

# OVERHEAD EMERGENCY RESPONSE PROCEDURE

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Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>1</b> of <b>62</b>

# Electric Operations Emergency Management Overhead Emergency Response Procedure

<b>1.0</b>	<b>PURPOSE .....</b>	<b>4</b>
<b>2.0</b>	<b>APPLICABILITY .....</b>	<b>4</b>
<b>3.0</b>	<b>PROCEDURE.....</b>	<b>4</b>
3.1	THE OVERHEAD DECISION FLOWCHART .....	4
3.2	MONITORING OF WEATHER FORECASTS .....	5
3.3	PREDICTED SEVERE WEATHER NOTIFICATION.....	5
3.4	CLASSIFICATION MEETING.....	5
3.5	DECLARING CONDITION LEVEL .....	5
3.6	MINIMUM STAFFING LEVELS .....	6
3.7	CORPORATE MINIMUM STAFFING REQUIREMENTS .....	6
3.8	PRE-STORM MEETING.....	7
3.9	PRE-STORM LOGISTICAL PREPARATION.....	8
3.10	MOBILIZATION.....	9
3.11	RESTORATION CREWS .....	9
3.12	CONTRACTOR CREWS.....	10
3.13	MUTUAL ASSISTANCE CALLS.....	10
3.14	MUNICIPAL LIAISONS .....	10
3.15	ICS COMMAND AND OBJECTIVES ESTABLISHED .....	10
3.16	DUTIES AND RESPONSIBILITIES .....	11
3.17	TYPICAL ICS ORGANIZATION.....	22
3.18	RECOVERY PRIORITIES AND PUBLIC SAFETY.....	23
3.19	ESTIMATED TIME OF RESTORATION (ETR).....	24
3.20	ETR DEFINITIONS.....	24
3.21	END OF STORM .....	25
3.22	LIFE SUSTAINING EQUIPMENT, MEDICAL HARDSHIP AND CRITICAL CARE CUSTOMERS.....	25
3.23	DRY ICE DISTRIBUTION .....	25
3.24	COMMUNICATION OF CUSTOMER CLAIM INFORMATION .....	25
3.25	WORK FLOW PROCESS .....	25
3.26	JOB RECEIPT.....	27
3.27	TICKET FLOW PROCESS.....	28
3.28	DAMAGE ASSESSMENT PROCESS .....	29
3.29	SITE SAFETY PROCESS.....	30
3.30	DE-ESCALATION DEMOBILIZATION .....	31
<b>4.0</b>	<b>RESPONSIBILITY .....</b>	<b>31</b>
<b>5.0</b>	<b>ADVICE AND COUNSEL.....</b>	<b>31</b>
<b>6.0</b>	<b>ATTACHMENTS .....</b>	<b>31</b>
	ATTACHMENT 1 – BRONX WESTCHESTER STORM CLASSIFICATION MATRIX.....	32
	ATTACHMENT 2 – BRONX WESTCHESTER MINIMUM STAFFING REQUIREMENTS .....	33
	ATTACHMENT 3 – BROOKLYN /QUEENS STORM CLASSIFICATION MATRIX .....	35
	ATTACHMENT 4 – BROOKLYN/QUEENS MINIMUM STAFFING REQUIREMENTS.....	36
	ATTACHMENT 5 – STATEN ISLAND STORM CLASSIFICATION MATRIX .....	38
	ATTACHMENT 6 – STATEN ISLAND MINIMUM STAFFING REQUIREMENTS .....	39
	ATTACHMENT 7 – MEETING AGENDAS .....	41
	ATTACHMENT 8 – INCIDENT ACTION PLAN (IAP) FORM.....	45
	ATTACHMENT 9 – ETR COMMUNICATION GUIDELINE .....	47

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page 2 of 62

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

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Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>3</b> of <b>62</b>

## 1.0 PURPOSE

To provide guidance when mobilizing for Electric Overhead system problems typically caused by storms or storm-like emergencies. This procedure outlines the required organization and responsibilities of company personnel responding to such emergencies.

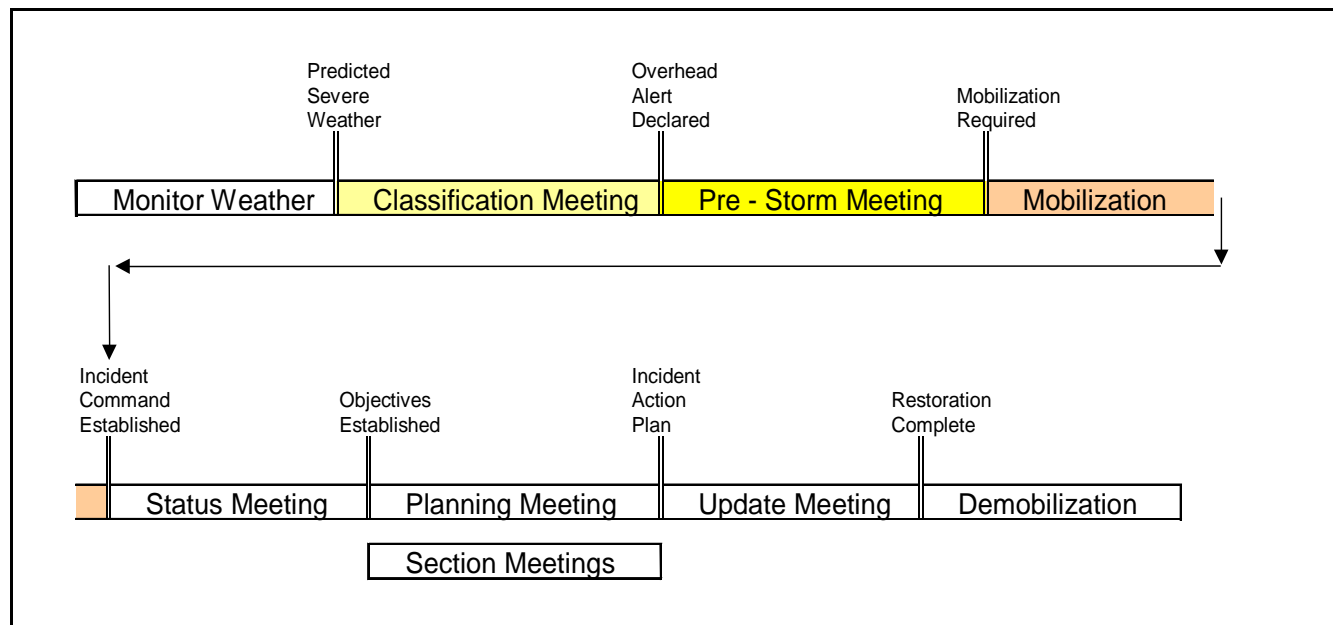
## 2.0 APPLICABILITY

This guide applies to outages that are expected to last over 12 hours or events that significantly impact our customers. It applies to employees from all departments that could respond to this type of emergency such as Electric Operations, Gas Operations, Energy Services, Claims, Law, Central Field Services, Public Affairs, Customer Operations, Emergency Management, etc.

## 3.0 PROCEDURE

### 3.1 The Overhead Decision Flowchart

Below is a graphic depiction of the process from the monitoring of adverse weather, to pre-mobilization, mobilization, restoration and ultimately demobilization. This procedure further describes each major step in greater detail.



Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page 4 of 62

## Electric Operations Emergency Management Overhead Emergency Response Procedure

### 3.2 Monitoring of Weather Forecasts

The Electric Control Center Shift Manager or designee continuously monitors weather forecasts. Forecasts are received from:

- Con Edison's meteorological consultant ( Fleet Weather Services)
- Con Edison's meteorologists
- Con Edison's meteorological graphics provider
- The System Operations Weather Bulletin Board
- New York City and Westchester County (if available)

### 3.3 Predicted Severe Weather Notification

The Electric Control Center Shift Manager or designee is responsible for promptly communicating major storm weather alerts to the following individuals or their designees:

- Regional Vice President
- General Managers, Electric Operations
- Director, Electric Operations Emergency Management
- Department Manager, Electric Control Center
- Manager, Customer Operations – Bronx/Westchester Customer Assistance Center
- Chief Distribution Engineer

### 3.4 Classification Meeting

The Electric General Managers, Director of Electric Operations Emergency Management, the Electric Control Center Section/Department Manager, and the Electric Control Center Shift Manager will meet to:

- Review the forecast
- Identify the anticipated storm classification
- Determine the time frame for declaring an alert
- Determine the time frame for convening a pre-storm meeting
- Select the Incident Commander

Upon review of system conditions and other pertinent factors, and possible consultation with the Chief Distribution Engineer, the responsible Electric Operations General Manager, Control Center Section/Department Manager or the Electric Operations Emergency Management Director will declare the appropriate storm classification. Should a storm be predicted to impact multiple regions, the Electric Operations Emergency Management group will initiate an inter-regional conference call to discuss all regions plans, resource requirements and available resources.

### 3.5 Declaring Condition Level

Participants at the classification meeting will determine the storm classification based on the application of the Storm Classification Matrix. The major classifications are Upgraded, Serious and Full Scale.

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page 5 of 62

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

The Storm Classification Matrix is an important tool used by the Electric General Managers, the Electric Operations Emergency Management Director, and the Chief Distribution Engineer to determine the appropriate response level. It provides guidance as to weather conditions and a projection of the number of customers that may be affected by such conditions.

Storm Classification Matrices have been developed on a regional basis to take into consideration the anticipated weather conditions and geography of each of the respective service areas. Thus, individual Storm Matrices exist for each Overhead Electric region and are included in this procedure as Attachment 1 for Bronx / Westchester, Attachment 3 for Brooklyn / Queens and Attachment 5 for Staten Island.

### 3.6 Minimum Staffing Levels

The Storm Classification Matrices identify the minimum staffing levels that have been established by the electric operating regions by title/function commensurate with the anticipated response levels of Upgraded, Serious and Full Scale. These region specific staffing levels are included in this procedure as Attachment 2 for Bronx / Westchester, Attachment 4 for Brooklyn / Queens and Attachment 6 for Staten Island.

A Corporate Minimum Staffing Requirement matrix has been developed to assist in identifying minimum corporate staffing levels for key roles and responsibilities for the appropriate storm classification level.

### 3.7 Corporate Minimum Staffing Requirements

ICS	Position Name	Upgraded 1	Serious 2	Full Scale 3A	Full Scale 3B
<b>Incident Command</b>	<b>Incident Commander</b>	0	6	6	6
<b>Command Staff</b>	EH&S Officer	0	6	6	6
	Customer Operations Officer	0	6	6	6
	Information Officer - Public Affairs	0	6	6	6
	Energy Services\Liaison Officer	0	6	6	6
	IMAT - Emergency Management	0	6	6	6
	Scr be / Situation Board	0	6	6	6
<b>Planning Section</b>	<b>Planning Section Chief</b>	0	6	6	6
<b>Control Center</b>	Control Center Management	29	39	48	48
	OH Emergency Trouble Shooters	38	46	48	50
	Emergency Supervisors #9	12	23	26	28
	UG Emergency Troubleshooters	16	24	30	30
	FOD	11	13	13	13
<b>Planning &amp; Analysis</b>	Trouble Analysis Unit Leader	4	6	8	10
	Feeder Managers	2	4	6	8
	Analysis & Mapping Techs	4	20	48	50
<b>Damage Assessment Resources</b>	Damage Assessment Unit Leader	0	6	6	6
	Damage Assessors	8	85	140	205
	Damage Assessment Planner	2	6	19	31

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page 6 of 62

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

ICS	Position Name	Upgraded 1	Serious 2	Full Scale 3A	Full Scale 3B
<b>Site Safety Resources</b>	Site Safety Unit Leader	0	5	6	6
	Site Safety Representatives	0	86	240	360
<b>Energy Services</b>	Energy Services CPM's/CSR	2	16	28	28
	Energy Services Supervision	1	6	6	6
<b>Muni Liaisons (Westchester)</b>	Muni Liaison Coordinator	On Req	On Req	On Req	On Req
	Muni Liaisons	On Req	On Req	On Req	On Req
<b>WCDES Support</b>	Fire Department Liaison (60 Control)	On Req	On Req	On Req	On Req
	Westchester Cty EOC Liaison	On Req	On Req	On Req	On Req
<b>Operations Section</b>	<b>Operations Section Chief</b>	0	6	6	6
<b>OH Construction</b>	Overhead Branch Director	0	6	6	6
	Overhead Planner	1	6	7	7
	Overhead Construction Crews	13	53	68	83
<b>Mutual Assistance OH Restoration</b>	Mutual Assistance Unit Leader	0	0	6	6
	Mutual Assistance Planner	0	0	7	9
	Mutual Assistance Restoration Crews	0	0	94	268
	Mutual Assistance Crew Guides	0	0	9	19
<b>Line Clearance</b>	Line Clearance Unit Leader	0	4	4	4
	Line Clearance Planner	0	4	5	5
	Line Clearance Crews	5	15	52	116
<b>Ladder Line</b>	Ladder Line Unit Leader	0	3	3	3
	Ladder Line Planner	0	3	7	7
	Ladder Line Crews	0	12	38	72
<b>EH&amp;S Support</b>	EH&S Field Support Supervision	1	3	10	12
<b>Logistics Section</b>	<b>Logistics Section Chief</b>	0	6	6	6
<b>Logistic Support</b>	Facilities Support	On Req	24-hr	24-hr	24-hr
	Stores Support Coverage	On Req	24-hr	24-hr	24-hr
	Transportation Garage Coverage	On Req	24-hr	24-hr	24-hr
<b>Finance/Admin Section</b>	<b>Finance/Admin Section Chief</b>	0	2	2	2
<b>Admin Resources</b>	Mutual Assistance Coordinators	0	3	3	3
	Cost Claims Administrator	0	3	3	3

**Minimum staffing indicated above is for a 24-hour period.** Numbers assigned per shift are at the discretion of the Incident Commander and Staff with the option of assigning higher percentage to the daylight shift, for example, 70% on day shift, 30% night shift based on evaluation of field conditions, office requirements, damages, etc.

### 3.8 Pre-Storm Meeting

The Pre-Storm meeting is critical to the preparation and execution of the appropriate response level. This meeting will be held as soon as practical after declaration of a system alert. Whenever possible, a weekday pre-storm meeting should be held prior to 1300 hours to facilitate crew availability should mobilization be required that day.

Actions to be considered during the pre-storm meeting include the following:

- Notify emergency response organizations of the declared storm classification and anticipated time of mobilization.
- Disseminate the weather forecasts

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page 7 of 62

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

- Review any pending work and system issues.
- Ensure human resources are available per the Minimum Staffing Matrix
- Determine key contacts for each shift
- Verify that all computer and phone systems are operational
- Initiate all preparatory actions as outlined in key contacts checklists

Representatives from the following organizations typically participate in the pre-storm meeting:

Electric Operations General Managers  
Overhead and Underground (Ladder Line) Section/Department Managers  
Control Center Managers  
Engineering Managers/Supervisors  
Electric Operations Emergency Management  
Energy Services Managers/Supervisors  
Customer Operations Managers / CMG / Site Safety  
Construction – Damage Assessment Representative  
Central Field Services / Emergency Support Group  
Operations Support / Financial Services Group  
Public Affairs and EH&S Representatives

### 3.9 Pre-Storm Logistical Preparation

The General Managers of Electric Operations or the Electric Control Center Department Manager or the Director of Electric Operations Emergency Management (or designees) will ensure that the following areas are addressed.

- Mobilization of emergency response participants
- Activation of outreach notification systems to Life Sustaining Equipment and Medical Hardship customers
- Activation of Statistical Tracking / Storm Mode
- If required, secure additional resources through the Mutual Assistance process (NYMAG, MAMA, RMAGs) as well as direct contractor resources for restoration, service crews, line clearance, damage assessors, and site safety personnel. When storm damage may impact an entire region such as the eastern seaboard, tri-state area, etc., the Company will attempt to secure resources from mutual assistance groups and contractors located outside of the effected region
- Communication with outside agencies including the Public Service Commission, municipal officials and media as appropriate via pre storm press releases
- Communication with other Con Edison organizations including Distribution Engineering, Environmental Operations, Central Field Services and others as appropriate
- Verification that all communication equipment is functioning properly

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page 8 of 62



**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

- Preparation of vehicles to include relocation, fueling and ensuring an adequate supply of materials is on board
- Coordination of materials and supplies to include transformers, cable, poles, hardware etc.
- Notification to vendors (i.e. line clearance contractors, dry ice and generator suppliers)
- Coordination of essential services for emergency response participants (cafeteria services, crew accommodations, petty cash, and facilities, as appropriate)
- Potential need for the establishment of staging areas, reception areas or base camps

### 3.10 Mobilization

For forecasted storms, the date, time, and location of mobilization are determined during the pre-storm meeting.

In the event of an unanticipated storm or contingency where personnel need to be called in from home, the Electric Control Center Shift Manager will commence notification including notification of the respective Electric Operations Emergency Management Representative.

Each organization will notify respective personnel to report to their assignments at the time determined in the pre-storm meeting. Each organization will ensure adequate staffing for the designated storm classification and associated recovery plan. Unless otherwise stated at the pre-storm meeting, each organization will use the appropriate Minimum Staffing Requirements matrix for the declared storm classification. (See Attachment 2 for Bronx / Westchester, Attachment 4 for Brooklyn / Queens and Attachment 6 for Staten Island)

### 3.11 Restoration Crews

The request for additional Con Edison crews to supplement local crews will be coordinated during an inter-regional conference call initiated by Electric Operations Emergency Management. This includes Orange & Rockland, which as a wholly owned subsidiary of Con Edison Inc., will provide assistance to Con Edison on a priority basis depending on availability. The reciprocal is also true.

A mutual assistance unit in Operations, along with the Admin/Finance Mutual Assistance unit, will be mobilized when required. These units, along with the Logistics Operations Control Center (LOCC), will work closely to ensure that mutual assistance crews are managed, assisted and put to optimal use. The request for mutual assistance crews will include the following information.

- Number and type of crews
- Number and type of vehicles if appropriate (i.e. bucket trucks, digger derricks, etc)
- Reporting location
- Estimated duration of crew participation

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page 9 of 62

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

### 3.12 Contractor Crews

If additional contractor crews are required, Electric Operations Emergency Management will request assistance from other utilities via Regional Mutual Assistance Group conference calls.

### 3.13 Mutual Assistance Calls

In anticipation of and in response to a storm, even if the company is not expected to be affected by the storm, at least one company representative will participate in all mutual assistance (NYMAG, NEMAG, and MAMA) conference calls to which we are invited.<sup>1</sup>

### 3.14 Municipal Liaisons

Municipal Liaisons will be dispatched to Westchester County municipalities upon request from local government officials. The Municipal Liaison will work with the local municipal officials to prioritize municipal impacts. Municipal Liaisons will act as the intermediary between the municipality and the company on issues of local importance.

### 3.15 ICS Command and Objectives Established

The Incident Commander is responsible for developing operational objectives and strategies for the upcoming shift and conducting the initial planning meeting. Throughout the shift the Incident Commander will hold briefings with the Command Staff and Section Chiefs and conduct status meetings with all key storm response personnel as needed. Standard agendas for the pre-storm, status and update meetings can be found in Attachment 7. The Planning Section Chief will convene a meeting to develop an event specific Incident Action Plan (IAP) for the following operational period. A template for the Incident Action Plan can be found in Attachment 8.

As described in the Company's Electric Emergency Response Plan (ERP), the Incident Command System (ICS) has been adopted for the management of incidents and events including overhead storm response.

The ICS organization is built upon five major functions and is scalable providing the ability to fill those parts of the organization required to respond to overhead storms or events. ICS establishes lines of supervisory authority, formal reporting relationships and maintains reasonable span of control in each section of the operation. Individuals serving in ICS positions of Branch Manager or higher are required to complete required training before assignment to such position.

The following table serves to identify the Duties and Responsibilities for individual positions utilized within the ICS structure.

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<sup>1</sup> As required by DPS Staff's report on utility Performance in the October and December 2008 Winter Storms affecting National Grid, NYSEG and Central Hudson

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>10</b> of <b>62</b>

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

3.16 Duties and Responsibilities

Group		
	Sub-Group	Function
<b>Incident Command Staff</b>	This group, along with the IC General Staff (Planning, Operations, Logistics and Admin/Finance Section Chiefs), is responsible for the overall coordination of an event. All strategic planning will be coordinated by this group and all final decisions will be made by the Incident Commander.	
	Incident Commander	<ul style="list-style-type: none"> <li>Develops the operational objectives and strategies for upcoming shifts.</li> <li>Conducts Initial Planning meeting.</li> <li>Holds regular status meetings with key response personnel.</li> <li>Approves the Global, Regional and Local ETR's (as appropriate), , reviews reports, safety plans, press releases, crewing requirements, environmental issues, OEM and other outside agency issues, and VRU scripts.</li> <li>The IC will order demobilization of the incident response when appropriate.</li> </ul>
	EH&S Officer	<ul style="list-style-type: none"> <li>Overall responsibility for environmental and pesronnel safety issues as related to storm response. Responsible for the Safety Plan</li> </ul>
	EH&S Desk Senior Specialist	<ul style="list-style-type: none"> <li>Receiving spill notifications from the field, making timely notifications and updates to CIG and Inputting and updating spill information into E2MIS.</li> <li>Ensuring that the appropriate number of field crews and supplies are available for clean-ups, coordinating spill cleanups utilizing appropriate resources, and arranging for spill clean-up vendor support as required.</li> <li>Assigning EH&amp;S Field Representatives to environmental and safety incidents.</li> </ul>

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>11</b> of <b>62</b>

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

	EH&S Field Senior Specialist	<p>Responsibilities include:</p> <ul style="list-style-type: none"> <li>• Responding as directed to industrial and vehicle accidents and conducting accident investigations.</li> <li>• Responding as directed to environmental incidents.</li> <li>• Ensuring that all environmental cleanup activity is done in accordance with appropriate Company procedures</li> </ul>
	Information Officer and staff – Public Affairs Representative	<ul style="list-style-type: none"> <li>• Communicates with media relations and government agencies and elected officials.</li> <li>• Acts as central contact with Public Affairs field response.</li> <li>• Monitors all media reports, ensures ETR's are communicated through various media and the company's external website.</li> <li>• Creates statement or message for Customer Operations and Energy Services.</li> <li>• Westchester Only: initiates and conducts municipal conference calls as needed.</li> </ul>
	Liaison Officer (OEM)	<ul style="list-style-type: none"> <li>• Initiates the outreach to the municipal contacts including the NYC and Westchester County Offices of Emergency Management.</li> <li>• Ensures the accuracy of municipality related information given to the municipal officials.</li> <li>• Gathers information concerning Large/Critical customers.</li> <li>• Work closely with the Municipal Field Liaison Group Coordinator to monitor damage activity in the municipalities and promptly address public health and safety issue</li> </ul>
	Municipal Liaison Coordinator	<p>Westchester Only:</p> <ul style="list-style-type: none"> <li>• Ensures that Municipal Field Liaisons and resources are dispatched as needed.</li> <li>• Dispatch the assigned Municipal Field Liaison.</li> <li>• Issue a cell phone and laptop computer to the Municipal Field Liaison before dispatch to assigned municipality.</li> <li>• Assign an office coordinator to respond to Liaison requests for information should they required assistance.</li> </ul>

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>12</b> of <b>62</b>

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

	Municipal Group Supervisors (Energy Services)	Westchester Only: <ul style="list-style-type: none"> <li>• Ensure the integrity of the operation and staff adherence to the Emergency Response Plan.</li> <li>• Ensures a priority list of municipal jobs is brought to the attention of the Muni Planner on an as needed</li> <li>• basis to ensure this work is addressed properly.</li> </ul>
	Muni Group Representatives ( Muni Desk)	Westchester Only: <ul style="list-style-type: none"> <li>• Responsible for responding to calls from municipal officials, initiating and updating trouble tickets, monitoring storm recovery status, and providing feedback to their customers.</li> </ul>
	Municipal Liaisons	Westchester Only: <ul style="list-style-type: none"> <li>• Visit the municipalities if required, and remain there as long as needed. It is the responsibility of the Liaison to maintain phone contact with the Municipsl Coordinator and report any damages and request required resources. Liaison will maintain contact with the Muni Planner if necessary, to prioritize work.</li> </ul>
	WCDES Fire Department Liaison	Westchester Only: <ul style="list-style-type: none"> <li>• This person is positioned in 60 Control at the Westchester County DES to coordinate the requests for service from local fire departments</li> </ul>
	WCDES EOC Liaison	Westchester Only <ul style="list-style-type: none"> <li>• This person is positioned in Westchester County Department of Emergency Services Emergency Operations Center</li> <li>• The primary duty of the EOC Liaison is to provide and obtain information for EOC staff and to be the Point of Contact for the company</li> </ul>
	<b>COMMUNICATIONS MONITORING GROUP</b> Section Manager	<ul style="list-style-type: none"> <li>• Work with the Customer Assistance Center Managers to provide overall coordination of Customer Assistance Center support for storm recovery.</li> </ul>

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>13</b> of <b>62</b>

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

	<b>SUPERVISION/ SENIOR SPECIALISTS</b>	<ul style="list-style-type: none"> <li>Ensure adequate staffing; overall call quality and operation of the VRU options and broadcast messages.</li> </ul>
	<b>CUSTOMER SERVICE SENOIR SERVICE Representative</b>	<ul style="list-style-type: none"> <li>Responding to customer calls, recording trouble conditions, and providing recovery progress.</li> </ul>
<b>Planning Section</b>	Responsible for the collection and analysis of work. Prepares and documents the Incident Action Plans. Works closely with the Control Center and Trouble Analysis Situation Units.	
	<b>PLANNING SECTION CHIEF</b>	<ul style="list-style-type: none"> <li>The Planning Section is responsible for managing information, including the collection, evaluation, dissemination &amp; use of information regarding the status of the incident and its resources.</li> <li>Once the IC has stated the event objectives, the Planning Section Chief will prepare an event-specific Incident Action Plan</li> <li>provides the IC with the Global, Regional and Local ETR's</li> </ul>
	<b>CONTROL CENTER UNIT LEADER</b>	<ul style="list-style-type: none"> <li>Overall coordination of Control Center shift activities.</li> <li>Communicates with System Operations.</li> <li>Communicates with Substation Operations.</li> <li>Communicates with Electric Operations Managers and coordinates manpower resources.</li> <li>Reviews backlog and restoration estimates.</li> <li>Reviews and adjusts priorities – communicates restoration plan to Operators.</li> </ul>

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>14</b> of <b>62</b>

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

	<b>CONTROL CENTER SHIFT MANAGER</b>	<p>Under a level 1 storm:</p> <ul style="list-style-type: none"> <li>Managing all aspects of storm response, including:</li> <li>Staffing adequate Electric Operations (Distribution Services), Trouble Analysis and Call Center personnel</li> <li>Assuming operational jurisdiction from System Operations of feeder breaker switching at 4 kV Unit Substations</li> <li>Turning on Statistical Tracking - Storm Mode Keeping overall storm statistics</li> <li>Ensuring that cutting and clearing of wires down receives high priority</li> <li>Ensuring that switching and restoration activities are taking place in a safe, coordinated, environmentally compliant and timely manner</li> <li>Under a level 2 and 3 storm: Shift Manager relinquishes responsibilities for staffing and storm statistics.</li> </ul>
	<b>FEEDER CONTROL REPRESENTATIVE</b>	<ul style="list-style-type: none"> <li>Check with the Operating Authority to ensure necessary protective measures</li> <li>Coordinate with the Operating Authority and other Electric Control Center Operators in the restoration of these feeders to service upon completion of work.</li> </ul>
	<b>EMERGENCY OPERATING GENERAL SUPERVISOR - OPERATING AUTHORITY</b>	<ul style="list-style-type: none"> <li>Coordinating analysis of trouble tickets utilizing the STAR models, priority crew dispatching and functioning as an Operating Authority.</li> <li>Coordinate with the Field and Substation Operations Supervisors and the Shift Manager to confirm that all personnel are clear of a feeder before a switching device is closed-in to energize a circuit.</li> </ul>
	<b>FIELD AND SUBSTATION OPERATIONS SUPERVISOR</b>	<ul style="list-style-type: none"> <li>Coordination with Central Substations to ensure they have adequate staffing to handle expected storm damage.</li> <li>Switching 4 kV feeder breakers as support for the overhead Operating Authorities in the Control Center.</li> </ul>

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>15</b> of <b>62</b>

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

	<b>TROUBLESHOOTER DISPATCHERS</b>	<p>Dispatching and providing all STAR updates as work progresses, including:</p> <ul style="list-style-type: none"> <li>• Promptly assign troubleshooters to the system job when dispatched</li> <li>• Provide an estimated time of restoration when quick restoration via switch moves is expected</li> <li>• Enter the damage found on the DMG screen and update the STAR model with actions taken by the Troubleshooter and Control Center Operating Authority</li> <li>• Refer the system job to Trouble Analysis where technicians will review the actions taken and in turn refer a well defined job to Restoration Operations</li> </ul>
	<b>TROUBLESHOOTERS</b>	<ul style="list-style-type: none"> <li>• Clear hazardous wire down conditions, make areas safe and perform switching operations as directed by the Control Center Operating Authority to facilitate quick restoration.</li> <li>• Provide protective switching under the direction of a Control Center Operating Authority for Restoration repair work when non-company crews are used for major reconstruction.</li> <li>• Relay damage information back to the Control Center for input to STAR.</li> </ul>
	<b>TROUBLE ANALYSIS UNIT LEADER</b>	<ul style="list-style-type: none"> <li>• Communicates with Engineering Support Area (E.S.A.)</li> <li>• Coordinates all Engineering activity.</li> <li>• Oversee the analysis activities of all the feeder cells, primary and transformer analysis, mapping and support technicians. Reallocate resources among as required, maintain overall status reports and provide technical and administrative assistance to the Feeder Managers.</li> </ul>
	<b>FEEDER MANAGER</b>	<ul style="list-style-type: none"> <li>• Oversees the operation of the feeder cell, ensures coordination with the Damage Assessment Unit, provides information to the Trouble Analysis Unit Leader, Identifies changing resource requirements.</li> <li>• Responsible for maintaining a high level of quality and timeliness.</li> <li>• Oversees the Trouble Analysis Technician(s).</li> <li>• Requests additional support or provide support to other cells, based on the level of damage on the feeders.</li> <li>• Closes a cell when all restoration has been completed and all administrative actions have been taken.</li> </ul>

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>16</b> of <b>62</b>



**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

	<b>DAMAGE ASSESSMENT SITUATION UNIT LEADER</b>	<ul style="list-style-type: none"> <li>• Ensure the efficiency of the assessment teams</li> <li>• Shift resources as appropriate</li> <li>• Oversee the deployment of the Damage Assessors.</li> <li>• Coordinates with Trouble Analysis Feeder Cell Manager.</li> </ul>
	<b>DAMAGE ASSESSMENT COORDINATOR</b>	<ul style="list-style-type: none"> <li>• Dispatch and receive information from Damage Assessors.</li> <li>• Ensure that the DMG screen in STAR is appropriately updated.</li> <li>• Communicate with Trouble Analysis Feeder Cell Technician to ensure Damage Assessor information is as useful as possible.</li> </ul>
	<b>DAMAGE ASSESSOR</b>	<ul style="list-style-type: none"> <li>• Dispatched as required to locations as directed by the Damage Assessment Coordinators.</li> <li>• Communicate all damage, real time, via cellular phone directly to the Damage Assessment Coordinator and/or Trouble Analysis Technician.</li> </ul>
	<b>TROUBLE ANALYSIS TECHNICIAN</b>	<ul style="list-style-type: none"> <li>• Analysis of ECS/STAR trouble call tickets and damage assessment information.</li> <li>• Continually monitor feeders in the cell for outage activity and SCADA information, associate related tickets and verify cause of outages.</li> <li>• Determines appropriate job destinations (Troubleshooter, Operations Overhead, Operations Ladder Line, Line Clearance), issue jobs via STAR,</li> </ul>
	<b>SITE SAFETY UNIT LEADER</b>	<ul style="list-style-type: none"> <li>• Ensure the efficiency of the Site Safety Representatives</li> <li>• Shift resources as appropriate</li> <li>• Oversee the deployment of the Site Safety Representatives</li> </ul>
	<b>SITE SAFETY REPRESENTATIVE</b>	<ul style="list-style-type: none"> <li>• Report to their pre-assigned workout location, but once dispatched, will remain mobile.</li> <li>• Report to electric wire down locations</li> <li>• Ensure the safety of the area while waiting for crew arrival</li> </ul>

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>17</b> of <b>62</b>

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

	<b>CUSTOMER OPERATIONS OFFICER</b>	<ul style="list-style-type: none"> <li>Follows established guidelines for actions as prescribed in CSP 2-0-1</li> <li>Communicates with CMG and Manager of Customer Outreach</li> <li>Gathers and provides updated ETR information to Call Center personnel and for use with the VRU, throughout the event</li> <li>Maintains central contacts role for any field response role for CSR's</li> <li>Provides status and statistics from Customer outreach activities</li> </ul>
	<b>IR UNIT SUPERVISOR</b>	<ul style="list-style-type: none"> <li>Ensure computer and communication system reliability including Local Area Networks and Mainframe systems</li> <li>Communication support includes ensuring the integrity of communication network infrastructure, including STAR and other computer applications, telephones, cellular technology, radios, and pagers.</li> <li>Provide round-the-clock, single point of contact support to all recovery organizations.</li> <li>Ensure STAR, Customer Information Systems, and Electronic Communications System availability with Information Resources (IR) through their 24-hour Help Center.</li> </ul>
<b>Operations Section</b>	<p>Communicates with Planning, Control Center and OH Managers to coordinates manpower resources, operational conflicts and statistical data.</p> <p>Assists with call-in process.</p> <p>Communicates operational goals, statistics and system updates to OH Managers.</p>	
	<b>OPERATIONS SECTION CHIEF</b>	<ul style="list-style-type: none"> <li>Directs restoration efforts.</li> <li>Timely and safe restoration of service to customers whose service has been interrupted as a result of a storm.</li> <li>Direct all restoration forces and coordinate activities with all other recovery organizations.</li> <li>Contacts the joint use/overhead planning to request that a telephone company representative be assigned to assist with the coordination of restoration work if necessary. Telephone company is responsible for coordination with cable TV companies as required.</li> </ul>

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>18</b> of <b>62</b>

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

<p>*For Full Scale level storms, the number of people in these positions is expanded to include a dedicated team required to support mutual assistance crews.</p>	<p><b>OVERHEAD OPS BRANCH DIRECTOR*</b></p>	<ul style="list-style-type: none"> <li>Oversee and coordinate multiple construction cells and Line Clearance during restoration of service to customers. This includes Mutual Assistance cells as needed.</li> </ul>
	<p><b>OH OPS FIELD SUPV / CREW LEADER</b></p>	<ul style="list-style-type: none"> <li>Coordination of restoration activities in the field.</li> </ul>
	<p><b>OH DIVISION SUPERVISOR  MUNI PLANNER</b></p>	<ul style="list-style-type: none"> <li>Reviews incoming tickets for completeness, prepares material requisitions, determines number and type of crew required to effect repairs, and prioritizes jobs for dispatch based on stated objectives.(Westchester Only)</li> <li>Muni Planner coordinates same for dedicated crews to respond to municipal tickets/jobs.</li> </ul>
	<p><b>DOWNED TREE TASK FORCE BRANCH MANAGER</b></p>	<ul style="list-style-type: none"> <li>Responsible for all tree-clearing activities, and for ensuring sufficient crews are available as required.</li> <li>Directs the activities of the Line Clearance Dispatcher and clerks, and ensures the timely updates of STAR</li> <li>Oversees and coordinates all activities associated with Con Edison's support of the NYC Downed Tree Task Force including assigning and dispatching crews, damage accessors and other resources as needed.</li> </ul>
	<p><b>LADDER LINE DIVISION SUPERVISOR</b></p>	<ul style="list-style-type: none"> <li>Responsible for field activities, crew strength, office management and clerical activities associated with individual service restoration.</li> </ul>
	<p><b>LADDER LINE FIELD SUPERVISOR</b></p>	<ul style="list-style-type: none"> <li>Responsible for all individual service restoration activities.</li> </ul>
	<p><b>LADDER LINE DISPATCHER</b></p>	<ul style="list-style-type: none"> <li>Dispatching all the work packages to specific or individual crews ensuring work is completed and performed in the most efficient manner.</li> </ul>
<p><b>Logistics Section</b> (Central Field Services Emergency Support Group)</p>	<p>Provides logistics and field management, material coordination, buying services, vehicle maintenance, specialized trucking &amp; vehicle services, off-site staging and housing accommodations.</p>	

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>19</b> of <b>62</b>

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

	<b>LOGISTICS SECTION CHIEF</b>	<p>Coordination of all response logistics including:</p> <ul style="list-style-type: none"> <li>• Provision of logistical input to the Incident Commander in preparing restoration and Incident Action Plan</li> <li>• Identification of anticipated and known service/support requirements</li> <li>• Requisition of additional resources as needed.</li> </ul>
	<b>CFS BRANCH DIRECTOR</b>	<ul style="list-style-type: none"> <li>• All the routing functions of Central Field Services: OCCS Unit, Cranes &amp; Rigging Unit, Fleet Operations Unit, Technical Services Lab/Capital Tools Unit, Environmental Operations Unit, CFS EH&amp;S Unit, Stores Operations Unit, and Transportation Operations Unit.</li> <li>• Provided in direct support of a storm restoration: adequate fuel supplies, stores support, trucking support and field deliveries including dry ice and mobile generators..</li> </ul>
	<b>PROCUREMENT BRANCH</b>	<ul style="list-style-type: none"> <li>• Purchasing and Materials Management. <ul style="list-style-type: none"> <li>- Expediting contracts with vendors and locating unique vendors for non-routine material and services.</li> </ul> </li> <li>• Materials Management Unit - Coordinating, with the Planners, the material requirements for jobs and expediting the sourcing and delivery of same. And managing the inventory to replenish stock and for coordinating requirements with established vendors.</li> </ul>
	<b>FACILITIES BRANCH</b>	<ul style="list-style-type: none"> <li>• Maintenance of all workout locations and associated building services, including snow removal, and cafeteria services.</li> <li>• Food Services Unit - Arrange for and deliver food and drinks to crews at facilities and in the field.</li> <li>• Security Unit - ensure adequate security of facilities and remote assembly areas.</li> </ul>
	<b>LOCC BRANCH</b>	<ul style="list-style-type: none"> <li>• Includes: Mobile Field Center, Hotel/Lodging, Beverages/Food/Meals Support,, Mobile Electric Generators , Staging/Assembly Areas, Ice Distribution, Demobilization, Mutual Aid Support, and other unique units.</li> </ul>

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>20</b> of <b>62</b>

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

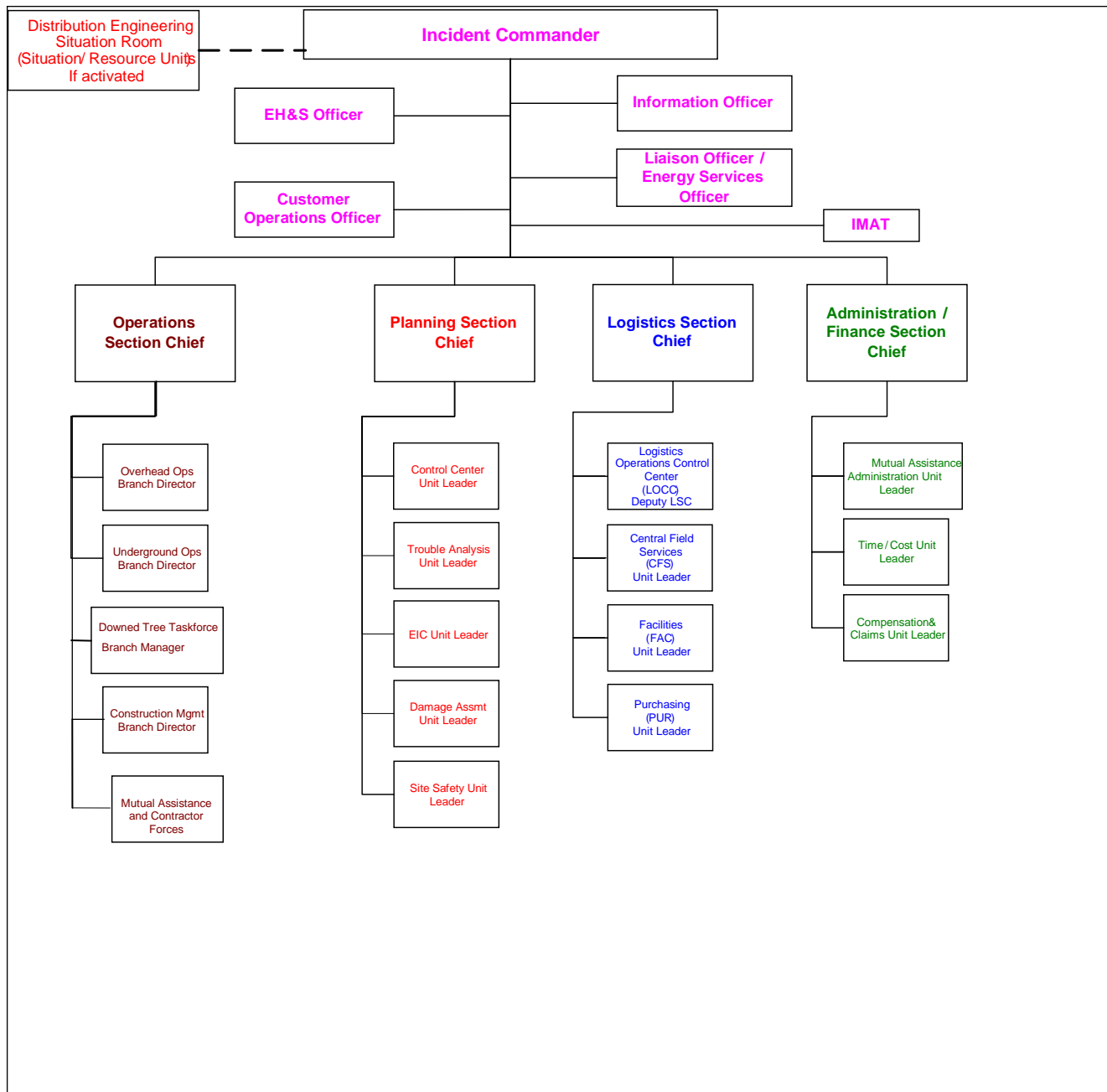
	<b>HOTEL/FOOD UNIT LEADER</b>	<ul style="list-style-type: none"> <li>The Hotel/Food Unit Leader reports to the Special Services Branch Director and is responsible for providing accommodations for mutual assistance restoration field forces as required.</li> </ul>
<b>Administration/ Finance Section</b>	Maintains chronological sequence of events. Coordinates with Logistics Section the ordering and delivery of equipment, supplies and material.	
	<b>ADMINISTRATION/ FINANCE SECTION CHIEF</b>	<ul style="list-style-type: none"> <li>Managing all financial aspects of the response</li> <li>Coordinating crew administration</li> <li>Coordinating all clerical support</li> </ul>
	<b>CREW MUTUAL AID ADMINISTRATOR</b>	<ul style="list-style-type: none"> <li>Assisting the Operations Branch Director for Mutual Assistance.</li> </ul>
	<b>OH/UG (LL) DIVISION ADMINISTRATION SUPERVISORS</b>	<ul style="list-style-type: none"> <li>Coordinating the necessary clerical support needed for each Restoration organization and for ensuring the timely and accurate updating of STAR. This updating includes but is not limited to: crew names, vehicle number, radio/cell number, CAS, job start time, damage found in the field, job ETR and job completions including ticket close-outs.</li> </ul>
	<b>COST/CLAIMS UNITS</b>	<ul style="list-style-type: none"> <li>Mobilize the petty cash disbursement group as needed</li> <li>Keep accurate records and accounting for funds disbursed</li> <li>Assist the Operations Section in financial matters relative to storm recovery activity.</li> <li>Maintain accurate accounting of all storm-related costs.</li> </ul>

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>21</b> of <b>62</b>

# Electric Operations Emergency Management Overhead Emergency Response Procedure

## 3.17 Typical ICS Organization

The following is a typical ICS organization chart:



Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>22</b> of <b>62</b>

### 3.18 Recovery Priorities and Public Safety

Electric Operations recognizes public safety as the primary concern during restoration. Insofar as practical, the Control Center, Trouble Analysis Unit and the Operations Section must organize the work in the following priorities:

- Energized Wires Down / Public Safety - Factors to consider when prioritizing crew dispatch to reports of energized downed wires include:
  - The population density of the area
  - The level of pedestrian access
  - The use of the area
  - Proximity to facilities such as schools
  - During an active storm, when it may not be feasible to safely de-energize a downed wire, caution tape, traffic cones, and barricades (if available) should be used to warn the public of the hazard. The local Control Center must be notified of the situation. As soon as it is safe or feasible to proceed, de-energizing these locations should be given the highest priority.
- Clearing Downed Wires Blocking Priority Roadways: In Westchester County, priority may be determined by local authorities and communicated to Muni Liaisons.

In New York City, upon activation of the Downed Tree Task Force, the priority of road closures will be communicated via the company liaison at NYC OEM to the designated Downed Tree Task Force Branch Director. Appropriate resources (overhead crews or troubleshooters) will be made available to support this function. Additionally, Damage Assessors may be assigned to prescreen jobs. The status of all jobs forwarded to the Downed Tree Task Force will be tracked and reported back to the Company Liaison at NYC OEM.

Downed and/or burning wires are cut in the clear, however, when possible, quick service restoration will be made.

- Transmission Lines
- Substations
- Life Sustaining Equipment Customers
- Critical Customers – these customers include, hospitals, water supply and sewage treatment facilities, nursing homes, police and fire stations, telephone company facilities, radio and TV station, public transportation and those facilities deemed critical by local governmental agencies
- Distribution Feeders – main runs should be restored starting from the source and working to the end or tie point. Feeders should be restored in sections, as practical,

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>23</b> of <b>62</b>

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

with sectionalizing devices. Adjacent short spurs and densely populated spurs can be restored as progress is made along the main run.

- Other primary lines and spurs
- Transformers, secondary circuits and services
- Individual services

Summary information on the overall recovery effort is available on the Intranet through Outage Manager/Obvient and published for both internal and external parties: the external parties include customers, the media, municipal officials and the Public Service Commission.

### 3.19 Estimated Time of Restoration (ETR)

The Incident Commander is responsible for adherence to the PSC ETR Guidelines (Attachment 9) and ensuring that all subsequent changes in Global, Regional and Local ETR's are communicated to the Information Officer, Customer Operations Officer and Emergency Management.

### 3.20 ETR Definitions

- Global – The estimated time to restore at least 90% of the customers interrupted company wide.
- Regional – The estimated time to restore at least 90% of the customers interrupted in a region (i.e. Bronx/Westchester)
- Local – The estimated time to restore at least 90% of the customers interrupted in a municipality, load area or network.

In compliance with the ETR Guidelines, a Global ETR will be issued as soon as possible; however, no later than the times indicated in the table below:

<b>Expected Restoration Period</b>	<b>Global ETR Issued</b>
Up to 2 days	No later than 12 hours of the end of the storm
Greater than 2 days up to 5 days	No later than 36 hours of the end of the storm
Exceed 5 days	No later than 48 hours after the end of the storm

Prior to the end of a storm, as defined below, job specific ETR's are provided as restoration crews are dispatched.

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>24</b> of <b>62</b>



### 3.21 End Of Storm

End of Storm is defined as the point in time when field personnel are able to be dispatched without unacceptable safety risks from continued severe weather-related conditions and the potential additional damage to the electric system from a storm would be low in proportion to the expected level of damage already sustained, and up to 12 hours after it ends.

### 3.22 Life Sustaining Equipment, Medical Hardship and Critical Care Customers

Prior to storms and other distribution system emergencies, the Customer Operations Communications Management Group (CMG) will activate an automated outbound notification campaign to Life Sustaining Equipment, Medical Hardship customers, hospitals and nursing homes.

When an LSE customer is predicted to be out of service, Call Center personnel will attempt to reach the customer by phone. In cases where there is no answer to the primary, alternate or third-party number, and service is still suspected to be out, a second attempt is made within 30 minutes. If there is no answer on the second call, the name address, apartment number (if applicable), and telephone number of the LSE customer is given to the NYC Office of Emergency Management (OEM) or the appropriate police department in Westchester County. These agencies then dispatch emergency personnel to the customers' premise and provide feedback to Customer Operations on the customer's status. If these agencies are unable to dispatch emergency personnel to the customer's premise once a referral is made to the agency, the Company will dispatch internal resources to the customer's premise when personnel can be dispatched without safety risks from continued severe weather or from field conditions associated with storm damage or other environmental impacts.

### 3.23 Dry Ice Distribution

In response to a weather-related event or system emergency as per Public Service Commission mandate 16 NYCRR 105.4 N.Y. dry ice will be provided to members of the public whose electric service has been interrupted and are expected to be without service for 48 hours or more.

### 3.24 Communication of Customer Claim Information

For events where the Company fails to meet the restoration time set forth in the ERP, the PSC Order in Case 06-E-1158 and Case 07-E-0742 requires that the Company's website include a message advising customers that although Con Edison is not paying claims for spoilage losses because the loss of power resulted from conditions beyond its control, the Company's restoration efforts are subject to review by the PSC. After reviewing our restoration efforts, the PSC may require Con Edison to provide reimbursement for spoilage losses.

### 3.25 Work Flow Process

Trouble related calls or internet-based trouble reports are documented and trouble tickets are generated. STAR automatically analyzes these tickets as they relate to feeder circuits. There are five general ticket types that represent the overwhelming majority of tickets received during a storm:

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>25</b> of <b>62</b>

**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

- Wires down
- No light (area or individual)
- Municipal problems
- Wires burning
- Tree on wires

Ticket flow is directed by the Electric Control Center and the Trouble Analysis Situation Unit based on levels of priority. The first level of priority is the safety of the public. Some jobs are referred to the Damage Assessment Situation Unit for visual inspection.

The primary objective of the Control Center and the Trouble Analysis Situation Unit is to compile individual trouble tickets into well-defined jobs that can be referred to the Operations Section for repairs. As jobs are completed and job status entered into STAR, customer callback lists are generated automatically by identifying all trouble tickets related to the system job and callbacks are automatically initiated via the Voice Response Unit. The VRU will give customers the option to speak with a representative in the event they are still without service.

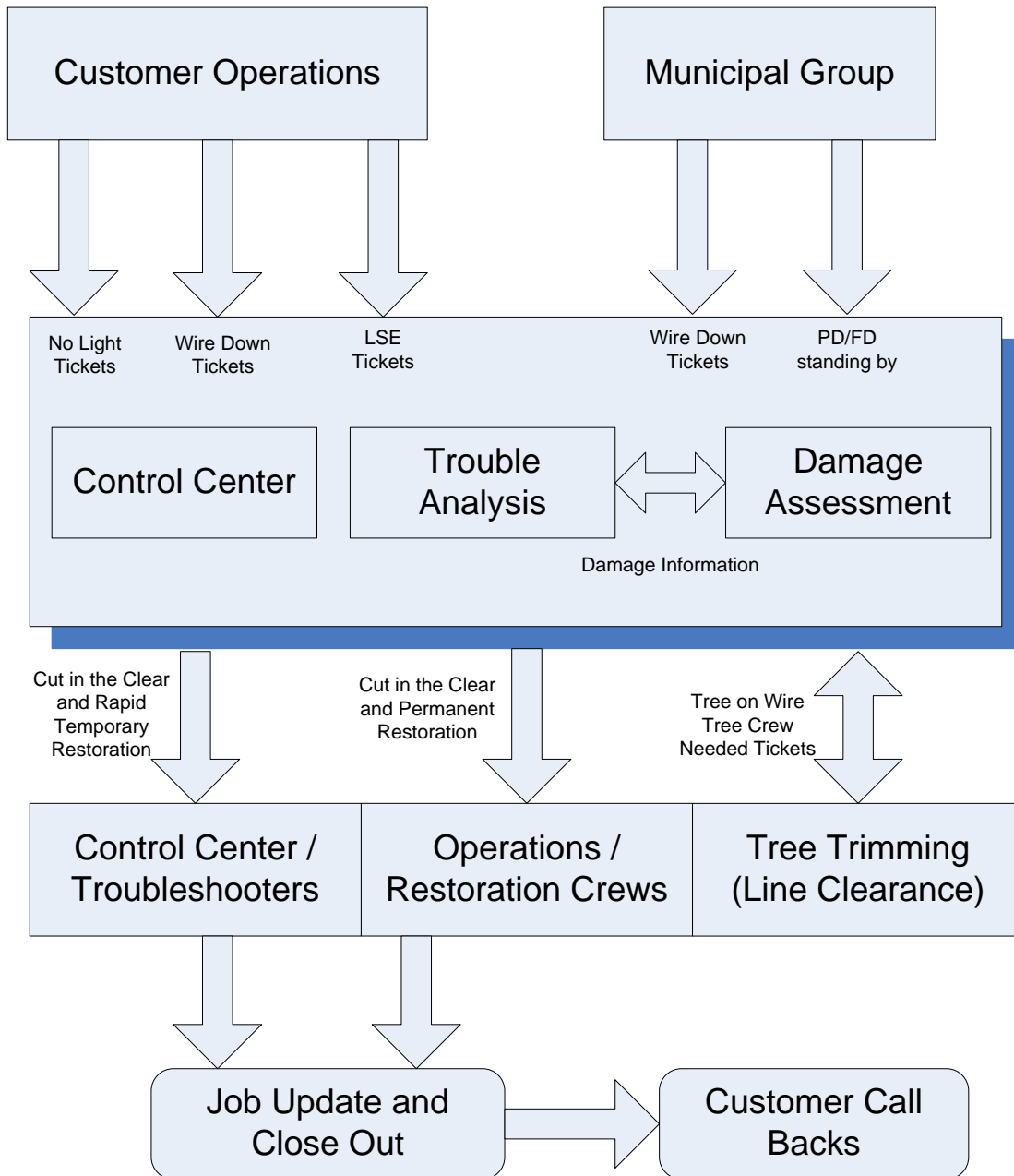
Work flow processes are as portrayed on the following pages of this procedure.

- Job Receipt
- Ticket Flow Process
- Damage Assessment Process
- Site Safety Flow Process

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director , Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>26</b> of <b>62</b>

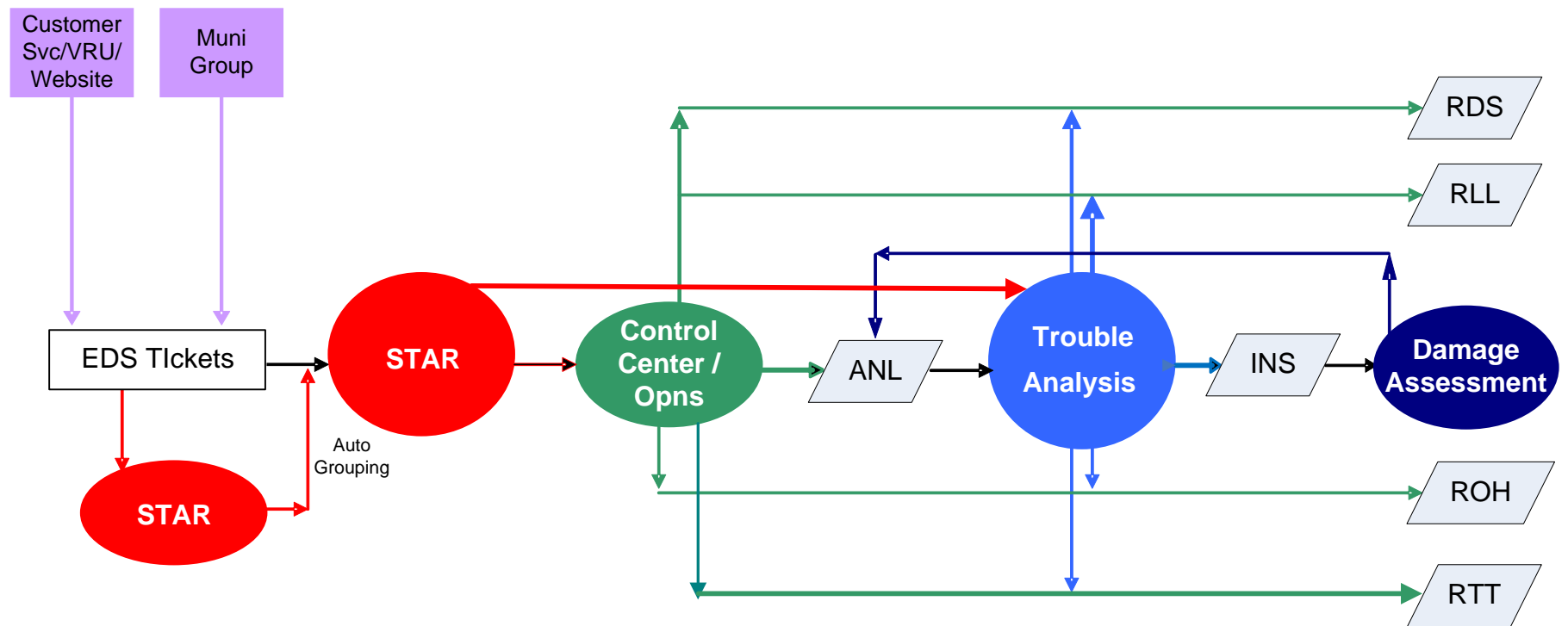
**Electric Operations Emergency Management  
Overhead Emergency Response Procedure**

**3.26 Job Receipt**



Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>27</b> of <b>62</b>

### 3.27 Ticket Flow Process

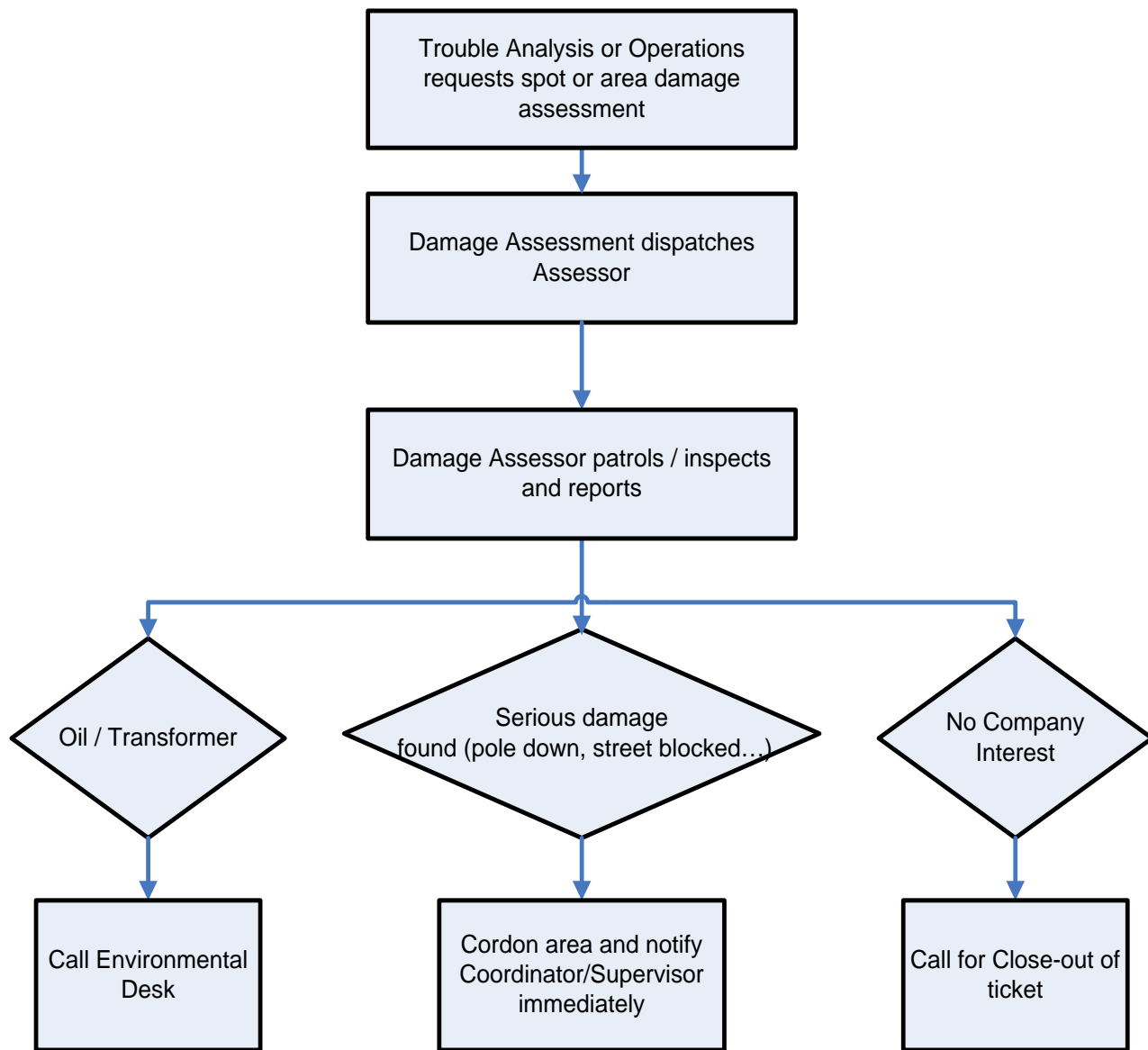


**KEY:** MUNI – Municipality  
 EDS – Electric Distribution Svc – Initial ticket  
 STAR – System Trouble Analysis & Response

**Referral Codes:** ANL – Trouble Analysis  
 INS – Inspection – Damage Assessment  
 RDS – Distribution Services – Troubleshooters  
 RLL – Ladder Line  
 ROH – Overhead  
 RTT – Line Clearance – Tree Trimmers

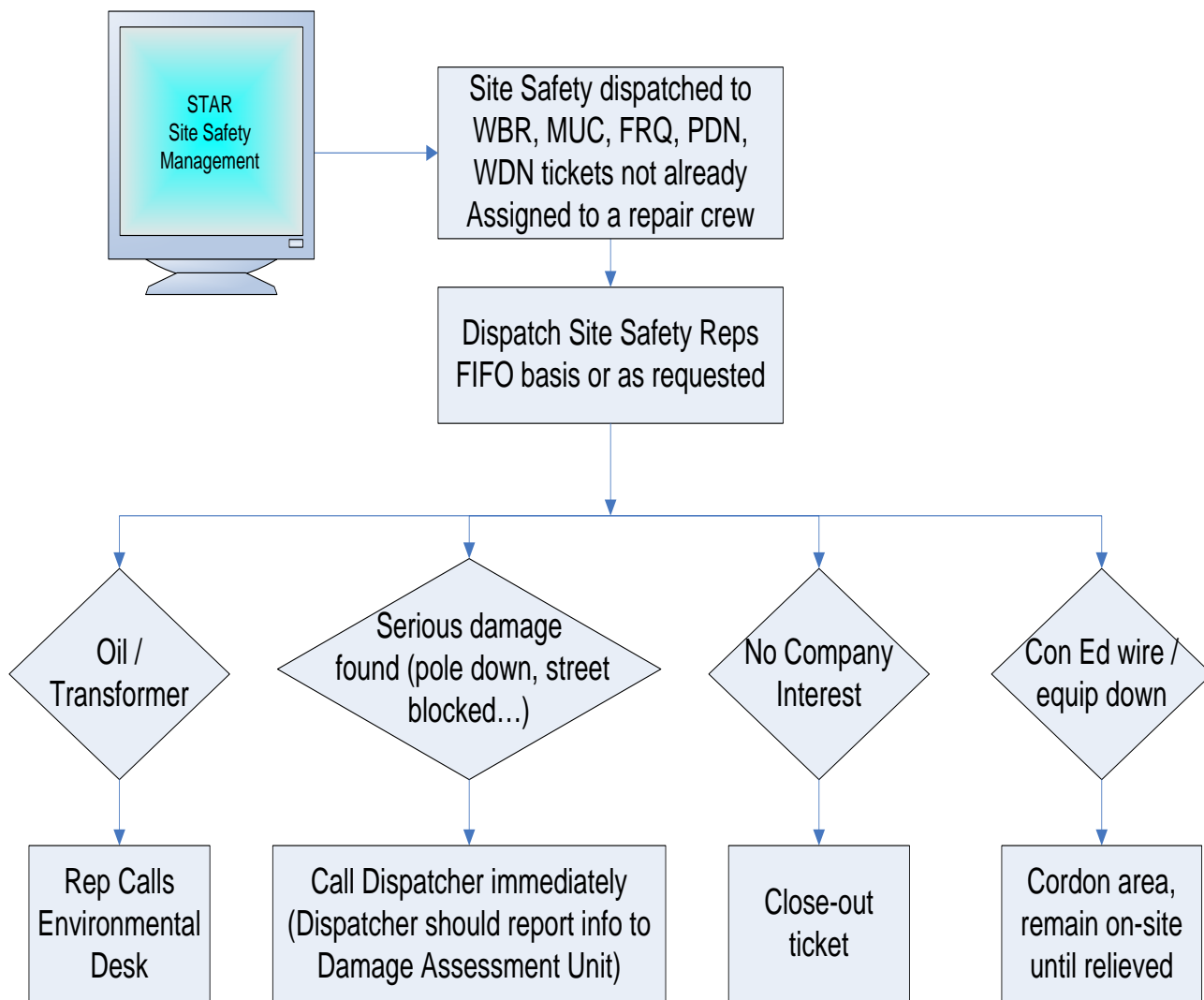
Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 28 of 62

### 3.28 Damage Assessment Process



Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 29 of 62

### 3.29 Site Safety Process



Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>30</b> of <b>62</b>

### 3.30 De-escalation Demobilization

The Incident Commander is responsible to initiate the De-escalation / De-mobilization of the Emergency Response Organization (ERO). Logistical planning for de-escalation/de-mobilization should begin as soon as practicable after mobilization has been completed.

The Emergency Response Organization will typically be scaled down when the majority of storm-related jobs are assigned and the vast majority of storm-related customer outages have been restored.

## 4.0 **RESPONSIBILITY**

The regional Vice Presidents are responsible for the implementation and compliance with this procedure

## 5.0 **ADVICE AND COUNSEL**

The Director, Electric Operations Emergency Management will provide advice and counsel on this procedure.

## 6.0 **ATTACHMENTS**

Attachment 1 – Storm Classification Matrix (Bronx/Westchester)

Attachment 2 – Minimum Staffing Requirements (Bronx/Westchester)

Attachment 3 – Storm Classification Matrix (Brooklyn/Queens)

Attachment 4 – Minimum Staffing Requirements (Brooklyn/Queens))

Attachment 5 – Storm Classification Matrix (Staten Island)

Attachment 6 – Minimum Staffing Requirements (Staten Island)

Attachment 7 – Meeting Agendas

- Pre-Storm Agenda
- Update Meeting Agenda
- Mid Shift Meeting Agenda

Attachment 8 – Incident Action Plan

Attachment 9 – Estimated Time of Restoration (ETR) Guidelines

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>31</b> of <b>62</b>

## Attachment 1 – Bronx Westchester Storm Classification Matrix

Storm Category	Weather Conditions	# Customers Projected Out of Service	Actual System Damage Triggers	
			# of Overhead Jobs	# of Ladder line Jobs
<b>1– Upgraded</b> (Bronx-Westchester Resources)	<ul style="list-style-type: none"> <li>Isolated Heavy Thunderstorms, moving fronts</li> <li>Winds: Sustained 25-30 mph / Frequent 35<sup>+</sup> mph</li> <li>Condition is short to midterm Up to 6" Heavy, wet snow</li> </ul>	Up to 7,000	30	N/A
<b>2A – Serious</b> Other Con Edison Resources)	<ul style="list-style-type: none"> <li>Scattered, Heavy Thunderstorms, Moderate Lightning</li> <li>Winds: Sustained up to 30 mph / Frequent 40<sup>+</sup> mph</li> <li>Up to 8" Heavy, wet snow</li> </ul>	Up to 9,000	80	30
<b>2B – Serious</b>	<ul style="list-style-type: none"> <li>Numerous, Heavy thunderstorms, Frequent Lightning</li> <li>Winds: Sustained up to 35 mph / Frequent 45<sup>+</sup> mph</li> <li>Up to 12" Heavy, wet snow</li> </ul>	Up to 15,000	125	50
<b>2C – Serious</b>	<ul style="list-style-type: none"> <li>Widespread, Severe thunderstorms, Frequent Lightning</li> <li>Winds: Sustained up to 40 mph / Frequent 50<sup>+</sup> mph</li> <li>Up to 15" Heavy, wet snow</li> </ul>	Up to 20,000	200	200
<b>3A – Full Scale</b> (Non-Con Edison Resources)	<ul style="list-style-type: none"> <li>Heavy Rain, Nor'easter type storms, Tropical Depression</li> <li>Winds: Sustained 50 mph / Frequent 60<sup>+</sup> mph</li> <li>&gt; 15" Heavy, wet snow</li> </ul>	Up to 40,000	400	150
<b>3B – Full Scale</b>	<ul style="list-style-type: none"> <li>Tropical Depression, Tropical Storm</li> </ul>	40,000-60,000	800	350
	<ul style="list-style-type: none"> <li>&gt;25% Damage to distribution system</li> </ul>	60,000-80,000	1000	500
	<ul style="list-style-type: none"> <li>Conditions existing for 6-12 hours</li> </ul>	80,000-100,000	2000	1000
<b>Coastal Storm Plan</b>	<ul style="list-style-type: none"> <li>Hurricane Category 1-5</li> <li>&gt;50% Damage to distribution system</li> <li>Conditions exists for &gt;12 hours</li> </ul>	See Corporate Coastal Storm Plan (CCSP)		
<ul style="list-style-type: none"> <li>Storm Stalls over operating area</li> <li>Heavy rain more than 8 hours</li> <li>More than ¼ inch of ice with wind foliage</li> </ul>		<ul style="list-style-type: none"> <li>Heavy foliage exists</li> <li>Previously saturated soil</li> <li>More than ½ inch of ice</li> <li>Winter thaw</li> </ul>		

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>32</b> of <b>62</b>



## Attachment 2 – Bronx Westchester Minimum Staffing Requirements

	Position Name	Upgraded 1	Serious 2A	Serious 2B	Serious 2C	Full Scale 3A	Full Scale 3B
<b>Incident Command</b>	<b>Incident Commander</b>	0	2	2	2	2	2
<b>Command Staff</b>	EH&S Officer	0	2	2	2	2	2
	Customer Operations Officer	0	2	2	2	2	2
	Information Officer - Public Affairs	0	2	2	2	2	2
	Energy Services Officer	0	2	2	2	2	2
	IMAT – Emerg Management	0	2	2	2	2	2
	Scribe / Situation Board	0	2	2	2	2	2
<b>Planning Section</b>	<b>Planning Section Chief</b>	0	2	2	2	2	2
<b>Control Center</b>	Control Center Management	12	15	18	18	22	22
	Control Center Dispatchers	6	6	8	8	8	8
	OH Trouble Shooters	24	24	24	24	24	24
	OH Emergency Supervisors #9	2	4	4	4	4	4
	UG Troubleshooters	4	8	8	8	8	8
	UG Emergency Supervisors #9	0	4	4	4	4	4
<b>Planning &amp; Analysis</b>	Trouble Analysis Unit Leader	0	2	2	2	2	2
	Feeder Managers	0	2	2	4	4	6
	Trouble Analysis & Map Techs	0	4	8	12	14	20
<b>Damage Assessment</b>	Damage Assess Unit Leader	0	2	2	2	2	2
	Damage Assessors	0	10	30	40	50	100
	Damage Assessment Planner	0	2	4	6	12	12
<b>Site Safety</b>	Site Safety Unit Leader	0	2	2	2	2	2
	Site Safety Representatives	0	16	50	70	100	200
	Site Safety Planner	0	4	6	6	10	10
<b>Energy Services</b>	Energy Services CPM's/CSR	0	10	10	10	20	20
	Energy Services Supervision	0	2	2	2	2	2
<b>Muni Liaisons (Westchester)</b>	Muni Liaison Coordinator	0	On Req.	On Req	On Req	On Req	On Req
	Muni Liaisons	0	On Req	On Req	On Req	On Req	On Req
<b>WCDES Support</b>	Fire Dept Liaison (60 Control)	0	2	2	2	2	2
	West. County EOC	0	On Req	On Req	2	2	2
<b>Operations Section</b>	<b>Operations Section Chief</b>	0	2	2	2	2	2
<b>B/W OH Construction</b>	Overhead Branch Director	0	2	2	2	2	
	Overhead Planner	0	2	2	2	2	4
	Overhead Restoration Crews	0	24	30	30	40	45
	Overhead Clerical Support	0	6	6	8	8	10
<b>Mutual Aid</b>	Mutual Assistance Unit Leader	0	0	0	0	2	2
	Mutual Assistance Planner	0	0	0	2	2	4
	Mutual Assistance Crews	0	0	0	0	50	200
	Mutual Aid Crew Guides	0	0	0	0	10	35
<b>Line Clearance</b>	Line Clearance Unit Leader	0	1	1	1	1	1
	Line Clearance Crews	4	6	16	16	40	100
<b>Ladder Line</b>	Ladder Line Unit Leader	0	2	2	2	2	2
	Ladder Line Planner	0	2	2	2	4	4
	Ladder Line Crews	0	8	20	20	30	60
<b>EH&amp;S Support</b>	EH&S Field Support Supervision	0	On Req	On Req	On Req	8	10

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 33 of 62

	EH&S Clean-Up Crews	0	2	4	4	8	8
<b>Customer Operations</b>	CSR/IVR Equivalent	180	180	180	180	220	300
<b>Logistics Section</b>	<b>Logistics Section Chief</b>	0	2	2	2	2	2
<b>Logistic Support</b>	Facilities Support	On Req	24-hr	24-hr	24-hr	24-hr	24-hr
	Transportation /Garages	On Req	24-hr	24-hr	24-hr	24-hr	24-hr
	Stores Support	On Req	24-hr	24-hr	24-hr	24-hr	24-hr
<b>Finance/Admin Section</b>	<b>Finance/Admin Section Chief</b>	0	2	2	2	2	2
<b>Administration Support</b>	Mutual Aid Admin Coordinators	0	0	0	2	4	4
	Cost Claims Administrator	As Needed	As Needed	As needed	As Needed	As needed	As Needed

**Minimum staffing indicated above is for a 24-hour period.** Numbers assigned per shift are at the discretion of the Incident Commander and Staff with the option of assigning higher percentage to the daylight shift, i.e. 70% on the day shift and 30% on the night shift, based on evaluation of field conditions, office requirements, damages, etc.

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>34</b> of <b>62</b>

# Attachment 3 – Brooklyn /Queens Storm Classification Matrix

OH Emergency Response Procedure – Brooklyn/Queens		
Storm Classification Matrix		
Storm Category	Weather Conditions	# Customers Projected Out of Service
<b>UPGRADED</b> Internal Regional Resources	<ul style="list-style-type: none"> <li>Isolated heavy thunderstorms, rain and moving front</li> <li>Winds: Sustained 25-30 mph/ frequent gusts 35 mph</li> <li>Conditions short to mid term</li> <li>Light to moderate damage to electric system</li> <li>Up to 6" of heavy wet snow</li> </ul>	Up to 7,000
<b>SERIOUS</b> Resources From Throughout Company	<ul style="list-style-type: none"> <li>Scattered heavy thunderstorms, rain, moderate lightning</li> <li>Winds: Sustained up to 40 mph/ frequent gusts 45-50 mph</li> <li>Conditions exist for several hours</li> <li>Up to 12" of heavy wet snow</li> </ul>	Up to 20,000
<b>FULL SCALE – 3A</b> Mutual Aid / Contractor Support	<ul style="list-style-type: none"> <li>Severe thunderstorms, extremely heavy rains, nor'easter type storms and tropical depressions</li> <li>Winds: Sustained up to 50 mph/ frequent gusts 60 mph</li> <li>Conditions exist for 12-18 hours or longer</li> <li>Extensive damage to electric system</li> <li>Greater than 15" of heavy wet snow</li> </ul>	Up to 40,000
<b>FULL SCALE - 3B</b> Mutual Aid / Contractor Support	<ul style="list-style-type: none"> <li>Tropical Depression/Tropical Storm</li> <li>Greater than 25% damage to OH distribution system</li> <li>Conditions exist for 18 hours or longer</li> </ul>	40,000 – 100,000
<b>CORPORATE COASTAL STORM PLAN</b>	<ul style="list-style-type: none"> <li>Hurricane Categories 1 - 5 Sustained Winds of 74 mph to 155 mph plus</li> <li>50 % damage to OH distribution system</li> </ul>	Greater Than 100,000
<b>Other Considerations:</b> Heavy rain in excess of 8 hours. Early or out of season snow or ice. Heavy foliage exists into late fall or winter season. Early or out of season snow or ice storm. Previously saturated soil conditions. On-going restoration activities from recent prior storm.		

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 35 of 62

# Attachment 4 – Brooklyn/Queens Minimum Staffing Requirements

ICS	Position Name	UPGRADED 1		SERIOUS 2		FULL SCALE 3A		FULL SCALE 3B	
		Day	Night	Day	Night	Day	Night	Day	Night
<b>Incident Command</b>	<b>Incident Commander</b>	0	0	1	1	1	1	1	1
<b>Command Staff</b>	EH&S Officer	0	0	1	1	1	1	1	1
	Customer Operations Officer	0	0	1	1	1	1	1	1
	Information Officer	0	0	1	1	1	1	1	1
	Energy Services Officer	0	0	1	1	1	1	1	1
	IMAT - Emergency Mgmt.	0	0	1	1	1	1	1	1
	Scribe / Situation Board	0	0	1	1	1	1	1	1
<b>Planning Section</b>	<b>Planning Section Chief</b>	1	1	1	1	1	1	1	1
<b>Control Center</b>	Control Center Management	9	4	9	9	10	10	10	10
	Control Ctr. Disp/Clerical	2	2	4	4	4	4	4	4
	OH Troubleshooters	6	4	10	6	10	6	10	6
	UG Troubleshooter	8	4	10	10	14	12	14	12
	OH/UG Supervisors #9	4	2	4	4	5	5	6	6
	FOD	5	4	5	4	5	4	5	4
<b>Planning &amp; Analysis</b>	Trouble Analysis Unit Leader	0	0	1	1	1	1	1	1
	Trouble Analysis Technicians	0	0	5	5	10	10	10	10
	Sub Surface Construction -SSC	0	0	6	2	6	2	6	2
<b>Damage Assessment</b>	Damage Assess Unit Leader	0	0	1	1	1	1	1	1
	Damage Assessment Planner	0	0	1	1	3	3	3	3
	Damage Assessors	0	0	10	10	30	30	30	30
<b>Site Safety</b>	Site Safety Unit Leader	0	0	1	1	1	1	1	1
	Site Safety Planner	0	0	2	2	5	5	5	5
	Site Safety Representatives	0	0	25	25	50	50	50	50
<b>Operations Section</b>	<b>Operations Section Chief</b>	0	0	1	1	1	1	1	1
<b>Overhead</b>	Overhead Branch Director	0	0	1	1	1	1	1	1
	Overhead Crew Planner	0	0	1	1	1	1	1	1
	Overhead Supervisor	0	0	2	2	2	2	2	2
	Overhead Crews	4	0	14	6	14	6	14	6
	Overhead Disp/ Clerical	1	1	1	1	1	1	1	1
<b>I &amp; A</b>	I&A OH Service	0	0	12	8	18	10	18	10
	I&A UG Service	0	0	10	10	14	14	14	14
	I&A Planner	0	0	1	1	1	1	1	1
	I&A Supervisor	0	0	2	2	6	6	6	6
	I&A Clerical	0	0	3	3	4	4	9	9
<b>Meter &amp; Test</b>	Meter & Test Crews	0	0	4	4	8	8	8	8
	Meter & Test Supervisor	1	1	2	1	2	1	2	1
	Meter & Test Clerical	0	0	1	1	2	2	2	2
	Mutual Assistance Planner	0	0	0	0	1	1	1	1
	Mutual Assistance Crews	0	0	0	0	10	4	20	8
	Mutual Assistance Crew Guides	0	0	0	0	2	1	4	2

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 36 of 62

<b>Line Clearance</b>	Line Clearance Unit Leader	0	0	1	1	1	1	1	1
	Line Clearance Planner	0	0	1	1	1	1	1	1
	Line Clearance Crews	1	1	2	2	2	2	2	2
<b>EH&amp;S Support</b>	EH&S Officer	0	0	1	1	1	1	1	1
	EH&S Desk	2	2	2	2	2	2	2	2
<b>Energy Services</b>	Energy Services CPM/CSR's	0	0	1	1	1	1	1	1
	Energy Services Supervisors	0	0	1	1	1	1	1	1
<b>Logistics Section</b>	<b>Logistics Section Chief</b>	1	1	1	1	1	1	1	1
<b>Logistics Support</b>	Facilities Support	On Req	On Req	24-hr	24-hr	24-hr	24-hr	24-hr	24-hr
	Transportation Garages	On Req	On Req	24-hr	24-hr	24-hr	24-hr	24-hr	24-hr
	Stores Support	On Req	On Req	24-hr	24-hr	24-hr	24-hr	24-hr	24-hr
<b>Finance/Admin</b>	<b>Finance/Admin Section Chief</b>	0	0	1	1	1	1	1	1
<b>Administration Support</b>	Mutual Aid Admin Coordinators	0	0	1	1	1	1	1	1
	Cost Claims Administrator	0	0	On Req	On Req	On Req	On Req	On Req	On Req
	Time Cost Unit Leader	0	0	On Req	On Req	On Req	On Req	On Req	On Req

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 37 of 62

## Attachment 5 – Staten Island Storm Classification Matrix

OH Emergency Response Procedure – Staten Island		
Storm Classification Matrix		
Storm Category	Weather Conditions	# Customers Projected Out of Service
<b>UPGRADED 1</b> Internal Regional Resources	<ul style="list-style-type: none"> <li>Thunderstorms, rain and moving fronts</li> <li>Winds: Sustained up to 35 mph</li> <li>Frequent gusts 45 mph</li> <li>Conditions exist for short to mid duration</li> <li>Heavy wet snow 12-18 inches</li> <li>Light to moderate damage to electric system</li> </ul>	Up to 7,000
<b>SERIOUS 2</b> Resources From Throughout Company	<ul style="list-style-type: none"> <li>Heavy thunderstorms, rain</li> <li>Sustained winds up to 45 mph</li> <li>Frequent gusts up to 55 mph</li> <li>Heavy wet snow 18-24 inches</li> <li>Conditions exist for several hours</li> <li>Moderate to heavy damage to electric system</li> </ul>	Up to 15,000
<b>FULL SCALE – 3A</b> Mutual Aid / Contractor Support	<ul style="list-style-type: none"> <li>Severe thunderstorms, tropical storms, nor'easter type storms or heavy rains</li> <li>Sustained winds up to 55 mph</li> <li>Frequent gusts up to 60 mph</li> <li>Heavy we snow greater than 24"</li> <li>Condition exists 12-18 hours</li> <li>Extensive damage to electric system</li> </ul>	Up to 30, 000
<b>FULL SCALE – 3B</b> Mutual Aid / Contractor Support	<ul style="list-style-type: none"> <li>Tropical storms</li> <li>Up to 25% damage to OH distribution system</li> <li>Conditions exists for 18 hours or longer</li> </ul>	Up to 45,000
<b>CORPORATE COASTAL STORM PLAN</b>	<ul style="list-style-type: none"> <li>Hurricane Categories 1 - 5</li> <li>Up to 50% damage to distribution system</li> <li>Conditions exist for greater than 18 hours</li> </ul>	Over 45,000
<b>Other Considerations:</b> Heavy rain in excess of 8 hours. Early or out of season snow or ice. Heavy foliage exists into late fall or winter season. Early or out of season snow or ice storm. Previously saturated soil conditions. On-going restoration activities from recent prior storm.		

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 38 of 62

## Attachment 6 – Staten Island Minimum Staffing Requirements

ICS	Position Name	UPGRADED 1		SERIOUS 2		FULL SCALE 3A		FULL SCALE 3B	
		Day	Night	Day	Night	Day	Night	Day	Night
<b>Incident Command</b>	<b>Incident Commander</b>	0	0	1	1	1	1	1	1
<b>Command Staff</b>	EH&S Officer	0	0	1	1	1	1	1	1
	Customer Operations Officer	0	0	1	1	1	1	1	1
	Information Officer	0	0	1	1	1	1	1	1
	Energy Services Officer	0	0	1	1	1	1	1	1
	IMAT - Emergency Management	0	0	1	1	1	1	1	1
	Scribe / Situation Board	0	0	1	1	1	1	1	1
<b>Planning Section</b>	<b>Planning Section Chief</b>	0	0	1	1	1	1	1	1
<b>Control Center</b>	Control Center Management	2	2	3	3	3	3	3	3
	Control Ctr. Emer. Supervisor	1	1	2	1	2	2	2	2
	Control Center Troubleshooters	2	2	3	3	4	4	5	5
	Control Center Field Operator	1	1	2	2	2	2	2	2
	STAR/IR Support	1	0	1	1	1	1	1	1
<b>Planning &amp; Analysis</b>	Trouble Analysis Unit Leader	1	1	1	1	2	2	3	3
	Trouble Analysis Technicians	2	2	3	3	6	4	8	4
	Feeder Manager/Generator Boss	1	1	1	1	1	1	1	1
<b>Damage Assessment</b>	Damage Assessment Unit Leader	0	0	1	1	1	1	1	1
	Damage Assessment Planner	1	1	1	1	2	1	3	2
	Damage Assessors	4	4	10	5	20	10	30	15
<b>Site Safety</b>	Site Safety Unit Leader	0	0	1	0	1	1	1	1
	Site Safety Planner	0	0	1	1	2	2	3	3
	Site Safety Representatives	0	0	10	10	20	20	30	30
<b>Operations Section</b>	<b>Operations Section Chief</b>	0	0	1	1	1	1	1	1
<b>SI OH Construction</b>	Overhead Branch Director	0	0	1	1	1	1	1	1
	Overhead Crew Planner	1	0	1	1	2	1	2	1
	Overhead Restoration Crews	5	4	10	4	14	4	14	4
<b>Line Clearance</b>	Line Clearance Unit Leader	0	0	1	0	1	0	1	0
	Line Clearance Planner	1	0	1	1	1	1	2	1
	Line Clearance Crews	2	1	3	2	6	2	12	2
<b>Ladder Line</b>	Ladder Line Unit Leader	0	0	1	0	1	0	1	0
	Ladder Line Planner	0	0	1	0	1	1	1	0
	Ladder Line Crews	0	0	4	0	8	0	12	0
<b>Mutual Aid</b>	Mutual Assistance Unit Leader	0	0	0	0	1	1	1	1
	Mutual Assistance Planner	0	0	0	0	2	1	2	1
	Mutual Assistance Crew Guides	0	0	0	0	6	0	8	0
	Mutual Assistance Restoration Crews	0	0	0	0	30	0	40	0

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 39 of 62

<b>Other Electric Resources</b>	UG Splicing Crews	2	2	3	2	3	2	4	2
	Sub Stations	1	1	1	1	1	1	1	1
	I&A Electric Test	1	1	1	1	1	1	1	1
	I&A Network Crews	1	1	1	1	1	1	1	1
<b>EH&amp;S Support</b>	EH&S Field Support	1	0	1	1	1	1	1	1
<b>Energy Services</b>	Energy Services CSR's	1	1	2	2	4	2	4	2
	Energy Services Supervisors	1	0	1	1	1	1	1	1
<b>Logistics Section</b>	<b>Logistics Section Chief</b>	0	0	1	1	1	1	1	1
<b>Logistics Support</b>	Facilities Support	On Req	On Req	24-hr	24-hr	24-hr	24-hr	24-hr	24-hr
	Transportation Garages	On Req	On Req	24-hr	24-hr	24-hr	24-hr	24-hr	24-hr
	Stores Support	On Req.	On Req.	24-hr	24-hr	24-hr	24-hr	24-hr	24-hr
<b>Finance/Admin</b>	<b>Finance/Admin Section Chief</b>	0	0	1	1	1	1	1	1
<b>Administration Support</b>	Mutual Aid Admin Coordinators	0	0	0	0	2	1	3	1
	Cost Claims Administrator	0	0	0	0	1	1	1	1
	Time Cost Unit Leader	0	0	0	0	1	1	1	1

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 40 of 62



## Attachment 7 – Meeting Agendas

PRE-STORM MEETING AGENDA (Revised 2/15/2013)

**(If weekday-should be held on or before 13:00 hrs)**

**DATE:** \_\_\_\_\_ **TIME:** \_\_\_\_\_

**Roll Call**

### **Weather Forecast**

**Consider geographic pre-deployment of troubleshooters**

**Storm Classification**

**Verification of Key Contacts (ICS Positions)**

**Minimum Staffing Levels**

**Consider Need for Mutual Aid / Contractor Support**

**Prepare Crewing Report**

**Prepare Organization Chart**

**Material & Equipment Requirements**

**Set time for Mobilization**

**Set time for next meeting**

**DESR Activation**

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>41</b> of <b>62</b>

# Update Meeting Agenda Overhead Emergency Response Date: \_\_\_\_ Time: \_\_\_\_

**Roll Call** ..... **Planning Chief**  
**Weather Forecast** ..... **Planning Chief**

**Safety Message** ..... **EH&S Officer**  
 -Industrial and Vehicle Accidents: \_\_\_\_\_  
 -Total Spills: \_\_\_\_\_ -Spills Not Covered: \_\_\_\_\_ -Late Spills: \_\_\_\_\_

**-System Status** ..... **Planning Chief**  
 -Classification: Routine \_\_\_\_ Upgraded \_\_\_\_ Serious \_\_\_\_ Full Scale \_\_\_\_  
 -Customers: Affected: \_\_\_\_\_ Restored: \_\_\_\_\_ Still Out \_\_\_\_\_  
 -Estimated Time to Restore (ETR) Established: Global: \_\_\_\_\_ Regional \_\_\_\_\_ Muni \_\_\_\_\_  
 -Describe: Feeder / Networks - Load Area / Contingencies / Secondary / Low Voltage Issues:  
 -Generators Deployed: No \_\_\_\_ Yes \_\_\_\_ Qty. \_\_\_\_\_  
 -Status of Generators at Deployed Locations: Staged / Hooked Up/ Running?

**Operations Update** ..... **Operations Chief**  
 - **Crewing Levels "Present"** - sufficient for present shift? Yes: \_\_\_\_ No:\_\_\_\_  
 If no, describe additional crewing needs: \_\_\_\_\_  
 -Crewing Levels "Next Operational Period" - sufficient? Yes \_\_\_\_ No \_\_\_\_  
 If no, describe additional crewing needs: \_\_\_\_\_  
 -**Equipment, material & supplies sufficient?** (Cable, splice packages, transformers, tankers, generators, etc.) Yes \_\_\_\_ No \_\_\_\_  
 -**Road Closure Issues:** \_\_\_\_\_  
 -**Downed Tree Task Force Initiated?** \_\_\_\_\_

**Major / Sensitive Customer** ..... **Energy Services Officer**  
 -Issues with: Hospitals / Nursing Homes/ Police /Fire / DPW / DEP / Houses of Worship/ Schools / Major Industrial / Commercial Customers / NYCHA /?  
**Municipality Update**..... **Liaison Officer**  
 -Towns/Networks Heavily Affected:  
 -Major Muni Issues \_\_\_\_\_  
 -Liaisons Deployed (Where) \_\_\_\_\_

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 42 of 62

-Muni/OEM/WCOES Notifications \_\_\_\_\_

**Customer Update ..... Customer Operations Chief**

- **Call Volume Trends:** Normal \_\_\_\_ Elevated \_\_\_\_
- **Sufficient Staff:** No \_\_\_\_ Yes \_\_\_\_
- LSE Customers Affected: No \_\_\_\_ Yes \_\_\_\_
- Issues with LSE Unreached? No \_\_\_\_ Yes \_\_\_\_
- CSR's / VRU provided with updated ETRs No \_\_\_\_ Yes \_\_\_\_
- Dry Ice distribution No \_\_\_\_ Yes \_\_\_\_
- Outreach Van Locations? No \_\_\_\_ Yes \_\_\_\_

**Information Update .....Information Officer**

- Media Concerns (News coverage /Briefings)
- Press Releases Issued
- External Website Updated - ETR's, dry ice locations, customer outreach van locations ?
- Political Matters: \_\_\_\_\_

**Logistics Update..... Logistics Chief**

- Storeroom/Garage Coverage Issues?
- Equipment/Material Issues?
- Generator Availability Number and type in local bullpen (\_\_\_\_)
- Generator Drivers Standby Number in local bullpen (\_\_\_\_)
- Generator Technician Standby Number in local bullpen (\_\_\_\_)
- Dry Ice Availability?
- Staging Area established? If so, Where? \_\_\_\_\_
- Lodging established?

**Administration / Finance .....Administration/Finance Chief**

- Accounting Issues?
- Account number published?
- Supporting Mutual Aid Folks?

**IC Wrap Up ..... Incident Commander**

- State Objectives
- Request IAP (if desired)
- Clarify ETR (if necessary)
- State status of Distribution Engineering Situation Room (DESR) and Corporate Emergency Response Center (CERC)
- State Regions "Demobilization" plan if applicable and effort or support to other regions
- State next scheduled meeting / conference call Date\_\_\_\_\_ Time\_\_\_\_\_

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 43 of 62

## STATUS MEETING

### MID-SHIFT

Presented by Incident Commander  
(ONE-WAY COMMUNICATION)

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Incident Category: \_\_\_\_\_

Customers:   Affected \_\_\_\_\_  
                  Restored \_\_\_\_\_  
                  Still Out \_\_\_\_\_  
                  Global ETR \_\_\_\_\_

Safety:       # Veh. Accidents: \_\_\_\_\_  
                  # Ind. Accidents: \_\_\_\_\_  
                  Details: \_\_\_\_\_

Environmental Incidents: \_\_\_\_\_  
Details \_\_\_\_\_  
\_\_\_\_\_

Internal Crewing:       TS \_\_\_\_\_  
                              OH \_\_\_\_\_  
                              LL \_\_\_\_\_  
                              LC \_\_\_\_\_

Outside Region (Company):   TS \_\_\_\_\_  
                                      OH \_\_\_\_\_  
                                      LL \_\_\_\_\_  
                                      LC \_\_\_\_\_

Mutual Aid:               TS \_\_\_\_\_  
                              OH \_\_\_\_\_  
                              LL \_\_\_\_\_  
                              LC \_\_\_\_\_

Contractor:               TS \_\_\_\_\_  
                              OH \_\_\_\_\_  
                              LL \_\_\_\_\_  
                              LC \_\_\_\_\_

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 44 of 62

## Attachment 8 – Incident Action Plan (IAP) Form

Date:	
Time:	

### INCIDENT ACTION PLAN

	Date	Time			
Operation Period:	From:			Customers -	Affected
	To:				Restored
					Still Out

Classification Status:	ICS Level ____ Upgraded ____ Serious ____ Full Scale ____		
Storm Classification:	2: ____ 2A: ____ 2B: ____ 2C: ____ 3: ____ 3A: ____ 3B: ____		
	Date Declared: _____ Time Declared: _____		
Global ETR:	Global ETR Date: _____	Date Issued: _____	
	Global ETR Time: _____	Time Issued: _____	
End of Storm:	Date: _____ Time: _____		

Downgraded Status:	Date: _____ Time: _____
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Incident Objectives: (set by IC)	
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Operation Period Objectives:	
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Weather Forecast for Operational Period:	
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General Safety Message:	Injuries:  Vehicles:
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Attachments:	
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Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>45</b> of <b>62</b>

Demobilization:	Date: _____ Time: _____
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Prepared by: (Planning Section Chief)	
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Approved by: (Incident Commander)	
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## **PURPOSE**

In June 2009, the New York Department of Public Service (DPS) staff required all New York State utilities to participate in a collaborative review to develop standard Estimated Time of Restoration (ETR) communication guidelines. The “Estimated Time of Restoration Guidelines” (Attachment A) is the final version issued and effective on September 30, 2010.

These guidelines will be referenced in the Overhead Emergency Response Procedure that is filed with the Commission on April 1st.

## **APPLICABILITY**

These guidelines apply to employees in Electric Operations, Distribution Engineering, Customer Operations, Central Information Group, Public Affairs, Media Relations, Corporate Communications and Electric Operations Emergency Management.

## **POLICY**

These guidelines will be followed when a storm or storm-like event causes 5,000 or more customers within a county or borough, or 20,000 or more customers system-wide, to lose electric service for more than 30 minutes.

## **DEFINITIONS**

### **Start of Restoration Period (SOR) aka End of Storm**

The SOR will be considered the point in time when field personnel are able to be dispatched without unacceptable safety risks from continued severe weather-related conditions and the potential of additional damage to the electric system from a storm would be low in proportion to the expected level of damage already sustained.

### **Emergency Information Reporting System (EIRS)**

This is an electronic system used by the Central Information Group (CIG) to make required notifications to the DPS staff.

### **Emergency Operations Reporting System (EORS)**

When activated by NY State Emergency Management Office (SEMO), this electronic system is used by Distribution Engineering to give SEMO and DPS staff required outage information.

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Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 47 of 62

## **RESPONSIBILITIES**

### **Shift Manager**

If an Emergency Response Organization (ERO) is not required (as for Class 1 storms) and any single operating area experiences 5,000 or more customer outages, it is the responsibility of the regional **shift manager** to notify CIG that all customers are expected to be restored within 24 hours of the end of the storm. If the storm classification is upgraded from a Class 1, an ERO will be established and all further information updates will be the responsibility of the Incident Command and General Staff.

### **Incident Commander**

When an ERO is established, it is the responsibility of the **Incident Commander**, in consultation with his Command and General staff, to determine the storm classification, SOR and ETRs within the timeframes indicated in the “ETR Communication Guidelines – Tracking Form” (Attachment B) and repeated on the “Information Requirements for DPS Staff – Overhead Storms” (Attachment C).

### **Information Officer**

The **Information Officer** will develop the appropriate communication messages, and when approved by the Incident Commander, will ensure the message is posted on the corporate Storm Central internet page and disseminated to the Customer Operations Officer and the CIG within the timeframes required. The Information Officer will also prepare and disseminate the appropriate press releases at the required times.

### **Customer Operations Officer**

The **Customer Operations Officer** will ensure that the Communications Management Group (CMG) has the appropriate public message (developed by the Information Officer) and **CMG** will ensure that the Customer Service Representatives and the IVR are updated.

### **Central Information Group**

The **CIG** will notify the DPS staff via the EIRS and e-mail as required.

### **Distribution Engineering**

DE is responsible to activate and ensure EORS contains the appropriate information and is reporting as required by DPS staff.

### **Emergency Management**

Under the direction of the Director, Electric Operations Emergency Management or designee will manage Storm Center Configuration, to control values published in Storm Central (Attachment D).

## **ATTACHMENTS**

Attachment A:	Estimated Time of Restoration Guidelines
Attachment B:	ETR Table of Actions and Responsibilities
Attachment C:	Information Requirements for DPS Staff – Overhead Storms
Attachment D:	Communicating Updated ETRs

Approved By	Revision Date	Supersedes	Page
Anthony J Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 48 of 62



## Attachment A

### ESTIMATED TIME OF RESTORATION GUIDELINES (issued and effective 9/30/2010)

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

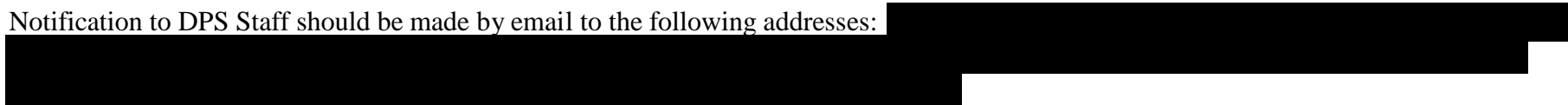
The guidelines are necessary to ensure the public and the Department are adequately informed and are considered minimum requirements. During the course of restoration, utilities are to continuously refine estimated restoration times (ETRs) and update customer representatives, Interactive Voice Response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

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

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

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

Notification to DPS Staff should be made by email to the following addresses:



Activation of the Department's Electric Outage Reporting System (EORS) will be administered separately from these guidelines. Reporting under EORS is required at 7:00 AM, 11:00 AM, 3:00 PM, and 7:00 PM unless otherwise specified. EORS submissions and transmittal emails should contain known estimated restoration times and may qualify as a notification to DPS Staff (provided they contain the required

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 49 of 62

information within the appropriate timeframe). Utilities, however, may need to make notifications to DPS staff in addition to EORS submissions early in an event to satisfy the guidelines.

## Attachment B

### EVENT EXPECTED TO LAST 48 HOURS OR LESS

#### Within the first 6 hours of the restoration period

- Notify DPS Staff of expectation that the event will last less than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. For events expected to last less than 24 hours, notification may be via EIRS.
- Provide available information to the public via customer representatives, IVR systems, and web sites.
- In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be less than 48 hours (or less) will be communicated as soon as possible, but no later than noon the following day. Any delay in establishing the initial storm expectations will not affect the time requirements below.

#### Within the first 12 hours of the restoration period

- Provide DPS Staff with a global ETR and any available regional ETRs.
- Prepare a statement for the press that includes known ETRs for the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call).

#### Within the first 18 hours of the restoration period

- Establish ETRs for each locality affected and make them available to the public via customer representatives, IVR systems, and web sites.

#### Within the first 24 hours of the restoration period

- Consider issuing a press release for the upcoming news cycle based on conditions.

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 50 of 62

### Reporting guidelines during the event

- Provide restoration information updates twice daily to DPS Staff (approx. 7AM and 3PM) if EORS is not activated. Updates should continue until customer outages are below 500, or otherwise directed by Staff.
- If EORS is activated and you are selected for reporting, provide restoration information updates four times daily via EORS.
- Notify DPS Staff when all storm related interruptions have been restored.

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 51 of 62

## EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

### Within the first 6 hours of the restoration period

- The utility shall indicate that it will be a multi day event (i.e., greater than 48 hours). Notification shall be made to DPS Staff and will state what the Company has defined as the start of the restoration period.
- Provide a public statement indicating the likelihood of extended outages and make this information available via customer representatives, IVR systems, and web sites.
- In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be greater than 48 hours will be communicated as soon as possible, but no later than noon the following day. Any delay in establishing the initial storm expectations will not affect the time requirements below.

### Within the first 12 hours of the restoration period

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

### Within the first 18 hours of the restoration period

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

### Within the first 24 hours of the restoration period

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

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 52 of 62

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

### Within the first 36 hours of the restoration period

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

### Within the first 48 hours of the restoration period

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

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

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

### Reporting guidelines during the event

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

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 53 of 62

## Attachment C

### ETR Table of Actions and Responsibilities

Start of Restoration Period (SOR) SOR =	<u>Event Expected to Last 48 Hours or Less</u>	<u>Responsible Organization</u>
SOR + 6 hrs =	Set "Start of Restoration" and determine that the event will last 24 hrs or less or 48 hrs or less and notify CIG within 3 hrs. <b>1. Notify DPS staff via email</b> 2. Provide available information to the public via CSRs, IVR and storm website	Shift Manager for events 24 hrs or less, Incident Command staff for events between 24 and 48 hrs 1. CIG 2. Info Officer/Public Affairs and Customer Ops
SOR + 12 hrs =	Set global ETR and any available regional ETRs (county or operating area as appropriate) and notify CIG  <b>1. Notify DPS staff via email</b> 2. Prepare a statement for the Press with known ETRs – for next upcoming news cycle 3. Communicate same with affected muni/governmental officials 4. Provide available information to the	Shift Manager for events 24 hrs or less, Incident Command staff for events between 24 and 48 hrs  1. CIG 2. Info Officer / Public Affairs  3. Info Officer / Public Affairs 4. Info Officer/Public Affairs and
SOR + 18 hrs =	Establish municipal / load area ETRs and notify CIG <b>1. Continue to provide DPS staff</b> with restoration information twice daily (approx. 7AM and 3PM) until customer outages are below 500, or otherwise directed by DPS staff. 2. If EORS is activated, provide restoration information four times daily via EORS. 3. Notify DPS staff when all storm related customers have been restored	Should be available automatically from STAR 1. CIG  2. Distribution Engineering  3. Distribution Engineering 4. Info Officer/Public Affairs and Customer Ops
SOR + 24 hrs=	Consider issuing Press release for upcoming news cycle based on	Incident Commander and General Staff

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>54</b> of <b>62</b>

**NOTE: Incident Command MUST keep CIG updated with requested storm restoration information prior to the SOR + hourly deadlines.**

<b>Start of Restoration Period (SOR) SOR =</b>	<b><u>Event Expected to Last Greater than 48 Hours</u></b>	<b>Responsible Organization</b>
SOR + 6 hrs =	<p>Set "Start of Restoration" and determine that the event will last more than 48 hrs and notify CIG within 3 hrs.</p> <ol style="list-style-type: none"> <li><b>1. Notify DPS staff via email</b></li> <li>2. Provide available information to the public via CSRs, IVR and website</li> </ol>	<p>Incident Commander &amp; General Staff</p> <ol style="list-style-type: none"> <li>1. CIG</li> <li>2. Info Officer/Public Affairs and Customer Ops</li> </ol>
SOR + 12 hrs =	<p>Publicize any available ETRs</p> <ol style="list-style-type: none"> <li>1. Prepare a statement for the Press with known ETRs – for next upcoming news cycle</li> <li>2. Communicate same with affected muni/governmental officials</li> <li>3. Provide available information to</li> </ol>	<p>Incident Commander &amp; General Staff</p> <ol style="list-style-type: none"> <li>1. Media Relations</li> <li>2. Info Officer/Public Affairs/Emergency Mgmt Liaison</li> <li>3. Info Officer/Public Affairs and Customer Ops</li> </ol>
SOR + 18 hrs =	<p>Schedule municipal conference calls or other appropriate contact method. (The 1<sup>st</sup> call will be within 36 hours of</p>	<p>Info Officer/Public Affairs/Emergency Mgmt Liaison</p>
SOR + 24 hrs =	<p>Determine what areas are hardest hit and ETRs, where known, on a general geographic basis</p> <ol style="list-style-type: none"> <li><b>1. Notify DPS staff of the above</b></li> <li>2. Issue a press release for upcoming news cycle with above info</li> <li>3. Provide available information to the public via CSRs, IVR and</li> </ol>	<p>Incident Commander &amp; General Staff</p> <ol style="list-style-type: none"> <li>1. CIG</li> <li>2. Media Relations</li> <li>3. Info Officer/Public Affairs and Customer Ops</li> </ol>

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>55</b> of <b>62</b>

Beyond 24 hrs	<ol style="list-style-type: none"> <li>1. Continue to provide DPS staff with restoration information four times daily until customer outages are below 500, or otherwise directed by DPS staff.</li> <li>2. Notify DPS staff when all storm related customers have been restored</li> </ol>	<ol style="list-style-type: none"> <li>1. Distribution Engineering via EORS</li> <li>2. CIG</li> </ol>
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<b>Start of Restoration Period (SOR) SOR =</b>	<b>Event Expected to Last Greater than 48 Hours But Not More than 5 Days</b>	<b>Responsible Organization</b>
SOR + 36 hrs =	<p>Set Global ETR and regional / County ETRs</p> <ol style="list-style-type: none"> <li>1. Notify DPS staff of the above</li> <li>2. Provide available information to the public via CSRs, IVR and</li> </ol>	<p>Incident Commander &amp; General Staff (regional/County should be available automatically from STAR)</p> <ol style="list-style-type: none"> <li>1. CIG</li> <li>2. Info Officer/Public Affairs and Customer Ops</li> </ol>
SOR + 48 hrs =	<p>Set ETRs by municipality</p> <ol style="list-style-type: none"> <li><b>1. Notify DPS staff of the above</b></li> <li>2. Provide available information to the public via CSRs, IVR and website</li> <li>3. Complete 1<sup>st</sup> scheduled muni call</li> </ol>	<p>Incident Commander &amp; General Staff (should be available automatically from STAR)</p> <ol style="list-style-type: none"> <li>1. Via EORS – Distribution Engineering</li> <li>2. Via email – CIG</li> <li>3. Info Officer/Public Affairs and</li> </ol>

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>56</b> of <b>62</b>



Beyond 48 hrs	<ol style="list-style-type: none"> <li>1. <b>Continue to provide DPS staff</b> with restoration information four times daily until customer outages are below 500, or otherwise directed by DPS staff.</li> <li>2. Notify DPS staff when all storm related customers have been restored</li> <li>3. Provide available information to the public via CSRs, IVR and website</li> </ol>	<ol style="list-style-type: none"> <li>1. Distribution Engineering via EORS</li> <li>2. Distribution Engineering</li> <li>3. Info Officer/Public Affairs and Customer Ops</li> </ol>
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**NOTE: Incident Command MUST keep CIG updated with requested storm restoration information prior to the SOR + hourly deadlines.**

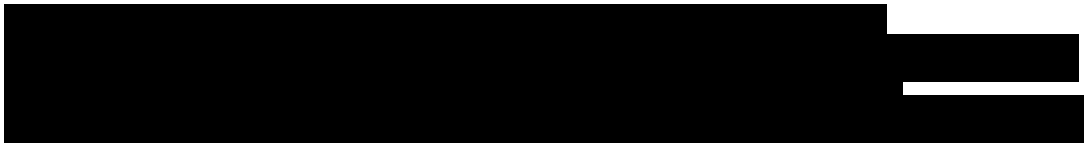
<b>Start of Restoration Period (SOR)</b> <b>SOR =</b>	<b>Event Expected to Last Over 5 days</b>	<b>Responsible Organization</b>
SOR + 36 hrs=	<p>Identify heavily damaged areas where large numbers of customers are expected to remain out for over 5 days</p> <ol style="list-style-type: none"> <li>1. <b>Notify DPS staff of the above</b></li> <li>2. Provide available information to the public via CSRs, IVR and website</li> </ol>	<p>Incident Commander &amp; General Staff</p> <ol style="list-style-type: none"> <li>1. CIG</li> <li>2. Info Officer/Public Affairs and Customer Ops</li> <li>3. Info Officer/Public Affairs</li> </ol>
SOR + 48 hrs =	<p>Set Global ETR and any available regional / County ETRs for areas where large numbers of customers are expected to remain out for 5 or more days</p> <ol style="list-style-type: none"> <li>1. <b>Notify DPS staff of the above</b></li> <li>2. Provide available information to the public via CSRs, IVR and</li> </ol>	<p>Incident Commander &amp; General Staff</p> <ol style="list-style-type: none"> <li>1. CIG</li> <li>2. Info Officer/Public Affairs and Customer Ops</li> </ol>

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>57</b> of <b>62</b>

Beyond 48 hrs	Set municipal ETRs as they become available  1. Continue to provide DPS staff with restoration information four times daily until customer outages are below 500, or otherwise directed by DPS staff  2. Notify DPS staff when all storm related customers have been restored  3. Provide available information to the public via CSRs, IVR and website	Incident Commander & General Staff (should be available automatically from STAR)  1. Distribution Engineering via EORS  2. Distribution Engineering  3. Info Officer/Public Affairs and Customer Ops
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**NOTE: Incident Command MUST keep CIG updated with requested storm restoration information prior to the SOR + hourly deadlines.**

Except where noted, DPS staff notifications will be via e-mail to the following addresses:



## Attachment D

### Information Requirements for DPS Staff- Overhead Storms

The following information must be submitted to the CIG desk by calling [REDACTED]

When 5,000 or more customers are out of service, the End of Storm (aka Start of Storm Restoration Period) must be submitted within 3 hours thereof

#### **1) End of Storm (aka Start of Restoration Period)**

Note: If requirements are not applicable to a particular region, place *N/A* next to hrs

- a) Brooklyn \_\_\_\_\_ hrs
- b) Queens \_\_\_\_\_ hrs
- c) Staten Island \_\_\_\_\_ hrs
- d) The Bronx \_\_\_\_\_ hrs
- e) Westchester \_\_\_\_\_ hrs

*Provide Status on storm's effect on*

#### **2) Within 6 Hours of End of Storm**

Note: If requirements are not applicable to a particular region, place *N/A* next to hrs

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>58</b> of <b>62</b>

*customers and global*

- a) Total # of Customers OOS
  - i. Breakdown by County Boro/Muni
- b) Global ETR
  - I. Brooklyn \_\_\_\_\_ hrs
  - II. Queens \_\_\_\_\_ hrs
  - III. Staten Island \_\_\_\_\_ hrs
  - IV. Bronx \_\_\_\_\_ hrs
  - V. Westchester \_\_\_\_\_ hrs

### **3) Within 12 Hours of End of Storm**

Note: If requirements are not applicable to a particular region, place *N/A* next to hrs

- a) Update Global ETR if different than initial ETR shown in #2 above
  - I. Brooklyn \_\_\_\_\_ hrs
  - II. Queens \_\_\_\_\_ hrs
  - III. Staten Island \_\_\_\_\_ hrs
  - IV. Bronx \_\_\_\_\_ hrs
  - V. Westchester \_\_\_\_\_ hrs
- b) If ETR is now between 24 and 48 hours from end of storm (see #1) provide ETR's on a general geographic basis (network, neighborhood, load area, muni etc)

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>59</b> of <b>62</b>

#### **4 Within 18 hours of storms end**

a) Update Global ETR if different than initial ETR shown in #2 or #3 above

- VI. Brooklyn \_\_\_\_\_ hrs
- VII. Queens \_\_\_\_\_ hrs
- VIII. Staten Island \_\_\_\_\_ hrs
- IX. Bronx \_\_\_\_\_ hrs
- X. Westchester \_\_\_\_\_ hrs

b) How many customers will be out of service for over 24 hrs

- I. Brooklyn \_\_\_\_\_ hrs
- II. Queens \_\_\_\_\_ hrs
- III. Staten Island \_\_\_\_\_ hrs
- IV. Bronx \_\_\_\_\_ hrs
- V. Westchester \_\_\_\_\_ hrs

#### **5) Within 36 hours form end of storm**

a) Update Global ETR if different than initial ETR shown in #2 or #3 above

- XI. Brooklyn \_\_\_\_\_ hrs
- XII. Queens \_\_\_\_\_ hrs
- XIII. Staten Island \_\_\_\_\_ hrs
- XIV. Bronx \_\_\_\_\_ hrs
- XV. Westchester \_\_\_\_\_ hrs

b) How many customers will be out of service over 48 hours

- I. Brooklyn \_\_\_\_\_ hrs
- II. Queens \_\_\_\_\_ hrs
- III. Staten Island \_\_\_\_\_ hrs
- IV. Bronx \_\_\_\_\_ hrs
- V. Westchester \_\_\_\_\_ hrs

If ETR is over 48 hrs from end of storm (see #1) but within 1 week , provide ETR's on a locality basis (network, load area, neighborhood, municipality etc)

If ETR is over 48 hrs from end of storm provide ETR's on a geographical basis boro/municipality

#### **5 Beyond 48 Hours**

a) Provide ETR as necessary

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page <b>60</b> of <b>62</b>

## Communicating Updated ETRs

### Storm Center Configuration

In order to improve the accuracy and timeliness of estimated restoration times appearing on the Company's website, the Company has introduced the Estimated Time of Restoration (ETR) Manager. The facility, managed by Electric Operations Emergency Management, provides a mechanism in which Incident Commanders / Regional Control Center Managers can more easily update both global and local ETRs on the Company's website. ETRs can be directly updated in Storm Center Configuration by using the ETR Manager function.

Access to the ETR Manager functionality is limited to Electric Operations Emergency Management personnel. ETR Manager is accessible by visiting the Storm Center Configuration: [http://intapps7.coned.com/StormCenter\\_internal/admin.aspx](http://intapps7.coned.com/StormCenter_internal/admin.aspx).

Note: All ETR values in Storm Center Configuration need to be set to "Pending," during major events to prevent Storm Central from publishing ETR values prior to setting the ETR Override in Storm Manager to non-publish mode.

Note: The controlled ETR values in Storm Center Configuration ETR Manager Admin web site must be "Cleared" at the conclusion of all major events to prevent reporting expired ETR values.

### Tab Description & Function

The following four menu tabs will be found on the Storm Center Configuration web page: *Schedule / Alerts / Custom Layers / ETR Manager*. The *Alerts / Custom Layers / ETR Manager* tabs allow for the placement of timely updates / announcements to Storm Central, while the *Schedule* tab allows the operator to change the interval in which the updates can be generated.

- **ETR Manager Tab**

#### Description

Division/Areas: Lists the individual operating regions: 5 boroughs and Westchester County. Each of the individual regions is broken down further to allow ETR reporting at the network level.

ETR Current Web Site: The date and time currently in the Summary Table in Storm Center Configuration and appearing on the Storm Central web site.

ETR OMS: The date and time that currently exists in the Outage Management System (OMS), regardless of any ETR overrides that may be in effect.

ETR Overwritten: The date and time to be used to update the ETR. You can select updated ETR value by using the calendar drop down menu.

Last Updated: The time at which the corresponding ETR value was most recently updated using the ETR Manager tool.

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 61 of 62

User Updated: The username of the person who last updated the corresponding ETR value.

### **Function**

Click on the specific region and / or network and input the corresponding updated ETR into the *ETR Overwritten* data entry box. Click the “Save” button located at the upper-right corner of the page. The revised ETR will appear in Storm Central at the next data publishing interval (normally every 15 minutes).

- **Schedule Tab**

### **Description**

The *Schedule* tab provides the ability to modify the time interval in which updates appear on Storm Central. The default setting is 900 seconds = 15 minutes.

### **Function**

To update Storm Central immediately, bypassing the 15 minute interval, first save the updated ETR on the *ETR Manager* tab and then click on the “*Force Generate*” button. This will cause the data publishing process to preempt the 15 minute schedule.

The operator is also given the option of establishing multiple generation intervals. Clicking on the “*New*” button allows the operator to name a preset interval. After assigning the *Name*, the operator will input the new value into the Generation Interval data entry box (seconds) and click on the “*Save*” button. To generate updates at other than the default level, select a predetermined value or establish a new value as described above and click on the “*Set as Current*” box, then click on the “*Save*” button.

- **Alerts / Custom Layers Tab**

### **Description**

Both the *Alerts & Custom Layers* Tabs are managed by Public Affairs / Media Relations. The *Alerts* tab allows the operator to place noteworthy announcements and or highlighted information into Storm Central. In addition, the *Custom Layers* tab gives the operator the ability to place icons on the Outage Map, thereby, providing customers with a visual representation of important information (i.e. the location of ice distribution centers and the Customer Service Outreach Van).

## **ADVICE AND COUNSEL**

The Director, Electric Operations Emergency Management, will provide advice and counsel on this document.

Approved By	Revision Date	Supersedes	Page
Anthony J. Torphy Director, Electric Operations Emergency Management	4/1/2013	8/23/12	Page 62 of 62