

| FORECAST STORM ARRIVAL TIME (Storm makes landfall) T - 120:00 hrs | | |
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| Monitoring Phase | Implementation of pre-storm activities designed to prepare storm response organizations for the event | |
| | ACTIONS/CONSIDERATIONS BY FUNCTIONAL GROUP | |
| All | | Begin monitoring internal communications for guidance regarding storm preparation activities Begin reviewing and considering staffing plans/assignments Initiate review of Business Continuity Plans Establish line of communications with key vendors |
| Information | Corp. Comm. | |
| | EIC | |
| | Public Information | Begin media monitoring activities to track potential path of storm. |
| | Storm Comm O/C | |
| Customer Operations | Customer Assistance | |
| | Special Response | |
| | Emergency Phones | |
| Emergency Management | | Monitor storm path & potential impact zones and disseminate information to ICS Response Organization Coordinators |
| | | Initiate conference call with Operations groups to discuss mobilization plans |
| | | Initiate discussions concerning mutual aid partners' availability of resources. |
| | | Establish storm timeline. Updates to timeline based on weather updates. |
| | | Obtain and track weather forecasts from the National Weather Service and other available sources |
| Liason | Comm. Relations | |
| | CRT | |
| EH&S | Health & Safety | |
| | Environ. | |
| Operations | Substation & Transmission | |
| | Public Safety | |
| | Transmission Restoration | |
| | Distribution Restoration | |
| Gas Operations | | |
| | Analysis | |

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| Planning | DA | |
| | OMS | |
| | Workforce Planning | |
| Logistics | | Establish communications with key vendors (generators, hotels, staging area owners, bus companies, etc.) |
| | | Logistics Chief to review pre-event checklist with representatives from CFS, Purchasing, and Facilities Services. |
| | Transport. | |
| | Stores | |
| | Facilities | |
| | Lodgings & Meals | |
| | Security | |
| | Ice | |
| | Telecom | |
| | Information Resources | Assess impact to IT assets based on storm forecast Inform equipment suppliers (IBM, Cisco, etc.) Confirm equipment availability (radios, PCs, cell phones, servers) |
| Admin/Finance | Finance | Establish storm accounts |
| | HR | |
| | Purchasing | |
| FORECAST STORM ARRIVAL TIME T - 96:00 hrs | | |
| Planning Phase | Response organization planning strategies based upon staffing, resources and equipment considerations | |
| | ACTIONS/CONSIDERATIONS BY FUNCTIONAL GROUP | |
| All | | Continue monitoring internal communications for guidance regarding storm preparation activities |
| | | Participate in scheduled ICS call |
| | | Determine supply needs. |
| | | Continue reviewing and considering staffing plans/assignments |
| | | Complete review of Business Continuity Plans |
| Information | Corp. Comm. | |
| | EIC | |
| | Public Information | Issue press release announcing company's monitoring of storm, implementation of Coastal Storm plan, potential impacts on company facilities, and our early preparation activities. Activate company's Internet home-page hurricane template and home-page message box, which provides links to the company's storm-central pages containing storm-preparation tips, updates on the company's storm preparation activities |
| | Storm Comm O/C | |
| Customer Operations | Customer Assistance | |
| | Special Response | |

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| | Emergency Phones | |
| Emergency Management | | <p>Monitor storm path & potential impact zones and disseminate information to ICS Response Organization Coordinators</p> <p>Develop and initiate ICS response organization conference call schedule</p> <p>Maintain storm timeline</p> <p>Continue to monitor weather forecasts</p> <p>Initiate discussions concerning mutual aid partners' availability of resources.</p> |
| Liason | Comm. Relations CRT | |
| EH&S | Health & Safety Environ. | |
| Operations | Substation & Transmission | |
| | Public Safety | |
| | Transmission Restoration | |
| | Distribution Restoration | |
| Gas Operations | | |
| Planning | Analysis | |
| | DA | |
| | OMS | |
| | Workforce Planning | |
| Logistics | | Coordinate support requirements from CFS, Purchasing and FS. Areas to discuss include staging area requirements, staffing, etc. |
| | | Review vendor requirements and capabilities |
| | Transport. | |
| | Stores | |
| | Facilities | |
| | Lodgings & Meals | Determine lodging availability |
| | Security | |
| | Ice | |
| | Telecom | |
| | Information Resources | <p>Assess impact to IT assets based on storm forecast</p> <p>Inform equipment suppliers (IBM, Cisco, etc.)</p> <p>Confirm equipment availability (radios, PCs, cell phones, servers)</p> |

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| Admin/Finance | Finance | Provide support for mobilization activities Open Operations P-Cards |
| | HR | Establish tracking mechanism for logistic commitments or purchases |
| | Purchasing | |
| FORECAST STORM ARRIVAL TIME T - 72:00 hrs | | |
| Planning Phase | Continuation of planning strategies | |
| | ACTIONS/CONSIDERATIONS BY FUNCTIONAL GROUP | |
| All | | Continuation of activities identified at T-120 and T-96 hours Preliminary assessment on the forecasted impact of the storm focusing on personnel, assets, and facilities. Final staffing schedule review and development for implementation at T - 24:00 hours Participate in scheduled ICS call |
| Information | Corp. Comm. | |
| | EIC | |
| | Public Information | Coordinate with HR concerning communication to employees regarding possible hurricane, including information about emergency work assignments, and reporting to work policy. |
| | | Activate Employee Hotline and initiate corporate message. |
| | | Issue press release announcing company's ongoing monitoring of storm, potential impacts on company facilities, and possible pre-emptive shut down of company facilities. |
| | Storm Comm O/C | Update Internet home-page message box with latest press releases and other information for customers. |
| Customer Operations | Customer Assistance | |
| | Special Response | |
| | Emergency Phones | |
| Emergency Management | | Monitor storm path & potential impact zones and disseminate information to ICS Response Organization Coordinators Maintain storm timeline Continue to monitor weather forecasts Determine storm arrival time, based on further weather information. Consult with local and state OEMs and other emergency services agencies Direct Operating organizations to develop Incident Action Plans to maintain critical operations through each phase of the event Request parkway waivers for utility vehicles. Continue to monitor weather forecasts Initiate discussions concerning mutual aid partners' availability of resources. |
| Liason | Comm. Relations | |
| | CRT | |
| EH&S | Health & Safety | |
| | Environ. | |

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| Operations | Substation & Transmission | |
| | Public Safety | |
| | Transmission Restoration | |
| | Distribution Restoration | |
| Gas Operations | | |
| Planning | Analysis | |
| | DA | |
| | OMS | |
| | Workforce Planning | |
| | Transport. | |
| | Stores | |
| | Facilities | |
| | Lodgings & Meals | Execute lodging reservation plan (cancelable) – establish hotel liaisons |
| | Security | |
| | Ice | |
| | Telecom | |
| | Information Resources | Assess impact to IT assets based on storm forecast Inform equipment suppliers (IBM, Cisco, etc.) Confirm equipment availability (radios, PCs, cell phones, servers) |
| Admin/Finance | Finance | Provide support for mobilization activities Open Operations P-Cards Establish tracking mechanism for logistic commitments or purchases |
| | | Issue communication to employees regarding possible hurricane. Include information concerning emergency work assignments, and reporting to work policy. |
| | | |
| | Purchasing | |
| FORECAST STORM ARRIVAL TIME | | |
| T - 48:00 hrs | | |
| Planning & Mobilization | Mobilization strategy development | |
| | ACTIONS/CONSIDERATIONS BY FUNCTIONAL GROUP | |
| All | | Continuation of activities identified at T-96 and T-72 hours Make a preliminary assessment on the forecasted impact of the storm focusing on personnel, assets, and facilities. Final staffing schedule review and development for implementation at T - 24:00 hours Participate in scheduled ICS call |

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| Information | Corp. Comm. EIC | |
| | Public Information | Issue press release advising customers to heed evacuation orders, especially in the event of pre-emptive power shut downs, continue to stress safety, especially near downed power lines and flooded basements. Continue to update Internet home-page message box with latest press releases and other information for customers. Update corporate message on Employee Hotline. |
| | Storm Comm O/C | |
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| Customer Operations | Customer Assistance | |
| | Special Response | |
| | Emergency Phones | |
| Emergency Management | | Monitor storm path & potential impact zones and disseminate information to ICS Response Organization Coordinators Maintain storm timeline Continue to monitor weather forecasts Prepare for CERC activation |
| Liason | Comm. Relations CRT | |
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| EH&S | Health & Safety Environ. | |
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| Operations | Substation & Transmission | |
| | Public Safety | Contact critical customers |
| | Transmission Restoration | |
| | Distribution Restoration | |
| Gas Operations | | |
| Planning | Analysis | |
| | DA | |
| | OMS | |
| | Workforce Planning | |
| | Transport. | |
| | Stores | |
| | Facilities | |

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| | Lodgings & Meals | Commit to hotel reservations based on declining availability versus mutual aid crewing estimates |
| | Security | |
| | Ice | |
| | Telecom | |
| | Information Resources | |
| Admin/Finance | Finance | Provide assistance with cash or P-card requirements |
| | HR | Announce report-to-work policy. Storm riders to report to work for lock-in, at the latest, between 18 and 24 hours before estimated arrival of storm. Non-essential employees to be released 18 hours prior to storm and directed to return to their emergency work assignment after all-clear is declared. Continue to update employees concerning current storm predictions, status of public transportation, road closures, evacuation schedules, and shelter availability. |
| | Purchasing | |
| FORECAST STORM ARRIVAL TIME | | |
| T - 36:00 hrs | | |
| Planning & Mobilization | Mobilization strategy development ACTIONS/CONSIDERATIONS BY FUNCTIONAL GROUP | |
| All | | Continuation of activities identified at T-72 and T-48 hours |
| | | Final staffing schedule review and development for implementation at T - 24:00 hours |
| | | Release Storm Riders for report back to work between T - 6 and T- 12 hours prior to landfall |
| | | Participate in scheduled ICS call |
| Information | Corp. Comm. | |
| | EIC | |
| | Public Information | Issue press release advising customers to heed evacuation orders, especially in the event of pre-emptive power shut downs, continue to stress safety, especially near downed power lines and flooded basements. Continue to update Internet home-page message box with latest press releases and other information for customers. Update corporate message on Employee Hotline. |
| | Storm Comm O/C | |
| Customer Operations | Customer Assistance | |
| | Special Response | |
| | Emergency Phones | |
| Emergency Management | | Monitor storm path & potential impact zones and disseminate information to ICS Response Organization Coordinators Maintain storm timeline Continue to monitor weather forecasts CERC activation |
| Liason | Comm. Relations | |
| | CRT | |
| EH&S | Health & Safety | |

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| | Environ. | |
| Operations | Substation & Transmission | |
| | Public Safety | Contact critical customers |
| | Transmission Restoration | |
| | Distribution Restoration | |
| Gas Operations | | |
| Planning | Analysis | |
| | DA | |
| | OMS | |
| | Workforce Planning | |
| | Stores | Assess system stock levels of critical materials (print hard copies every 12 hours) |
| | Facilities | |
| | Lodgings & Meals | |
| | Security | |
| | Ice | |
| | Telecom | |
| | Information Resources | |
| Admin/Finance | Finance | Provide assistance with cash or P-card requirements |
| | HR | Announce report-to-work policy. Storm riders to report to work for lock-in, at the latest, between 18 and 24 hours before estimated arrival of storm. Non-essential employees to be released 18 hours prior to storm and directed to return to their emergency work assignment after all-clear is declared. |
| | | Continue to update employees concerning current storm predictions, status of public transportation, road closures, evacuation schedules, and shelter availability. |
| | Purchasing | |
| FORECAST STORM ARRIVAL TIME | | |
| T - 24:00 hrs | | |
| Storm Evacuation | Mobilization | |
| | ACTIONS/CONSIDERATIONS BY FUNCTIONAL GROUP | |
| All | | Continue storm preparation activities and tasks. |
| | | Publish final staffing |
| | | Release Storm Riders for report back to work between T - 6 and T- 12 hours prior to landfall |
| | | Participate in scheduled ICS call |

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| Information | Corp. Comm. EIC | |
| | Public Information | Issue press release advising customers to heed evacuation orders, especially in the event of pre-emptive power shut downs, continue to stress safety, especially near downed power lines and flooded basements. Continue to update Internet home-page message box with latest press releases and other information for customers. Update corporate message on Employee Hotline. |
| | Storm Comm Q/C | |
| | | |
| Customer Operations | Customer Assistance | |
| | Special Response | |
| | Emergency Phones | |
| Emergency Management | | Monitor storm path & potential impact zones and disseminate information to ICS Response Organization Coordinators Verify staffing plans are in place for all personnel. Continue to monitor weather forecasts CERC activation |
| Liason | Comm. Relations CRT | |
| | | |
| EH&S | Health & Safety Environ. | Initiate development of storm specific Incident Action Plan and HASP |
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| Operations | Substation & Transmission | |
| | Public Safety | Contact critical customers |
| | Transmission Restoration | |
| | Distribution Restoration | |
| Gas Operations | | |
| Planning | Analysis | |
| | DA | |
| | OMS | |
| | Workforce Planning | |
| | Stores Facilities | Assess system stock levels of critical materials (print hard copies every 12 hours) |
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| Logistics | Lodgings & Meals | |
| | Security | |
| | Ice | |
| | Telecom | |
| | Information Resources | |
| Admin/Finance | Finance | Provide assistance with cash or P-card requirements |
| | HR | Continue to update employees concerning current storm predictions, status of public transportation, road closures, evacuation schedules, and shelter availability. Notify departments to release non-essential employees within next 6 hours. |
| | Purchasing | |
| FORECAST STORM ARRIVAL TIME | | |
| T - 12:00 hrs | | |
| Pre-Arrival Stage | Mobilization | |
| | ACTIONS/CONSIDERATIONS BY FUNCTIONAL GROUP | |
| All | | Continue storm preparation activities and tasks. |
| | | Storm Rider first shift |
| | | Participate in scheduled ICS call |
| Information | Corp. Comm. EIC | |
| | Public Information | Issue press release advising customers to heed evacuation orders, especially in the event of pre-emptive power shut downs, continue to stress safety, especially near downed power lines and flooded basements. Continue to update Internet home-page message box with latest press releases and other information for customers. Update corporate message on Employee Hotline. |
| | Storm Comm O/C | |
| Customer Operations | Customer Assistance | |
| | Special Response | Outbound calls to Life Sustaining Equipment and Medical Hardship customers to alert them to the imminent storm. LSE customers not able to be contacted by phone will be visited by field representatives |
| | Emergency Phones | |
| Emergency Management | | Monitor storm path & potential impact zones and disseminate information to ICS Response Organization Coordinators Verify staffing plans are in place for all personnel. Continue to monitor weather forecasts CERC activation |
| Liason | Comm. Relations | |
| | CRT | |
| EH&S | Health & Safety | Initiate development of storm specific Incident Action Plan and HASP |
| | Environ. | |
| | Substation & Transmission | |

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| Operations | Public Safety | Contact critical customers |
| | Transmission Restoration | |
| | Distribution Restoration | |
| Gas Operations | | |
| Planning | Analysis | |
| | DA | |
| | OMS | |
| | Workforce Planning | |
| Logistics | Stores | Assess system stock levels of critical materials (print hard copies every 12 hours) |
| | Facilities | |
| | Lodgings & Meals | |
| | Security | |
| | Ice | |
| | Telecom | |
| | Information Resources | |
| Admin/Finance | Finance | Provide assistance with cash or P-card requirements |
| | HR | Continue to update employees concerning current storm predictions, status of public transportation, road closures, evacuation schedules, and shelter availability. |
| | Purchasing | Notify departments to release non-essential employees within next 6 hours. |
| | | |
| FORECAST STORM ARRIVAL TIME T - 3:00 hrs | | |
| Arrival | Mobilization ACTIONS/CONSIDERATIONS BY FUNCTIONAL GROUP | |
| All | | Continue storm preparation activities and tasks. |
| | | Maintain situational awareness - storm beginning to impact outer edge of service territory |
| | | Participate in scheduled ICS call |
| Information | Corp. Comm. | |
| | EIC | |
| | Public Information | Issue press release advising customers to heed evacuation orders, especially in the event of pre-emptive power shut downs, continue to stress safety, especially near downed power lines and flooded basements. Continue to update Internet home-page message box with latest press releases and other information for customers. Update corporate message on Employee Hotline. |

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| | Storm Comm O/C | |
| Customer Operations | Customer Assistance | |
| | Special Response | Outbound calls to Life Sustaining Equipment and Medical Hardship customers to alert them to the imminent storm. LSE customers not able to be contacted by phone will be visited by field representatives |
| | Emergency Phones | |
| Emergency Management | | Monitor storm path & potential impact zones and disseminate information to ICS Response Organization Coordinators Verify staffing plans are in place for all personnel. Continue to monitor weather forecasts CERC activation |
| Liason | Comm. Relations | |
| | CRT | |
| EH&S | Health & Safety | Initiate development of storm specific Incident Action Plan and HASP |
| | Environ. | |
| Operations | Substation & Transmission | |
| | Public Safety | Assume responsibility for Muni phones from the Control Room if applicable. Advise municipalities that the Muni group has been activated if applicable. Process trouble tickets as required. Continue on-going planning for restoration. Process status reports as needed. Communicate with critical customers and municipalities as needed. |
| | Transmission Restoration | |
| | Distribution Restoration | |
| Gas Operations | | |
| Planning | Analysis | |
| | DA | |
| | OMS | |
| | Workforce Planning | |
| Logistics | Stores | Assess system stock levels of critical materials (print hard copies every 12 hours) |
| | Facilities | |
| | Lodgings & Meals | |
| | Security | |

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|--|------------------------|---|
| | Ice | |
| | Telecom | |
| | Information Resources | |
| Admin/Finance | Finance | Provide assistance with cash or P-card requirements |
| | HR | Continue to update employees concerning current storm predictions, status of public transportation, road closures, evacuation schedules, and shelter availability. |
| | Purchasing | Notify departments to release non-essential employees within next 6 hours. |
| | | |
| TIME POST STORM ARRIVAL 0:00 hrs to T + 24 hrs | | |
| Post Storm Phase | Monitoring & Response | |
| | ACTIONS/CONSIDERATIONS | |
| All | | Conduct self-assessment of damage to Company assets and facilities (exclusive of T&D systems) including prioritizing damage that may impact restoration activities Assess and report on staffing availability post-storm Begin restoration activities in accordance with Incident Action Plans, and functional guidelines |
| | | |
| TIME POST STORM ARRIVAL T+24:00 hrs to end of event | | |
| Post Storm Phase | Restoration | |
| | ACTIONS/CONSIDERATIONS | |
| All | | Continue restoration activities until directed to demobilize |