and response to Information Resources, Security and Telecommunications needs
- Crew lodging, crew transportation, and vendor services for maintenance of dormitory style lodging facility that may be utilized.
- Pre-loading, staging, and staffing Mobile Supply Units (MSU) at designated sites – units will contain required material for use by Restoration crews.
- Establishment, administration, and mobilization of vendor contracts for recovery related supplies and services (examples include on site fueling for diesel trucks, bus rental, portable sanitary facilities, and janitorial services).
- The Logistics section will also coordinate the ordering and delivery of dry ice.

Upon notification that an emergency response has been declared, the Logistics Section will mobilize to the level based upon the declaring area's stated requirements. All logistical support material supply and transportation-related needs will be coordinated through Central Field Services. All facilities-related

needs will be coordinated through the local Facilities management group. The Logistic Section is responsible for the support of restoration crew activities, including vehicle management, foreign crew accommodations, and distribution of warehouse supplies.

Responsibilities

Coordination of all response logistics including:

- Provision of logistical input to the Incident Commander in preparing restoration activities.
- Identification of anticipated and known service/support requirements.
- Requisition of additional resources as needed.

Training Requirements

- Basic ICS (SAF-3060) or Incident Commander (SAF-3001).
- Advanced ICS (SAF-3070) and NIMS IS-700 (347).

# Admin/Finance Chief

Overview

The Administration/Finance Section has overall responsibility for managing all financial and administrative functions such that the other sections are not burdened by these functions. Logistical, geographical, and technical assistance is provided to maximize crew productivity.

The Administration/Finance section is mobilized for all level events to provide human resource support for the Restoration organization in the Operations Section.

Responsibilities

- Managing of all financial aspects of the response
- Coordinating human resource administration.

Training Requirements

- Basic ICS (SAF-3060) or Incident Commander (SAF-3001).
- Advanced ICS (SAF-3070).
- NIMS IS-700 (347).

# ICS Functions

Command Functional Organizations

6.1.1.1. Critical Customer Coordinator - responsible for contacting non-residential critical customers to advise them of storm activities, repair status, and other information that will help customers make informed decisions about their operations during the storm. Customers will be given special phone numbers to call O&R as needed.

6.1.1.2. Community Response Coordinator - responsible for providing municipal leaders and community agencies with pertinent information on storm restoration activities within their communities. The Coordinator will oversee the deployment of the Community Response Team to severely affected municipalities and county Emergency Management Offices so that an open line of communication is maintained throughout the storm recovery.

6.1.1.3. Corporate Communications Coordinator - prepares radio and newspaper advertising to inform the public on the expected or actual extent of storm damage, the Company's restoration activities and information to assist customers in responding to power outages. To keep employees current on storm recovery operations, updates may be produced for distribution via e-mail, Intranet, O&R emergency information phone line (E-line), facsimile transmission or inter-office mailings. The Corporate Communications Coordinator will work closely with the Emergency Information Center, Public Information, and the Customer Assistance Center to provide accurate information.

6.1.1.4. Customer Assistance Center Coordinator - responsible for providing the workforce necessary to handle incoming customer calls for the duration of the event. The Customer Assistance Center Coordinator is also responsible for coordinating customer callbacks, if requested to confirm service restoration. The Customer Service Coordinator is also responsible for mobilizing the Special Response Team when necessary.

6.1.1.5. Public Information Coordinator - responsible for initiating calls to appropriate news media to advise that O&R's Emergency Information Center is activated,

to provide a quick assessment of the present or potential impact on customers and to remind the media of the direct contact phone number. During the entire recovery process, the Coordinator will obtain restoration updates and other key information and, as appropriate, provide frequent and ongoing media contact to help keep customers informed. The Coordinator will issue written press releases, in accordance with DPS communications guidelines_effective 9/30/2010, and schedule media visits to the Emergency Information Center or to field restoration sites as requested.

6.1.1.6. Special Response Team Coordinator - responsible for the following three specific functions: (a) Initiate telephone contact with customers who are on electrically powered Life Support Equipment (LSE) to advise them of a storm threat and its potential impact to the electric system. Communication is maintained throughout the recovery effort. (b) Handle escalated customer calls from customers who require an elevated level of response. (c) Maintain required regulatory agency communications so that information is provided in the prescribed manner and responds to any special requests.

6.1.1.7. Emergency Information Center - responsible for obtaining and disseminating all data on storm damage, customers impacted, restoration status, staffing and resource deployment. This information is made available to all storm recovery organizations throughout the recovery. Acting as the single source of information, provides timely reports on the restoration effort to various functional coordinators as requested for dissemination to customers, municipal representatives, media, regulatory agencies, and storm recovery participants.

6.1.1.8. Public Affairs and Corporate Communications – in accordance with DPS communications guidelines effective 9/30/2010, communicates and updates storm related information to the news media, employees and other stakeholders. The organization produces press releases, conducts phone interviews with reporters and prepares print and electronic communications for dissemination to employees. They also assist other functional coordinators by preparing correspondence and IVR messages.

6.1.1.9. Community Relations – notifies and maintains timely communications with municipal officials and agencies and county Emergency Management Offices on potential storm damage and repair updates. It also provides public officials with current contact information for requesting special assistance from the Company.

6.1.1.10. Customer Assistance Center - responsibilities are to answer customer calls promptly, process trouble requests accurately and efficiently, provide information to customers concerning storm damage and restoration status and assist customers in making informed decisions.

6.1.1.11. Special Response Team – performs the following three principal functions during storm recovery operations: (a) Conducts communications with LSE customers regarding their medical emergency needs; (b) Handles calls from customers with special needs or requests of an escalated level; and (c) Serves as a liaison with regulatory agencies in New York, New Jersey and Pennsylvania providing requested outage information

6.1.1.12. Emergency Management Staff - responsible for informing the IC and Storm Officers of any weather forecasts that may have an impact to the system. The Emergency Management Staff will assist in the mobilization of the required ICS Functions.

Upon declaration of a Class 2 or higher storm, Emergency Management will assist in the implementation of the appropriate ICS structure including mobilizing any required storm functions. Emergency Management may also contact the Human Resources Coordinator as needed to assist in contacting the required Storm Function Coordinators.

Emergency Management will also maintain a sufficient supply of GPS units which will be distributed as needed to Damage Assessors, Mutual Assistance Leaders and other first responder groups during significant storms.

It also is the responsibility of Emergency Management to:

- Coordinate an Emergency Response Plan exercise annually if required;

- Communicate training requirements as appropriate;
- Update, modify, enhance the ERP; and
- Maintain and update external contact information.

6.1.1.13. Workforce Planning Group - responsible to analyze, sort and group all OMS incidents into clearly defined jobs with a work and manpower estimate. In addition, this group monitors the accuracy of the ETRs associated with each job.

6.1.1.14. Emergency Phones - supports the Distribution Control Center by handling incoming calls or online web based outage reporting from police, fire and municipal agencies and enters the incident information into the OMS. The Emergency Phones will provide information to the Distribution Control Center on a priority basis and channel all other information to areas such as Site Safety.

6.1.1.15. Community Response Team (CRT) – these are employees who may be dispatched to communities where storm damage is, or is expected to be, most severe. They are in phone contact with the CRT Coordinator in O&R's Emergency Information Center and assist the communities by serving as on-site liaisons between municipal officials, agencies and the Company.

6.1.1.16. Environmental Services – responsible for managing event response personnel so that they adhere to all environmental regulatory requirements. Compliance with regulatory requirements includes but is not limited to the expedient response, testing and cleanup of oil spills or other relevant environmental issues. The Coordinator will also verify that the Company's spill response contractor has sufficient labor, materials and equipment to respond to, clean and remediate spill and/or release incidents, and consolidate, transport and dispose of spill wastes as provided by regulation.

6.1.1.17. Health and Safety - Safety personnel are deployed into the field during storm restoration to monitor operations for compliance with applicable safety procedures by all Company, outside contractors or mutual assistance event response personnel. The Coordinator will direct the Safety staff to conduct work site inspections, safety orientations, monitor safety incidents and

distribute/display safety reminders at Company locations. The Health and Safety Coordinator will verify that all health and safety work practices are adhered to by all Company and non-Company forces.

### 6.1.2. General Functional Coordinators

6.1.2.1. Substation Coordinator - responsible for maintaining open communication with the System Operations Coordinator and the Distribution Control Center Manager, dispatching field personnel to substation locations as directed, ensuring that field personnel check the status of all components in the designated facilities, and reporting on all transmission and distribution breaker operations.

6.1.2.2. System Operations Coordinator - establishes priority service restoration on the overall electric transmission system, directs all transmission and substation switching, and communicates with the Substation Coordinator and Distribution Control Center Manager as appropriate.

6.1.2.3. Distribution Restoration Coordinator – directs the restoration work and coordinates with the Distribution Control Center Manager. The Coordinator organizes areas of storm damage into manageable geographic areas and determines the deployment of resources to most effectively achieve restoration of service for customers by initiating crew rotation schedules to maximize coverage and assigning construction crews. The Coordinator will maintain open lines of communication with other storm recovery organizations and advise of any changes to previously established ETRs.

6.1.2.4. Site Safety Coordinator - responsible for deploying assigned personnel to field situations where damaged electric facilities pose a threat to public safety. Site Safety Representatives will secure the area and remain on site until the location is made safe or they are relieved by a restoration crew.

6.1.2.5. Supplemental Workforce Coordinator - responsible for the mobilization and management of the Supplemental Workforce. The group restores individual electric services, act as ground men and complement the CDL-driver

workforce. The workforce is comprised of individuals from several O&R departments including: Underground Line, Substation Electric/Relay, Electric Meter Test, Building Maintenance, Gas Construction, and Transportation.

6.1.2.6. Outside Resource Coordinators - responsible for the mobilization and management of Mutual Assistance crews and contractors. They communicate with appropriate functional coordinators to obtain work assignment and arrangements for meals and lodging accommodations. The Outside Resource Coordinator will also maintain a roster of non-utility personnel involved in the restoration effort.

6.1.2.7. Dry/Wet Ice Coordinator - responsible for providing dry/wet ice to residential customers who are expected to be without electric service greater than 48 hours. The Coordinator will initiate arrangements for the delivery and distribution of the dry or wet ice.

6.1.2.8. Facilities Coordinator - responsible for the maintenance and operation of all Company buildings, which are occupied during the emergency. The coordinators are also responsible for providing meals in Company facilities as necessary.

6.1.2.9. Lodging and Food Coordinator - responsible for meal and lodging arrangements for Company and non-Company crews, and for maintaining a current listing of food and lodging resources.

6.1.2.10. Human Resources Coordinator - works with all recovery organizations so that each organization is adequately staffed. The Coordinator also maintains reports of all storm recovery employees by organization and shift throughout the recovery effort and communicates this information to the Emergency Information Center. The Coordinator is also responsible for interfacing with bargaining unit(s).

6.1.2.11. Information Technology Coordinator - makes available computer applications and equipment during storm events and resolves hardware/software problems.

6.1.2.12. Telecommunications Coordinator - has the overall responsibility for the implementation and maintenance of all communication functions during

storm restoration efforts. The Telecommunications Coordinator shall be responsible for overseeing all of the Communications requirements that are required for the restoration efforts for the Company.

6.1.2.13. Stores Coordinator - will make available adequate inventories. Stores will issue materials, contact vendors and suppliers through either CECONY's Purchasing Department or the Shared Services organization to obtain additional materials that may be required, and will maintain records of materials issued during the recovery event.

6.1.2.14. Transportation Coordinator - responsible for the effective operation of Division Garage(s) and vehicles. The Transportation Coordinator also is responsible for the timely deployment of fuel tankers to field crews, staging areas if requested and appropriate field repairs. The Transportation Coordinator will also assist in locating and procuring any specialized equipment that may be required.

6.1.2.15. Damage Assessment Coordinator - responsible for managing field assignments to patrol damaged circuits and investigate reports of damage to electric facilities.

6.1.2.16. Distribution Control Center Manager - has the responsibility to monitor weather forecasts and any anticipated impact to the system and advise the IC, as appropriate. When directed, the Distribution Control Center Manager is responsible for contacting key ERP functional coordinators. It is also the responsibility of the Distribution Control Center Manager to verify that the alternate Distribution Control Centers' communication links are operational.

General Functional Organizations

6.1.2.17. Distribution Control Center - monitors weather forecasts and evaluates any potential impact to the system and is the core of the recovery effort. The staff also supervises all distribution field switching and the service operators

6.1.2.18. Damage Assessment - responsible for the prompt and accurate inspection of field location site damage. These assessments provide timely accurate

communications regarding damage to electric facilities. In the case of wires down or other potentially hazardous field conditions, they initiate the actions needed to protect the public.

6.1.2.19. Distribution Restoration – responsible for coordinating the labor-intensive construction work that is required to repair storm-related damages and to restore service. If needed, the organization will expand with additional resources from the Company's Supplemental_Work Force, its Management Work Force and crews from CECONY or other Mutual Assistance utilities.

6.1.2.20. Information Technologies (IT) –responsible for computer application and hardware support including local area networks, internal and external data, computer hardware and all other technical support associated with the Company's business systems.

6.1.2.21. Telecommunications - provides communications support and is responsible for the operation of all corporate telephone, microwave, radio and telephone company (TELCO) networks. As part of the corporate emergency response and recovery plan, Telecommunications is required to set up and test emergency phones throughout designated areas.

6.1.2.22. Priority Restoration Group – mobilized in all events, dispatches crews to work with municipalities removing downed power lines blocking roadways and/or otherwise creating a public safety hazard. Crews are also dispatched to de-energize lines to make safe allowing other restoration work to continue. Once safety hazards are mitigated, the group focuses on prioritizing and restoring power to critical/priority customers. (Attachment 14)

6.1.2.23. Storm Communication Quality Control Group - verifies that all external storm communications are consistent and accurate with respect to contact telephone numbers, outage numbers, ETR's, and any Company public service announcements that may be posted (e.g., dry ice locations and public safety messages). In addition, the group monitors and responds to Internet and other social media communications such as Facebook and Twitter. The group also is responsible for operability of the Company website and outage reporting mechanisms. If any inconsistencies are found, the quality control group will promptly notify responsible groups, obtain estimated completion times of corrective actions and follow up to verify completion.

**ATTACHMENT 11 FLOOD RESPONSE PLAN**

Reports To: Operations Chief

Mobilization: Storm Category 3 or higher or when requested by Storm Officer

Staff: 4 Office Administrative
5 New Construction Project Managers (as needed), Meter Testers (as needed)
Underground line (as needed) Supplemental work crews (as needed)

Shift: 7:00 AM• 7:00 PM

**PURPOSE**

This procedure provides a uniform process to record and document:

Interruption of electric or gas service to customers that have either been affected by, or are in jeopardy of being, subjected to a flooding event. Restoration of electric or gas service to customers that have been subjected to an interruption due to a flooding event, but that have made repairs in accordance with all applicable codes.

In addition, for events involving a service interruption to an entire neighborhood or geographic area, the appropriate field response organization's activities inclusive of Electric Operations, Gas Operations, Central Meters Operations, Public Affairs, Customer Service, Risk Management, New Construction and any other personnel involved in the restoration, will be coordinated by the Priority Restoration Group using this procedure.

In anticipation of flooding events O&R will notify local building inspectors or code enforcement officials of the potential of wide spread flooding. O&R will institute an ICS task force to be comprised of Company inspectors, municipal authorities and code enforcements representatives. This procedure will be implemented during major events when water levels have risen, or may rise, to a level deemed unsafe as determined by Company personnel, or the Building or Electrical Inspector having jurisdiction in the area.

This procedure is not meant to replace existing policies or procedures for service interruption and/or restoration activities performed during normal work days or for small scale events. Rather, the procedure provides guidance for the Incident Commander managing the increased volume of work associated with events impacting a large number of customers, either within the limits of a well-defined geographic area,

or as aggregated throughout the O&R service territory.

Flood prone areas within the O&R's service territory have been identified by the New Business group which administers the Flood Response Plan. When neighborhoods such as Squires Gate in Suffern flood, a Flood Response Plan Coordinator will serve in the field as the O&R Field Incident Commander. The O&R Field Incident Commander will integrate with the local unified command structure. Past experience has shown that on-site personnel are critical both when buildings are de-energized and re-energized. Communications will be established and maintained with O&R's Field Incident Commander and the members of the Unified Command IC (Fire, Police, Code Enforcement Officer).

Orange and Rockland will administer the following procedure to manage flood-cuts and service restoration;

**APPLICATION ELECTRIC**

Upon notification of Building Inspector or customer and the de-energizing of electric the following steps take place:

The New Business Coordinator will;

- Enter all electric flood cuts into OMS as calls are received from the field and categorize them as "FC".
- Filter all OMS orders will by flood cut (FC).
- Complie an accurate and complete customer list containing customer name, address and meter information
- Accept reports from Single service crews in the field of meters being removed and record customer name, address and meter number
- Update Excel worksheet with status and meter number of single service cuts
- Enter and complete job in OMS when work is completed in the field

The New Business Team Leader will;

- Ensure that all flood cuts requiring a sub-segment to be de-energized are reviewed and recorded on an Excel document

-

- Identify other accounts that may be included if fuses are pulled (NRG)
- Assign and refer all areas requiring fuses to be opened Muni Line Crews
- Coordinate electric cuts with Gas DS
- Throghout the event, the New Business Team Leader will also communicate directly with the Public Information and Customer Service groups to ensure timely and accurae updates are made to the O&R website and VRU messages.

The Customer Meter Operations (CMO) Coordinator will;

- Track, report and coordinate single meter removals will be completed by CMO, supplemental or underground resources

**Reenergize-Electric**

Once underwriter inspections are completed and a cut-in is received electric will be reenergized in the applicable area.

- Create a VRU message indicating electric/gas flood cut requests should be directed to (dedicated phone numbers established for electric flood cuts during the storm mobilization . Once demobilized, change message to direct calls to new business offices 8-4:30pm customer service after 4:30 PM) Determine if customer is ready for gas(inspection by plumber or certified technician for furnace damage if any experienced
- Underwriter or customer will fax cut in to specific fax number in new business
- Cut in will be matched to name or account on Excel spreadsheet
- Flood cut coordinator working with New Construction will coordinate restore efforts
- Notify DS when cut ins for all accounts on sub-segment are received to reenergize
- Notify CMO for single service or Muni crews for larger circuit restores

Flood Cut/Restoration Process

- Notify CMO to create change meter order on CIMS
- Notify gas DS that a cut-in was received along with gas self-certification form and that gas can be turned on
- Coordinate with gas DS to monitor gas cuts and match with electric flood cuts maintained by the flood cut coordinator.

**APPLICATION GAS**

Gas Flood Cuts

Turn – off

- All Gas flood cuts will be entered in Mobil dispatch system as calls are received
- Track Flood cuts in Mobil dispatch system
- Identify other accounts that may be included if valves are closed (NRG)
- Create a report of flood cut services
- Communicate information at regular intervals to and Gas IC and electric flood cut coordinator.

Turn – on

- At the request to restore gas service
- Verify that Electric service is on or can be turned-on. Cut in card received along with gas self certification form
- Create a Restore template in Mobil dispatch and dispatch a mechanic
- Create a report of restored flood cut services
- Communicate information at regular intervals to and Gas IC and electric flood cut coordinator.

**DEMOBILIZATION**

With the approval of the Operations Chief, the flood cut /restoration process will begin to demobilize 72 hours after the last flood cut is reported. Demobilization will include transitioning the duties and responsibilities to the New Business department account coordinators to manage the service restoration process.

**CREWING**

| Number Of Flood Cuts | Required Field CMO or Other Employees | Required Inspectors or New Construction Support |
|---|---|---|
| 100 | 4 | 4 |
| 200 | 5 | 4 |
| 300 | 7 | 5 |
| 400 | 8 | 7 |
| 500 | 10 | 9 |

**APPENDICES**

Appendix 1 Customer Notification Web
Appendix 2 Pre Event Checklist
Appendix 3 Post Event Checklist
Appendix 4 Plumber Self Certification Form
Appendix 5 Team Roster
Appendix 6 Door Hanger

# APPENDIX 1

Customer Notification • Web Site Message:

**Electric**

If your home and/or business suffered from flood damage and/or electrical damage it may require repairs to be made before O&R can safely reconnect the service. The building's owner must take the following steps for:

a. Safety. If the building is damaged, arrange for it to be inspected by the local Building Inspector or Code Enforcement Official. In some cases, depending on the extent of damage, municipal approval may be required just to gain access to the building. Check with local municipal officials about approval.
b. Damage. Determine whether the building's electrical system has been damaged, or contact a qualified electrical contractor to make that assessment or repairs, if necessary.
c. Inspection. Arrange for the building's electric service inspection by an electrical underwriter authorized by your municipality. These inspectors do not work for O&R. They will charge you for their services. Prices may vary.
d. Restoring Electric Service. Once the building's electric system passes an inspection, the underwriter will provide written notification to O&R via an underwriter's certification. After O&R receives the notification, electric service will be restored as soon as possible.

**Equipment that may have been damaged and for which the customer is responsible to repair include:

- The entrance cable
- The meter pan
- The riser pole for underground service

**Natural Gas**

This section applies if your home and/or business has flood damage safety regulations that require O&R to isolate affected natural gas appliances. If O&R is unable to gain entry to your premises, the company will disconnect your natural gas service from the outside. Before O&R can reconnect your natural gas service, the building's owner must first take the following steps:

a. Electric Service. Follow the first three steps for electric service restoration stated on the accompanying section.
b. Damage Inspection. Contact a qualified plumber to determine whether the building's heating and natural gas equipment have been damaged. If the main automatic valve or other electrical control components on appliance were submerged; any such equipment must be replaced before natural gas service can be restored.

c. Restoring Natural Gas Service. After your inspection and necessary repairs (if any) have been made, please call O&R's Customer Service toll free number 1-877-434-4100 to have an O&R Service Technician unlock your natural gas service.
d. Charges. There is no charge from O&R to reconnect your natural gas service.

If you have any questions about these service restoration policies, please call O&R's Customer Service toll-free at 1•877•434•4100.

# APPENDIX 2

**Pre Event Checklist**

_____ Determine if flood damage is likely

_____ Notify resources to mobilize

_____ Coordinate staffing needs with CMO, Supplemental and UG electric

_____ Contact municipal officials and building inspectors to review flood cut and restoration process

_____ Coordinate after hour, holiday and weekend restore process with customer service

_____ Prepare VRU script

_____ Prepare Excel sheet for tracking flood cuts

_____ Coordinate efforts with gas DC

_____ Update website with flood cut information for customers

# APPENDIX 3

**Post Event Checklist**

_____ Notify Operations Chief of demobilization

_____ Coordinate handoff of restores with New Business and Customer Service

_____ Identify any priority restores remaining

_____ Update event records

## APPENDIX 4 Gas Certification - Piping and Appliances Downstream of the Meter

(Installer's Name—print clearly) (Installer's Company) (License #) (Phone #)

hereby certifies that all gas piping and appliances installed at:

_____, _____, _____
(Street Address) (Apartment/Unit) (Town/State)

A) meet all installation requirements of: 1) the New York State Fuel Gas Code (International Fuel Gas Code in Pa.); 2) the equipment manufacturer; 3) the Orange and Rockland Natural Gas Installation Handbook ("Yellow Book" available at oru.com); and 4) all other applicable state and local laws; and B) that a satisfactory leakage test was performed on _____at a pressure of _____psi for a duration of _____minutes.

Remarks: _____

Installer's Signature: _____Date: _____

---

Is Corrugated Stainless Steel Tubing ("CSST") present? YES _____ NO _____. If YES, I certify that it has been properly bonded to the grounding electrode system of the building:

_____of _____, _____, _____
(Installer's Name—Print clearly) (Installer's Company) (License #) (Phone #)

Remarks: _____

Installer's Signature: _____ Date: _____

---

□ stove(__), □ water heater(__), □ boiler/furnace(__), □ clothes dryer(__), □ gas fireplace(__), □ other(__)
(specify) _____to be in compliance.

---

**O&R Use Only**

O&R installed a gas meter and/or activated gas at this premise: YES _____ NO _____

If NO, reason _____

Employee Name: _____ Date: _____
(print name)

Project Number: _____

Rev 12/31/10

# APPENDIX 5

**Team Roster**

Don Kennedy – Team Lead

Kristen Barone – Data Coordinator

Steve Orman – Data Coordinator

Data Entry- 2 Employees to be assigned by Human Resources Database Update Primary

Phil Florie – Field Coordinator- Inspector

Tracey Bembridge- Lai –Field Coordinator – Inspector

Mike Popoloski – Field Coordinator – Inspector

Bob Scrudato – Field Coordinator- Inspector

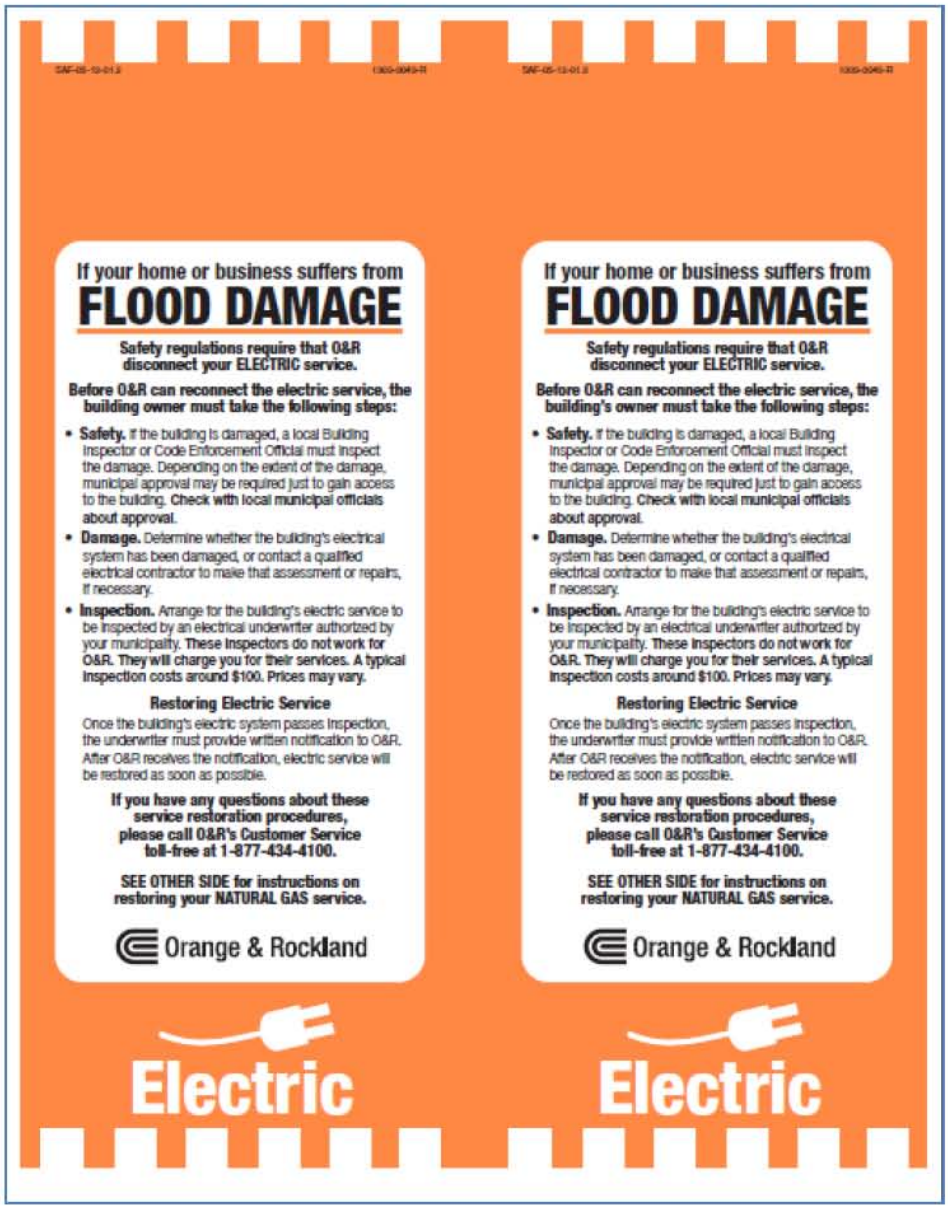
Chris Gooler- Field Coordinator- Inspector- Tertiary Assignment Ed

Martin- Field Coordinator- Inspector - Tertiary Assignment Jennifer

O'Keefe- Field Coordinator- Inspector- Tertiary Assignment

Meter Testers (as needed), Underground line (as needed), and Supplemental work crews (as needed)

## APPENDIX 6



If your home or business suffers from
**FLOOD DAMAGE**

**Safety regulations require that O&R disconnect your ELECTRIC service.**

**Before O&R can reconnect the electric service, the building owner must take the following steps:**

- **Safety.** If the building is damaged, a local Building Inspector or Code Enforcement Official must inspect the damage. Depending on the extent of the damage, municipal approval may be required just to gain access to the building. **Check with local municipal officials about approval.**
- **Damage.** Determine whether the building's electrical system has been damaged, or contact a qualified electrical contractor to make that assessment or repairs, if necessary.
- **Inspection.** Arrange for the building's electric service to be inspected by an electrical underwriter authorized by your municipality. **These inspectors do not work for O&R. They will charge you for their services. A typical inspection costs around $100. Prices may vary.**

**Restoring Electric Service**

Once the building's electric system passes inspection, the underwriter must provide written notification to O&R. After O&R receives the notification, electric service will be restored as soon as possible.

**If you have any questions about these service restoration procedures, please call O&R's Customer Service toll-free at 1-877-434-4100.**

**SEE OTHER SIDE for instructions on restoring your NATURAL GAS service.**

Orange & Rockland

Electric

If your home or business suffers from
**FLOOD DAMAGE**

**Safety regulations require that O&R disconnect your ELECTRIC service.**

**Before O&R can reconnect the electric service, the building's owner must take the following steps:**

- **Safety.** If the building is damaged, a local Building Inspector or Code Enforcement Official must inspect the damage. Depending on the extent of the damage, municipal approval may be required just to gain access to the building. **Check with local municipal officials about approval.**
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**Restoring Electric Service**

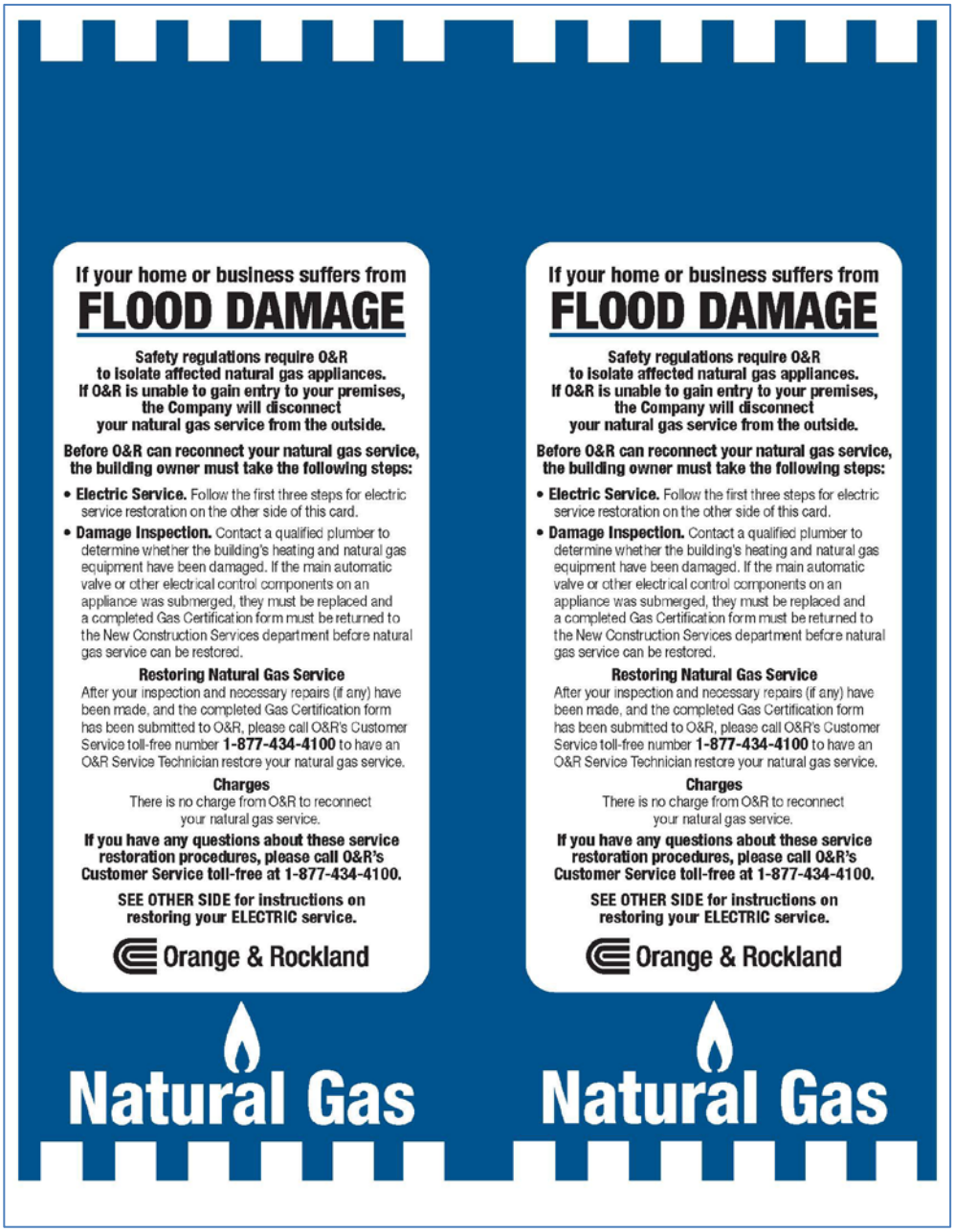
Once the building's electric system passes inspection, the underwriter must provide written notification to O&R. After O&R receives the notification, electric service will be restored as soon as possible.

**If you have any questions about these service restoration procedures, please call O&R's Customer Service toll-free at 1-877-434-4100.**

**SEE OTHER SIDE for instructions on restoring your NATURAL GAS service.**

Orange & Rockland

Electric



If your home or business suffers from
**FLOOD DAMAGE**

**Safety regulations require O&R to isolate affected natural gas appliances. If O&R is unable to gain entry to your premises, the Company will disconnect your natural gas service from the outside.**

**Before O&R can reconnect your natural gas service, the building owner must take the following steps:**

- **Electric Service.** Follow the first three steps for electric service restoration on the other side of this card.
- **Damage Inspection.** Contact a qualified plumber to determine whether the building's heating and natural gas equipment have been damaged. If the main automatic valve or other electrical control components on an appliance was submerged, they must be replaced and a completed Gas Certification form must be returned to the New Construction Services department before natural gas service can be restored.

**Restoring Natural Gas Service**

After your inspection and necessary repairs (if any) have been made, and the completed Gas Certification form has been submitted to O&R, please call O&R's Customer Service toll-free number **1-877-434-4100** to have an O&R Service Technician restore your natural gas service.

**Charges**

There is no charge from O&R to reconnect your natural gas service.

**If you have any questions about these service restoration procedures, please call O&R's Customer Service toll-free at 1-877-434-4100.**

**SEE OTHER SIDE for instructions on restoring your ELECTRIC service.**

Orange & Rockland

**Natural Gas**

If your home or business suffers from
**FLOOD DAMAGE**

**Safety regulations require O&R to isolate affected natural gas appliances. If O&R is unable to gain entry to your premises, the Company will disconnect your natural gas service from the outside.**

**Before O&R can reconnect your natural gas service, the building owner must take the following steps:**

- **Electric Service.** Follow the first three steps for electric service restoration on the other side of this card.
- **Damage Inspection.** Contact a qualified plumber to determine whether the building's heating and natural gas equipment have been damaged. If the main automatic valve or other electrical control components on an appliance was submerged, they must be replaced and a completed Gas Certification form must be returned to the New Construction Services department before natural gas service can be restored.

**Restoring Natural Gas Service**

After your inspection and necessary repairs (if any) have been made, and the completed Gas Certification form has been submitted to O&R, please call O&R's Customer Service toll-free number **1-877-434-4100** to have an O&R Service Technician restore your natural gas service.

**Charges**

There is no charge from O&R to reconnect your natural gas service.

**If you have any questions about these service restoration procedures, please call O&R's Customer Service toll-free at 1-877-434-4100.**

**SEE OTHER SIDE for instructions on restoring your ELECTRIC service.**

Orange & Rockland

**Natural Gas**

# ELECTRIC OPERATIONS EMERGENCY MANAGEMENT GUIDELINE

# ELECTRIC OPERATIONS EMERGENCY MANAGEMENT GUIDELINE

**ATTACHMENT 12 – COMMUNITY RELATIONS**

## PURPOSE

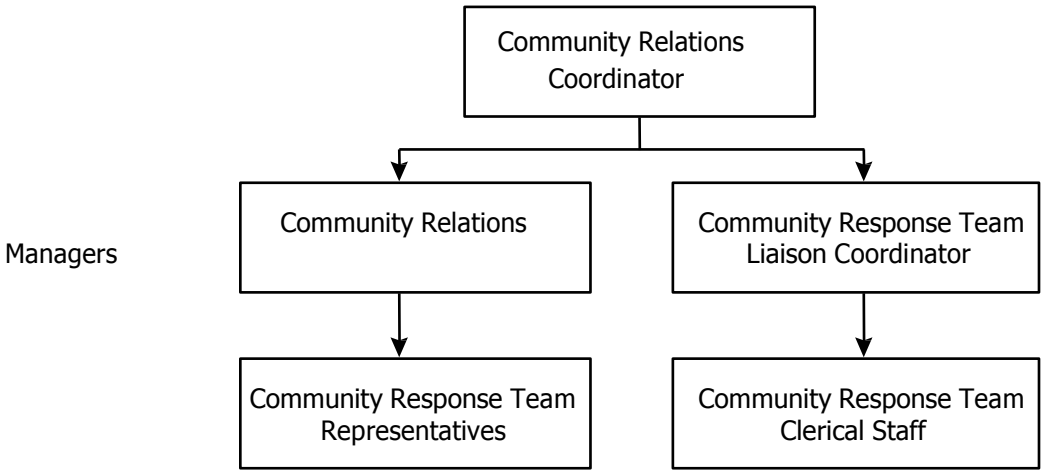
The Community Relations Department, under the direction of the Community Relations Coordinator, is responsible for ensuring that municipal officials and school leaders are provided with pertinent information on our Company's restoration activities. The Community Response Team will be activated and deployed to designated municipal emergency management locations and will serve as the primary point of contact between the municipal leaders and our Company's Control Center.

## APPLICATION

The Community Relations Coordinator will deploy the Community Response Team during Event Class 2, 3, 4, 5 and Disaster Response Emergencies, as appropriate. In a Class 1 Emergency, phone and e-mail communication is maintained with on-site assistance provided as needed. The Community Relations Coordinator will report to the Liaison Officer, if established during the event.

## POLICIES

### 1.0 Organization




### 2.0 FUNCTIONS AND RESPONSIBILITIES

2.1 Community Relations Coordinator (CRC):

When a potential event is imminent and/or notification by the Liaison Officer, the Community Relations Coordinator will have the responsibility of alerting all municipal officials and police department's stations via blast e-mail if required. In addition, the CRC will alert the Community Relations Managers and the Community Response Team members. Other responsibilities:

The CRC in cooperation with Emergency Preparedness will ensure that there is proper staffing for the Community Relations storm function.

When the emergency response plan is activated, the CRC will be responsible for notifying all municipal officials and police departments.

The CRC will direct the Community Relations Liaison to deploy the Community Response Team Representatives to the municipal emergency management locations if deemed necessary or requested.

The CRC will ensure that public officials have a direct point of contact to coordinate any requests for special assistance from the Company.

The CRC will attend company storm update meetings as required.

The CRC will be responsible for the providing municipal officials with the status of restoration efforts via blast e-mails throughout the emergency.

If a Class 3 event or higher is projected, pre-event municipal conference calls will be initiated and continued daily throughout the event. The municipal officials will be notified via a blast e-mail.

After an emergency, the CRC will be responsible for reporting all Community Relations activities to Emergency Preparedness personnel for internal and commission reports. The CRC will also have the responsibility of ensuring that all CRT members receive periodic training on emergency communications, the Company's outage management system, the Company's mapping system, the Restoration Priority Matrix, Restoration Models and the electric distribution system.

2.2 Community Relations Managers (CRM)**:**

The primary responsibility of the CRM's is to manage the Community Response Team representatives in the division assigned to them during emergencies. Their duties and responsibilities are as follows:

The CRM will confirm the municipal emergency management location assigned to the CRT member, as well as their personal cell phone numbers. The municipal locations to be manned by a CRT will be notified of the Company personnel assigned to their location. The CRM will coordinate with the CRC and CRT Liaison to schedule 2nd shift CRT's to all manned municipal locations. The CRM will establish a

communications link with all CRT's to ensure that the CRT can provide personal assistance in prioritizing restoration of service to municipal facilities, ensure public safety and provide a constant flow of information about the Company's emergency recovery operation. The CRM will ensure that timely contact with appropriate officials and agencies will be maintained, as dictated by the severity of the emergency and the areas affected. As necessary the CRM will assist in expediting municipal priorities.

2.3 Community Response Team Representative (CRT):

Their primary responsibility is to provide personal on site assistance to the municipal officials and community leaders at the location they are assigned. Other responsibilities:

Report and prioritize municipal emergencies to the Company's communications control center. Access real time Company emergency status reports via the OMS and ommunicate this information to the municipality. Proactively monitor the municipality's critical facilities utilizing the restoration customer priority listing to assess the status of their electric service Prioritize and report service interruptions to these facilities and monitor the restoration of service via the OMS and the voice response unit (VRU). Provide municipal officials with information on the Company's restoration plan, estimated restore times and completion of work requested by the municipality. The CRT will be expected to periodically test and maintain their equipment and ensure that they can connect remotely to the O&R network

2.4 Community Response Team Liaison:

The primary responsibility of the CRT Liaison is to oversee the staffing of the CRT during an event. When notified of an emergency warning, the CRT Liaison will be responsible for pre-emergency availability polling of CRT members and staffing via e-mail or telephone. The CRT Liaison will contact the Telecommunications Dept., to verify that the required telephones, fax, cell phones and computer links at the CRT Command Center(s) within the Company's facilities are operable. The CRT Liaison will oversee the deployment of the Community Response Team (CRT) ensuring that an open line of communications is maintained throughout the emergency. When notified of an emergency warning, the CRT Liaison will be responsible for pre-emergency availability polling of CRT members and staffing via e-mail or telephone. The CRT Liaison will contact the Telecommunications Dept., to verify that the required telephones, fax, cell phones and computer links at the CRT Command Center(s) within the Company's facilities are operable. The CRT Liaison will oversee the deployment of the Community Response

Team (CRT) ensuring that an open line of communications is maintained throughout the emergency.

2.5 Community Response Team Clerical Support:

The CRC will request clerical assistance from the Emergency Preparedness Manager as needed. The primary responsibility of the CRT Clerical Support personnel is to receive and input trouble orders into CIMS. Assist CRT with specific municipal and critical customer restoration of service issues. Assist CRT in retrieving storm status information and reports utilizing the Company's Outage Management System. Research status of outages as requested by municipalities. The CRC with assistance from the CRT Clerical Support staff will be responsible for compiling a manpower roster by shift and forward the list to the Human Resources (Manpower) Coordinator.

3.0 Mobilization

3.1 In anticipation of severe weather, the CRC will issue an emergency alert that a potential storm emergency may occur. It will be the responsibility of the CRC to contact the municipalities affected by the emergency. A blast e-mail is sent to all municipal officials, police departments, Emergency Management Centers, the Community Response Team Liaison and Community Relations Managers. At this time the Community Response Team and support staff will be alerted to be on standby for full activation of the Emergency Response Plan.

3.2 The Liaison Officer will notify the CRC when the emergency response plan is activated. At that time, a second emergency activation e-mail is sent to the above-mentioned emergency management personnel. The Community Relations Coordinator will direct the Community Relations Team Liaison to deploy the Community Response Team Representatives to the emergency management centers as conditions warrant. The Community Relations Coordinator will thereby ensure that public officials and agencies have a direct point of contact to coordinate any requests for special assistance from the Company.

3.3 If a Class 3 event or higher is projected, pre-event municipal conference calls will be initiated and continued daily throughout the event. The information provided will be supplied by the Storm Director. Public officials will be notified of the time of the conference call by a blast e-mail. Municipal conference calls will be held daily and will be grouped in the following manner, (1) Rockland County, (2) Orange/Sullivan/Pike, (3)Bergen/Passaic/Sussex.

3.4 The Community Relations Coordinator or their designee will establish a communications links with the Control Center, Municipal Priorities Group and Crew Leaders to ensure a constant flow of information is exchanged regarding

the prioritizing and reporting of municipal emergencies and the status of their restoration. The staffing of the emergency management centers with Community Response Team Representatives will be directed by the Community Response Team Liaison and managed by the Community Relations Managers.

3.5 The Spring Valley Operations Center will be utilized as the Community Response Team Command Center. The Community Relations Coordinator, the Community Response Team Liaison, Community Relations Managers, Community Response Team members and Clerical support will staff this location.

Community Relations Managers and/or Community Response Team Representatives may staff the following locations as necessary:

Blooming Grove Operations Center, Rt. 208, Blooming Grove, NY
Middletown Operations Center, Dolson Ave., Middletown, NY
Mahwah Office, 1 Lethbridge Plaza, Mahwah, NJ
Westfall Business Office, 105 Schneider Lane, Milford, PA

3.6 Depending on the Classification of the storm and the Restoration Model employed by the Company, the CRM may decentralized from the CRT Command Center to work from their respective business offices with a support team of CRT members.

3.7 Exhibit I: Community Response Team Flow Chart depicts the Community Response Team mobilization plan described above.

## 4.0 Demobilization

4.1 The Liaison Officer will notify the Community Relations Coordinator when and to what degree demobilization will occur.

4.2 The CRC will send a deactivation e-mail to all emergency management personnel, municipal officials, police departments and CRT members..

4.3 The Community Response Team Liaison and Community Relations Managers will finalize all emergency reports and documentation and forward to the CRC for review prior to delivery to the Liaison Officer if requested.

4.4 Update the roster by shift and forward the list to the Human Resources (Manpower) Coordinator

## 5.0 Training Plan and Drill

5.1 The CRT will be trained to effectively communicate the Company's Electric System Emergency Plan to municipal officials and emergency management personnel. The following training plan has been developed to ensure that the

CRT's are proficient using the Company's communications and outage reporting systems:

Annual training will be given on the following Company systems.

Electric System Emergency Plan
OMS - Outage Management System
NRG Mapping System
Restoration Matrix
Restoration Models
Restoration Priorities - Municipal Critical Facilities
Electric/Gas Distribution System
Customer Communications
CRT Functions and Responsibilities

5.2 The training for new employees will be completed in a timely manner. All training records will be maintained by the Function Coordinator and will be available upon request.

5.3 Refresher training for all assigned employees will be given annually

5.4 The Community Response Team Liaison will provide the CRT members with four training exercises annually that they will be expected to complete successfully in a timely manner.

5.5 Conduct an annual drill where CRT members report to their primary assignment location to familiarize themselves with the location, municipal personnel/officials and geographic region. The CRT members will be expected to test and connect remotely to all O&R systems used by the CRT.

5.6 Participate in corporate and/or individual functional drills as required

6.0 Responsibility

6.1 The Community Relations Coordinator (CRC) is responsible for the implementation of this guide and the corresponding section of the Electric System Emergency Plan.

6.2 The Community Response Team Liaison and Relations Managers (CRM) will be responsible for updating the Community Response Team (CRT) Members list and municipal CRT emergency management location assignments.

6.3 In April of every year, in conjunction with the annual submission of the Emergency Response Plan to the Public Service Commission, the Community

Relations Coordinator will review this guide and update with appropriate changes to remain in conformance with the plan.

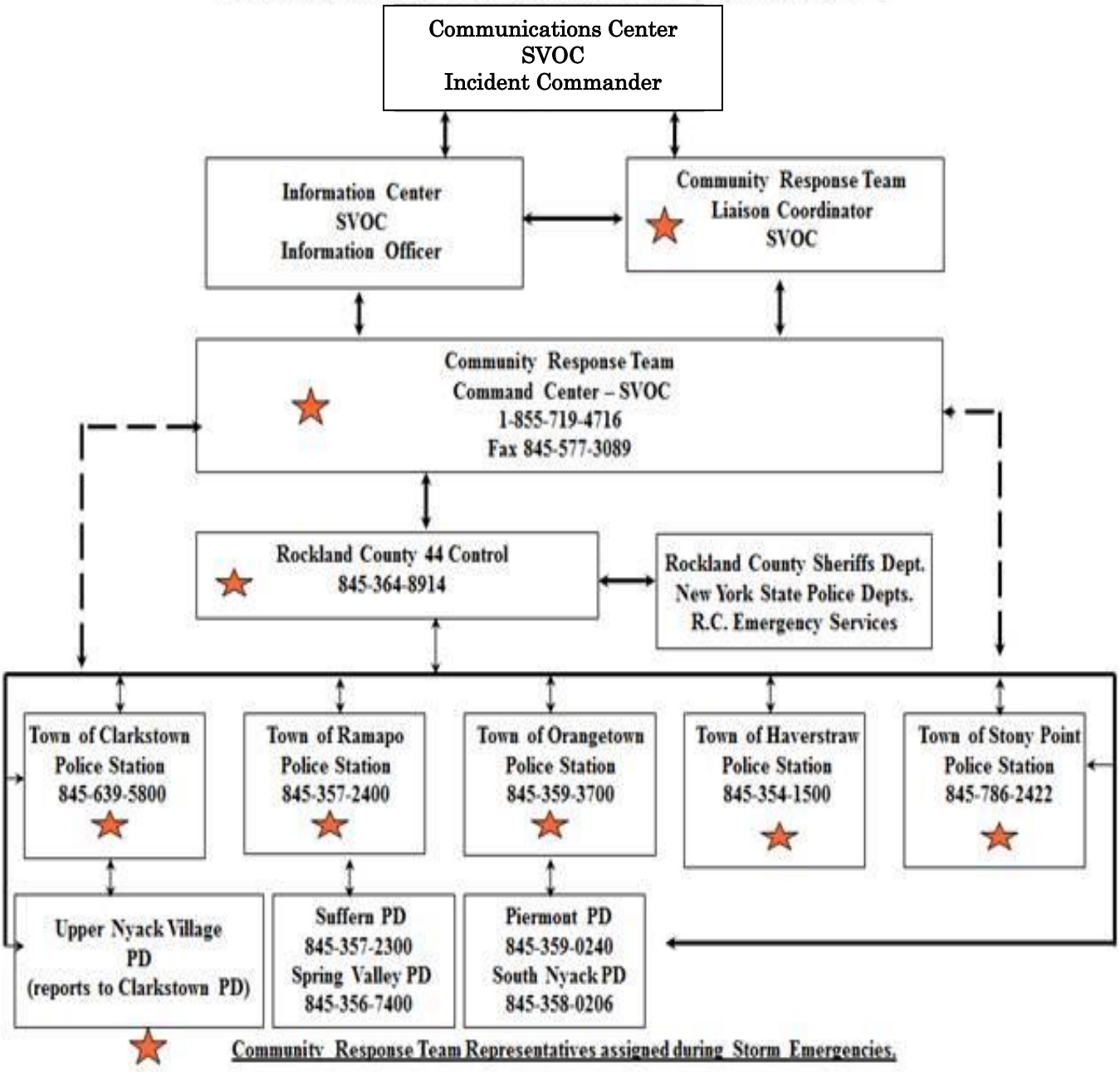
## 7.0 Exhibits

The following are the Community Response Team flow charts depicting the municipal emergency management CRT locations.

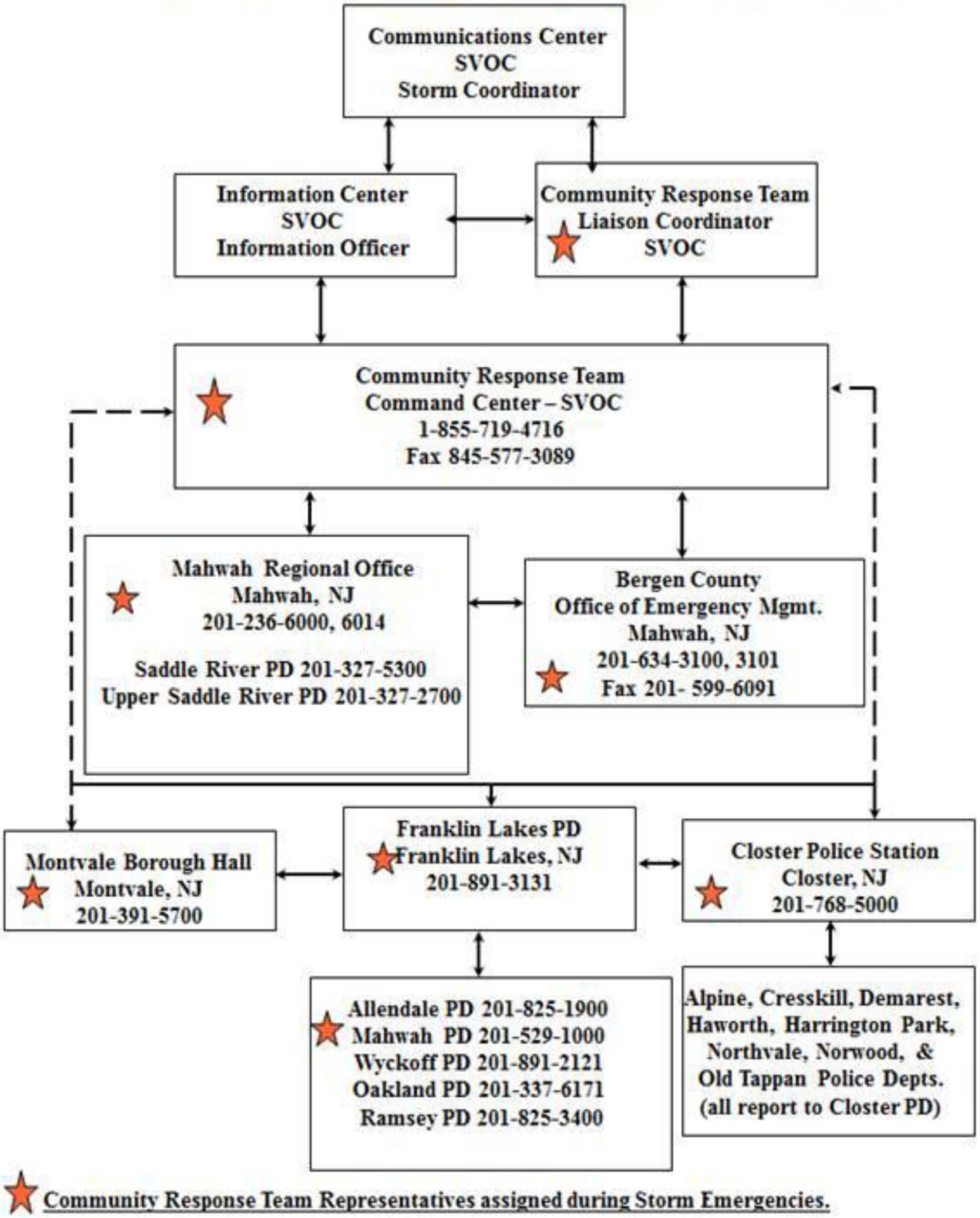
Exhibit 1 - Community Response Team Flow Chart – Rockland County – Eastern*
Exhibit 2 - Community Response Team Flow Chart – Bergen/Passaic County – Eastern/Central – Rockland Electric Co.*
Exhibit 3 - Community Response Team Flow Chart – Orange County – Northern/Central*
Exhibit 4 - Community Response Team Flow Chart – Orange County – Northern/Western*

* These exhibits are provided as attachments of Power point documents.

## Rockland County Storm Plan Communications Flowchart Exhibit 1

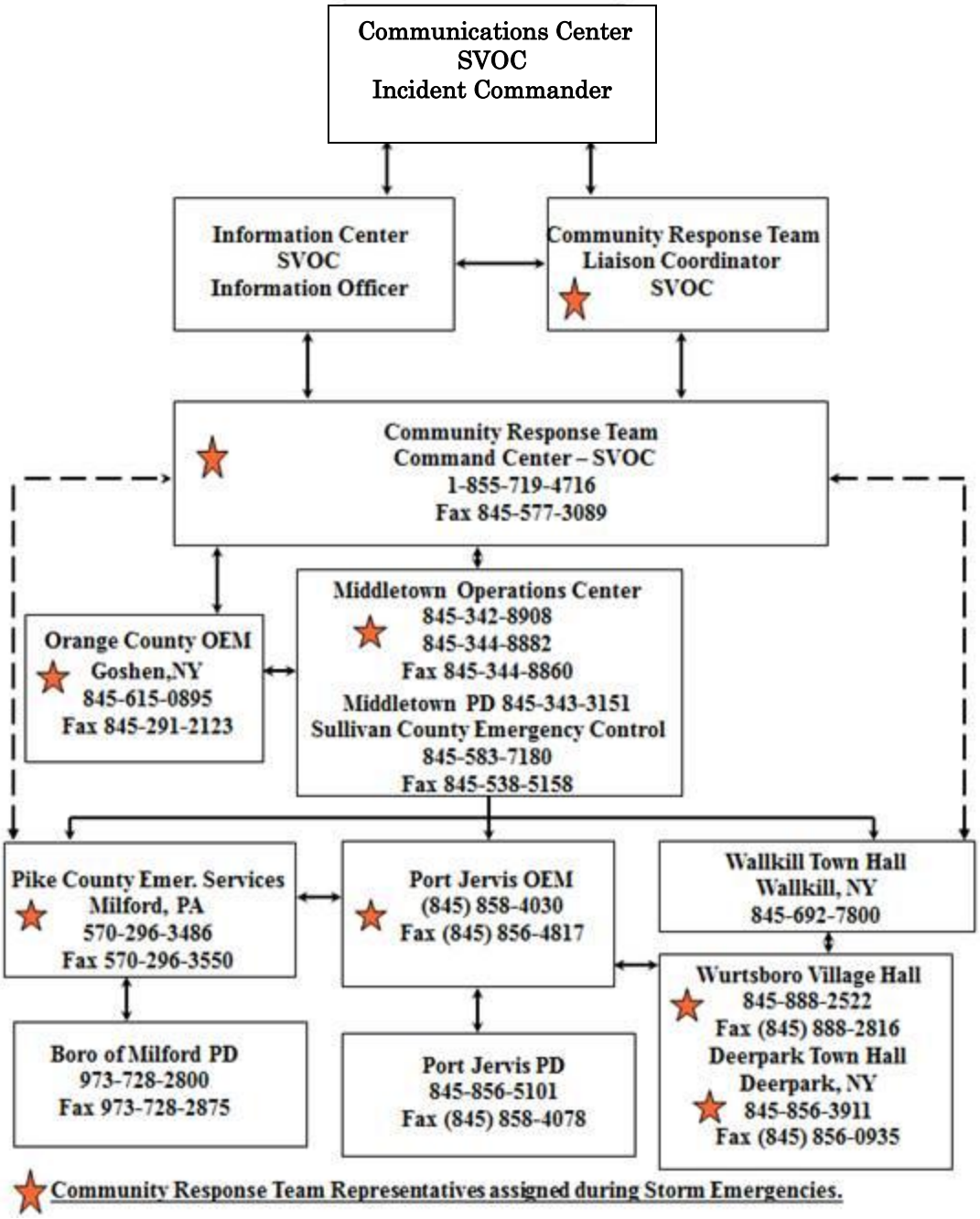


## Rockland Electric Co. Storm Plan Communications Flowchart - Exhibit 2

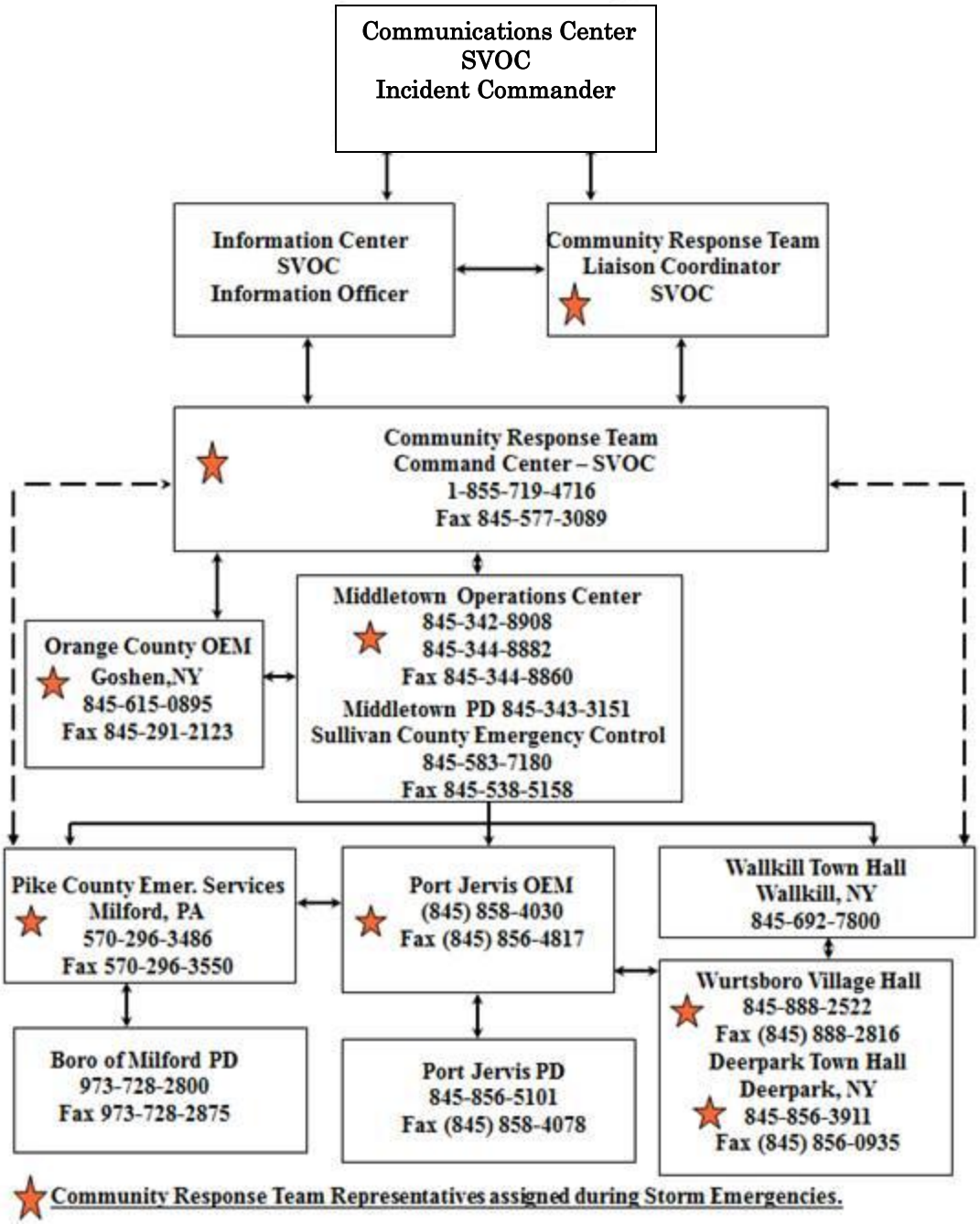



Community Response Team Representatives assigned during Storm Emergencies.

## Northern/Central Division Storm Plan Communications Flowchart – Exhibit 3



**Northern/Western Division Storm Plan Communications Flowchart – Exhibit 4**



## 8.0 Appendices

Appendix 1 – Community Response Team Pre/Post Emergency Checklist
Appendix 2 – Community Response Team Important Communication/Contact Numbers
Appendix 3 – Community Response Team List*
Appendix 4 – Community Response Team Locations and Assignments*

* Maintained by Community Relations and contains personal information

**Appendix 1**

**Orange and Rockland Utilities, Inc.**
**Community Response Team**

**Pre-Emergency Check List**

I. Emergency Warning e-mail sent to OEM's, Muni's, PD's and CRT Managers. Date: _____ Time: _____

II. Emergency Alert e-mail sent to CRT Rep. Date: _____ Time: _____

III. Community Response Team Command Center Set-up (SVOC) Date: _____ Time: _____

_____Confirmation of Telephones, Fax Machines & Computers.
_____Assignment of CRT to OEM's, Municipal, Police locations
_____Prioritization of Municipal emergencies and issues/concerns of high importance.

(Communications Standby Personnel: (845) 577-3799; M. Durling pager#: 914-391-6735)

IV. Communications Equipment Requested – Telecommunications Date:_____ Time: _____

A. Cellular Phones Date:_____ Time: _____

B. Conference Call Line Date:_____ Time: _____

V. Emergency Response Plan Activation issued by Liaison Officer to CRC Date:_____ Time: _____

VI. Community Response Team Representatives Contacted and Assigned Date:_____ Time: _____

A. 24 Hrs Coverage Established (2 - 12 hour shifts) Date:_____ Time: _____

B. Deployed to Assigned Location Date:____
Time: _____

C. E-mail CRT Reps. Communication/Information Sheet Date:_____
Time: _____

(i.e. Important Phone #'s, Dry Ice Locations & CRT Location Assignments)

VII. Community Emergency CRT Locations notified of CRT assignments w/ emergency update
(Locations responsible for Telephone, Fax and desk set-up for assigned CRT)

A. Test Communications Equipment; Phones, and Fax at CRT assigned location Date:_____
Time: _____

**Post-Emergency Checklist**

I. E-mail Notification/Communication of Emergency Plan Deactivation to CRT Reps. at Assigned Locations.

Date: _____
Time: _____

II. E-mail Notification/Communication to Municipal Officials/ Police Departments of Emergency Plan De-activation.

Date: _____
Time:_____

III. Finalize all Storm reports and documentation: CRT Mgrs. & CRT Reps. Date: _____
Time: _____

**Community Relations**
**Pre Emergency Checklist**

Date: _____

Type of Event: Heat _____ Weather _____ Other _____

Time Declared: _____

Weather Conditions: _____
_____
_____

Emergency Classification: _____

Minimum Staffing Level Required:_____
____1. _____2. _____3. _____4. ____5. _____Disaster

Expected # of customers to be interrupted_____
Probable event window: From: (date & time) _____
To: (date & time) _____

**Pre-Event Actions:**

Establish required staffing levels

Compile a roster by shift and forward the list to the Human Resources (Manpower) Coordinator

Ensure all phones and faxes are operational

Check with IT to ascertain status of all electronic communications equipment such as computers, T1 lines, Microwave, etc.

Inventory general supplies.

**Community Relations**
**Transfer of Coordinators Emergency Checklist**

Date & Time of Shift Transfer: _____

COORDINATOR BEING RELIEVED_____ BY _____

Shift Transfer Information

Bring incoming Coordinator up-to-date on outstanding issues and status of each.

Turn over all documents to incoming Coordinator.

Advise of next scheduled Storm Coordinators' Meeting.

Agree on next shift change and team members' attendance.

Update incoming coordinator on current emergency status.

Update incoming coordinator on any phone number changes, employee status or other information necessary to function.

If possibility of demobilization during oncoming Coordinator's shift, discuss demobilization steps to assure they are carried out properly.

Update the roster by shift and forward the list to the Human Resources (Manpower) Coordinator

**Community Relations**
**Demobilization Checklist**

Date & Time Demobilization activated: _____

Demobilization requested by: _____

Coordinator overseeing Demobilization: _____

## Demobilization

Notify Information Technology Coordinator that the function will stand down and computer/telecommunications needs will no longer be required.

Provide to the Emergency Coordinator all documentation pertaining to the functions storm recovery effort.

Release staff as required.

Update the roster by shift and forward the list to the Human Resources (Manpower) Coordinator

Report to the Liaison Officer that the Function has been de-mobilized.

**Appendix 2**

**Community Response Team Communications Center – SVOC**

Telephone Numbers: 1-855-719-4716

**Emergency Numbers:**

| | |
|---|---|
| 24 Hour Customer Service | 1-877-434-4100 |
| Gas Emergency Hotline | 1-800-533-5325 |
| Medical Emergency Hotline | (845) 352-6170 |

**Community Relations**

**Neil Winter, Section Mgr. Public Affairs**

**Open Position CRM, Rockland County**

**Trish Austin CRM, Rockland County**

**Michelle Damiani CRM, Bergen/Rockland County**

**Michael Grant CRM, Orange/Passaic County**

**Eric Fuentes CRM, Orange/Sullivan County**

**Aileen Sullivan CRM, Orange/Sussex/Pike County**

**IMPORTANT: THIS CONTACT INFORMATION IS FOR PUBLIC OFFICIALS AND EMERGENCY SERVICES ONLY. IT IS NOT INTENDED FOR DISTRIBUTION TO THE PUBLIC.**

**Appendix 3**

Community Response Team List

**Appendix 4**

Community Response Team Locations and Assignments

**ATTACHMENT 13 JOINT USE COORDINTOR GUIDE**

# Joint Use



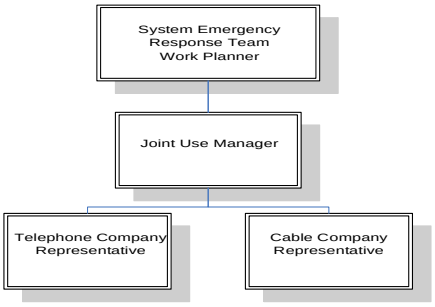
**PURPOSE** During an event, the Joint Use group managed by the System Emergency Response Team (SERT) Work Planner will be performing several functions:

1. Share information and prioritize restoration efforts relative to utility critical infrastructure out of service.
2. Coordinate with the appropriate telephone company to set poles.
3. Notify the various telephone and cable companies of downed communication wires.

**APPLICATION** This guide will be implemented during any storm requiring coordination of response amongst multiple utilities serving the same customers.

## PROCEDURE

### 1.0 Organization




### 2.0 Joint Use Process Elements

#### 2.1 Pre-Event Planning

Based on notification by the Incident Commander and/or Operations Chief of an anticipated event, the System Emergency Response Team (SERT) Work Planner will begin pre-planning for Joint Use activation. This includes requesting that the Joint Use manager(s) identify the appropriate cable and telephone companies to verify contact names and numbers within the various companies that may mobilize and assist during the event. The Joint Use managers of each company will establish the communication process within their companies to coordinate setting poles and/or sharing information to assist each company with restoration efforts.

## 2.2 Event Declaration

Upon notification by the Incident Commander and/or Operations Chief that a contingency event is declared, the Joint Use managers will execute the plan as developed in the pre-planning stage.

The SERT Work Planner will make the necessary notifications to the Joint Use manager(s) for mobilization.

## 2.3 Pre-Deployment

2.3.1 Upon notification from the SERT Work Planner, the Joint Use manager(s) will begin the pre-deployment process by:

- Contacting the telephone and cable companies and establishing the point of contact within each company.
- Establish the logistical (space and equipment) readiness of the work area.

2.3.2 Prior to dispatching telephone company crews, the Joint Use group will receive confirmation from the SERT Work Planner that the area has been confirmed by a qualified individual as being safe for non-Company crews to perform work.

## 2.4 Deployment – Setting Poles

2.4.1 Subsequent to a contingency event, the Joint Use and telephone company manager(s) will assign locations to set poles as follows:

2.4.1.1 In areas that have been made safe by Company crews.
2.4.1.2 Largest customer count areas within the vicinity of telephone company crews.

2.4.2 Each telephone company crew will be assigned an O&R Authorized Lead. Upon arrival at an assigned location the Authorized Lead will ensure telephone company crews will perform the following actions:

2.4.2.1 Re-confirm that the location has been made safe.
2.4.2.2 Check status of mark out:

2.4.2.2.1 For completed mark out – Crew can mechanically dig
2.4.2.2.2 For incomplete mark out – Crew must hand dig

2.4.3 Confirm size of the pole to install.

2.4.3.1 Crew shall set pole in same location (spot set).

2.4.4 Report to SERT contact that the pole is set.

2.4.5 Receives next work location.

2.4.6 Advises Joint Use that the pole is set and of next assigned location.

## 2.5 Deployment – Downed telecommunication and cable wire notification

2.5.1 The Joint Use manager shall utilize O&R's Outage Management System (OMS) to identify locations where the downed wires have been deemed telecommunication and cable wires.

2.5.2 The Joint Use manager shall communicate the information to the appropriate telephone and/or cable companies via e-mail or telephone.

2.5.3 The Joint use manager shall maintain a log of the information shared during the event.

## 2.6. Demobilization

2.5.1 The Incident Commander and/or Operations Chief will notify the Joint Use manager(s) when and to what degree demobilization will occur.

2.5.2 The Joint Use manager(s) will commence the transition of staff to normal operations by informing the O&R, telephone and cable company representatives.

2.5.3 The Joint Use manager(s) will commence the transition to normal operations by:

2.5.3.1 Demobilizing of on duty personnel, as appropriate and advising personnel scheduled for subsequent shifts, that that will not be required, that they should not report for Joint Use duty.
2.5.3.2 Ensure that OMS is updated with all locations where poles have been set.
2.5.3.3 The Joint Use manager(s) will update the Resources on Demand program (if activated) or, if required, will compile a roster by shift and forward the roster to the Human Resources (Manpower) Coordinator.

2.5.3.4 The Joint Use manager(s) will provide a final summary report of the recovery activities and status including all documentation and checklists to the appropriate Company personnel as warranted.

## 3.0 Primary Joint Use Functional Roles

3.1 The Company Joint Use manager(s) has the following responsibilities:

3.1.1 Coordinate and establish point of contact with the appropriate telephone and cable companies.
3.1.2 Determine staffing requirements utilizing the Storm Event Classification Matrix, other available information such as weather information and the volume of OMS (Outage Management System) incidents.
3.1.3 Establish the logistical (space and equipment) readiness of the work area.
3.1.4 Ensure open communication with the SERT Work Planner and/or Operations Chief.
3.1.5 Provide SERT Work Planner with all necessary reporting information.
3.1.6 Maintain a log of all information shared with the telecommunication and cable companies regarding downed wires.

## 4.0 Training

4.1 All Company personnel required to update OMS will receive training and refresher training as warranted.

4.3 All personnel, both Company and telephone company field personnel will receive a Job Briefing/Safety Talk prior to deploying for an event.

4.4 Company personnel will participate in corporate and/or individual function drills as required.

## 5.0 Responsibility

5.1 The Joint Use Coordinator is responsible for the implementation of this guide and its corresponding section of the Company's Emergency Plan.

5.2 Annually, the Joint Use manager(s) will review this section of the guide and update with any changes to accurately reflect the actual response to a storm and to remain in conformance with the Plan.

5.3 The Joint Use manager(s) will advise and provide the SERT Coordinator with any revisions made to the plan.

## 6.0 Appendices

Appendix 1 - Work Locations & Company Personnel Contact Information
Appendix 2 - Cable and Telephone Company Contact Information
Appendix 3 - Electric Distribution Standards - General Setting Depth of Poles

## Appendix 1

### Work Locations & Company Personnel Contact Information

Work Location: Spring Valley Operating Center
390 West Route 59 – 2nd Floor
Joint Use Manager Office, Conference Table
Spring Valley, NY 10977

Joint Use Managers:

Lead Coordinator: Ken Sullivan
Office: 845-577-3300
Cell: 845-656-5311
E-mail: sullivanke@oru.com

Coordinator: Yanhia Attianese
Office: 845-577-3785
Cell: 845-406-8440
E-mail: attianesey@oru.com

## Appendix 2

### Telephone and Cable Company Contact Information

**New York**

Cablevision/Optimum
Tom Chase
Office: 845-624-3500 ext. 293
Cell: 914-403-6700
E-mail: tchase@cablevision.com
Call Center – 845-624-8200

Frontier/Citizens Communications
Gerry Jackson
Office: 845-344-9411
E-mail: gerald.jackson@frontiercorp.com
24 Hour Dispatch - 800-435-9070

Alteva
Frank Corkum
Phone: 845-986-2504
E-mail: f.corkum@wvtc.com
Business Hours Dispatch – 877-258-3722
After Hours - Kevin Schofield
Cell: 914-755-1225

Time Warner
Ronald Cole
Office: 845- 695-9707
Ronald.cole@TWcable.com

Verizon NY
James Evangelisti
Office: 914-741-8300
E-mail:james.d.evangelisti@one.verizon.com
Call Center – 888-839-3327

## Appendix 2

### Cable and Telephone Company Contact Information (continued)

**New York (continued)**
Verizon NY
Albert Lee
Office: 914-741-5267
E-mail: albert.lee@one.verizon.com
Call Center – 888-839-3327

**New Jersey**

Cablevision Daniel
Gannon Office: 201-
651-4030
Cell: 201-954-0716
E-mail: dgannon@cablevision.com
Call Center – calling from NY – 800-406-7308 and 800-787-6701
Call Center – calling from NJ – 800-711-0660 and 800-787-6701

Verizon NJ
Tameka Rollins
Office: 908-412-6150 or 908-412-6993
E-mail: Tameka.l.rollins@verizon.com
Call Center – calling from NY – 800-406-7308 and 800-787-6701
Call Center – calling from NJ – 800-711-0660 and 800-787-6701

**Pennsylvania**

Blue Ridge Communications
Dwight Hunsicker
Office: 610-826-9312
Cell: 484-225-8371
Dispatch – Business Hours and Saturday – 877-631-8394 and 570-390-9310
After Hours – Answering Service – 800-634-6572 and 570-390-9311

## Appendix 2

### Cable and Telephone Company Contact Information (continued)

**Pennsylvania (continued)**

Verizon PA
Dan Blodnikar
Office: 570-235-0048
Office: 570-253-0049
E-mail: dan.blodnikar@verizon.com
Care Center – 800-379-0254

## Appendix 3

### Electric Distribution Standards - General Setting Depth of Poles

C-01-002.pdf

# (§ ORANGE AND ROCKLAND UTILITIES, INC.

C-01-002

ELECTRIC DISTRIBUTION STANDARDS

SliBBT

GENERAL SETTING DEPm OF POLES

1

## LOCATION

WHEN STAKES ARE USED TO SHOW POLE LOCATIONS, HOLES SHALL BE DUG AROUND STAKE AS A CENTER. WHERE NO STAKES ARE USED, HOLES SHALL BE DUG WHERE DIRECTED.

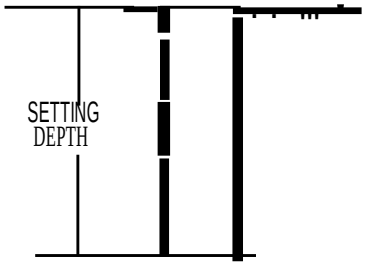
## DIAMETER OF HOLE

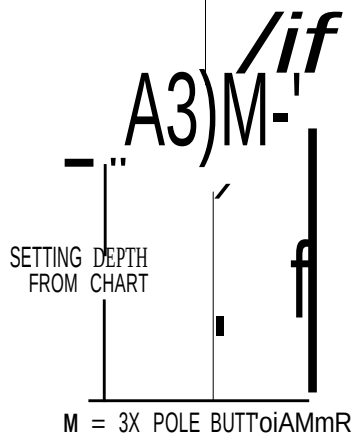
HOLES SHALL BE DUG LARGE ENOUGH TO PERMIT THE FREE ENTRANCE OF THE POLE WITHOUT CUTTING DOWN ITS NORMAL CIRCUMFERENCE AT THE BUTT, AND OF SUFRCIENT SIZE TO PERMIT TAMPING THROUGHOUT THE ENTIRE LENGTH.

## DEPTH OF HOLE

ON LEVEL GRADE POLES SHALL BE SET TO DEPTHS SHOWN AS FOLLOWS:

| LENGTH OF POLE (FT.) | 30 | 35 | 40 | 45 | 50 | 55 | 60 | 65 | 70 | 75 |
|---|---|---|---|---|---|---|---|---|---|---|
| SETTING DEPTH (FT.) | 5.0 | 5.5 | 6.0 | 6.5 | 7.0 | 7. | 8.0 | 8.5 | 9.0 | 9.5 |
| SETTING DEPTH IN {FT.) SOLID ROCK | 4.0 | 4.0 | 4.5 | 5.0 | 5.0 | 5. | 6.0 | 6.5 | 7.0 | 7.0 |




M = 3X POLE BUTT'oiAMmR

## EXCEPTIONS:

1. WHEN INSTALLING A POLE IN LOOSE GRADE, UTILIZE STEEL PIPE OR THE EQUIVALENT TO SHORE HOLE TO PROPER SETTING DEPTH, PLUS ONE FOOT. UTILIZE SELIECT BACKFILL {ITIEM 4) AND TAMP IN LAYERS NOT TO EXCEED 12 INCHES. REFIERENCE C-01-050, -051, -052 AND -053 FOR GUYING AND ANCHORING, AS REQUIRED.
2. FUTURE GRADES- WHERE GRADE IS TO BE LOWERED IN TIHE NEAR FUTURE, SET POLES SO THAT TIHEY WILL NOT BE IN TIHE GROUND LESS THEN THE REQUIRED DEPTH AFTIER A NEW GRADE HAS BEEN ESTABLISHED.
3. SLOPING GROUND- INCREASE THE SETTING DEPTIH AS SHOWN IN THE ABOVE TABLE BY DISTANCE **M.** THE POLE LENTH SHALL BE INCREASED WHERE NECESSARY TO COMPENSATIE FOR INCREASED SETTING DEPTHS.
4. WHEN POLE IS INTIENDED FOR MOUNTING 3-250KVA OR LARGER TRANSFORMERS OR 3-VOLTAGE REGULATORS, INCREASE THE SETTING DEPTH BY ONE FOOT OF THE CHART VALUE..

**DENOTES LATEST REVISION.**

| STD. ENGR. | BIE. BNGR. | OPERATIONS | IBSUE |
|---|---|---|---|
| | | | DATE |

 C-01-002 Sht 2

# GENERAL SETTING DEPTH FOR POLES

**BACKFILLING:**

BACKFILL HOLE WITH THE COMPANY APPROVED MATERIAL (ITEM 4). THE BACKFILL MUST BE WELL TAMPED AND COMPACTED IN LAYERS NOT EXCEED A MAXIMUM OF 12 INCHES.

**WEIGHT LIMITS ON POLE CLASSES:**

| **LIMITATION CHART:** MAXIMUM WEIGHT OF ANY 3 TRANSFORMER CLUSTER | | | | | |
|---|---|---|---|---|---|
| POLE LENGTH IN FEET | MINIMUM MOUNTING DISTANCE FROM POLE TOP IN FEET | POLE CLASS | | | |
| | | 1 | 2 | 3 | 4 |
| | | MAXIMUM WEIGHT IN POUNDS ON SOUTHERN PINE POLES | | | |
| 30 | 5 | 9,350 | 6,950 | 5,200 | 3,400 |
| | 7 | 10,700 | 8,600 | 6,500 | 4,350 |
| 35 | 5 | 8,700 | 6,200 | 4,600 | 2,800 |
| | 7 | 9,600 | 7,800 | 5,600 | 3,700 |
| 40 | 5 | 7,300 | 5,450 | 3,600 | 2,200 |
| | 7 | 8,700 | 6,500 | 4,500 | 2,750 |
| | 9 | 10,100 | 7,650 | 5,550 | 3,400 |
| 45 | 5 | 6,250 | 4,850 | 2,800 | 1,600 |
| | 7 | 7,500 | 5,550 | 3,300 | 2,200 |
| | 9 | 8,650 | 6,650 | 4,450 | 2,900 |
| 50 | 5 | 5,350 | 3,450 | 2,150 | 1,200 |
| | 7 | 6,700 | 4,400 | 2,700 | 1,800 |
| | 9 | 7,800 | 5,000 | 3,500 | 2,250 |

| **LIMITATION CHART:** MAXIMUM WEIGHT OF UP TO 3-500KVA TRANSFORMER CLUSTER | | | | | | |
|---|---|---|---|---|---|---|
| POLE LENGTH IN FEET | POLE CLASS | | | | | |
| | H-6 | H-5 | H-4 | H-3 | H-2 | H-1 |
| | MINIMUM POLE CIRCUMFERENCE IN INCHES, MEASURED 9 FEET FROM POLE TOP | | | | | |
| | 43 ½ | 41 ½ | 39 | 37 | 35 | 33 |
| | MAXIMUM WEIGHT IN POUNDS ON SOUTHERN PINE POLES. INSTALL ALL CLUSTER MOUNTS AT: **9 FOOT** DISTANCE FROM THE POLE TOP. | | | | | |
| 40 | | | ► 23,445 | ► 18,225 | ► 13,815 | 11,250 |
| 45 | ►27,045 | 24,150 | 19,050 | 14,650 | 10,850 | 7,450 |
| 50 | 22,750 | 18,400 | 13,950 | 10,550 | 7,550 | 4,850 |
| 55 | 18,150 | 13,950 | 10,650 | 7,650 | 4,950 | 3,050 |
| 60 | 14,150 | 10,650 | 7,750 | 5,450 | 3,250 | 1,450 |

NOTES:

1. THE MAXIMUM WEIGHT APPLIES TO THREE TRANSFORMERS; CLUSTER MOUNTED 110˚ APART ON A SINGLE POLE. IT IS APPLICABLE TO STEP DOWN AND VOLTAGE REGULATOR INSTALLATIONS. IN A THREE PHASE STEP DOWN INSTALLATION, THE CENTER OF THE TRANSFORMER IS MOUNTED INLINE WITH THE PRIMARY CONDUCTOR.
2. FOR SINGLE TRANSFORMER INSTALLATIONS, DIVIDE TABLE WEIGHT BY 2. UTILIZE THE BRACKET'S TOP MOUNTING HOLE FOR DISTANCE FROM THE POLE TOP
3. THE MOUNTING DISTANCE IS FROM THE TOP OF THE POLE, TO THE CENTER LINE OF THE MOUNTING HOLE.
4. WHEN THE WEIGHT DIFFERS BETWEEN EACH TRANSFORMER IN A CLUSTER MOUNT, USE THE APPROPRIATE POLE CLASS FOR THE HEAVIEST TRANSFORMER.
5. REFERENCE MATERIAL STANDARD M-2-2 FOR POLE SPECIFICATIONS, MEASUREMENT PRACTICES AND MINIMUM REQUIREMENTS.

**ATTACHMENT 14 – MUTUAL ASSISTANCE AGREEMENTS**

## Mutual Aid Agreements

## EEI AGREEMENT

EEI Mutual
ssistance Agreemen.

# NORTH ATLANTIC MUTUAL ASSISTANCE AGREEMENT

## 1. Mission

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

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

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

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

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

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

Institute Mutual Assistance Committee.

## 2. Company Information

2.1. Member Company Information

| North Atlantic Company Name | States | Electric Customers | Gas Customers |
|---|---|---|---|
| Bangor Hydro Electric Co | | | |
| Central Hudson Gas & Electric | | | |
| Central Maine Power | | | |
| Consolidated Edison | NY, NJ, PA | 3,600,000 | 1,200,000 |
| Duquesne Light | PA | 580,000 | |
| Exelon – (BGE, PECO) | MD, PA | 2,986,500 | 1,136,000 |
| First Energy | OH, NJ, PA,MD,WV,NY | 6,000,000 | |
| Green Mountain Power | | | |
| Hydro-One | | | |

| | | | |
|---|---|---|---|
| Hydro Quebec | | | |
| Iberdola | | | |
| Long Island Power Authority | | | |
| National Grid | | | |
| New Brunswick Power | | | |
| New Hampshire Electric | | | |
| Northeast Utilities | | | |
| Nova Scotia Power | | | |
| Pepco Holdings, Inc. (PHI) | DC, DE, MD, NJ, | 1,960,000 | 123,000 |
| PPL Electric Utilities | PA | 1,400,000 | |
| Public Service Electric & Gas | NJ | 2,200,000 | 1,800,000 |
| South Norwalk Electric & Water | | | |
| UGI Utilities, Inc | PA | 62,000 | 568,000 |
| United Illuminating | | | |
| Unitil Corp | | | |
| Total | | **18,788,500** | **4,827,000** |

**3. General Guidelines**

3.1. Personnel Safety

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

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

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

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

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

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

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

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

3.1.9. Any deployment of "Security Personnel" – armed or otherwise – must comply with

Federal, State, and Local regulations.

3.2. Maintenance of Contact Roster

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

The names, contact numbers (work phone, home phone, cellular phone, and pager), and e-mail addresses for three (3) individuals authorized to participate in Joint Mobilization Conference Calls.

If available, the telephone number for the 24-hour operations / dispatch center for the member company.

If available, a satellite telephone number for the 24-hour storm or operation/ dispatch center.

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

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

3.3. Code of Conduct

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

3.4. Confidentiality Statement

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

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

3.5. Communication With Contractors

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

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

3.6. Definition of Emergency Assistance Period

3.6.1. Members agree that the emergency assistance period shall commence when personnel and/or equipment expenses are initially incurred by the Responding Company in response to the Requesting Company's needs. This includes any request for the Responding Company to prepare its employees and/or equipment for travel to the Requesting Company's location but to await further instructions before departing. This preparation time should begin when normal work activities for Responding Company stop and preparations dedicated to supporting the off system effort begin. Except as noted in paragraph 3.6.3, the emergency assistance period shall terminate when such employees and/or equipment have returned to their point of origin and after a reasonable time required preparing the equipment for return to normal activities (e.g. cleaning trucks, restocking minor materials, etc.).

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

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

It is understood and agreed that the decision to terminate assistance and recall employees lies solely with the Responding Company.

If recall of Responding Company's workforce becomes necessary, the Requesting Company will be responsible for all expenses incurred by Responding Company until the Responding Company returns home and vehicles are cleaned and stocked for normal work activities.

If Responding Company's workforce is recalled to another of the Responding Company's locations other than their original point of origin, the Requesting Company will be responsible for travel costs to the alternate location not to exceed that which would have been incurred had the workforce returned to their original point of origin.

## 4. Rules of Engagement

4.1. Rules of Engagement Procedures

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

4.1.2. When any member company has a need for additional resources, that company will notify all members of the North Atlantic Mutual Assistance Group and schedule a Joint Mobilization Conference Call. Because response time is critical in emergency situations, the Joint Mobilization Conference Call provides a mechanism that allows members to quickly request assistance and identify the number and status of all available regional resources.

4.1.3. The Joint Mobilization Conference Call format should:

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

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

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

4.2. Initiation of the Joint Mobilization Conference Call

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

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

4.2.3. Procedure for initiating the Joint Mobilization Conference Call:

- The initiating member will notify all North Atlantic member companies via email that they wish to hold a conference call.
- The initiating member is responsible for providing the toll-free conference call number, date, and time of the call and confirms all member's participation.
- Conference calls will typically be scheduled for 0730 and 1800 daily or as needed by the initiating member.

4.3. Responsibilities of Company Initiating Conference Call

4.3.1. The company initiating the conference call will designate an individual to serve as moderator for the conference call or ask another member to moderate. The moderator will:

- Call the roll of member companies.
- Present the weather forecast for his / her company service territory. At their discretion, the initiating company may have a weather consultant present the current forecast.
- Ask other members for input regarding the weather forecast / predictions.
- Present an estimate of predicted impact / damages and when these are expected to occur. If the event is large enough to impact more than one member's service territory, the moderator will ask other members for their projected damage assessments.
- Present an estimate of resources needed. If the event is large enough to impact more than one member's service territory, the moderator will ask other members for their projected resource needs.

- By roll call, ask all non-impacted members to state the numbers of resources available to assist once their territories are no longer threatened.
- When appropriate, the moderator will lead discussion of staging areas to be used by assisting companies; transportation concerns, such as evacuation orders, fuel availability, DOT exemptions, etc.; and, the availability of non- member resources that may be available to assist impacted members.
- Keep the call moving and minimize the length of the call as much as possible. Set the date and time for future conference calls.

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

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

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

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

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

4.5. Resource Allocation and Mobilization

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

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

- Predicted impact – percentage / degree of system loss and estimated time customers will have been without power.
- Storm timing – which company will be first impacted. Travel time.
- Availability of other non-North Atlantic member controlled resources.
- The intent will be to allocate available resources to meet all member company needs in the most efficient and equitable manner possible.

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

**5. Requesting Company Responsibilities**

5.1. Requesting Company – Responsibilities Prior to Mobilization

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

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

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

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

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

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

5.2. Requesting Company – Responsibilities During Emergency Assistance Period

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

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

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

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

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

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

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

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

5.2.9. Requesting Company understands that the Responding Company will not incur hotel-related expenses other than lodging, unless agreed to by the Requesting Company prior to their occurrence. For example, phone calls made from rooms, room service, in-room movies, mini bar usage, etc. should not be incurred.

5.3. Requesting Company - Procedures for Releasing Responding Companies

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

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

- NOT retain personnel solely to perform maintenance, street lighting work, or clean up type work and will aggressively work to release personnel.
- Immediately prepare a release schedule which includes details listed in paragraph 5.3.1 above, including projected release dates.
- Provide realistic estimated restoration times and release dates to the second Requesting Company (or companies). Since this could mean the difference in going days away or waiting on resources closer that may become available, it is essential that release dates be as accurate as possible. Note: Should the emergency situation described above

develop before a Responding Company personnel arrive at the initial restoration area, these resources will be reallocated to Requesting Companies in accordance with the provisions of Section 4.6 and paragraph 5.4.3 of these procedures and guidelines.

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

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

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

5.4. Requesting Company – Responsibility for Reimbursement of Expenses

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

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

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

5.4.4. Requesting Company will reimburse members for expenses incurred in the provision and management of interim staging areas (i.e. labor and miscellaneous expenses provided by the host utility to operate the staging area, but not

including any Responding Company crew costs). In emergencies involving more than one Requesting Company, staging costs will be shared by Requesting Companies on a prorated basis based on the resources committed to each entering (logged into) the staging site.

5.4.5. Provided proper supporting documentation is included, the Requesting Company will pay all (preliminary and final) invoice(s) from Responding Company within 60 calendar days after receipt of invoice(s).

**6. Responding Company Responsibilities**

6.1. Responding Company – Responsibilities Prior to Mobilization

6.1.1. To the extent possible, the Responding Company is expected to clearly communicate the degree of devastation and working conditions that their responding employees should expect to encounter upon arrival at the emergency restoration work area.

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

6.1.3. Responding Company will complete and forward the RESPONDING COMPANY INITIAL INFORMATION SHEET before departing their home location.

6.1.4. If requested, Responding Company will provide a copy of completed PERSONNEL LISTING FORM as soon as the information becomes available.

6.1.5. Responding Company's telecommunications personnel shall contact Requesting Company's telecommunications personnel and local FCC authorities to make any temporary telecommunications arrangements.

6.1.6. Prior to traveling, Responding Company will reach agreement with the Requesting Company regarding the provisions for Responding Company personnel to make personal long distance telephone calls during the emergency response period as described in paragraph 5.2.8 above. This agreement should preclude any telephone charges from any lodging facility by the Responding Company personnel, except in case of emergency local 911 calls.

6.1.7. Responding Company agrees not to load extra emergency stock on trucks unless specifically requested by the Requesting Company.

6.1.8. When Responding Company's available contractor resources have been allocated to a Requesting Company through the Joint Mobilization Conference Call procedures, the Responding Company will:

- Provide Requesting Company with contact information for their on-site contractors.
- Alert their contractors that their assistance has been requested and that they will be contacted by the Requesting Company.
- Give their contractors the Requesting Company contact information.
- Encourage their contractors to respond to the North Atlantic member's request for help with all contract crews being released from the Responding Company's work site.

6.2. Responding Company – Responsibilities During Emergency Assistance Period

6.2.1. Responding Company will handle all communication needs within their teams. This could include acquiring additional communications equipment, such as portable repeaters, to ensure continuous communication capabilities.

6.2.2. The Responding Company will be responsible for performing normal maintenance on their vehicles and equipment during the emergency assistance period and this work will be covered in their standard hourly/daily rate.

6.2.3. Responding Company will maintain daily records of time and expenses for personnel and equipment. This documentation will be provided with their preliminary invoice.

6.2.4. When the Requesting Company has provided specific guidance in advance that differs from that in paragraph 6.2.5, the Responding Company will maintain and furnish the requested documentation of expenses with their preliminary invoice.

6.2.5. Unless otherwise agreed prior to mobilization, members agree that Responding companies will maintain and furnish upon request receipts for all individual expenses / purchases made during the emergency assistance period in accordance with the IRS requirements in effect at the time assistance is requested.

6.3. Responding Company – Responsibilities End Of Emergency Assistance Period

6.3.1. Responding Company should submit their "preliminary invoice" to Requesting Company within 60 calendar days from date released by the Requesting Company. Responding Company will provide supporting documentation at the time the preliminary invoice is mailed. Requesting Utility should receive final invoice within 90 calendar days from invoice date of preliminary invoice.

6.3.2. Responding Companies agree to maintain auditable records of billed expenses for emergency mutual assistance sufficient to satisfy the legal / statutory requirements and obligations incumbent upon the Requesting Company.

**7. Liability**

7.1. Liability Agreement

7.1.1. Requesting Company shall indemnify and hold Responding Company harmless from and against any and all liability for loss, damage, cost or expense which Responding Company may incur by reason of bodily injury, including death, to any person or persons or by reason of damage to or destruction of any property, including the loss of use thereof, which result from furnishing emergency assistance and whether or not due in whole or in part to any act, omission, or negligence of Responding Company except to the extent that such death or injury to person, or damage to property, is caused by the willful or wanton misconduct and/or gross negligence of the Responding Company. Where payments are made by Responding Company under a worker's compensation or disability benefits law or any similar law for bodily injury or death resulting from furnishing emergency assistance, Requesting Company shall reimburse the Responding Company for such payments, except to the extent that such bodily injury or death is caused by the willful or wanton misconduct and/or gross negligence of the Responding Company.

7.1.2. In the event any claim or demand is made or suit or action is filed against Responding Company alleging liability for which Requesting Company shall indemnify and hold harmless Responding Company under paragraph 7.1.1 above, Responding Company shall promptly notify Requesting Company thereof, and Requesting Company, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it in its sole discretion deems necessary or prudent.

**ATTACHMENT 15 PRIORITY RESTORATION GROUP COORDINTOR GUIDE**

Reports To: Operations Chief

Mobilization: Storm Category 1 or higher or when requested by the Incident Commander

Staff: See Matrix

Shift: Shifts 6:00AM -6:00PM; 10:00 AM- 10:00 PM; and 6:00PM - 6:00AM

## FUNCTION 1: HANDLING ROAD CLEARING INCIDENTS

PURPOSE:

The primary objective is public safety and includes the removal of downed power lines and creating passable roads. The Priority Restoration Group (PRG) shall dispatch a predefined number of damage assessment personnel, as warranted by the scope of nature and scope of the storm, followed by overhead line crews and tree crews within a geographic area to remove downed power lines blocking roadways or otherwise creating a public hazard. Crews shall: (i) de-energize lines in broken or fallen trees which are blocking roadways; (ii) de-energize lines which are blocking vehicular traffic or which are resting on vehicles or structures on or near roadways; (iii) de-energize and remove lines from roadways and areas of high pedestrian traffic.

Meetings with municipalities throughout the service area have been conducted to explain and discuss the PRG process. As a result of these meetings, the PRG has captured and compiled municipal contact information which will be used to exchange priority information requests and updates during a significant weather event. Training of internal PRG resources has been completed and will continue annually on an ongoing basis. PRG coordinators will continue to work with Operations to complete the training of PRG line crews and provide periodic training updates as needed.

Prioritization of Hazards:

- Removal of downed live wires in public thoroughfares accessible by pedestrians or traffic
- Allocate resources based on immediate municipal requirements and priority restoration matrix

- Clearing/de-energized wires in primary roadways with priority given to state and county highways followed by municipal roads and streets. Clearing/de-energizing wires in secondary roadways dictated by municipality or per the restoration priority matrix
- Facilitate emergency tree removal for the purpose of opening roads
- Facilitate make safe conditions to enable municipalities to remove trees and open roads.
- Clearly identifying, with the appropriate signage, roads that can be cleared by State, County and Municipal highway or public works departments

## APPLICATION

### Preparation:

The PRO function will be mobilized in preparation for a storm event, category 1 and 2. This function will be staffed with at least one team member acting in a standby capacity to support the electric operations pod leaders in eastern and northern divisions. PRO staff will actively monitor OMS and coordinate with pod leaders to determine the extent municipal road clearing requests are received. In the event municipal road clearings can no longer be managed effectively, or as a result of mounting electric emergencies, the pod leaders will release crews to PRO to complete municipal road clearings. The number of crews released to PRG will be based on the extent of the pending road clearing requests. Additional PRO team members will be mobilized to assist with crew management, information tracking and municipal work coordination.

In preparation for a major storm event(category 3 or greater), the PRG will contact the representatives of State, County and Municipal highway or public works departments, via email to assure the availability of the representative for the duration of the storm and to review the Company's plan for public safety and road clearing during the event. All representatives will be provided the PRO reporting form for reporting road clearing incidents during the event, in addition to contact numbers. Electric Operations will notify PRO of the crews to be assigned to the PRO for the event, the schedules for the crews, and contact information for each crew. Any changes to the crew schedule will be discussed with PRO prior to the crew's next shift.

### Reporting and Tracking:

Road Clearing incidents may be reported via calls directly from municipalities and highway departments to the Priority Response Group; calls from police and fire

departments to the Emergency Police and Fire Group; Contact with the CRT group and electronic, faxed or delivered lists and/or the PRG report forms from municipalities, highway departments, police departments or tire departments. Municipalities will be encouraged to use the electronic form.
All lists will be prioritized by the reporting entity. Reporting may include use of Geographic Information Systems sponsored by governmental entities. All road clearing reports will be entered into the PRG database and updated in OMS, if a ticket exists. If a ticket does not exist one will be created. Company resources that will have access to the database include PRG, Public Affairs, Community Response Team, Control Center, and the Emergency PD/FD Group.

The required information for accurate tracking which shall include: (i) the reporting entity, including phone number and contact name; (ii) the location of the incident, including if available, the circuit, the pole number and the cross streets; (iii) the nature of the road clearing incident; (iv) the time the incident is reported, assigned and completed; and (v) the priority assigned to the incident.

All reported incidents will be entered into the PRG database and into OMS and specifically identified as a road clearing incident. Road clearing incidents will not be combined in OMS with other incidents and outages. As PRG assigns work to the damage assessors and/or crews, OMS will be updated with the damage assessment, crew assigned and nature of work. Information will also be recorded in the PRG database for accurate reporting during and after the event until OMS processes are revised to separately track road clearing activities. As assignments are completed, OMS will be updated to include the nature of work completed. If work is not completed, a detailed explanation of the situation will be included in OMS and the PRG database. Information on road closures in Rockland County is available on the Rockland County OEM GIS, which may be used by PRG to assist in scheduling crews m1d tracking road clearing activities. Periodic emails will be provided to each municipality indicating roads that have been cleared throughout the event. In addition, signs will also be posted at the site to notify the appropriate municipal personnel that an area can be cleared.

Scheduling Crews:

Crews will be scheduled by PRG on a daily basis according to their shifts. All crews will call in directly to PRG at the commencement of their shift for dispatch instructions. Crews may be dispatched sequentially to incidents or assigned to work directly with a State, County or Municipal representative on incident lists provided by the governmental entity to PRG. Regardless of the manner of dispatch, each crew will call into PRG after closing out each incident in order to report on the nature of the work completed.

Staffing:

Damage Assessors: PRG Damage Assessors will be used to verify damage assessment, coordinate tree/overhead/municipal crew work, communicate with the administrative PRG Staff and coordinate work with the municipal crews to ensure crews are working on priority road clearing incidents. Damage Assessors will be assigned work by the administrative PRG Staff and will call back with the results of each investigation. The results of the investigation will be posted on the pending work schedule. Work will Be prioritized and assigned to the closest crew when a crew becomes available. Work schedules will be visible to all team members throughout the event through the use of a white board, flip charts, smart boards, etc. The schedule will display a list of prioritized work for each crew based on the geographic work area. As the work is released to a crew, the time and crew member spoken with will be written next to the assignment in addition to information reported back by the crew for accurate updating of OMS and the PRG database. Both the PRG database and OMS will be updated immediately upon closeout of an incident.

Should conditions warrant, PRG will assign Damage Assessors and municipal crews directly to State, County and Municipal representatives. Damage Assessors assigned in this manner will be provided a list of priority incidents in the area to which they are assigned and will report back to the administrative PRG Staff as they complete each assessment. Municipal crews and tree crews, as necessary, will work directly with State, County and Municipal representatives on priority road clearing incidents, with additional information from Damage Assessors provided for guidance.

Communication: As information is entered into the database as outlined above, the PRG Staff will continuously review the database by sorting information based on town and call type (downed wires, blocked roads, trees down with wires, etc.). Coordination with all areas reporting incidents will be ongoing throughout the event in order to validate that complete and accurate information is provided. Once work is completed in the field, the database will be updated to reflect the time of completion and the nature of the work completed. At a minimum, reporting data will be available by type of work, by municipality, time off/time on, and total workload by day. PRG Staff will be responsible for making follow-up phone calls and/or e mails when work is completed, including notification to Community Affairs and State, County and Municipal contacts. Crews will be responsible for posting the appropriate signage at a site as well. Reporting to OEM's will be handled by the Public Affairs or the storm coordinator.

OMS Coordination: PRG Staff will be responsible for recording incidents and updating incidents in OMS. In addition, PRG Staff will maintain communications with an assigned contact in the Control Center to address unique or emergency situations. OMS will be updated with comments as needed and to close out incidents when completed.

Scheduling Crews: PRG Staff will handle all incoming and outgoing calls with the PRG Damage Assessors and the municipal crews ensuring timely completion of work assignments. Work assignments will be scheduled in advance and will be available at any time an inbound or outbound crew contact is made. The team leads will attend storm meetings, speak with community officials as needed, resolve difficult/conflicting internal and external issues, review statistics, review reports and maintain ongoing coordination with interfacing departments.

As noted above, should conditions warrant, PRG Staff will assign Damage Assessors and municipal crews directly to State, County and Municipal representatives and crews will work directly with these representatives. PRG Staff will be responsible for rotating Damage Assessors, tree crews and municipal crews between State, County and Municipal governments depending on the scope and priority of reported road clearing incidents. Public safety will be the number one priority in making such assignments. Other criteria used to evaluate priorities include: (i) access to necessary facilities such as hospitals, fire stations, police stations and other emergency facilities impacted by the road closures; (ii) main roads and access ways versus side streets (iii) the number of customers impacted by the road closures; and (iv) alternative routes available to impacted customers.

| Crews PRG | Admin. | Trouble Calls | Damage Assessment | Tree Crews |
|---|---|---|---|---|
| | 1 | 10,000 | | |
| 1 | 2 | >10,000 | | |
| 3 | 4 | 20,000 | 2 | 2 |
| 6 | 4 | 40,000 | 5 | 3 |
| 9 | 6 | 60,000 | 8 | 6 |
| 12 | 8 | 80,000 | 11 | 7 |
| 15 | 8 | 100,000 | 14 | 9 |
| 18 | 10 | 120,000 | 17 | 11 |
| 21 | 10 | 140,000 | 20 | 15 |
| 24 | 10 | 160,000 | 22 | 18 |

Demobilization:

When all priority road clearing incidents have been addressed, the PRG Group will demobilize for road clearing purposes. However, the PRG Group will transition from road clearing to priority customer restoration as needed for the event.
If priority restoration is not needed, the Operations Chief will be notified of the PRG demobilization plans, crews will be released back to operations and reports will be updated and closed out. If required, PRG resources will report to their secondary storm assignments, as applicable.

Appendices:

Appendix I – Pre-event checklist
Appendix 2– Post event checklist
Appendix 3 – Roster

Appendix 1

## Pre-Event Checklist

- Determine if the PRG group will be activated
- Notify resources of mobilization
- Coordinate contractor staffing and administration needs with Human Resources
- Establish around the clock shifts
- Test share point application
- Identify crews assigned to PRG , shifts assigned and cell phone numbers
- Identify tree crews assigned
- Create work groups which include New Construction, tree crews and line crews
- Coordinate contact with Community Affairs, State, County and Municipal representatives to review storm plan, as needed
- Obtain appropriate signage

Appendix 2

Post Event Checklist

- Provide Operations Chief with demobilization plan
- Complete final NYSPSC Critical Customer report o

  Assign crews back to operations
- Complete all required storm documentation (all database records must be up to date)
- Identify any outstanding issues requiring follow-up
- Complete all required customer communications

Appendix 3

Priority Response Group Team Roster

Don Kennedy- PRG Lead Primary- Flood Response Plan Secondary

Keith Scerbo - PRG Lead Primary- Large Sensitive Customers Secondary

Priority Response Group Team
Dan Rogers- Priority Customers Secondary
Karl Kolze- Priority Customers Secondary
Steve Simpson- Damage Assessment Secondary Jackie
Bubenko- Priority Customers Secondary Kristen
Barone- Flood Response Plan Secondary
Beechin Joseph
Adam Smith
James Vasquez
Steve Orman- Flood Response Plan Secondary
Jon Backhaus - Priority Customers Secondary
Jason Malizia- Damage Assessment Secondary
Joe Pascuzzi- Contractor Data Entry- 2 Employees to be assigned by Human Resources

New Business Employees- Primary PRG Damage Assessment, Secondary Damage Assessment unless otherwise identified for flood-cut process.
Phil Florie- Secondary Flood Response Plan
Tracey Bembridge-Lai- Secondary Flood Response Plan
Ron Scrudato - Secondary Flood Response Plan
Bob Scrudato- Secondary Flood Response Plan
Paul Prezioso
Mike Popoloski- Secondary Flood Response Plan
Chris Gooier- Secondary Flood Response Plan
Lauren Schilds
Jennifer O'Keefe-
Kevin Moore
Ed Martin

# FUNCTION 2 - PRIORITY RESTORATION

## PURPOSE:

The secondary objective of the PRO is to restore power to critical/priority customers. This includes maintaining the primary point of contact for critical/priority customers throughout the event to facilitate ongoing information exchange.
(As customers call in outages, PRO will review the OMS system, assign priority coding and contact priority customers as needed.

### Prioritization of Restorations:

Customer restores will be prioritized based on the priority restoration matrix:

- Human needs - Hospitals/Nursing homes/ Senior Care facilities
- Code 1 Customers - All priority coded customers
- Municipal Facilities -Municipal Facilities, DPW, County Offices, 911 etc.
- Schools -Public and Private when appropriate

## APPLICATION

### Preparation:

In preparation for a storm event, the PRO will contact its critical care (hospitals, nursing homes and rehabilitation centers) customers by one of the following means: (i) an automated phone call; (ii) a direct phone call; (iii) a text message; and/or (iv) an email message. During this contact, the PRO will provide information regarding the upcoming event, seek any updates to contact information; and provide information on how to report an outage or other service related incident. Electric Operations will notify PRO of the crews to be assigned to the PRO for the event, the schedules for the crews, and contact information for each crew. Any changes to the crew schedule will be discussed with PRO prior to the crew's next shift.

Reporting and Tracking:

Priority customer outages may be reported via calls to the Company's call center; electronically on the Company's website, via the Company's mobile app, through the Company's public affairs department or directly to the customer's Major Account Engineer or the PRG, Reporting may include use of Geographic Information Systems sponsored by governmental entities, All priority customer outages will be entered into the PRG database, Company resources that will have access to the database include PRG, Public Affairs, Community Response Team, Control Center, and the Emergency PD/FD Group.

The required information for accurate tracking which shall include: (i) the reporting entity, including phone number and contact name; (ii) the location of the incident, including if available, the circuit, the pole number and the cross streets; (iii) the nature of the incident; (iv) the time the incident is reported, assigned and completed; and (v) the priority assigned to the incident.

All reported incidents will be entered into the PRG database and into OMS and specifically identified as priority customer outage. As PRG assigns work to the damage assessors and/or crews, OMS will be updated with the damage assessment, crew assigned and nature of work. Information will also be recorded in the PRG database for accurate reporting during and after the event. As assignments are completed, OMS will be updated to include the nature of work completed. If work is not completed, a detailed explanation of the situation will be included in OMS and the PRG database.

Scheduling Crews:

Crews will be scheduled by PRG on a daily basis according to their shifts. All crews will call in directly to PRG at the commencement of their shift for dispatch instructions. Crews may be dispatched sequentially to priority customer outages.

Damage Assessors: PRG Damage Assessors will be used to verify damage assessment, coordinate tree/overhead/municipal crew work, communicate with the administrative PRG Staff and coordinate work. Damage Assessors will be assigned work by the administrative PRG Staff and will call back with the results of each investigation. The results of the investigation will be posted on the pending work schedule. Work will be prioritized and assigned to the closest crew when a crew becomes available.

Work schedules will be visible to all team members throughout the event through the use of a white board, flip charts, smart boards, etc. The schedule will display a list of prioritized work for each crew based on the geographic work area. As the work is released to a crew, the time and crew member spoken with will be written next to the assignment in addition to information reported back by the crew for accurate updating of OMS and the PRG database. Both the PRG database and OMS will be updated immediately upon closeout of an incident.

Database Coordination: As information is entered into the database as outlined above, the PRG Staff will continuously review the database by sorting information based on town and call type. (Coordination with all areas reporting incidents will be ongoing throughout the event in order to validate that complete and accurate information is provided. Once work is completed in the field, the database will be updated to reflect the time of completion and the nature of the work completed. At a minimum, reporting data will be available by type of work, by municipality, time off/time on, and total workload by day. PRG Staff will be responsible for making follow-up phone calls when work is completed, including notification to community affairs and State, County and Municipal contacts, as needed. Reporting to OEM's will be handled by the Public Affairs or the storm coordinator.

OMS Coordination:
PRG Staff will be responsible for recording priority outages and updating priority outages in OMS. In addition, PRG Staff will maintain communications with an assigned contact in the Control Center to address unique or emergency situations. OMS will be updated with comments as needed and to close out incidents when completed.

Scheduling Crews: PRG Staff will handle all incoming and outgoing calls with the PRG Damage Assessors and will work to provide timely restoration of priority customers. Work assignments will be scheduled in advance and will be available at any time an inbound or outbound crew contact is made. The team leads will attend storm meetings, speak with community officials as needed, resolve difficult/conflicting internal and external issues, review statistics, review reports and maintain ongoing coordination with interfacing departments.

| Crews | PRG Admin. | Trouble Calls | Damage Assessment | Tree Crews |
|---|---|---|---|---|
| | 1 | 10,000 | | |
| 1 | 2 | > 10,000 | | |
| 3 | 4 | 20,000 | 2 | 2 |
| 6 | 4 | 40,000 | 5 | 3 |
| 9 | 6 | 60,000 | 8 | 6 |
| 12 | 8 | 80,000 | 11 | 7 |
| 15 | 8 | 100,000 | 14 | 9 |
| 18 | 10 | 120,000 | 17 | 11 |
| 21 | 10 | 140,000 | 20 | 15 |
| 24 | 10 | 160,000 | 22 | 18 |

Demobilization:

When all priority restoration incidents have been addressed, the PRG Group will demobilize for PRG. If the PRG is not needed, the Operations Chief will be notified of the PRG demobilization plans, crews will be released back to operations and reports will be updated and closed out. If required, PRG resources will report to their secondary storm assignments, as applicable.

Appendix 1- Pre-Event Checklist
Appendix 2- Post-Event Checklist
Appendix 3 - Roster

Appendix 1

## Pre-Event Checklist

- Determine if PRG group will be activated
- Notify resources of mobilization
- Notify Municipal contacts of mobilization and provide worksheet
- Coordinate contractor staffing and administration needs with Human Resources
- Establish around the clock shifts
- Test share point application
- Identify crews assigned to PRG , shifts assigned and cell phone numbers
- Identify tree crews assigned, if applicable
- Create work groups which include New Construction, tree crews and line crews
- Contact priority customers VIA VRU call regarding preparation for storm event and obtain any changes to contact information as required

Appendix 2

## Post Event Checklist

- Provide Operations Chief with demobilization plan
- Complete final NYSPSC Critical Customer report
- Assign crews back to operations
- Complete all required storm documentation (all database records must be up to date)
- Identify any outstanding issues requiring follow-up
- Complete all required customer communications

## FUNCTION 3: LARGE SENSITIVE CUSTOMERS

### PURPOSE:

During an event, the purpose of the Large Sensitive Customer function is to work with the Priority Response Group in support of the Call Center and Control Center by handling customer calls from the Large Sensitive Customers and entering the customer information into the Outage Management System. The Large Sensitive Customer Group will provide customer information to the Control Center and /or the Priority Response Group on a priority basis. Ongoing and periodic updates, occurring at approximately 12 hour intervals, will continue with the customers until the restoration of service is completed. Critical Customers without power will be reported to the NYS PSC every two hours until power is restored.

### APPLICATION:

#### Functions & Responsibilities:

The PRG Lead has the responsibility to implement the Large Sensitive Customer Function when called upon to do so by the Customer Assistance Chief. When directed, the PRG Lead will contact key personnel to mobilize the Group.

Responsibilities for Large Sensitive Customers include establishing the following areas:

- Prior to a weather event, notify critical customers via VRU callout of the approaching weather, provide contact information along with suggestions for preparing for an outage
- Establish 24 hour staffing requirements.
- Establish areas of responsibilities within three hours of Plan implementation.
- PRG will be utilized to notify Critical Customers and Large Sensitive Customers Via VRU message of the pending event and of alternate contact availability during event activity. See outage notification procedure for Code !customers located in Code 1 handbook.
- Ensure all communications are established and maintained.

- Monitor Outage Management System (OMS) for Priority Coded Customers outages and advise the restoration team leaders and/or PRG lead of these priorities.
- Answer telephone lines established for large sensitive customers.

Mobilization:

The PRG Lead, upon notification by the Customer Assistance Chief, will begin the mobilization process by:

- Ascertaining the forecasted event severity from the Customer Assistance Chief and determine appropriate staffing for each shift.

- Initiating the process to call-in appropriate staffing for each shift.

- **Update the ECRS program; if activated or if required compile a roster by shift and** forward the list to the Human Resources (Manpower) Coordinator.

- Ensuring the logistical computers and communications equipment readiness of the work area/stations.

- The latest customer information and Code I listings will be distributed to staff. A copy can be obtained from the Control Center if necessary.

- Activate Large Sensitive Customer telephone circuits in the conference area outside of Customer Energy Services located on the first floor (SVOC) (845-577-3391, 3392, 3393).

- Notify Major Account Engineers to transfer office phones to the above phone numbers during the event.

Demobilization:

- The Customer Assistance Chief will notify the Large Sensitive Customer Coordinator when and to what degree demobilization will occur.
- The PRG Lead will commence the transition of staff to normal operations by transferring outstanding Large Sensitive Commercial Customer incidents to Regional Office or the standby representative.
- Release employees to normal work responsibilities.
- Update the ECRS program; if activated or if required compile a roster by shift and forward the list to the Human Resources (Manpower) Coordinator.
- The PRG Lead will publish a final summary report of recovery activities and status for submission to the Customer Assistance Chief.
- Complete the final PSC reporting requirements.

Training:

All newly assigned employees will receive initial training in:

- Code I Customer Care, utilizing available resources.
- Outage Management Training, using the OMS and data entry procedures.
- Customer Information Management System (CIMS) and data entry.
- The training for new employees will be completed within the first 90 days of assignment.
  - Refresher training for all assigned employees will be given annually within the first quarter of each year in the areas as outlined above.
- Participation in corporate and/or individual functional drills as required

Responsibility:

- In the first quarter of every year, in preparation for the April Ist annual submission of the Plan to the Public Service Commission, the PRG Lead will review this section of the guide and update with any changes to accurately reflect the actual response to an event and remain in conformance with the Plan. This will include:

- Policy Guides
- Appendices
- Exhibits

Appendices:

Appendix 1-Roster
Appendix 2-Checklist:
Mobilization
Demobilization
Transfer of shift
Appendix 3- NYSPSC Priority Customer Report

Appendix 1

Customer Service Team Roster

PRG- Large Sensitive Customer Lead: Keith Scerbo

PRG Large Sensitive Customer Representatives

| | |
|---|---|
| Jon Backhaus | Dan Rogers |
| Karl Kolze | Jackie Bubenko |
| Steve Simpson | |

Date Entry Staff:

2 Employees to be assigned by Human Resources for database update

Appendix 2

Shift Change - Transfer of Duties Checklist
Large Sensitive Customers

Date _____

From Coordinator:_____ To Coordinator:_____

Time of Transfer: _____

Actions:

- o Update incoming coordinator on current event status.
- o Bring oncoming coordinator up to date on all significant and relevant issues pertaining to your functional area.
- o Turn over all reports and documents to incoming coordinator.
- o Update the ECRS program if activated or if required compile a roster by shift and forward the list to the Human Resources (Manpower) Coordinator.
- o Update incoming coordinators on any phone number changes or other pertinent information.
- o Agree on next shift change and meeting time, who will be in attendance etc.
- o If there is the possibility of demobilization during oncoming coordinator's shift discuss demobilization steps to ensure that they are carried out properly.

Pre-Event Checklist
Large Sensitive Customers

Date: _____

Coordinator:_____

Type of Event: Heat _____Weather _____ Other _____

Time Declared:_____

Weather Conditions:_____

Event Classification: 1 _____
2 _____
3 _____

Actions:

- o Establish a round-the-clock schedule
- o Update the ECRS program, if activated or if required compile a roster by shift and forward the list to the Human Resources (Manpower) Coordinator
- o Ensure all phones, fax machines and communications equipment are operational
- o Ensure all computers, databases and programs are operational
- o Activate ring down circuits from Communications Center.
- o Forward telephones from area offices

# Post-Event Checklist
## Large Sensitive Customers

Date _____

Actions:

- o Advise the Customer Assistance Coordinator that the Large Sensitive Customer Group is in the process of demobilization.
- o Un-forward local area telephones.
- o De-activate ring down circuits.
- o Determine what follow-up is needed for any open problems and release that work to appropriate department.
- o Shut down the computers and remove equipment returning the area to normal.
- o Remove and store telephone equipment in locker.
- o Finalize Reports and submit finalized version to Customer Assistance Chief.

Appendix 3

**Report to: New York Department of Public Service**

**Critical Customer Outages**

Date: 11/9/2012 Event: Sandy - Storm #4

Reporting Entity: Name 10:30 AM

| County | Town | Name of Critical Customer Out of Service | Address | Category (Pick from drop-down box) | Backup Power Source (Yes/No) | Comments | ETR |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| Rockland | Monsey | United Water New York | Forshay Road | Water/Sewer Pumping Station | No | Spoke to Josh | Power Back on 11/5 |
| Rockland | Nanuet | United Water New York | Townline Road | Water/Sewer Pumping Station | No | Spoke to Josh | Power Back on 11/1 |

**ATTACHMENT 16 Acquisition and Allocation of Mutual Assistance and External Resources**

# Acquisition and Allocation of Mutual Assistance and External Resources

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## *1.0* PURPOSE

To provide guidance on the acquisition and allocation of mutual assistance and external contractor resources[1]. Mutual assistance and contractor resources may include overhead line, vegetation management, damage assessment, logistic support, site safety, substation maintenance, underground splicing, underground network, or other resources deemed necessary by the operating organizations. This guide outlines the required actions and responsibilities for situations where it is deemed necessary to request mutual assistance or external contractor resources for incidents on the electric transmission and distribution system.

## *2.0* APPLICABILITY

This guide applies to storm or storm-like emergencies on the electric transmission and distribution system. It applies to employees of both Con Edison and O&R (the "Companies") and to all departments involved in the acquisition, distribution and deployment of external resources during the preparation and response to incidents on the electric transmission and distribution system including Electric Operations, Facilities, Construction, Energy Services, Central Field Services, Emergency Management, etc.

## *3.0* PROCEDURE

3.1 Decision Process:

3.1.1 Each day the Company's meteorologists will review the weather forecast for the next eight days and alert the Vice President, Emergency Management if there is a potential for extreme weather to impact the Companies' service areas.

3.1.2 If the weather forecast indicates the potential for extreme weather within the next eight days, the Vice President, Emergency Management will convene a conference call or meeting with the Vice President, Engineering and Planning, CECONY and the Vice President, Operations, O&R to review the weather forecast and determine if external resources are required.

3.1.3 Factors to consider in determining if external resources are required include:

- The likelihood of the event occurring

[1] The provision of mutual assistance is documented in Emergency Management Guide "Guidelines for Release of Company Personnel to Provide Mutual Assistance to Outside Utilities".

- The expected timeframe (if a weekend or holiday will impact the ability to obtain resources)
- If another event will require mutual assistance or contractor resources during the predicted timeframe (for example, a hurricane in the Gulf of Mexico and another storm or hurricane moving up the east coast at the same time)
- The potential for the event to cause widespread damage (for example, a weather event that impacts other utilities in the region)

3.1.4 A phased approach to obtaining external resources should be considered in those situations where the risk is low and/or the threat is not imminent. The daily conference calls should continue until the threat of severe weather has passed or the Companies have mobilized for the event.

3.1.5 In the case of an unanticipated event, the Director, Electric Operations Emergency Management will convene a meeting or conference call with the operating organizations in the Companies to determine the number and type of resources needed.

3.1.6 If it is predicted that the event may lead to a CERC or full-scale response the Presidents of Shared Services, CECONY and O&R will be notified.

3.1.7 Once it has been determined that external resources are required, the Director, Electric Operations Emergency Management, will be responsible for obtaining the external resources through the mutual assistance process or through direct contact with contractors. Operating organizations that acquire resources during the preparation and response to incidents will coordinate their efforts with Emergency Management to avoid duplication of effort and to leverage the relationships that the operating organizations have with contractors and vendors.

3.2 Allocation of Resources

3.2.1 Once a decision is made to secure additional resources the number and type of resources required (based on the respective emergency response plans and the predicted impact) will be communicated to Emergency Management by the Operating organizations. Typically, this is done on the inter-company (CECONY and O&R) conference calls; however, for large-scale events (such as Super-Storm Sandy), the decision may be made by senior executives of the Companies.

3.2.2 Once it has been determined that external resources are required Emergency Management will request a Regional Mutual Assistance Group (RMAG) call and communicate the resource needs to the member companies. If the resource needs cannot be met within the RMAG, the neighboring RMAGs will be requested to canvass their members for available resources. If the needs still cannot be met, a national RMAG call will be requested through the Edison Electric Institute (EEI). In the event a National Response Event[2] (NRE) is declared, Emergency Management will coordinate the acquisition of resources through the NRE process.

3.2.3 In parallel with the process for obtaining resources through the mutual assistance process, the operating organizations may seek to obtain additional crews from the Companies' existing contractors. In addition, Emergency Management may seek to obtain resources that are not coordinated through the RMAG or NRE process (e.g. contractors not working for investor owned utilities).

3.2.4 All resources obtained should be considered CEI resources and allocated in accordance with this guidance document.

3.2.5 If the combined contractor out-reach and mutual assistance process fails to meet the needs of the two companies, a meeting or conference call will be held between the O&R VP Operations, CECONY VP Engineering and Planning, and the VP, Emergency Management to determine how to initially distribute the available resources.

3.2.6 Prior to the arrival of the storm, and based on a forecast of equal impact to both companies' systems, the initial distribution will be split with approximately 60% assigned to Con Edison and 40% assigned to O&R.

3.2.7 Once the storm has passed, and the damage has been assessed, additional meetings or conference calls will be conducted to determine if additional resources are needed and determine the distribution ratio for both the staged and the arriving resources. During these calls consideration should be given to the extent and type of damage, the number of jobs, the number of downed wires, the number of customers out of service, the type of available resources (e.g. utility company travel teams versus small groups of contractor crews), the predicted global and regional estimated restoration times, and the difficulty travelling in each service area.

[2] The National Response Event (NRE) process was developed in 2013 by a team of executives from EEI member utilities and is designed to augment the normal RMAG process for the allocation of resources during storms that cause widespread damage to the electric distribution system.

3.2.8 Mutual assistance workers and contractors should be released as soon as possible to assist in the restoration efforts of other utilities or to return to their home utility or company.