



**NYSEG**



**RG&E**

## ELECTRIC UTILITY EMERGENCY PLAN

### APPENDIX A: EMERGENCY OPERATING PROCEDURES AND APPROVED CALL SCRIPTS

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## **APPENDIX A: EMERGENCY OPERATING PROCEDURES**

This appendix contains the Emergency Operating Procedures that were in use at the time of the filing.

## EOP-002 EMERGENCY EVENT TRAINING

# Emergency Operating Procedure (EOP)

## Electric Emergency Event Training and Emergency Plan Awareness

|   |
|---|
| <b>EOP-002</b>  |
| <b>Operating Companies:</b> CMP, NYSEG, RG&E, UI                |
| <b>Revision Number:</b> 3                                       |
| <b>Revision Date:</b> 1/8/2019                                  |
| <b>Recommended by:</b> Manager Training, Emergency Preparedness |
| <b>EOP Owner:</b><br>Emergency Preparedness, Manager Training   |

### EOP Objectives

To provide training overviews, exercises and resources to employees assigned to roles outside their day-to-day responsibilities along with a sustainability plan; maintain adherence to required skills training for employees with roles as part of their regular job responsibilities; and to ensure awareness of Avangrid Networks operating companies' Emergency Plans. Confirm on-going compliance to state regulatory requirements around emergency event training and exercises.

### Pre-Emergency Checklist

| ✓ | Action   | Role/Position Title Responsible                   |
|---|--|---|
|   | Ensure roles assigned to employees & employees receive role communications and resources   | <b>Emergency Preparedness</b>                     |
|   | Subject matter experts contact employees in roles to ensure they complete role overview training – SME advisors to monitor activities                      | <b>Emergency Preparedness and Human Resources</b> |
|   | Data extracted from SAP to determine status of training by employee/role   | <b>Human Resources</b>                            |
|   | Employees out of compliance with training requirements are contacted by subject matter experts, <b>Emergency Preparedness</b> or <b>HR</b> as appropriate. | <b>Emergency Preparedness and Human Resources</b> |

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## Pre-Emergency Event

The Companies' responsibilities are twofold:

1. Ensure awareness and provide overview training of the NYSEG & RG&E Electric Utility Emergency Plan, Central Maine Power Emergency Service Restoration Plan and UIL's Emergency Response Plan ("the Plans"), as to its purpose and scope, and any changes to the Plan.
  - Annually, upon submission and/or approval of the Plans to the applicable state agencies, Emergency Preparedness will ensure that all employees receive communications regarding the Plans and are aware of their emergency response roles.
  - New employees will learn of the Plans through the new employee orientation, communications from their supervisor and communications from Emergency Preparedness upon assignment of their emergency response role.
  - The communication regarding the Plans will include an overview of the basics of emergency response, including activation, an overview of emergency response activities and demobilization.
  - Safety will be a key focus of the Companies' general emergency response communications.
2. Provide instruction regarding emergency event roles and responsibilities under the Incident Command System (ICS).
  - Each employee, upon acceptance of a position within the Company, will be made aware of employees' shared commitment to emergency response. This awareness will occur through Human Resources on-boarding process. Employees will be assigned an emergency response role by Emergency Preparedness. Of note, some employees emergency role will be identical to their regular job to maintain business continuity or because their job responsibilities include service restoration activities.
  - All emergency roles will stress personal and public safety. Specific roles performed by non-line operations personnel with critical safety components, such as wire guards, damage assessors, etc., will be designated as requiring skills-specific training and refresher training (as determined by Human Resources, based on company and regulatory agency requirements).
  - Human resources training staff will ensure that emergency roles with critical safety components performed by line personnel will emphasize safety in progression training, refresher training, or safety communications as appropriate.
  - As employees learn their emergency response roles, they may be provided with a role subject matter expert (SME) or experts (as needed), who will provide an overview of the role responsibilities. The SMEs will be designated by Emergency Preparedness in consultation with Human Resources.
  - The employee will receive role overview training by an SME or via an online module or other means as appropriate. The training may be delivered in person or online and can include but is not limited to: computer based learning, webinars, document reviews, recorded presentations or job shadowing/on-the-job training.
  - Employees who have emergency response roles assigned to them outside their regular responsibilities will participate in ICS 100 training and provide proof of completion to **Human Resources** for compliance. The Company may choose to offer FEMA-based online ICS 100 courses or design a utility-focused ICS 100 offering.
  - Additional training (ICS 200, 300 400 or 700 for instance) will be determined by **Emergency Preparedness** on a case-by-case basis. Human Resources will require proof of completion for compliance tracking.
  - Each employee will be responsible to review their training materials annually.

- **Emergency Preparedness** and **Human Resources** will ensure that each role overview course is assigned a course code in SAP.
- Upon request, either for Scorecard compliance, Scorecard exercise, drill or internal auditing, **Human Resources** will pull records of course overview completion and provide the results to **Emergency Preparedness**. **Emergency Preparedness** will work with role subject matter experts, supervisors and employees to ensure training is completed.
- Additional training opportunities in the form of ongoing exercises to supplement classroom and/or webinar instruction may be provided. Employees may also receive role-specific training by participating in company drills, table top exercises or shadowing another employee in the role.
- These exercises provide an opportunity for hands-on experience with the systems and procedures employees are responsible for in an emergency event.
- Exercises may be scheduled at any time during the year. They may be held as part of the regular training program for an ICS role or to close a gap identified during another training session or an actual event.
- When possible, exercises will be held in emergency event facilities to confirm facility as well as personnel readiness.
- When appropriate, external stakeholders may be invited to be participants, observers or controllers in these exercises to strengthen relationships
- After exercise debriefs shall be for continuous improvement through benchmarking, lessons learned and competition of action items.
- **Emergency Preparedness** will work with key ICS branches to determine their exercise needs for the year. This discussion may include items such as:
  - Training and exercise needs,
  - Procedural changes,
  - Regulatory requirements,
  - Staffing and/or qualification items.
- Designing exercises
  - **Emergency Preparedness** will be available to **SMEs** during the planning of exercises and will serve as mentors to those designing exercises.
  - **SMEs** are responsible for designing and running role based exercises including after exercise debriefs and tracking action items to completion.
  - **Emergency Preparedness** will help facilitate any cross-functional exercise needs with the applicable **SMEs**. When appropriate, combined role exercises will be held to solidify roles and responsibilities and expected hand-offs between branches.
- For information regarding the regulatory required annual exercise please see [EOP-004 Annual Exercise](#).

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## ***During Emergency Event***

**Area** and **Incident Commanders** will provide opportunities for employees to “shadow” experienced employees during storm events.

**Area Commanders**, **Incident Commanders** and **Chiefs** will make sure that no employee is placed in a role when they haven’t received adequate training to perform their responsibilities safely. Some roles that require minimal training (such as field support) will be eligible for on-the-job training and safety tailboards.

**Human resources staff** will be available during events to pull employee data to determine ability to serve in roles for compliance purposes. Where discrepancies exist between employee data and proof of course completion, **Human Resources** will be able to update records upon demand to ensure accuracy.

**Area** and **Incident Commanders** will require employees to document their emergency response roles by updating the appropriate ICS organization charts with their roles.

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### ***Post-Emergency Event***

After an event, if determined as a Scorecard event or Scorecard exercise-eligible appropriate event, names of employees by role will be provided to **Human Resources** to determine whether the employees' role training is documented in SAP.

Annually employees will be responsible to be aware of the Emergency Plans, and review their role overview materials for any updates or changes to their role.

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### ***Related Documentation***

All role training will be referenced on the Avangrid Networks Storm Center site, primarily on the ICS Roles page.

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### ***Communication of EOP***

**Emergency Preparedness** and **Human Resources** will ensure annual awareness through email, employee meetings, new employee orientations, supervisor on-boarding of new employees and subject matter expert-led training overview sessions.

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### ***Revision History***

| Rev. No. | Date      | Reason(s)  |
|----------|-----------|--|
| 2        | 2/21/2017 | Updated to include smaller, on-going exercises. Updated to reflect Avangrid. |
| 3        | 1/8/2019  | Biennial update  |

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### ***Attachments***

None



## EOP-004 REGULATORY EXERCISE

# Emergency Operating Procedure (EOP)

## Regulatory Electric Emergency Exercise

|  |
|--|
| <b>EOP-004</b>                                   |
| <b>Operating Companies:</b> CMP, NYSEG, RG&E, UI |
| <b>Revision Number:</b> 2                        |
| <b>Revision Date:</b> 1/22/2018                  |
| <b>Recommended by:</b> Emergency Preparedness    |
| <b>EOP Owner:</b> Emergency Preparedness         |

### *EOP Objectives*

All Avangrid Networks companies are required to hold annual exercises of their Electric Emergency Response plans or in some states as outlined below an actual event will satisfy or defer the requirement. This EOP will cover only the process surrounding the regulatory required exercises. For additional information regarding training and exercises see EOP-002 Emergency Event Training.

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### *Drill Requirements, Format and Goals*

The New York Public Service Commission (PSC) requires each utility to complete an exercise of the Electric Emergency Plan pursuant to the Order Approving Electric Emergency Plans, Effective 3/28/2014<sup>1</sup>. NYSEG and RG&E shall conduct the annual exercise prior to June 1 of each year in accordance with rules established by the PSC (C.27977-16 NYCRR Chapter II, Part 105) for personnel assigned to event response activities.

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<sup>1</sup> Case 13-E-0550: Order Approving Electric Emergency Plans

The Maine Public Utilities Commission (PUC) requires each utility to periodically test its Electric Emergency Plan. A Level 2 event that occurs within the calendar year will satisfy this requirement. CMP shall conduct the regulatory exercise prior to the end of the calendar year. CMP guidelines also support use of a Level 2 emergency as appropriate training, following PUC rules.

The Connecticut Public Utility Regulatory Authority (PURA), Public Act 12-148, requires each utility to annually test its Electric Emergency Plan. Responding to an emergency counts as an annual exercise under the plan, but the company must then complete another exercise within 18 months.

The regulatory exercise may take various forms depending upon the objective and the training scope identified:

The following shall be taken into account when developing exercises:

- Develop a process to review and revise procedures after each exercise/event. Identified strengths and areas for improvement must be documented, and considered for implementation as appropriate. See EOP-038 Event Assessment for guidance.
- Design and coordinate joint exercise scenarios with gas and telecom utilities within the service territory as appropriate. Company communications and coordination should be evaluated as a part of the exercise.
- Design exercise scenarios that involve local and state Emergency Management agencies as active participants. If they are unable to participate, designate company personnel to simulate these roles.
- Regularly exercise for emergency scenarios involving severe flooding to infrastructure and customer service areas.
- Regularly exercise decentralized management of events at RG&E. This exercise should occur at least every three years and may be part of the annual mandated exercise or a standalone event.
- Regularly exercise emergency scenarios involving critical infrastructure as defined by the Electric Emergency Response Plan.
- Design exercises to ensure that employees fully comprehend their role during a storm emergency.
- Design exercises to engage multiple levels of Area and Incident command teams.

The regulatory exercise shall be used to meet the following goals:

- Increase general awareness

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<sup>2</sup> A Level 2 event as defined in Central Maine Power's (CMP) Emergency Service Restoration Plan has "outages affecting more than 10% of our customer base. Other considerations include multiple day outages or unmet resource needs."

- Improve specific hazard(s) awareness
- Achieve overall emergency plan goals and objectives
- Perform effective planning and preparatory phases
- Demonstrate the required elements for effective teamwork
- Assess individual and team performance;
- Identify areas for follow-up training
- Prepare resources for actual emergency events
- Introduce new technology or practices
- Ensure understanding of chain of command and appropriate span of control for actual events
- Develop and/or refine skill sets
- Establish/review proper use of the ICS
- Build “muscle memory” for drill participants for emergency event response
- Reinforce the content of the Electric Emergency Response plans

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## Planning

To ensure the success of the regulatory exercise, the following steps will be taken by the **Emergency Preparedness department**:

- Develop the proposed scope for the exercise
- Receive approval from executive management of the exercise scope and structure
- Ensure budget and resource availability
- Assume lead coordination role for planning of the exercise, including vendor engagement, as applicable.
- Develop exercise materials and scenarios and exercise injects as relevant to the subject matter in conjunction with role SMEs and vendors as applicable
- Execute the comprehensive exercise including a post exercise debrief to gather lessons learned.
- Notify regulatory agency as appropriate:
  - Notify CT PURA no less than 10 days in advance of the exercise
  - Notify NY PSC Staff two weeks in advance of the event to provide the date of the drill
  - Maine PUC advance notification is not required

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## Post Exercise

After action review and/or post exercise assessments shall be conducted in accordance with *EOP-038 Event Assessment and Reviews*. The post exercise objective will assess the effectiveness of the exercise, share lessons learned, identify gaps and define follow-up action items. Focus areas may define scope for future drills. The assessment may dictate a need to revise procedures, implement new technology and develop skill sets.

Lessons learned will be incorporated as necessary into the regulatory plan, local plans, or be the basis for a new EOP.<sup>3</sup> Each actionable lesson learned identified will have an action plan and owner assigned to be responsible to bring the item to completion. The **Emergency Preparedness Department** will be responsible for maintaining the status of all action items including resolution details.

The **Emergency Preparedness Department** will create exercise reports to be provided to both internal and regulatory stakeholders. These reports can be created in conjunction with a vendor if one was used.

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## ***Related Documentation***

EOP-025 EOP Administration

EOP-038 Event Assessment and Review

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## ***Communication of EOP***

The EOP will be stored on the Avangrid Networks StormCenter SharePoint site and changes will be communicated to applicable emergency response personnel

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## ***Revision History***

| Rev. No. | Date      | Reason(s)  |
|----------|-----------|--|
| 1        | 2/23/15   | Updated EOP to reflect new ownership and refinement of procedures.                                 |
| 2        | 1/22/2018 | Updated to Avangrid branding. Integrated with UI. Addition of exercise criterion to be considered. |

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<sup>3</sup> See EOP 025 for creating a new EOP.

## EOP-005 EMERGENCY EVENT ACTIVATION

# Emergency Operating Procedure (EOP)

## Electric Emergency Event Activation

|   |
|---|
| <b>EOP-005</b>  |
| <b>Operating Company:</b> CMP, NYSEG, RG&E, UI                    |
| <b>Revision Number:</b> 6   |
| <b>Revision Date:</b> 3/20/2019                                   |
| <b>Recommended by:</b> Emergency Preparedness                     |
| <b>EOP Owner:</b> Area Command, Incident Command, ECC Supervision |

### EOP Objectives

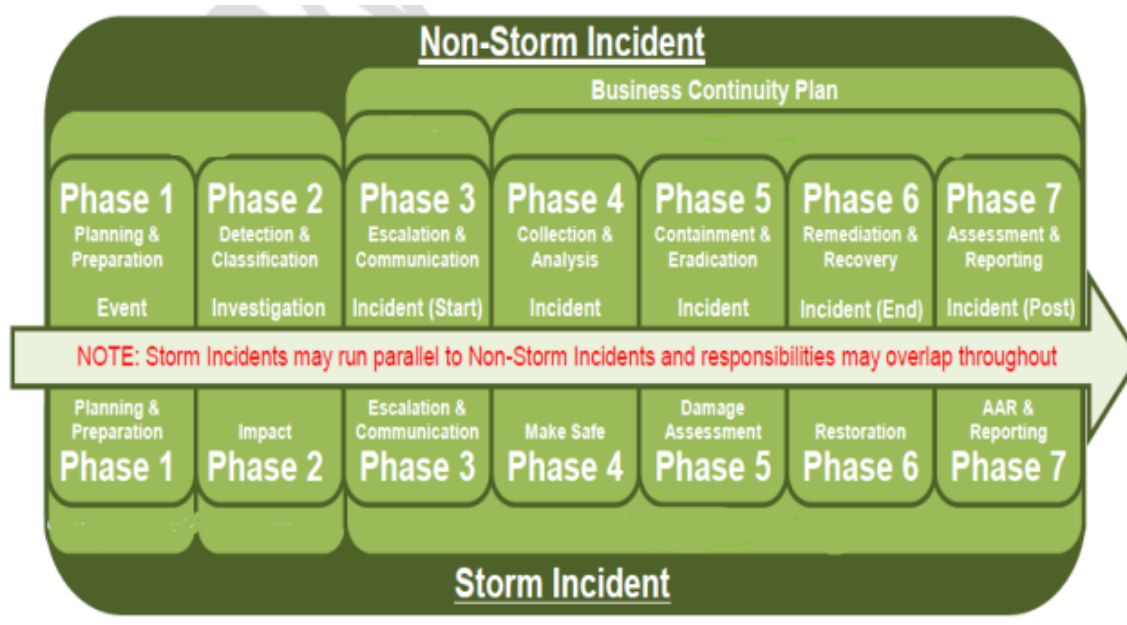
EOP-005 outlines the activation process for Incident Command to ensure that a consistent and timely activation of key incident management resources occurs for all electric emergency events. AVANGRID is required to respond to and manage a wide variety of emergency incidents. The company must safely and efficiently respond to service interruptions and trouble 24 hours a day, 365 days a year.

This EOP also outlines the procedure for transitioning from minor trouble preparation and response to a fully escalated emergency event. The **Energy Control Center (ECC)** will be responsible to handle all trouble dispatch until such time that the **Area Commander (AC)** and the respective Local **Incident Commanders (ICs)** and the Incident Command System (ICS) have been activated. In order to effectively manage personnel and resources and to provide for the safety and welfare of our employees, AVANGRID operates within the ICS and applicable components of the National Incident Management System (NIMS).

AVANGRID prepares for storm events that are forecast in advance, as well as other non-storm natural and man-made disasters that may impact the reliability and delivery of electric services to our customers at any time. When weather events happen suddenly, or forecasts change unexpectedly, the company is equipped and trained to respond in a quick, safe and efficient manner.

*NOTE: Storm Incidents may run parallel to Non-Storm Incidents and responsibilities may overlap throughout*

AVANGRID Incident Management teams utilize the following matrix as a guide to assist in the management, response, mitigation, and recovery efforts from any emergency event. In the past, utility companies have focused strictly on storm response and recovery. In the twenty-first century, emergency events and reliability issues potentially impacting utilities often are not storm centered. Cyber security threats and business continuity planning activities are examples of non-storm responses that may also run parallel to any storm management effort.



**For New York emergencies:** NYSEG and RG&E shall commit that, for local emergencies, channels of communication and field operations will be coordinated from local emergency command centers that would be centrally located in the respective NYSEG and RG&E service territories, and that, for emergencies of wider company impact, the Area Command Section will be located in the service territory and may be activated, as appropriate. If it is not possible to comply with this requirement then the Area Commander or their designee shall ensure that the New York Public Service Commission is notified of the location of these functional groups.

**In New York, Area Command** may be requested to co-locate to facilitate communication and efficient decision making during an emergency event. In the event that this location is unsafe (i.e. safety, security, travel, facility damage) an alternate location may be selected. The decision to co-locate shall be made at the discretion of the **Area Commander** in consultation with command staff and/or executives; the **Area Commander** may determine that co-location is not appropriate even if conditions below may be met.

**Considerations for co-location** – Below are some but not all factors that may be considered when determining whether to co-locate:

- Events with preparation activities occurring days in advance (e.g. hurricanes)
- EEI 3 or 4 level winds in multiple divisions
- EEI 3 or 4 level ice in multiple divisions
- If restoration activities are anticipated to be multiday (e.g. if the Damage Predication Model indicates over 10% of the customer base and the forecast confidence is high)

**Positions that co-locate** – Below is the baseline roles for co-location. This list may be modified based on the nature and needs of the individual event. Some positions may choose to locate to the heaviest impacted division to facilitate the needs of their organization there.

- **Typically required to co-locate**
  - Area Commander
  - Area Commander – Deputy
  - Assistant Area Commander – Planning
  - Assistant Area Commander – Logistics
  - Assistant Area Commander – PLO
  - Assistant Area Commander – PIO
  - Vegetation Management Coordinator
  - OMS Coordinator
  - IT Unit Leader
- **Roles that may be requested to co-locate**
  - Area Command – Assistant
  - Assistant Area Command – Finance
  - Assistant Area Commander – Customer Needs (typically co-locates to Call Center most impacted)
  - Assistant Area Commander – Documentation
  - Security Coordinator
  - Contractor Coordinator
  - IT Coordinator
- All other roles are not typically requested to co-locate but may be requested to co-locate based on the individual needs of the event.

#### **Timing of co-location**

Co-location timing is based on several factors which may include advanced forecast of outage impacting weather and type of weather expected. Co-location should always keep the safety of the employee in mind when requiring travel. In general:

- Co-location should occur prior to an event if travel conditions are expected to be hazardous after impact (e.g. blizzard conditions).
- Co-location can occur after impact when travel conditions are not expected to be hazardous post impact (e.g. pop up thunderstorm). If an individual is traveling after impact, travel should occur so that it does not impact their ability to complete reporting and other time sensitive requirements.

## Pre-Emergency Checklist

| ✓ | Action  | Role/Position Title Responsible |
|---|---|---------------------------------|
|   | <b>Energy Control Center (ECC)</b> monitors and manages minor trouble and outages. The intent is to ensure any larger outages (generally more than 500) and/or lockouts have at least a full Line crew, a trouble shooter and/or Substation crew assigned, and for smaller outages (generally less than 500), that no one crew has more than three incidents 'stacked' up at any one given time. If outages and trouble activity increases past the <b>ECC's</b> ability to dispatch, the local office will be requested to take lead; as a result ICS for that division will be activated. | <b>ECC</b>                      |
|   | Weather conditions are monitored by the <b>ECC</b> . Further, weather information is sent to Emergency Preparedness as well as essential staff within the Area Command and Incident Command Structure.  | <b>ECC</b>                      |
|   | The <b>Incident Commander (IC)</b> may activate the ICS prior to any potential emergency event that is anticipated or has the potential to cause significant widespread outage and trouble.   | <b>IC</b>                       |
|   | The <b>Area Commander (AC)</b> may activate the ICS prior to any potential emergency event that is anticipated to cause significant widespread outage and trouble. This may include any security threat detected as well as other non-storm issues discovered.  | <b>AC</b>                       |

## Pre-Emergency Event

### Weather event:

Weather forecasts are continuously reviewed to evaluate the possibility of major impact to the energy delivery system. The **ECCs** monitor weather information provided by the current weather vendors and pursuant to the Reliability SOP 2014-006 *Weather Forecasts of Electric Event Index 3 or higher* procedure. When significant weather is anticipated then the ICS shall be activated in advance of the event.

### Non-weather event:

In the event of any impending emergency situation, the **ECC Manager** may request division offices to activate ICS to best manage a sudden increase in trouble and outage activity. Activation of the division office constitutes activation of the ICS for those areas.

The **IC at any time** may decide to activate additional roles in the Incident Command Structure depending upon the specifics of the impending situation.



Upon notification of any threat or potential emergency involving AVANGRID assets the IC may activate a Unified Incident Command and add any additional roles deemed necessary to protect the interests of AVANGRID.

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### ***During Emergency Event***

Once a division is affected and the **IC** reasonably anticipates that the impact and restoration phases will require a work rotation, the **IC** will contact the **Area Commander (AC)** and the **AC** will declare system emergency for that operating company. Area and Incident Commanders will then decide on the level of activation for additional ICS roles. The Area Commander ICS distribution list will be utilized to notify all functional areas that an operating company has declared that it is in a system emergency. ICS distribution will be maintained by the **Area Commander** or designee, working from the established Area Command Organization Chart and ICS Storm Roles master list. For purposes of this EOP, the distribution will be kept as an email distribution list.

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### ***Post-Emergency Event***

The Incident Command System remains active as long as necessary to deal with any system emergency and to develop a plan and manage restoration of those customers affected by the event or to support other functions within AVANGRID.

Once the **AC** (or **IC** if **AC** has not been activated) has determined that restoration has been completed, or the non-storm emergency event has been mitigated, the emergency event will be deemed complete. The ICS distribution list will be used by Area or Incident Commanders to notify the ICS, ECC and other appropriate personnel of deactivation. Control of monitoring and operating the electric distribution system will return to the **ECC**.

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### ***Related Documentation***

Not applicable

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### ***Communication of EOP***

**Area Commander – Deputy** (or designee) will review this EOP biennially and make necessary revisions. The EOP will be stored on the Avangrid Networks Storm Center SharePoint site.

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## ***Revision History***

| Rev. No. | Date      | Reason(s)   |
|----------|-----------|---|
| 0        | 1/7/15    | Document creation   |
| 1        | 7/23/15   | Added the requirement that emergencies in NY be managed within the NYSEG and/or RG&E territories.                       |
| 2        | 2/2/2016  | Annual review. Added paragraph regarding NY management of emergencies that occur at NYSEG and RG&E. Updated hyperlinks. |
| 3        | 4/10/2017 | Review and update to include non-weather events   |
| 4        | 1/16/2018 | Added transition from minor trouble to storm mode and updated formatting  |
| 5        | 2/23/2018 | Minor changes to role titles  |
| 6        | 3/20/2019 | Added details regarding co-location of Area Command in NY   |

## ***Attachments***

Not applicable.

## EOP-006 AREA COMMAND CONFERENCE CALLS

# Emergency Operating Procedure (EOP)

## Area Command Conference Calls

|  |
|--|
| <b>EOP-006</b>   |
| <b>Operating Companies:</b> NYSEG, RG&E  |
| <b>Revision Number:</b> 4  |
| <b>Revision Date:</b> 2/19/2019  |
| <b>Recommended by:</b> Assistant Area Commander - Documentation                    |
| <b>EOP Owner:</b> Assistant Area Commander – Documentation; Emergency Preparedness |

### EOP Objectives

Before, during, and following events, general Area Command Planning (ACP)/Incident Command Structure (ICS) calls will be conducted on either an occasional or regular basis to prepare for an emergency, to conduct emergency restoration, or to demobilize from an emergency stance. The EOP covers both electric and gas at NYSEG and RG&E.

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### Pre-Emergency

**Emergency Preparedness** is responsible for administrative maintenance of the permanent call invitation (distribution) lists.

The mailing list used in New York area command conference calls is determined in conjunction with the **Area Commander (AC)** or **Area Commander - Deputy (AC-D)** and will include the on-call Assistant Area Commanders, Safety Officer, Security Officer, New York executives, and the NY Electric MRO distribution list. It may also include the \_LD\_SituationalAwarenessElectricEvent distribution list. See attachments for sample agendas. All individuals will be invited and those on call will self-select to attend the meetings or delegate a representative.

The **Assistant Area Commander – Documentation (AAC-D)** is the owner of this EOP and responsible for the development and maintenance of associated job aides. If the position of **AAC-D** is unfilled, that responsibility moves to the **Area Commander - Deputy (AC-D)**.

The **Area Commander (AC)** is responsible to activate team members and for requesting calls prior to or during an event.

The **AAC-D** is responsible for arranging calls and ensuring appropriate records are kept of calls. If the **AAC-D** has not been activated, this responsibility may be assumed by the **AC-D** or **Assistant Area Commander – Planning (AAC-P)**.

For more detailed instructions, please see New York Job aids, found on the AAC-D SharePoint Page under *Instructions Checklists* ([link](#)).

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## ***During Emergency Event***

Calls will continue to occur according to the operating company's schedule or schedule set by the **AC**

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## ***Post-Emergency Event***

If the event has ended and it was not announced on the last event call, the **AC** should request the person who initiated the calendar invite (usually the **AAC-D**) issue a cancellation.

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## ***Communication Plan***

The revised EOP will be:

- Updated on the EOP Procedure page on the Storm Center SharePoint site.
- Reviewed with Documentation Section via e-mail and/or all hands meeting. This review will include an overview of the EOP storage location. .
- Separate from this EOP, job aids and training materials will be maintained as necessary.

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## ***Related Documentation***

- EOP 027 (Storm Reporting)
  - New York job aid(s)
-

### ***Revision History***

| Rev. No. | Date       | Reason(s)  |
|----------|------------|--|
| 2        | 1/23/15    | Update to align with current practices and apply to both New York and Maine.             |
| 3        | 10/22/2016 | Update to remove expired template and reference situational awareness distribution list. |
| 4        | 2/19/2019  | Biennial review Updated to NY only at this time.   |
|          |            |  |

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## Attachments

\*\*\*SAMPLE ONLY\*\*\*

### NY Area Wide Information Call Agenda

| Area Wide Information Call Agenda                                       |   |      | Notes       |
|---|---|------|-------------|
| Date:   | Time:   |      | Notetakers: |
| Agenda Item   | Emergency Role  | Name |             |
| Opening Message   | Area – Commander  |      |             |
| Roll call (named on agenda only)  | Area Commander - Deputy   |      |             |
| Safety message & incidents  | AC Safety Officer   |      |             |
| Security message and incidents<br>(Optional, as needed)                 | Security Officer  |      |             |
| Opening remarks   | AC Deputy/Emergency Preparedness  |      |             |
| Incident objectives, key recent/expected milestones and durations       | Area Commander  |      |             |
| Weather Update/Resources (Includes MAG, internal contractor, veg mgmt)  | AC Planning Section Chief   |      |             |
| ECC   | Manager, Dispatch & ECC   |      |             |
| Substations   | Manager, Substation Operations  |      |             |
| Incident Command: Status and Exceptions (Transmission and Distribution) |   |      |             |
| Auburn  | Incident Commander  |      |             |
| Binghamton  | Incident Commander  |      |             |
| Brewster  | Incident Commander  |      |             |
| Elmira  | Incident Commander  |      |             |
| Geneva  | Incident Commander  |      |             |
| Hornell   | Incident Commander  |      |             |
| Ithaca  | Incident Commander  |      |             |
| Lancaster/Lockport  | Incident Commander  |      |             |
| Liberty   | Incident Commander  |      |             |
| Mechanicville   | Incident Commander  |      |             |
| Oneonta   | Incident Commander  |      |             |
| Plattsburgh   | Incident Commander  |      |             |
| RGE Central   | Incident Commander  |      |             |
| Canandaigua   | Incident Commander  |      |             |
| Fillmore  | Incident Commander  |      |             |
| Sodus   | Incident Commander  |      |             |
| Area Command: Status and Exceptions                                     |   |      |             |
| Public communications   | AC Public Information Officer   |      |             |
| Liaisons and municipal communications                                   | AC Public Liaison Officer   |      |             |
| Customer communications/ issues (includes LSE, CF)                      | AC Customer Needs<br>Includes:<br>- Customer Relations Center<br>- Critical Needs Branch Director |      |             |

|   |  |  |  |
|---|--|--|--|
| Logistics                                   | AC Logistics<br>Includes:<br>- Environmental<br>- Food/Lodging<br>- Dry Ice<br>- Fleet<br>- Stores<br>- Facilities               |  |  |
| Spills <i>(Optional as needed)</i>          | Area Command<br>Environmental Services<br>Coordinator  |  |  |
| IT  | IT Coordinator   |  |  |
| Operational Technology/Smart<br>Grids       | Smart Grids  |  |  |
| Documentation                               | AC Documentation   |  |  |
| Accounting, <i>(Optional as<br/>needed)</i> | AC Finance/ Administration<br>Section Chief  |  |  |
| <b>If Applicable to Emergency</b>           |  |  |  |
| Physical and Cyber Security                 | AC Security Officer  |  |  |
| Hydroelectric                               | Fossil Hydro Operations  |  |  |
| Gas   | Director, Gas Operations   |  |  |
| <b>Closure</b>                              |  |  |  |
| Executive Messages                          | - Director EP<br>- Senior Director, Ops<br>- VP Ops<br>- NYSEG/RG&E<br>President & CEO<br>- Avangrid Networks<br>President & CEO |  |  |
| Next call                                   | Area Commander   |  |  |

## EOP-007 EXTERNAL UTILITY AND CONTRACTOR COORDINATOR

# Emergency Operating Procedure (EOP)

## External Utility and Contractor Contacts

|  |
|--|
| <b>EOP-007</b>   |
| <b>Operating Companies:</b> CMP, NYSEG, RGE, UI          |
| <b>Revision Number:</b> 1                                |
| <b>Revision Date:</b> 3/15/2019                          |
| <b>Recommended by:</b> Assistant Area Commander Planning |
| <b>EOP Owner:</b> Assistant Area Commander Planning      |

### *EOP Objectives*

To develop, maintain and review contactor lists used by **Assistant Area Commander – Planning (AAC-P)** relative to emergency events. Lists will include contractors, telecom companies and regulatory contacts separated by operating company. All of this information shall be available and maintained on the Emergency Preparedness Share Point site.

To outline protocols for communication with external utilities during events.

---

### *Pre-Emergency Checklist*

| ✓ | Action  | Role/Position Title Responsible          |
|---|---|--|
|   | Semi - annually review lists to update and verify accuracy. | <b>Assistant Area Commander Planning</b> |
|   | Post updates on StormCenter to ensure accessibility         | <b>Assistant Area Commander Planning</b> |



---

## ***Pre-Emergency Event***

To provide for the effective acquisition and management of resources during an emergency event it is critical that the **AAC-P** semi-annually identify, review and update the contractor contact databases for each AVANGRID operating company.

The **AAC-P** shall confirm and update the lists for each external contractor in the **AAC-P** contacts folder maintained on the Emergency Preparedness SharePoint site. [External Contractors Contacts](#)

Contractor information shall be updated to include the following information:

- Contact names, titles, and direct telephone/email/text information
- A method to reach external contacts on a 24x7 basis.
- Available number of workers by classification (line, service crews, wire guards, damage assessors, etc.)
- Available equipment by type (line trucks, digger derricks, tracked equipment, back lot machines, etc.)

Any new accepted and approved contractors that have been identified shall be added immediately to the contact database.

**NY only: Telecom Information** The **AAC-P** semi-annually shall confirm and update lists of contact people for each telecom company and file this information as required by the New York PSC: [NY Internal Telecom Company Contacts](#)

- The telecom information shall be updated to include cell phone numbers or off-hours emergency contact information for each person, subject to redaction if the list is required to be made publicly available. The telecom list shall be sorted or sortable by division.

---

## ***During Emergency Event***

During an event, the contact database will be utilized by the **AAC-P** section of the Incident Management Team to contact and request the necessary resources to meet the Incident Action Plan's objectives. The **AAC-P** will coordinate with the contractors and telecom companies to coordinate response and restoration activities throughout the emergency event.

NY only: For contractors that are not already under contract for NYSEG and RG&E:

- Where a storm, flood, accident or similar emergency requires that a contract or agreement be made without complying with the foregoing provisions of this Part in order to maintain or restore a utility's service, the NY PSC shall be notified immediately by telephone about the contract or agreement. A copy of the contract or agreement entered into in such an emergency, shall be filed, in accordance with the requirements of section 3.5 of the Title, as soon as possible, but not later than 10 days after the making thereof, and such contract or agreement shall be exempted from the other provisions of this Part.

Communication with external utilities (e.g. telco/cable) may occur within the State and County EOCs (town EOC for UI) and is facilitated by the **PLOs** assigned in those locations. It can also occur at the utility EOC as appropriate.

If the coordination occurs in an EOC other than the utility EOC, communication is customarily logged on the **PLO** activity logs. Issues regarding specific restoration coordination may be forwarded to the local **Operations** personnel to work directly with the external utility.

In significant events, a special task force may be created to manage and log the interactions with the external utilities.

---

## ***Post-Emergency Event***

All contact numbers shall be updated to include any changes identified during the event. NY only: Activity logs shall be uploaded to StormCenter for record storage.

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## ***Related Documentation***

[Contractor List \(CT, ME, NY\)](#)

## ***Communication of EOP***

**Assistant Area Commander Planning** will review this EOP annually with the Assistant Area Command Planning group including the **Contractor Coordinator**, **Vegetation Management Coordinator**, and **Planning Section MAG Liaison**.

---

## ***Revision History***

| Rev. No. | Date      | Reason(s)  |
|----------|-----------|--|
| 1        | 2/22/2016 | Moved to new template; included notification to PSC of contractors in use not currently under contract |
| 2        | 3/1/2017  | Reviewed and updated document to include Maine Telecom information and link                            |
| 3        | 6/30/2017 | Annual review and update   |
| 4        | 3/15/2019 | Annual review and update   |

---

## ***Attachments***

Not applicable.

## EOP-009 NATIONAL GUARD SUPPORT PROGRAM

# Emergency Operating Procedure (EOP)

## Requesting National Guard Support

|  |                  |                                  |  |
|--|------------------|----------------------------------|--|
| <b>EOP-009</b>                                   |                  |                                  |  |
| <b>Operating Companies:</b> CMP, NYSEG, RG&E, UI |                  |                                  |  |
| <b>Revision Number:</b> 4                        |                  |                                  |  |
| <b>Revision Date:</b> 02/28/2019                 |                  |                                  |  |
| <b>Recommended</b>                               | <b>by:</b>       | <b>Emergency Preparedness</b>    |  |
| <b>EOP Owner:</b>                                | <b>Assistant</b> | <b>Area Commander – Planning</b> |  |

### *EOP Objectives*

National Guard personnel and equipment are directly accessible to each Governor in times of state or local emergencies and as otherwise provided by under state law. Such service is performed in accordance with state law; National Guard members performing duty at the call of the Governor are therefore said to be in “State Active Duty status,” meaning, among other things, that command and control rests solely with the Governor and the state or territorial government.

This EOP describes the process to request and employ National Guard resources when a catastrophic event occurs and the customary sources of supplemental personnel, such as mutual assistance, contractors, or internal staff, cannot provide adequate resources to address needs.

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### *Pre-Emergency Checklist*

Not applicable.

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### *Pre-Emergency Event*

Not applicable.

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## ***During Emergency Event***

At the direction of the **Area Commander (AC)**, the **Assistant Area Commander - Planning (AAC-P) (NY, ME)**, or **Incident Commander and Planning Section Chief (CT)**, may request through its State Emergency Management agency the National Guard to activate and assist the requesting utility. This activation should be expected to take 96 hours after approval of the request. In each state it is up to the Governor's office to activate and mobilize the National Guard in response to natural disasters such as floods, hurricanes, wild fires and other natural disasters that may cause power distribution emergencies.

In order for the State National Guard to be deployed, the Governor of the State in which the requesting utility resides must declare a state of emergency. The request and deployment process could take days before support arrives. In addition, total deployment time (including activation, deployment and demobilization) should be less than 10 to 14 days.

### **National Guard Capabilities and Power Restoration Roles**

State National Guard forces can provide surge logistics, transportation, communication assistance, and general purpose capability to areas identified by the State's Emergency Management offices. This effort is intended to supplement electric company emergency response, to expedite power restoration, and mitigate suffering during the initial response to an incident.

- a. If National Guard resources are deemed necessary, the following are the roles that they could fulfill:
  - ◆ Public Safety
    - Wire guarding for down wires
    - Flagging for traffic control
  - ◆ Logistics Support
    - Points of Distribution – could include transportation and distribution of materials (e.g., dry ice, wet ice, or water for NY only) to citizens without power
    - Fueling – delivery of fuel to vehicles and equipment engaged in power restoration work
    - Lighting – delivery and operation of portable light towers to support restoration crews
  - ◆ Emergency Transportation
    - Short-haul transport of cargo or materials from staging areas to point-of-repair locations
    - High-axle transport of damage assessment teams, or restoration crews
    - Aerial assessments (only as “lift of opportunity” when combined with an existing National Guard mission)
  - ◆ Communications Support - Provide assistance with temporary communications in critical areas
- b. The National Guard has only a limited number of portable light towers that they can bring with them, but they can operate, transport, and refuel any light towers provided to them by the company, mutual assistance crews, contractors, or equipment rental companies.
- c. State National Guard personnel are self-sufficient with regard to food, water, and lodging.

Note:

*Tree and debris clearance, while a high priority for power restoration operations, is an activity that crosses multiple response efforts and is not work that National Guard personnel will be performing.*

### **Requesting National Guard Support in New York**

- a. If an AVANGRID Networks operating company in New York determines that National Guard support is necessary, the request shall be submitted through the Department of Public Service, notably the DPS

Staff serving at the NYS SOEM Emergency Operations Center. The Department of Public Service should provide the National Guard Request form for the request. Requests from all the electric utilities will be coordinated and forwarded to the NYS Power Restoration Working Group for processing.

- b. Aerial observation requests should be also submitted through the Department of Public Service.
- c. Use the National Guard Request Form in Exhibit A for submitting requests to ensure that all required information associated with the request has been considered and provided. Pre-scripted mission sets should be attached and referenced in box 8 and 9.
- d. The NYS Power Restoration Working Group will determine what resources are available for deployment. If they determine that requests exceed available resources, they may request support from the National Guard in other states.

### **Requesting National Guard Support other AVANGRID operating companies**

- a. If an AVANGRID Networks operating company in Maine, Connecticut, Massachusetts or New Hampshire determines that National Guard support is necessary, the request shall be submitted through the Emergency Management Agency in the state of the requesting utility.

### **Deployment and On-Boarding**

- a. The requesting utility will provide National Guard personnel with any personal protective equipment (PPE) required to perform a particular job that is not part of their standard-issue PPE.
- b. Upon assignment, National Guard personnel will be given on-boarding training that will include a job briefing, and on-the-job training, if necessary.
- c. Utility will provide just-in-time training to perform all required mission sets once the National Guard arrives on utility property. The training for National Guard personnel performing wire guarding, flagging or other work needing such training may be performed at the worksite, at a staging or base camp area, or at a training facility.
- d. The **AAC-P** or designee will work with National Guard local leadership to create job sheets, which will be provided to National Guard personnel. The job sheets contain essential information such as contact names, phone numbers, addresses, safety instructions, job instructions, etc.
- e. The **AAC-P** will set up a direct Liaison with the National Guard units deployed to establish and utilize efficiently the Incident Command System
- f. All New York State National Guard personnel are deployed with general rules of engagement for civilian population.

---

## ***Post-Emergency Event***

After restoration has been completed in an event that has activated and utilized National Guard resources a formal post event assessment shall be conducted as defined in EOP-038.

Prior to demobilization of the event a brief debrief (hot wash) with Incident Command staff shall be conducted to collect initial feedback on the operation. If Area Command was activated the Area Commander should perform a similar debrief with the Area Command staff.

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## **Related Documentation**

Not applicable

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## **Communication of EOP**

The **AAC-P** will review this EOP annually and make necessary revisions. The EOP will be stored on the Company's Storm Center SharePoint site. All revisions will be communicated to the **AAC-P** Section along with any subordinates.

---

## **Revision History**

| Rev. No. | Date      | Reason(s)   |
|----------|-----------|---|
| 0        | 9/2013    | New document  |
| 1        | 11/2014   | Annual review and update to new format and ICS roles. |
| 2        | 1/20/2016 | Annual review, updated company logo                   |
| 3        | 3/28/2017 | Annual review and revision                            |
| 4        | 2/28/2019 | Annual review and revision                            |

---

## **Attachments**

### **Exhibit A**

List of information required for National Guard information.

1. Event Name
2. Company Submitting Request:
3. Requesting Individual
4. Phone Number(s) they can be reached at
5. Date/Time Request Needed
6. County Requested Resources will be used
7. Has the governor declared State of emergency in identified counties

8. BRIEF description of problem encountered:
  9. Resource Requested
  10. Quantity of Resource requested:
  11. Current Resources committed to identified tasks / functions
  12. Have all other Resources capable of performing these tasks been exhausted?
  13. Approximate length of time Resource is needed. (hours, days, weeks, etc) Including shift rotations
  14. Delivery Point:
  15. Delivery Contact Name:
  16. Delivery Phone:
  17. Delivery Notes:
-

## EOP-010 ACTIVATING PRE-STAGING AREAS UNDER CONTRACT

# Emergency Operating Procedure (EOP)

## Activating Pre-Staging Areas

|   |
|---|
| <b>EOP-010</b>  |
| <b>Operating Companies:</b><br>CMP, NYSEG, RG&E, UI       |
| <b>Revision Number: 3</b>                                 |
| <b>Revision Date: 02/14/2018</b>                          |
| <b>Recommended by:</b> Area Command:                      |
| <b>EOP Owner:</b> Assistant Area Commander<br>- Logistics |

### EOP Objectives

To activate pre-determined staging area(s) for NYSEG & RGE line, contractor or foreign utility crews along with support staff for restoration work in NYSEG & RGE territory before and during a storm event.

The **Incident Commander (IC)** will request activation of the staging area.

### Pre-Emergency Checklist

| ✓ | Action   | Role/Position Title Responsible  |
|---|--|--|
|   | Staging areas should be identified prior to events per service area locations. | <b>Incident Commander</b> with <b>Logistics Section Chief</b> or <b>Food &amp; Lodging Unit Leader</b> |
|   | Lists of staging areas per service area shall be reviewed annually             | <b>Incident Commander</b> with <b>Logistics Section Chief</b> or <b>Food &amp; Lodging Unit Leader</b> |

### Pre-Emergency Event

Prior to an event impacting the service territory the following shall be completed:

- Local **Incident Commanders** with assistance from **Food & Lodging Unit Leaders** will identify staging sites within the Division Service Area for use during storm response **Error! Hyperlink reference not valid.**
- Area Commander – Deputy** (or designee) will ensure an annual review of all company and non-company staging locations



## During Emergency Event

- **AAC Planning**, through the **Contractor Coordinator (Resource Tracking Coordinator** if activated), will upload rosters into our resource tracking tool for Local IC/Logistics use.
- **Incident Commander** will make the contact with **Logistics Section Chief** and/or the Food and Lodging Unit Leader to alert the respective staging area that preparation is starting in anticipation of a storm event. The **Incident Commander** or designee will determine the staging areas needed.
- **Logistics Section Chief** and/or the **Food and Lodging Unit Leader** will make contact with the representative of the proposed staging area and discuss the anticipated needs of staging crews such as access, security, cafeteria (if applicable), preparation of site, and sitting area. An estimated time of arrival is given subject to change pending the storm event.
- **Logistics Section Chief** and/or the **Food and Lodging Unit Leader** will make contact with the **Logistics Support Branch Director** and/or the **Food/Lodging Unit Leader** to place preliminary calls to designated bus companies to determine their capability of transporting line/tree personnel to their respective hotels, if warranted.
  - **Logistics Section Chief** will identify a representative in the Incident Command Structure to be located at the staging area(s) to ensure all preparations are in place, if warranted. This representative will be the liaison between Logistics Section Leaders and the representative of the staging area.
  - **Logistics Section Chief** will communicate with the **Contractor Coordinator** or **Assistant Area Commander – Planning** if **Contractor Coordinator** is not activated to provide the staging area address to the incoming crews. The **Assistant Area Commander – Logistics** will report on any staging area status updates on Area Command calls by exception.

## Post-Emergency Event

Logistics Section Chief ensures the staging area is placed back in the original condition. i.e. removal of dumpster, portable toilets, cleanup of inhouse facilities at staging areas, etc.

## Related Documentation

N/A

## Revision History

| Rev. No. | Date      | Reason(s)                                   |
|----------|-----------|---|
| 1        | 6/6/2017  | Periodic review and misc updates and format |
| 2        | 1/22/2018 | Updates to support windstorm investigation  |
| 3        | 2/14/2018 | Updates to support windstorm investigation  |

## Attachments

N/A

**EOP-012 SUBSTATION DE-ENERGIZATION – FLOODING**

# Emergency Operations Procedure (EOP) Substation De-energization - Flooding

|   |
|---|
| <b>EOP-012</b>                              |
| <b>Operating Companies: NYSEG, RG&amp;E</b> |
| <b>Revision Number: 2</b>                   |
| <b>Revision Date: 5/2019</b>                |
| <b>Recommended by: L. Ervin</b>             |
| <b>EOP Owner: Substation Operations</b>     |

## *EOP Objectives*

For electric substation facilities located in areas susceptible to flooding, actions are taken to monitor weather forecasts and preemptively address potential flooding that may occur, and minimize the impacts on substation facilities, system reliability and customers. This EOP discusses the actions to be implemented if an electric substation is in danger of flooding.

Note: EOP -013, Flood Guidelines - Restoration of Joint Electric and Natural Gas Facilities should be referenced for coordination of electric distribution and natural gas personnel during flood events. EOP-013 may be enacted while this EOP is in effect, and efforts should be coordinated between response teams.

---

## *Pre-Emergency Checklist*

Not applicable.

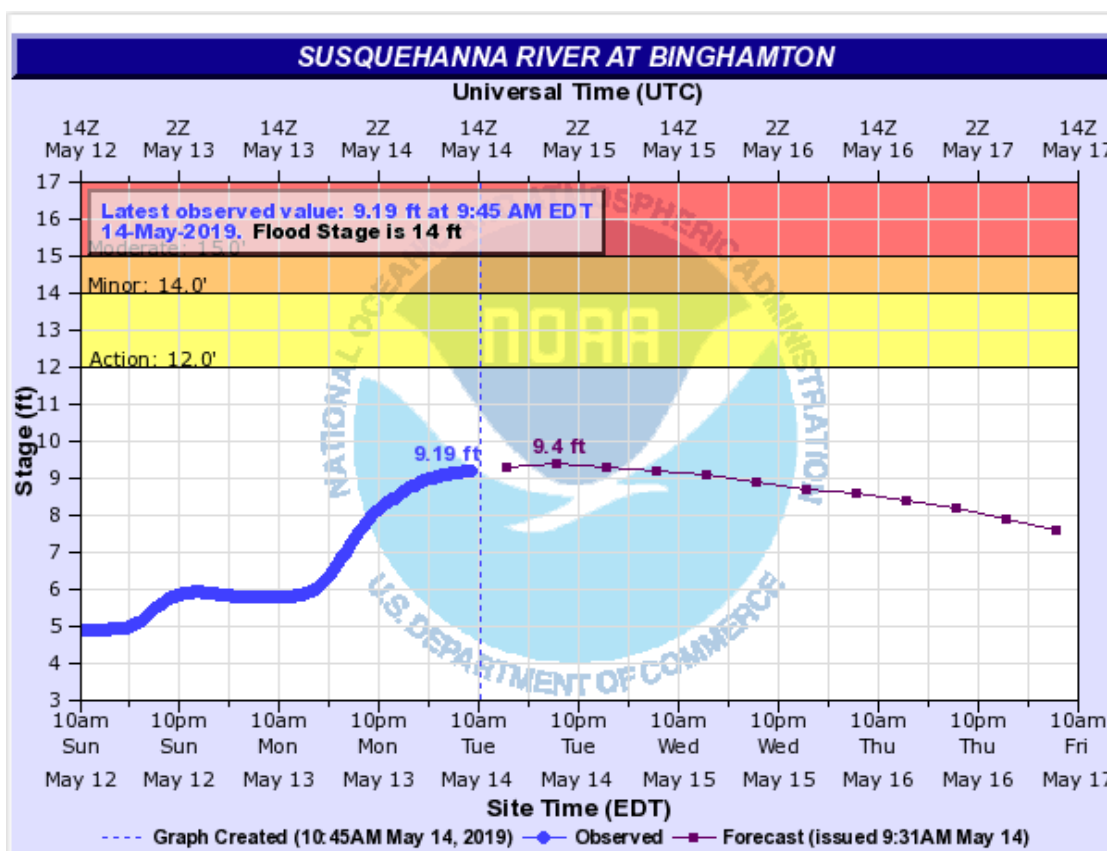
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## *Pre-Emergency Event*

- 1) The **System Operators- Energy Control Center (SO-ECC)** will monitor National Weather Service (NWS) and other weather forecast service providers' weather forecast information for heavy rain events. If heavy rain events are forecasted, the **SO-ECC** will make contact with the **Managers – Substation Operations**.

- 2) The **Managers–Substation Operations** should notify the **Area Commander (AC)** of the contact from **ECC** and any appropriate actions going forward, including when the threat of flooding has subsided.
- 3) The **AC** and **Managers–Substation Operations** will monitor the NWS Advanced Hydrologic Prediction Service web pages for New York State <http://water.weather.gov/ahps2/index.php?wfo=bgm> or other resources as appropriate.

The NWS Advanced Hydrologic Prediction Service web site provides current and forecasted river and lake levels and indicates the potential for either (i) No Flooding; (ii) Near Flood Stage; (iii) Minor Flooding; (iv) Moderate Flooding; or (v) Major Flooding on rivers, lakes and reservoirs. Historical flood information is also provided, showing details for past flooding events. See below for an example of the river level information provided for a specific location:



- 2) In the event of potential flooding impacts, the **AC** will meet (usually a call) with appropriate staff for situational awareness and potential response. This staff may include but not be limited to **ECC**, **Managers–Substation Operations**,

**Area Command – Deputy, Incident Commanders** (in affected areas) **Area Commander – Gas Operations, Facilities,** and others as necessary

- 3) Depending on the substation location and transmission and distribution system configuration, certain site specific, pre-emptive actions may be taken before the storm begins and/or prior to the major flooding occurring, including:
- **AC** would work with the appropriate **Incident Commanders** (either **Managers – Substation Operations** or **Managers – Regional Electric Operations**) who would coordinate with the **SO-ECC** to dispatch personnel to monitor flood levels
  - Dispatching **Substation Operations (Sub Ops)** field personnel to the substation(s) located in the flood-prone areas enables personnel to further monitor flood levels in or near the substation(s). These personnel will report findings to the **SO-ECC**.
  - If required, the **Managers – Substation Operations**, in coordination with the **SO-ECC**, may determine there is a need to acquire additional personnel to respond to the flood prone areas. As needed, they will acquire personnel and work with the **AC** if they are unable to obtain sufficient resources.
  - Installation of flood barriers (i.e., sand bagging), where feasible, around the substation site, fence, control building, and/or specific equipment. **Sub Ops** should coordinate these activities.
  - Installation of a mobile substation, where feasible, in a specific pre-determined location, to maintain service to the customers supplied from the substation. **Sub Ops** may coordinate with **Line Department** personnel for the mobile substation installation.
  - Preparation of pre-determined transmission and/or distribution system switching to tie distribution circuits to maintain service to the customers supplied from the substation, from an alternate source. **Sub Ops** should coordinate these activities with the **ECC** and **Electric Distribution**.
  - Completion of other pre-emptive activities in the affected substations, to be coordinated by **Sub Ops**.

---

### ***During Emergency Event***

If water levels approach levels where significant flooding and/or equipment damage to electric substations is imminent, the following actions should be taken:

1. Completion of pre-determined transmission and/or distribution system switching to tie circuits to maintain service to the customers supplied from the substation, from an alternate source. **Sub Ops** should coordinate these activities with the **-ECC** and Electric Distribution.
2. Completion of other activities in the affected substations to de-energize all or portions of the affected substation(s) to prevent equipment damage (i.e., disconnect the DC battery supply to equipment), to be coordinated by **Sub Ops**.
3. If no actions can be taken to maintain service to the customers supplied from the substation(s) and a service interruption is required, in accordance with New York State Public Service Law 16 NYCRR § 13.13, “Disconnection Without Notice,” the Company should, to the extent reasonably feasible under the circumstances, provide advance notice to those whose electric service will be interrupted as a result of the above noted emergency. This notification should be coordinated through Customer Service and Public Affairs.
4. Continuation of monitoring flood levels within the substations to estimate and prepare for the Post Storm response to substation equipment damage, to be coordinated by **Sub Ops**.

---

### ***Post-Emergency Event***

If water levels associated with a storm event result in significant flooding and/or equipment damage to electric substations, the following actions should be taken:

- Implementation of a substation restoration plan to address all equipment damage as soon as flood levels allow safe access to the substation facilities. An equipment inspection and damage assessment should be completed to determine the extent of the damage. **Sub Ops** should coordinate these activities.
- Completion of equipment damage repair, to the extent possible, or replacement of equipment as required to restore the substation. **Sub Ops** should coordinate these activities.
- Completion of transmission and/or distribution system switching to restore the substation to service and restore the electric system to normal configuration. **Sub Ops** should coordinate these activities with the **ECC** and Electric Distribution/Transmission Operations.

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### ***Related Documentation***

None

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## ***Communication of EOP***

**Managers – Substation Operations** will review this EOP, make necessary revisions and will communicate changes to roles that report to **AC and ECC** as applicable. The EOP will be stored on the Avangrid Storm Center SharePoint site.

---

## ***Revision History***

| Rev. No. | Date       | Reason(s)   |
|----------|------------|---|
| 1        | 05/06/2013 | Clarify accountability  |
| 2        | 9/2018     | Update to new Avangrid format & make initial edits for review   |
| 3        | 5/2019     | Revised to limit EOP to NYSEG and RG&E and make updates to reflect current roles involved in the procedure. |
|          |            |   |

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## ***Attachments***

None

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## EOP-013 FLOOD GUIDELINES – JOINT ELECTRIC AND GAS FACILITIES

# Emergency Operating Procedure (EOP)

## Flood Guidelines - Restoration of

## Joint Electric and Natural Gas Facilities

|  |
|--|
| <b>EOP-013</b>   |
| <b>Operating Companies:</b> NYSEG, RG&E  |
| <b>Revision Number:</b> 3  |
| <b>Revision Date:</b> 5/2019   |
| <b>Recommended by:</b> Electric and Natural Gas Operations                                 |
| <b>EOP Owner:</b> Director Electric Operations / Director Gas Operations (Area Commanders) |

### *EOP Objectives*

Guidelines developed to support electric restorations impacting gas facilities after a flooding event. Details regarding gas facilities during flooding conditions are outlined in the Gas Emergency Plan. This EOP will also include coordination activities if the electricity or natural gas companies are outside Avangrid Networks.

Note: EOP -012, Substation De-energization – Flooding should be referenced for threats to electric substation infrastructure. EOP-012 may be enacted while this EOP is in effect, and efforts should be coordinated between response teams.

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### *Pre-Emergency Checklist*

Not applicable.

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### *Pre-Emergency Event*

1. General
  - 1.1. These guidelines are to be followed when it is anticipated that electric and gas facilities are in danger of being flooded or a formal request is received from an outside agency to shut off electric and gas facilities due to anticipated wide-spread flooding.

- 1.2. Joint (Gas and Electric) planning leading up to the event - it is imperative that electric and gas operations work closely together as a team.
- The **Energy Control Center (ECC)** monitors weather forecast information, including flood level forecasts issued by the National Weather Service.
  - Incident Command staff (the **Public Liaison Officer** or designee) will participate in County Emergency Management planning meetings as required. If either Electric or Gas Company is outside of Avangrid Networks it is anticipated they would participate at the County level as well. If not, contact can also be made locally via the respective local **Incident Commander (IC)**.
  - Electric and/or Gas **Incident Commanders (ICs)** or designees will conduct canvassing of flash flood prone areas and major river flood prone areas as appropriate, depending on the location of the flood areas within or near the Companies service areas. Dispatch field personnel and monitor conditions on the ground from field reports.
  - Local **ICs** conduct informational conference calls for ICS Command Staff and for companywide readiness alert
  - Electricity and/or Natural Gas **Planning Section Chiefs** will request maps and customer outage report lists for suspected flood areas
  - Local ICs will work closely with state, county and local emergency management agencies

## 2. ACTION STEPS TO CONSIDER FOR FLOOD RESPONSE

- Turn off electricity and/or natural gas service to customers before flood waters encroach; often at direction of or coordination with emergency services personnel (e.g. fire chiefs)
- Work in cooperation with emergency services (mandatory evacuations) as a joint electric and gas team

## 3. DEACTIVATING ELECTRIC AND GAS SERVICES (PRIOR TO AND DURING FLOODING)

Steps taken to disconnect service:

- Under the direction of county and local emergency services, gas and electric crews should attempt to shut off as many gas and electric meters as possible in the mandatory evacuation zones prior to flood waters overtaking the area.
- Work in cooperation with emergency services (in the case of mandatory evacuations) or local municipalities
- Joint electric and gas teams should break impacted area into zones where possible to speed response
- Lock / boot off meters where possible

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## *During Emergency Event*

During a flood event, the **Area Commander** and **Assistant Area Command – Planning** will continue to monitor weather information and will respond to emergencies as they arise. The **Area Commander** or **Incident Commander** (as appropriate) will provide situational awareness updates, and in the case of a multi-utility event, ensure cross-company contacts are established, either at a regional Emergency Operations Center or on site at the Companies' local EOC(s).



---

## Post-Emergency Event

### Electric and Gas

#### 1. AFTER FLOOD WATERS RECEDE

##### 1.1. Joint re-entry teams:

- Turn off remaining electric and gas customers affected and lock gas meters
- Re-energize electric meters/circuits once gas system is deemed safe

##### 1.2. Obtain flood area maps and customer records to coordinate and manage the flood response.

##### 1.3. Obtain code enforcement disaster assistance response (CEDAR) maps from municipal officials if available.

#### RE-ACTIVATING ELECTRIC SERVICES

##### 1.1. NYSEG or RG&E electric services shall not be reactivated until notification is received that the natural gas service has been shut off. If the gas company is outside of Avangrid Networks such notice should be made at the County EOC or provided directly to the local **Incident Commander (IC)** at NYSEG/RG&E.

###### 1.1.1. If electric services and meters are isolated, re-energize up to meter after confirmation that areas and basements are no longer flooded.

###### 1.1.2. Conduct a visual inspection of all electric facilities (service, meter, main, disconnect, breaker/fuse panel).

##### 1.2. Have customer/agent sign a **Service Reconnection Form** (attached) only if the panel box has not been flooded and with approval of the **Area Commander** or **IC** that the event qualifies for use of the form. (This method is utilized if an electrical inspection certificate cannot be obtained. During certain events, certified electrical inspectors are not always readily available to perform inspections.)

##### 1.3. If the electric panel or a breaker has been submersed, individual breakers and/or the panel may need to be replaced to insure they will operate safely, as designed, in the future. The customer needs to hire an electrician or call an electric inspection agency for their area for current regulations regarding flooded panel boxes.

###### 1.3.1. Meter intact- not booted

- Remove the meter and perform a visual inspection (proceed if OK)
- Make sure the main disconnect in the house is turned off
- Perform a short circuit test
- Install the meter and reseal

###### 1.3.2. Meter booted

- Perform a visual inspection (proceed if OK)
- Make sure the main disconnect in the house is turned off
- Remove the meter boot
- Perform a short circuit test

- Install a meter and reseal
- 1.3.3. Meter previously removed
- Perform a visual inspection (proceed if OK)
  - Make sure the main disconnect in the house is turned off
  - Perform a short circuit test
  - Install a meter and reseal

#### REACTIVATING NATURAL GAS SERVICES (NYSEG and RG&E)

For Reactivating Gas Services, reference the Companies' Gas Emergency Plan, Section 6.0.

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### *Related Documentation*

Gas Emergency Plan located on StormCenter Intranet Site

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### *Communication of EOP*

The Area Commanders – Electric and Gas will review this EOP biannually and make necessary revisions. The EOP will be stored on the Storm Center SharePoint site. All revisions will be communicated to the **Area Commanders** along with any subordinates.

---

### *Revision History*

| Rev. No. | Date      | Reason(s)   |
|----------|-----------|---|
| 0        | 9/2013    | New document  |
| 1        | 5/2015    | Annual review and update to new format and ICS roles.             |
| 2        | 1/26/2016 | Annual review and added Gas Restoration detail                    |
| 3        | 5/16/2019 | Review and update to include coordination with external utilities |

## Attachments

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### Flood Service Reconnection Form and Release

1. I hereby authorize New York State Electric & Gas Corporation ("NYSEG") to temporarily reconnect my electric service up to my main disconnect switch ("reconnection").

\_\_\_\_\_[Check if Applicable] The electrical panel box was damaged and has been replaced; however, an electrical inspection has not yet been performed.

\_\_\_\_\_[Check if Applicable] There has been flood and water damage in my basement, but the main disconnect and breakers have not been damaged. An electrical inspection has not yet been performed.

2. I forever waive, release and discharge NYSEG, its employees, officers, directors, contractors or agents and their successors and assigns from any and all claims, suits, causes of action or liability whatsoever, which I or my successors or assigns may now or hereafter have against NYSEG, its employees, officers, directors, contractors or agents and their successors and assigns, by reason of any matter arising out of or relating to the reconnection.
3. I agree to indemnify, defend and hold NYSEG, its employees, officers, directors, contractors or agents and their successors and assigns, harmless from and against any and all liability, losses, claims, damages or costs, including reasonable attorneys' fees ("Claims"), for bodily injury (including death) or damage to property, or otherwise, arising out of or in any way connected with the reconnection.
4. In case any provision of this release should be held contrary to, or invalid, under the laws of the State of New York, such illegality or invalidity, shall not affect in any way, any other provisions hereof, all which shall continue, nevertheless, in full force and effect.

**I have reviewed this document in full and certify that I am authorized to sign it, and I hereby agree to all terms. Customer and an electrician must sign this form.**

Address \_\_\_\_\_

Customer \_\_\_\_\_  
(Print Name)

Customer \_\_\_\_\_  
(Signature)

Date \_\_\_\_\_



Electrician \_\_\_\_\_  
(Print Name)

Electrician \_\_\_\_\_  
(Signature)

Date \_\_\_\_\_

Re-Connected By: \_\_\_\_\_

Employee Name: \_\_\_\_\_

\_\_\_\_\_

## EOP-015 FINANCE – ISSUING WBS NUMBERS AND STORM ACCOUNTING

# Emergency Operating Procedure (EOP)

## EOP-015 Finance and Storm Accounting

|  |
|--|
| <b>EOP-015</b>                                     |
| <b>Operating Companies:</b> CMP, NYSEG, RG&E       |
| <b>Revision Number:</b> 2                          |
| <b>Revision Date:</b> 2/13/2019                    |
| <b>Recommended by:</b> Area Commander              |
| <b>EOP Owner:</b> Assistant Area Command – Finance |

### *EOP Objectives*

To track storm costs (Non-deferrable and Deferrable) across CMP, NYSEG and RG&E operating companies in a consistent manner, which will enable us to find efficiencies resulting in cost savings to all involved.

---

### *During Emergency Event*

#### Issuing Storm Numbers

##### Maine and New York:

The corporate Incident Commander or designee will initiate a pre-storm conference call with the Incident Command System (ICS) staff and will make the determination to issue a WBS structure and storm orders at the appropriate time when they declare the OpCo or Division(s) to be in a significant storm event. On the occasion where a pre-storm call is not required or conducted, The **Area or Incident Commanders** will make the determination to issue a WBS and storm orders for the event. General guidelines for releasing a WBS structure and storm orders:

- \* NY > or = 10% of division customer base is without power and or customer outage > 24 hours, meeting financial regulatory requirements.
- \* CMP will use the storm orders when directed by **Area Command**.

If the weather situation is determined to be a storm event in Maine or NY, SAP storm cost collectors will be released to the affected service areas by the **Assistant Area Commander – Finance**.

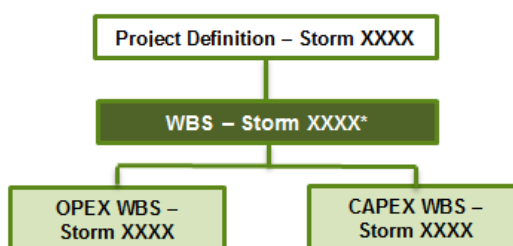
The storm cost collector scheme will be as follows:

Level 1 WBS – Project Definition – Storm XXXX

\*Availability Control will be established at this level by the IUSA Control and Administration

Level 2 WBS – 2 Types:

1. OPEX Orders
2. CAPEX Orders



3.

Level 3 Orders – Cost Collectors

1. OPEX Orders will have one Controlling Order per company, cost center, and profit center combination.
  - a. Employees will charge time to their respective orders based on their cost center.
  - b. All other costs will be posted to these orders until CAPEX CU Work orders are created, at which time Capital items need to be moved.
  - c. Materials associated with repairing/replacing assets of the network will be charged to the OPEX Orders only if CAPEX CU Orders have not yet been designed and released. If the CAPEX Order exists, the material should be issued directly to the CAPEX Order in which it is being installed. Materials defined as Units of Property and charged to the OPEX storm Order will need to be reversed engineered as soon as the CAPEX Order is available, to ensure proper accounting for these units.
  - d. Assets will be unitized using the reverse engineered CU order designs
2. Contractor invoices may be posted to an OPEX order to be Re-Eng or an OPEX order not to be Re-Eng
  - a. Requisitioners must proportion their receipts between the orders as appropriate
3. Substation and Transmission will create PM Orders manually if needed under the OPEX or CAPEX WBS's.
  - a. Plan amounts need to be entered into Non-CU PM Orders. (Estimated time and cost)
4. Direct Costing Model requires each Cost Center to have its own order to charge expenses (applies to both Controlling Orders and PM Work Orders)
5. Affiliate companies helping out during the storm (i.e. CMP working in a NYSEG storm) will use Controlling Orders of their company (i.e. order N – storm XXXX – CMP capital delivery).

6. Mobile Work Force, Substations, Vegetation Management and Contractors will have separate orders created for Distribution and Transmission to be charged appropriately.
7. Overheads will only be applied to the Controlling Orders to collect costs during the storm (fleet fuel); they will not be applied to PM Sub Orders. The only cost to be moved to the PM sub Orders is the cost collected in the storm Controlling Orders with no additional overheads applied.

Employees working the storm should only charge the storm orders; no normal pool orders for supervision during normal duties should be used.

#### Activities to be included in the categories of OPEX Orders

#### **Object Settlements:**

- Accruing costs for the event prior to the month end reporting is done in the orders assigned to the Requisitioner's cost center. Accruals will be created by posting a receipt on the Purchase Orders prior to month end. According to the ICS, the Requisitioner should be designated as the local "Finance Section Chief."
- Business Areas charging to other Business Areas (i.e. Gas Ops. aiding Electric Ops.) will still be able to be recognized by accounting as standard incurred vs. incremental costs.
- Business Areas who aid in storm and subsequently require their employees to work overtime to complete mandated work can track these costs manually if desired; however, it is not part of the Storm deferred costs.
- Cost Center managers will be able to view when their employees are charging to other areas by reporting on the profit center of the orders used in timekeeping.

#### Additional Notes

- Tree Trimming (Vegetation Management)
  - NYSEG, RGE, and CMP will charge incremental costs to the storm event orders when requested by the ICS Resource unit for an emergency event. All other Vegetation management costs will remain in the O&M cost centers under EA&M.
  -

#### **Connecticut:**

For Connecticut, see OP-G61 Major Storm Financial Accounting Operating Procedure.

## Reporting Treatment

### New York Storm Guidelines:

- Interruptions affect at least 10% of the Customers, and/or result in customers without electric service for duration of at least 24 hours.
- Restoration efforts must cost more than \$750K at NYSEG or \$500K at RG&E in incremental O&M expense per Major Storm event. Note: Only incremental costs in the Divisions that reach Major are considered for deferment.
- RG&E and NYSEG are also allowed deferment for storm preparation up to two or three times per year, respectively, with a similar \$250k incremental cost threshold. This is for preparations whereby no major event actually occurs.
- Costs related to heat storms will be excluded
- Costs related to animal disturbances, heat overload, human error, and pre-arranged items will be excluded
- Non-incremental costs would not be chargeable against the reserve – non-incremental includes straight time payroll, fleet (other than fuel), benefits (other than payroll taxes on overtime pay which is considered incremental), and costs that are capitalized.

### Maine Storm Guidelines:

- CMP incurs incremental costs of \$3.5 million or more

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## *Post-Emergency Event*

- Review all storm-related WBS Numbers in three-six months to check the feasibility of closing the orders.
- Review log of issues and requests.
- Determine if further follow up is necessary on any individual issues or requests.
- Participate in post storm review
- Determine if new procedures, policies or training are necessary for future events.
- Update procedures as necessary.

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## *Related Documentation*

Not Applicable

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## *Communication of EOP*

**Area Commanders** and **Assistant Area Commander - Finance** will ensure awareness of this process through a variety of means which may include: email, employee meetings, new employee orientations, supervisor on-boarding and subject matter expert-led training overview sessions.

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### ***Revision History***

| Rev. No. | Date      | Reason(s)   |
|----------|-----------|---|
| 1        | 2/22/2017 | Updated to Avangrid branding. Updated to match current financial process.                               |
| 2        | 2/13/2019 | Updated to Avangrid branding. Updated to match current financial process. Added UI procedure reference. |

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### ***Attachments***

Not applicable

## EOP-019 DEMOBILIZATION

# Emergency Operating Procedure (EOP)

## Demobilization

|  |
|--|
| <b>EOP-No. 019</b>                                   |
| <b>Operating Companies:</b> CMP, NYSEG, RG&E, UI     |
| <b>Revision Number: 2</b>                            |
| <b>Revision Date: 03/05/19</b>                       |
| <b>Recommended by:</b> <i>Emergency Preparedness</i> |
| <b>EOP Owner:</b> Assistant Area Command-Planning    |

### ***EOP Objectives***

EOP-019 defines and describes a demobilization process to ensure the orderly, safe and efficient return of an incident resource to its original location and status. The **Planning Section Chief** as an ongoing part of the planning process during any emergency event continuously monitors and evaluates the resources required, and available to the **Incident Commander**.

The demobilization plan provides for an efficient removal from service, transfer and return of these assets.

This EOP only covers demobilization. Information and guidance on activation of resources is provided in EOP-005 Emergency Event Activation. [EOPs on storm center](#)

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### ***Pre-Emergency Checklist***

Not applicable.

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### ***Pre-Emergency Event***

Not applicable.

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## ***During Emergency Event***

During the emergency event, resource requirements are continuously evaluated by the Incident Management Team. The **Planning Section Chief** is responsible for advising the **Incident Commander** of any excess resources or deficiencies. The **Incident Commander** may approve the release of excess resources as part of any operational Incident Action Plan (IAP).

Due to the nature of emergency events as they expand and contract, demobilization shall be evaluated at each planning section meeting. As the event begins to diminish in scope, the planning section will develop as part of the IAP a formal demobilization plan with consideration given to the following:

- Order and timing for release of resources
- Document rest times, ensure personnel receive proper rest prior to release as required
- Consider distance to travel and associated costs
- Determine if mutual aid utilities have requested crews return
- Contractual agreements
- Redeployment availability within Avangrid or within NAMAG
- Home division staffing needs
- Evaluate impacts on other requirements such as
  - Gas performance metrics (e.g. damage prevention), vegetation management other customer service efforts (including actual meter reading and customer connections)
- Coordinate all releases and redeployments with the **Assistant Area Commander – Planning (AAC-P)**

The **AAC-P** or designee may use the appropriate required demobilization spreadsheet for the utility impacted or for smaller events by email. The **IC** shall approve or revise the plan. The **IC** shall then provide the demobilization plan to the **Area Commander** for implementation.

Once approved by the Area Commander or designee, the demobilization plan will be executed by the Incident Commander or designee. The resources that have been demobilized will be required to sign out or notify **Logistics Section Chief** or designee once they are ready to travel home.

---

## ***Post-Emergency Event***

Prior to releasing external resources an informal debrief will be conducted by the **Operations Section Chief** or local **Field Circuit Coordinator** with the outside crews supervisors. The informal debrief will review any issues or requests with the contractors, and inspect vehicles upon release. As part of the debrief all equipment and materials provided, such as storm kits and grounds will be collected.

A review of the information provided will determine if any procedures, policies or training issues need to be addressed based on the results of this emergency event.

Revise the EOP as necessary based on lessons learned.

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## **Related Documentation**

The Demobilization process will be communicated and documented. Examples of forms can be found on storm center. Sample [Demobilization](#).

## **Communication of EOP**

The **Assistant Area Commander – Planning** will review this EOP bi-annually and make the necessary revisions. The updated EOP will be submitted back to **Avangrid Networks EPD** for processing and approval. The Assistant Area Commander – Planning will communicate changes to this document once approved through email or workshops.

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## **Revision History**

| Rev. No. | Date     | Reason(s)                             |
|----------|----------|---------------------------------------|
| 1        | 09/16/13 | Revision and refinement of procedures |
| 2        | 02/02/17 | Review, update and revision           |
| 3        | 03/05/19 | Review, update and revision           |

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## **Attachments**

*Not applicable.*

## EOP-023 WIRES DOWN MANAGEMENT

# Emergency Operating Procedure (EOP)

## Wires Down Management Process

|   |
|---|
| <b>EOP-023</b>  |
| <b>Operating Companies:</b> CMP, NYSEG, RG&E,                       |
| <b>Revision Number:</b> 3   |
| <b>Revision Date:</b> 2/5/2018                                      |
| <b>Recommended by:</b> Area Commander: B Allen, K Elwell, W Matyjas |
| <b>EOP Owner:</b> Wires Down Branch Director/Wires Down Coordinator |

### *EOP Objectives*

This EOP outlines the process to effectively manage downed wires and to protect the public from imminent electrical hazards.

The OMS system will be used to track and document wires down reports.

---

### *Pre-Emergency Checklist*

| ✓ | Action  | Role/Position Title Responsible |
|---|---|---------------------------------|
|   | Ensure resources assisting with Wires Down Management have access to the OMS system | Wires Down Branch Director      |
|   |   |                                 |
|   |   |                                 |
|   |   |                                 |

---

### *Pre-Emergency Event*

During non-storm conditions, wires down reports received are entered into the respective Outage Management Systems as Electric Trouble notifications. In the event a call was taken out side of the Dispatch Center, the call taker will notify dispatch that a Key Call (Wires Down) report has been received. The Key Call designation indicates there is a life-threatening emergency that needs immediate attention.

In small (Class I) storms, response to wires down and obtaining damage assessment information is the responsibility of **ECC Dispatch** or a designated dispatch entity when local division office(s) open and manage Wires Down. Wires down reports are assigned directly to a line crew or other qualified resources.

In **NY**, tracking of wires down notifications received from municipal emergency personnel (officials, police, 911 and fire) need to be specially documented to meet the PSC storm response performance measures. Raw data associated with these measures must be reported to the PSC within 30 days of any storm extending past 72 hours or when requested. Instructions to enable the required data captured are as follows: Enter the Electric Trouble notification and a prompt box will appear. The call taker is asked "Is this call from 911, police, fire or municipality?" A response is required before proceeding. See embedded document in Related Document section. Municipal, 911, police and fire reports of wires down will follow Public Service Law protocols to promptly secure downed wires within thirty-six hours of notification.

---

## ***During Emergency Event***

When Incident Command (IC) is activated, response to wires down becomes the responsibility of the **Wires Down Branch Director (WD-BD)**. In parallel, for large events (ie: Class III events NY) an **Area Command Wires Down Coordinator (WD-C)** will be activated to oversee the wires down response across the Companies.

The **Wires Down Branch Director** will:

- Obtain reports from the Outage Management System and place the appropriate priority on the wires down notifications called in by Police, Fire and Government agencies and manage response times. The **Wires Down Branch Director** will request field personnel to prompt notification to any incident that is an immediate threat to life.
- Coordinate the response to wire down reports with the **Operations Section Chief** and if applicable, the **ECC (RG&E)**.
- Dispatch trained employees or contractors to investigate wire down reports.
- Arrange for **Wire Guard** or standby personnel if needed to protect the public.
- Track and monitor **Wire Guard** assignments and provide relief as needed.
- Obtain daily briefings from the **Operations Section Chief**

**Wire Guards** may be dispatched, by the **Wires Down Branch Director** to relieve first responders, damage assessors, or other field personnel who need relief in order to continue in their primary storm role duty.

**Wire Guards** may be deployed as needed during the initial make safe phase of restoration. During events, public and employee safety are our first priorities, and downed wires can represent a public safety risk. Although downed wires cannot be prevented, and there may be overwhelming numbers in the aftermath of some events, CMP, NYSEG and RG&E will respond in as timely a manner as practicable to ensure that downed wires are guarded, barricaded and/or made safe.

In case of a large (ie: Class III in NY) event where there are an overwhelming number of wires down, the **WD-BD/WD-C** shall request and receive assistance from Make Safe Crews. The Make Safe Crews shall be qualified to clear the electrical hazard which will allow the wire guard to move on to another location. The Make Safe Crew will mitigate the hazard. This is a measure the Companies will take to ensure the efficient use of available **Wire Guards** and ensure public safety.

The Make Safe Crew will be assigned priority incidents as reported by 911, police, fire and municipal employees. In circumstances of overwhelming numbers, **the companies may assign Make Safe Crews as a high level priority relative to other restoration efforts.**

Make Safe Crewing and **Wire Guards** should be monitored and adjusted for actual field conditions. The **WD-BD** and **WD-C** shall provide statuses and count on wire down tickets and indicate location of any high priority calls.

The **Wire Guard** responsibilities include:

- Ability to recognize various classifications of wire (e.g. primary distribution, secondary, telephone, cable, etc.)
- Ability to assess situations and barricade appropriately while maintaining public and employee safety
- Familiarization with incident coding and reporting protocols associated with wire down management.
- Remaining onsite until the situation is made safe.

All immediate threat to life observations will be immediately communicated to the **Wires Down Branch Director**, and if applicable, the **ECC (RG&E)**.

Electric Trouble notifications will be assigned based on the following priorities: Specifically, wires down calls will be prioritized based on potential danger i.e. immediate threat to life - wires down on occupied vehicle or near populated area and/or determined as energized (arcing and burning), then resources are dispatched to identify and verify if energized or de-energized and if energized they are often de-energized or appropriately guarded, until finally repaired.

**Wire Guards** have the responsibility of ensuring the situation is made safe once arriving at the scene. Several different actions can be taken by the **Wire Guard** to make safe including:

- Cutting and clearing downed wire obstructions (only if qualified to do so)
- Staying on scene until qualified personnel arrive to cut and clear downed wires or make the scene safe by some other means.
- Staying on scene until a qualified repair crew arrives to take responsibility for the scene and begins the restoration process at that location.
- Barricading, using caution tape, traffic cones etc. for areas of limited risk to the public in remote areas, restricted, or easily controlled areas.

For New York:

In Class II events, **Wire Guards** will be activated as part of the Incident Command (IC) Operations Section. The **Wires Down Branch Director** or the **Operation Section Chief** will manage Wire Guard Assignments during Class II events. The local resources are typically sufficient to handle wire guard needs during Class II events.

For Class III events, the **Wires Down Branch Director** will be activated as part of the Operations Section and will manage **Wire Guard** assignments. Additional resources will be acquired as

needed. An **Area Command Wires Down Coordinator** will also be activated for any Class III events across the Companies.

For maintaining and uploading Wires Down related documents. Further instructions can be found in EOP 027 – Storm Reporting.

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## ***Post-Emergency Event***

The **Wires Down Branch Director** will review the log of issues and requests and determine if further follow up is necessary on any individual issues or requests. Determine if new procedures, policies or training are necessary for future events. An Area Command WD-C will also be activated for any Class III events across the Companies.

---

## ***Related Documentation***

Wires Down Management Job Aid. Trouble Reported by 911 Police Fire Municipality

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## ***Communication of EOP***

The **Wires Down Branch Director and Wire Down – Coordinator** will review this EOP every two years, biennially and make necessary revisions. The EOP will be stored on the StormCenter Site. All revisions will be communicated to the **Incident Commanders, ECC Dispatch** and supervision, **Operations Section Chief**, and **Wire Guards** along with any subordinates.

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## ***Revision History***

| Rev. No. | Date      | Reason(s)  |
|----------|-----------|--|
| 1        | 2/23/2014 | Revision and refinement of procedure, update of priorities, and update of Wire Guard options once on arrived on scene.   |
| 2        | 1/23/2017 | Refined procedure & Public Service Law requirements.   |
| 3        | 2/5/2018  | Include clearer language to provide Make Safe Crews with significant numbers of down conductors & include training aid on new OMS prompt for electric trouble tickets. |

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## ***Attachments***

n/a



## EOP-024 ETR CALCULATION TOOL

# Emergency Operating Procedure (EOP)

## Estimated Time of Restoration (ETR)

### Development and Calculation Tool (NY only)

|   |
|---|
| <b>EOP 024</b>  |
| <b>Operating Companies:</b> NYSEG and RG&E  |
| <b>Revision Number:</b> 2   |
| <b>Revision Date:</b> 2/5/2018  |
| <b>Approved by:</b> Area Commanders   |
| <b>EOP Owner:</b> Assistant Area Commander<br>– Planning and Planning Section Chief |

### EOP Objectives

This EOP outlines the process to establish and communicate global/regional/local Estimated Times of Restoration 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 and restoration is expected to last beyond 24 hours.

For NYSEG and RG&E only, this EOP is in compliance with the operations response guidelines as set forth in Emergency Response Performance Measurement Guide set forth by the NY PSC (See Attachment section at end of document).

This will provide a method for calculation of Estimated Times of Restoration (ETR) for restoration events.

---

### Pre-Emergency Checklist

| ✓ | Action  | Role/Position Title Responsible                             |
|---|---|---|
|   | Set up global/regional ETR calculator spreadsheet for current event.                                | <b>Area Commander – Planning and Planning Section Chief</b> |
|   | Set up local ETR calculator spreadsheet for current event.  | <b>Incident Command – Planning Section</b>                  |
|   | Modify ETR Calculator with a Multiplier for Multi-day Class III Events with the authorization of AC | <b>Incident Commander</b>                                   |

## Pre-Emergency Event

Set up the global/regional and local ETR calculator spreadsheet for the current event. A blank ETR calculator can be found on the **Area Commander** and **Incident Commander** pages on StormCenter.

## During Emergency Event

The **Area and Incident Commanders**, using known data, provided by company resources, customers and public reports, municipal resources will analyze the data in a tracking tool, and, reviewing the current reported broken poles, wires down, and incident counts, along with past storm data and experience, will begin the global ETR setting process.

In NY only, the following chart lists out the time from the start of restoration<sup>4</sup> the Global, Regional and Local ETR's must be calculated and communicated. This chart is based on the maximum amount of time needed to complete the restoration; the Companies will strive to provide ETR data to customers, media, officials and the general public as soon as it is available:

| ETR Type              | < 48 hour Restoration | 3-5 day Restoration | >5 day Restoration |
|-----------------------|-----------------------|---------------------|--------------------|
| Global                | <12 hours             | <24 hours           | <36 hours          |
| Regional <sup>5</sup> | <18 hours             | <24 hours           | <36 hours          |
| Local <sup>6</sup>    | <18 hours             | <36 hours           | <48 hours          |

The following information is required to calculate the Global and Regional ETR (this list should be considered a minimum and is not all inclusive):

- Number of incidents from the Outage Management System
- Damage assessment information that has been obtained through DA

<sup>4</sup> The start of the restoration period will be considered the point in time when 1) field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions (where adverse weather conditions are applicable) and 2) when the potential additional damage to the electric system from the storm would be low in proportion to the expected level of damage already estimated. The start of the restoration period may be different for specific, local area where the effect of a storm limits access to facilities (e.g. severe flooding).

<sup>5</sup> Circuit level required to be communicated at the county level.

<sup>6</sup> Incident/Prediction level required to be communicated at the municipality.

- Repair time estimate per incident (hours)
- Current date and time of event
- Current qualified FTEs on site
- Additional FTEs available, either en route or in other locations (i.e. staged or readily available)

In the event of a multi-day Class III Emergency where all the damage assessment data needed cannot be safely obtained in time per the chart above, the Companies will utilize a formulaic approach to extrapolate from known damage assessment data early on in an event. These estimates will then be utilized for required information needed to calculate the initial Global ETR prior to the completion of the initial Damage Assessment. The following table was derived from historic data and trends from the March 8, 2017 Wind Storm:

| Elapsed time for initial Assessment | Multiplier for partial Assessment data | Weighting Factor: Fast moving storms | Weighting Factor: Slow moving storms |
|-------------------------------------|--|--------------------------------------|--------------------------------------|
| First 12 hours                      | X <b>7.25</b>                          | X 0.50                               | X 1.50                               |
| Next 24 hours                       | X <b>3.50</b>                          | X 0.50                               | X 1.50                               |

#### Instructions:

The Multiplier should be used for major multi-day Class III Events as soon as the **Area Commander (AC)** determines an event may exceed 72 hours, and thus should be directly multiplied against known data at those times frames, for such events similar in nature to an extended wind event.

Additionally, the first weighting factor can be applied at the discretion of the **Area Commander** to reduce the estimate, i.e. for fast moving events like a Tornado or for a line of Thunderstorms with fast moving lightning and imbedded wind gusts. Alternatively, the second weighting factor can be applied to increase the estimate for winter storms such as Blizzards or Ice storms, where travel is extremely difficult or damages continue to accumulate with ongoing accretion, and again only at the discretion of AC.

If the above two scenarios do not apply, the default is to utilize the appropriate Multiplier at that stage of Assessment as the normal default in order to calculate an ETR estimate prior to confirming the actual and final Damage Assessment tallies.

The **Assistant Area Commander – Planning (AAC-P)** will run the ETR Calculator tool initially in the event and additionally whenever circumstances (such as resources, weather, etc.) change and would likely have an impact upon the results. When the ETR calculation is complete, the AAC-P will name the file with current date and time and save the file in the current storm folder: (storm number MMDDYYHRMin). The **AAC-P** notifies the **Area Commander**, **Area Commander Deputy** and **Incident Commanders** of the results. Prior to communication of the ETR, **Incident Commander** and **Incident Command – Planning Section** will have one hour to review and provide feedback to **AAC-P**. Part of this review will include a comparison of the Avangrid Global/Local calculator which will be run by **Incident Command – Planning**. Once **Area Command** and **Incident Command** agree on the ETR, the **Area Commander** will distribute and communicate the ETR per attached flow chart; the ETR is entered into the Outage Management System by the **OMS/ETR Support Branch Director** or designee.

The regional ETR will be determined by the **Incident Commander** and **Planning Section Chief**. To obtain the regional ETR, they will reviewing data entered into the Outage Management System and the regional ETR is calculated based on the system selecting the furthest ETR listed for that county by the Planning Section Chief. The following information is required to calculate the Local ETR (this list should be considered a minimum and is not all inclusive): The **Incident Commander** will provide the regional ETR to the **Area Commander** and **Area Commander - Deputy** for review and approval prior to issuing.

- Number of incidents from Outage Management System
- Damage assessment information that has been obtained
- Repair time estimate per incident (hours)
- Current date and time of event
- Current qualified FTEs on site
- Additional FTEs available, either en route or in other locations (i.e. staged or readily available)

The **Incident Command – Planning Section** will run the tool Avangrid Global/Local Calculator to obtain the local ETR. When the ETR calculation is complete, name the file with current date and time and save the in current storm folder: (storm number, Service Area, MMDDYYHRMin). Each time a calculation is run, the file should be renamed with the current date and time. Local ETR's will then be shared with the ETR coordinator who will enter the ETR's into SAP for New York and in SMWeb for Maine by the ETR coordinator.

For further information, refer to the Companies' ETR philosophy in Section 8.2.1 of the NYSEG & RG&E Electric Utility Emergency Plan, and CMP Emergency Service Restoration Plan.

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## ***Post-Emergency Event***

After each event, **Area Command**, **Assistant Area Command – Planning**, **Incident Command**, and **Incident Command – Planning Section Chief** should review the performance of the ETR calculators and provide any recommendations for changing. **Area Commander – Deputy** or designee is responsible for updating the changes to the ETR calculators.

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## ***Related Documentation***

NY and RG&E Electric Utility Emergency Plan

CMP Emergency Service Restoration Plan

NYS PSC Scorecard Order

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## ***Communication of EOP***

The **Area Command – Planning** and the **Planning Section Chief** will review this EOP annually and make necessary revisions. The EOP will be stored on the IUSA Storm Site. All revisions will be communicated to the **Area Commanders** and **OMS ETR Support Branch Directors** along with any subordinates.

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## ***Revision History***

| Rev. No. | Date       | Reason(s)  |
|----------|------------|--|
| 1        | 01/06/2016 | Consolidated EOP 024 and EOP 029. Revision of procedure. |
| 2        | 2/5/2018   | Added details regarding extrapolation                    |

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## ***Attachments***

### **NYS PSC Guidelines:**

- A. EVENT EXPECTED TO LAST 48 HOURS OR LESS
- B. EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

### **ESTIMATED TIME OF RESTORATION PROTOCOL**

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

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

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

The start of the restoration period will be considered the point in time when 1) field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions (where

adverse weather conditions are applicable) and 2) when the potential additional damage to the electric system from the storm would be low in proportion to the expected level of damage already sustained. The start of the restoration period may be different for specific, local areas where the effect of a storm limits access to facilities (e.g., severe flooding).

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

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

## APPENDIX A

### EVENT EXPECTED TO LAST 48 HOURS OR LESS

|   |
|---|
| <b>Within the first 6 hours of the restoration period</b>   |
| <ul style="list-style-type: none"> <li>• 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.</li> <li>• Provide available information to the public via customer representatives, IVR systems, and web sites.</li> <li>• 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 <u>not</u> affect the time requirements below.</li> </ul> |
| <b>Within the first 12 hours of the restoration period</b>  |
| <ul style="list-style-type: none"> <li>• Provide DPS Staff with a global ETR and any available regional ETRs.</li> <li>• 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).</li> </ul>   |
| <b>Within the first 18 hours of the restoration period</b>  |
| <ul style="list-style-type: none"> <li>• Establish ETRs for each locality affected and make them available to the public via customer representatives, IVR systems, and web sites.</li> </ul>   |
| <b>Within the first 24 hours of the restoration period</b>  |
| <ul style="list-style-type: none"> <li>• Consider issuing a press release for the upcoming news cycle based on conditions.</li> </ul>   |
| <b>Reporting guidelines during the event</b>  |
| <ul style="list-style-type: none"> <li>• Provide restoration information updates four times daily to DPS Staff (7 AM, 11 AM, 3 PM and 7PM) if notified by Staff. Updates should continue until customer otherwise directed by Staff.</li> <li>• Notify DPS Staff when all storm related interruptions have been restored.</li> </ul>  |

## APPENDIX B

### EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

|  |
|--|
| <b>Within the first 6 hours of the restoration period</b>  |
| <ul style="list-style-type: none"> <li>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.</li> <li>Provide a public statement indicating the likelihood of extended outages and make this information available via customer representatives, IVR systems, and web sites.</li> <li>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 <u>not</u> affect the time requirements below.</li> </ul> |
| <b>Within the first 12 hours of the restoration period</b>   |
| <ul style="list-style-type: none"> <li>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).</li> </ul>  |
| <b>Within the first 18 hours of the restoration period</b>   |
| <ul style="list-style-type: none"> <li>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.</li> </ul>   |
| <b>Within the first 24 hours of the restoration period</b>   |
| <ul style="list-style-type: none"> <li>Notify DPS Staff of what areas sustained the most damage to the electric system and ETRs, where known, on a general geographic basis.</li> <li>Issue a press release(s) for upcoming news cycles with the information described in previous bullet.</li> </ul>  |



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

|  |
|--|
| <b>Within the first 36 hours of the restoration period</b>   |
| <ul style="list-style-type: none"> <li>• For storms with expected restoration periods five days or less, provide DPS Staff a global ETR.</li> <li>• Establish regional/county ETRs for areas expected to be restored in five days, even if the total restoration period is expected to be more than five days.</li> <li>• Identify any heavily damaged areas where large numbers of customers are expected to remain without service for more than five days.</li> <li>• Completion of the first scheduled municipal conference call.</li> <li>• Make ETR information available to the public via customer representatives, IVR systems, and web sites.</li> </ul> |
| <b>Within the first 48 hours of the restoration period</b>   |
| <ul style="list-style-type: none"> <li>• For storms with expected restoration periods five days or less, provide DPS Staff with ETRs by municipality.</li> <li>• Provide DPS Staff with a global ETR (when outages are expected to less than five days, this is required within 36 hours).</li> <li>• Provide regional/county ETRs for heavily damaged areas where large numbers of customers are expected to remain without service for five or more days.</li> <li>• Make ETR information available to the public via customer representatives, IVR systems, and web sites.</li> </ul>   |
| <b>Beyond the first 48 hours of the restoration period</b>   |
| <ul style="list-style-type: none"> <li>• 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.</li> </ul>   |
| <b>Reporting guidelines during the event</b>   |
| <ul style="list-style-type: none"> <li>• Provide restoration information updates four times daily to DPS Staff (7AM, 11 AM, 3PM, and 7 PM) if notified by Staff. Updates should continue until otherwise directed by Staff.</li> <li>• Notify DPS Staff when all storm related interruptions have been restored.</li> </ul>  |

*Note: Although the scorecard refers to events where outages last more than three days, utilities are required to comply with the ETR protocols for events lasting less than 48 hours*

**NYS PSC Scorecard requirement: Estimated Time of Restoration (Made available on web, IVR, to CSRs, etc.)**

|  | <b>Exceeds Expectation</b>    | <b>Meets Expectation</b>      |
|--|-------------------------------|-------------------------------|
| Publication of Global ETR in accordance with guidelines            | <24 hrs (3-5 day restoration) | <36 hrs (3-5 day restoration) |
|  | <36 hrs (>5 day restoration)  | <48 hrs (>5 day restoration)  |
|  | <b>Exceeds Expectation</b>    | <b>Meets Expectation</b>      |
| Publication of Regional/County ETRs in association with guidelines | <24 hrs (3-5 day restoration) | <36 hrs (3-5 day restoration) |
|  | <36 hrs (>5 day restoration)  | <48 hrs (>5 day restoration)  |
|  | <b>Exceeds Expectation</b>    | <b>Meets Expectation</b>      |
| Publication of Local/Municipal ETRs in accordance with guidelines  | <24 hrs (3-5 day restoration) | <36 hrs (3-5 day restoration) |
|  | <36 hrs (>5 day restoration)  | <48 hrs (>5 day restoration)  |

**NYS PSC Scorecard requirement: ETR Accuracy Measurement**

|   |  |
|---|--|
| Global ETR Accuracy as published in accordance with ETR requirement time    | Accurate within +/- 24 hours                       |
| Regional ETR Accuracy as published in accordance with ETR requirements time | Accurate within +/- 12 hours (3-5 day restoration) |
|   | Accurate within +/- 24 hours (>5 day restoration)  |
| Local ETR accuracy as published in accordance with ETR requirement time     | Accurate within +/- 12 hours                       |

## EOP-025 EOP ADMINISTRATION

### Emergency Operating Procedure (EOP)

#### EOP Administration

|   |
|---|
| <b>EOP-025</b>  |
| <b>Operating Companies:</b> CMP, NYSEG, RG&E, UI                            |
| <b>Revision Number:</b> 4   |
| <b>Revision Date:</b> 1/8/2019  |
| <b>Recommended by:</b> Emergency Preparedness                               |
| <b>EOP Owner:</b> Avangrid Networks<br>Emergency Preparedness<br>Department |

### *EOP Objectives*

Emergency Operating Procedures (EOPs) are supplemental procedures that work in conjunction with the CMP, NYSEG, RG&E and UI emergency plans. These documents provide additional, specific guidance for managing the response to emergency events.

This document provides instruction for the creation of new EOPs, the updates and on-going maintenance of existing EOPs, and the formal approval and publication of EOPs.

EOPs are owned by the **Incident Command Structure (ICS)**<sup>7</sup> or **Blue Sky**<sup>8</sup> role with ultimate responsibility for the process documented.

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<sup>7</sup> As defined in the ICS Position Guide (IPG) owned and maintained by the Avangrid Networks Emergency Preparedness Department or the UI Emergency Response Plan.

<sup>8</sup> A Blue Sky role is defined as an individual's primary day-to-day responsibility.

The **Avangrid Networks Emergency Preparedness Department (EPD)** is responsible for maintaining EOP availability on the Avangrid Networks Storm Center SharePoint site.

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## **New EOPs**

New EOPs can be developed at any time. They may be created following a debrief of an actual event, or in response to an organizational or process change or to add clarity to an existing process. Any **ICS** or **Blue Sky** role can propose and draft a new EOP and should follow the steps outlined below. Prior to drafting an EOP, the individual should contact an Avangrid Networks EPD or EMOC member to ensure a Standard Operating Procedure (SOP), company policy or other document does not already exist, and to review any related materials to aid in the EOP's development.

Once a decision has been made that a new EOP needs to be written the following steps should be followed:

- Access a blank EOP template from the Avangrid Networks Storm Center SharePoint site using the following hyperlink: [BLANK EOP Template.docx](#)
- Complete the template for the desired subject matter, save the file using a descriptive name and email it to [Emergency Preparedness](#) email box.
- The **Avangrid Networks EPD** will initiate the approval and publication process outlined below.

General EOP writing guidelines:

- All action steps should clearly define the role responsible for the action by either **ICS** role title or by the functional title on the organizational chart. Individual names should not be used; however, an author should be identified as a point of contact next to the ICS or blue sky role title.
- All titles should be bolded for ease of readability.
  - For example: The **Incident Commander** shall notify the **Area Commander**...
- References to additional documentation, shared folders, SharePoint libraries or other electronically available items should include a hyperlink to assist the reader of the EOP with retrieving the information.

## *Post-Emergency*

After an emergency event, **EOP Owners** should take the following steps to determine if a new EOP is required or if updates are needed to an existing EOP:

- Participate in post emergency reviews
- Review log of issues and requests from actual events or exercises<sup>9</sup>
- Determine if EOP modification is necessary to resolve any individual issues or requests
- Determine if new procedures, policies or training are necessary for future events
- Update procedures as necessary or create a new procedure for review
- Any updates should be submitted to the [Emergency Preparedness](#) email box for processing

## *Biennial Review*

Every approved EOP shall be reviewed biennially whether by a formal update to the document or as part of a biennially review cycle. If a document has required a change during the previous biennially cycle, it has met the requirement of the biennial review. If a document has not required a change during the previous biennially cycle the following process shall be followed:

- **Avangrid Networks EPD** will notify the **EOP Owner** that the EOP is up for biennial review and will provide a deadline for completion
- The **EOP Owner** will review the document and make any required updates by the stated deadline
- The updated procedure will be submitted back to **Avangrid Networks EPD** for processing with the approval process outlined below

## *Approval and Publication Process*

Approval of EOPs is a tiered process to ensure that each EOP is fully vetted across multiple functional areas.

- The **Avangrid Networks EPD** will review the document, will contact the **EOP Owner** with any questions and will request clarifications be made to the document (if applicable).

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<sup>9</sup> Maintained on the [Avangrid Networks Storm Center SharePoint site](#) in the folder [Lessons Learned](#) on the Documents page

- The document is then forwarded to the **Emergency Management Operations Council (EMOC)** for review and approval. As part of the review the following steps should be included:
  - Check for overlap and linkages to other existing EOPs, SOPs and policies to avoid inconsistencies
  - Document any reporting changes on the [Storm Report Tracking Matrix](#) so that all reports are maintained in one document
- Further clarifications and edits may be requested during the **EMOC** review process.
- The **Avangrid Networks EPD** will post a copy of the final approved EOP on the [Avangrid Storm Central SharePoint site](#). Additionally, **EOP Owner** will send an email notification to the impacted emergency response role(s) that the EOP has been updated.
- The **Avangrid Networks EPD** will forward the EOP for awareness to the appropriate business area **Vice President(s)** (as applicable), and the **NYSEG/RG&E, CMP and UI Presidents**.

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## ***Related Documentation***

[EOP Table of Contents and Process Flow diagram](#)

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## ***Revision History***

| <b><i>Rev. No.</i></b> | <b><i>Date</i></b> | <b><i>Reason(s)</i></b>   |
|------------------------|--------------------|---|
| 0                      | 9/2013             | Original Document   |
| 1                      | 10/2014            | Updated for clarifications, writing guidelines and approval process   |
| 2                      | 12/2015            | Annual Review. Added reference to ME PUC filed plan. Added guideline to provide hyperlinks. Added applicable hyperlinks.  |
| 3                      | 2/21/2017          | Rebranded from IUSA Networks to Avangrid. Modified the review cycle to every two years. Updated the executive review board. Updated the communication process for approved EOPs. Included listing the individual writer's name on the EOP as a reference point. |
| 4                      | 1/8/2019           | Biennial review   |
|                        |                    |   |

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## ***Attachments***

None

## EOP-026 POLE TRACKING

# Emergency Operating Procedure (EOP)

## Pole Tracking

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|--|
| <b>EOP-026</b>                                 |
| <b>Operating Companies:</b> CMP, NYSEG, RG&E   |
| <b>Revision Number:</b> 2                      |
| <b>Revision Date:</b> 0/724/2017               |
| <b>Approved by:</b> Trish Nilsen               |
| <b>EOP Owner:</b> Pole Setting Branch Director |

### *EOP Objectives*

This EOP sets forth the procedure to track broken poles during a storm event.

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### *Pre-Emergency Checklist*

| ✓ | Action   | Role/Position Title Responsible     |
|---|--|-------------------------------------|
|   | Prepare pole tracking spreadsheet  | <b>Pole Setting Branch Director</b> |
|   | Establish sufficient dedicated landlines for broken pole reporting               | <b>Pole Setting Branch Director</b> |
|   | Verify all inventory, including the existing pole inventory available.           | <b>Stores Coordinator</b>           |
|   | Request adequate resources to support the pole tracking procedure for the event. | <b>Pole Setting Branch Director</b> |

---

### *Pre-Emergency Event*

The **Pole Setting Branch Director** will be activated by either the local **Incident Commander (IC)** or **Area Commander (AC)**. The **Pole Setting Branch Director** will prepare for storm events or emergencies as listed above in pre-storm checklist.

- The **Pole Setting Branch Director** is responsible for the overall coordination of the process including, but not limited to:
  - Pole crew management



- Responsible for daily work plans, crew assignments, etc.
- Pole data management
  - Responsible for managing and documenting all broken pole information
  - Responsible for all reporting requirements with respect to pole setting
- Pole communication management
  - Responsible for collecting information from field on broken poles found and broken poles set
- Pole dig safely
  - Adequate resource staffing for calling in dig safely tickets for broken poles to be set
  - Adequate contracted pole hole digging crews (RG&E)

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## ***During Emergency Event***

The **Damage Assessment Branch Director** or designee will assist in ensuring the following data points are collected by the Damage Assessors during the preliminary damage assessments that are conducted under the local Incident Commanders.

- Broken poles
- Heavily damaged/leaking transformers

Broken poles must be reported by the Damage Assessors to the **Pole Setting Branch Director** or designee through the designated phone numbers and/or associated damage reporting technology. The dedicated phone numbers are provided to the Damage Assessors when they receive their assignment. The broken pole information shall be maintained by the pole tracking team. The information will be populated into the Pole Tracking spreadsheet and maintained by the pole tracking team. A link to the spreadsheet can be found below in the *Related Documentation* section.

The **Pole Setting Branch Director** shall identify, make requests and manage an adequate number of digger trucks, rear lot diggers, excavators and necessary equipment including personnel required to manage the broken pole volume.

### **Poles**

- The pole tracking team will work with the Stores Coordinator to secure the number of poles required. This shall be governed by the pole tracking team. This ensures direct communication with Stores and eliminates duplication of effort and overstocking of poles.
- The pole tracking team will determine if spot delivery of poles to broken pole sites or designated staging areas should be utilized. Spot deliveries should be noted on the Pole Tracking spreadsheet. In addition, pole tracking support workers may be assigned to perform inventory and to log all poles going in and out of the pole yard. Pole counts will be reconciled each operating period.

### **Work Plan**

- Based on substation/circuit/line/pole, the pole tracking team will establish work plans for the next business day, focusing on heavily damaged areas. Other locations may also be identified, based on special circumstances. Digging crews will be separated from line crews until poles are set. In addition, field support staff will be placed with crew(s) to provide communication back to the pole tracking team as poles are set. Poles set in the field are to be called in immediately; not held until end of day.
- The pole tracking team will provide oversight to the designated crews and perform the following tasks for

the next day:

- Identify crew assignments
- Prepare daily pole setting work packets
- Distribute and manage work assignments

#### Reporting

- The pole tracking team will be responsible for providing information with respect to broken poles and poles set in accordance with daily storm calls.
- The Pole Tracking spreadsheet will be utilized throughout the storm to report broken pole and set pole information as requested. A link to the spreadsheet can be found below in the *Related Documentation* section.

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### Post-Emergency Event

At the end of the storm event, the master Pole Tracking spreadsheet shall be provided to field engineering for work order creation and to the Finance Section for reconciliation of pole costs.

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### Communication Plan

The **Pole Setting Branch Director(s)** will review this EOP and make necessary revisions. The EOP will be stored on the Avangrid Storm site. All revisions will be communicated to the **Area Commander, Incident Commander, Planning Section Chief, Damage Assessor Branch Director** and **Operations Section Chief** along with any subordinates.

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### Related Documentation

Pole Tracking Template

Stores Material Management Storm SOP and Storm Trailer Process

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### Revision History

| Rev. No. | Date       | Reason(s)   |
|----------|------------|---|
| 0        | 5/31/2013  | New documentation   |
| 1        | 11/24/2014 | Revised EOP form; updated with new ICS roles, added related documentation and communication.  |
| 2        | 07/24/2017 | Updated to Avangrid EOP template, added Damage Assessor details, added new link to Pole Tracking Template and Stores coordination of pole inventory and a link to 2 Stores Material Management SOPs |

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### Attachments

None

## EOP-027 STORM REPORTING

# Emergency Operating Procedure (EOP)

## Emergency Event Reporting

|   |
|---|
| <b>EOP-027</b>  |
| <b>Operating Companies:</b> CMP, NYSEG, RG&E, UI                |
| <b>Revision Number:</b> 4                                       |
| <b>Revision Date:</b> 2/19/2018                                 |
| <b>Recommended by:</b> Assistant Area Commander - Documentation |
| <b>EOP Owner:</b> Assistant Area Commander - Documentation      |

### EOP Objectives

Standardized emergency event reporting is required to meet internal emergency management needs; to meet Maine Public Utilities Commission (PUC) requirements<sup>10</sup>; Connecticut Public Utilities Regulatory Authority<sup>11</sup>; and to ensure New York compliance with Public Service Law, regulations, New York Public Service Commission (PSC) orders, and associated Department of Public Service (DPS) Staff guidance<sup>12</sup>. This document summarizes the

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<sup>10</sup> Maine compliance requirements:

- Per Section 3(2) of Chapter 130 of the Commission's Rules utilities are to file a written report within 30 days of "property damage of \$50,000 or more".

<sup>11</sup> Connecticut compliance requirements:

- PA 12-148 set service restoration standards for electric and gas companies after major outages during an emergency in which more than 10% of the company's customers are without service for more than 48 hours. Each company must submit a written report to PURA within 60 days after the end of an event.

<sup>12</sup> New York compliance requirements:

- Submit data to complete the Emergency Response Performance Measures (Scorecard data) "within thirty days of the completion of customer restoration after: (a) any outage which lasts for more than three days, (b) any outage which is a network interruption as defined in Case 09-E-0428, as set forth in this order [applies only to network outages in New York City re: p. 9], or (c) any other outage for which Staff requests such data." Source: December 23, 2013 *Order Approving the Scorecard for Use by the Commission as a Guidance Document to Assess Electric Utility Response to Significant Outages* in Case 13-

protocol used to produce and capture the critical reports typically generated in preparation for events, during storm restoration, and after restoration to satisfy these requirements.

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## **Pre-Emergency Checklist**

| ✓ | Action  | Role/Position Title Responsible                         |
|---|---|---|
|   | Initiate event preparation phase and clarify preparation phase reporting expectations.                            | <b>Area Commander (AC)</b>                              |
|   | Communicate emergency event reporting expectations to activated personnel in Area and Incident Command positions. | <b>Assistant Area Commander – Documentation (AAC-D)</b> |
|   | Initiate event restoration phase and clarify event and restoration phase reporting expectations                   | <b>AC</b>   |

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## **Before and During Emergency Event**

When the preparation phase begins, the **AC** will determine whether preparation phase reports are needed (a) solely for internal emergency management, or (b) in New York, also to provide Scorecard data and/or to complete a Part 105 Report.

By the end of the preparation phase, the **AC** will determine whether event and restoration phase reports are needed (a) solely for internal emergency management, or in New York, (b) for internal emergency management

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E-0140 (Proceeding on Motion of the Commission to Consider Utility Emergency Performance Metrics). According to the Order, “the Scorecard will be a guide for assessing the performance of utilities in connection with their outage restoration efforts” in regard to “the new provisions regarding administrative penalties [PSL §25-a]”.

- 16 NYCRR §105.4(c) requires that “Within 60 days following completion of service restoration in an emergency where the restoration period exceeds three days, each electric corporation shall submit to the Secretary of the Public Service Commission a review of all aspects of its preparation and system restoration performance” (Part 105 Report). The report should comply with the guidance provided to Gene Jensen by Michael Worden of DPS Staff on August 29, 2012. The PSC further clarified this guidance in the March 28, 2014 Order Approving Electric Emergency Plans in Case 13-E-0550 (In the Matter of the December 15, 2013 Electric Emergency Plan Review).
- Provide the documentation necessary to demonstrate compliance with the emergency plan. PSL §66 subdivision 21(c) states: “The commission is authorized to open an investigation to review the performance of any corporation in restoring service or otherwise meeting the requirements of the emergency response plan during an emergency event. If, after evidentiary hearings or other investigatory proceedings, the commission finds that the corporation failed to reasonably implement its emergency response plan or the length of such corporation's outages were materially longer than they would have been, because of such corporation's failure to reasonably implement its emergency response plan, the commission may deny the recovery of any part of the service restoration costs caused by such failure, commensurate with the degree and impact of the service outage...”

and daily updates to DPS Staff, or (c) for those purposes and also to provide Scorecard data and to complete a Part 105 Report.

Personnel in Area or Incident Command positions that require emergency event reporting (**Responsible Roles**, listed at the end of this EOP.) will produce current reports as specified on the Avangrid Networks Storm Center SharePoint site and will distribute (emails) or upload (other documents) them in a timely fashion, in the proper format, and containing the necessary content. The **Responsible Roles** are to ensure that reports provided are correct and suitable for use in regulatory reporting.

When the report is required to be in the form of an email, the **AAC-D** or **DCs** will upload emails on behalf of the **Responsible Roles**, and will contact **Responsible Roles** if required emails are not received for uploading. Other documents will be uploaded directly by the **Responsible Roles**. The **AAC-D** or **DCs** will monitor uploaded storm reports, and will contact **Responsible Roles** to ensure that any missing documents are uploaded and any material inadequacies (i.e. blank reports, wrong reports) are mitigated.

Reports described as “for local use only” are produced at the discretion of the local report user and are not monitored by the **AAC-D** or **DCs**.

Reports needed for internal emergency management are due as specified on the appropriate Avangrid Networks StormCenter SharePoint site role specific reports page.

In New York, preparation phase reports produced solely to provide Scorecard data will be due immediately upon completion of the preparation phase. Preparation phase reports produced solely to complete a Part 105 Report will be due within 10 days after completion of restoration, or as otherwise specified on the appropriate NY Outage Site reports page.

In New York, event and restoration phase reports produced solely to provide Scorecard data will be due two days after completion of restoration, and restoration phase reports produced solely to complete a Part 105 Report will be due within 10 days after completion of restoration, except as otherwise specified on the appropriate NY Outage Site reports page.

The **AAC-D** will provide the status of required storm reports if requested to the **Area Command-Deputy** prior to any Area Command conference calls.

Ad hoc requests for information during this period from the Maine PUC, Connecticut PURA, New York PSC, or New York DPS Staff will be addressed appropriately by the **AAC-D**, **Area Command Deputy** (or designee), and/or **Responsible Role**.

Requests for new documents or changes to document requirements during an event are generally discouraged, to minimize the risk of confusion and error, and to retain focus on existing documentation requirements. If necessary, the **AAC-D** and/or **Area Command Deputy** will work with the **AC** and **Executive Team** to address any additional emergency event reporting requests during the event. The **AAC-D** and/or **Area Command Deputy** will document requests for new or redesigned reports for consideration after the event.

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## ***Post-Emergency Event***

NY only: Upon completion of restoration, **Area Command Deputy** will confirm whether Scorecard data and documents to produce a Part 105 Report will be required, based on the actual duration of restoration. If so, report production and uploading by **Responsible Roles** will continue after restoration is complete. **Area Command Deputy** will produce the Scorecard package and/or the Part 105 Report for submittal to DPS Staff and ensure their appropriate review and approval, as either or both reports are needed.

Ad hoc requests for information from the Maine PUC, Connecticut PURA, New York PSC, or New York DPS Staff subsequent to an event will be addressed in an appropriate and timely fashion by the **AAC-D, Area Command Deputy**, and/or **Responsible Role**.

The **AAC-D** and **DCs** will continue to monitor reports until **AAC-D** and **DC** demobilization. Prior to demobilization, the **AAC-D** or assigned **DC** will sweep all reports produced for the event from the current storm report folders on Avangrid Networks StormCenter SharePoint site and delete the associated empty folders, if requested by **Area Command Deputy**.

The **AAC-D** and assigned **DCs** will be demobilized after their work on current storm reports is deemed complete by **Area Command Deputy**.

After demobilization, the **Area Command Deputy** will be responsible for pursuing updates or corrections to current event storm reports, and for managing the archived reports. **Area Command Deputy** will ensure copies of all submitted reports are archived for future reference.

Any **Responsible Role** may add new reports to their page of the Avangrid Networks StormCenter SharePoint by:

- Contacting **Area Command Deputy** to amend the table that names the reports, identifies when and how the report will be delivered, and names the report SME who will train and/or coach report authors (see Attachment A for an example);
- Creating and populating two new folders, one to contain training materials, templates, and examples, and another for current emergency event reports (see Attachment B for examples of the list of such folders); and
- Consulting with **Area Command Deputy** to determine whether the summary of reporting requirements applicable to the **Responsible Role** should also be updated (see Attachment C for an example).

**Area Command Deputy** will coordinate with **AAC-D** to communicate and establish any new **AAC-D** report collection requirements for any new reports, as needed.

Existing reports labeled “for local use only” may be eliminated or modified at the discretion of the **Responsible Role**. Other existing reports may be eliminated or modified only with the approval of **Area Command Deputy**.

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## ***Related Documentation***

- Emergency event report requirements specified on the Avangrid Networks StormCenter SharePoint site

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## ***Communication of EOP***

- Changes to this EOP will be communicated by **Area Command Deputy** or **AAC-D** via email and uploaded upon approval to the Avangrid Networks StormCenter SharePoint site.

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## ***Revision History***

| Rev. No. | Date       | Reason(s)   |
|----------|------------|---|
| 1        | 6/19/2014  | Combine internal and external reports into a single EOP, incorporate the scorecard, and clarify responsible roles.  |
| 2        | 10/01/2015 | Align with new EOP template, accommodate report changes, clarify roles and responsibilities and remove storm report details to the improved NY Outage Site reports pages. |
| 3        | 1/2018     | Rebranded for Avangrid Networks, modified to include CMP and UI.  |
| 4        | 2/2018     | List responsible roles in document  |

## ***Attachments***

### **Responsible Roles**

#### Area Command:

- Area Commander
- Assistant Area Commander – Documentation
- Assistant Area Commander – Logistics
- Assistant Area Commander – Planning
- Assistant Area Commander – PIO
- Assistant Area Commander – PLO
- Area Command - Safety

#### Incident Command:

- Incident Commander
- Operations Section Chief
- Planning Section Chief
- Safety Officer

#### Blue Sky Roles:

- Customer Relations Center
- Electric Maintenance Engineering
- Emergency Preparedness
- Energy Control Center
- Substation Operations
- HR



## EOP-035 MUNICIPAL COORDINATION

# Emergency Operating Procedure (EOP)

## Municipal Coordination

|   |            |                               |
|---|------------|-------------------------------|
| <b>EOP-035</b>  |            |                               |
| <b>Revision Number: 3</b>                                       |            |                               |
| <b>Revision Date: 002/07/2018</b>                               |            |                               |
| <b>Recommended</b>  | <b>by:</b> | <b>Emergency Preparedness</b> |
| <b>EOP Owner: Assistant Area Command Public Liaison Officer</b> |            |                               |

### *EOP Objectives*

This Emergency Operations Procedure will provide an overview of Avangrid Networks' activities to ensure our municipal and media partnerships are maintained both in emergency events and during regular operating conditions.

This includes ensuring "blue sky" non-event contacts, maintained lists of key personnel, key contacts, processes in place for activation and deployment to emergency operations centers and other key facilities upon request.

This EOP also outlines key steps for media relations and promotion of safety messaging using media partners.

---

### *Pre-Emergency Checklist*

| ✓ | Action   | Role/Position Title Responsible  |
|---|--|--|
|   | Pre-event ensure that "blue sky" meetings which include exchange of critical facility information, restoration practices, life support equipment [LSE] customer processes (including LSE customer field visits if applicable), mutual assistance partnerships, exercises and other emergency response discussions occur with all county Emergency Operations Centers | <b>Public Liaison Officer</b> (customarily <b>Manager – Community Outreach</b> (Public Affairs NYSEG & RG&E) <b>Manager – Marketing</b> (Customer Service CMP) as appropriate; <b>Managers of Regional Operations</b> (Public Liaison Officers, Area Command – Deputy and Incident Commanders) |
|   | Pre-event ensure that "blue sky" meetings and/or training sessions at State Office of Emergency Management (SOEM) or Maine Emergency Management Agency (MEMA) occur as requested by state personnel  | <b>Manager – Community Outreach</b> (Public Affairs NYSEG & RG&E) <b>Manager – Marketing</b> (Customer Service CMP), <b>Emergency Preparedness</b> (Public Liaison Officers, Area Command –  |

|  |  |  |
|--|--|--|
|  |  | <b>Deputy)</b>   |
|  | Ensure lists of media contacts, and municipal contacts are maintained and available to emergency response personnel. | <b>Director – Public Affairs, Corporate Communications (Assistant Area Commander – Public Liaison Officer), Managers – Community Outreach, Manager – Marketing &amp; Sales</b> |

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## **Pre-Emergency Event**

**County Offices:** As denoted by the checklist, personnel assigned with **Public Liaison Officer (PLO)** responsibilities will ensure that meetings occur with each county Office of Emergency Management / Emergency Management Agency. These meetings should include discussions of critical facilities, with the County personnel providing guidance on identification and rating of facilities. Meetings should also include discussion of the company's restoration practices, priorities, company and local emergency plans and any applicable EOPs as well as life support equipment (LSE) customer processes (including critical customer wellness field visits, if applicable), mutual assistance partnerships, and the respective organizations' exercises as appropriate. **Incident Commanders / Managers of Regional Operations** and/or designees will also attend these meetings.

**State Offices: Area Command Deputy (AC-D,** in all instances Director – Emergency Preparedness or designee) personnel, along with the **Assistant Area Command – Public Liaison Officer (AAC-PLO)** will ensure that West, East and Central Zone emergency response role staffing include representatives for the State Office of Emergency Management (SOEM) in NY, the Connecticut State Emergency Operations Center (CT EOC) and the Maine Emergency Management Agency (MEMA) in Maine (**SOEM/MEMA Liaisons**), along with **PLOs** and **County/Local Liaison Officers**. These individuals are to be assigned emergency response roles for interaction with municipalities and staffing local Offices of Emergency Management.

The **AC-D** and **AAC-PLO** will remain as points-of-contact with state personnel and ensure that **SOEM/MEMA liaisons** are available to attend any training, blue sky meetings or other events at the state buildings.

**Local Officials:** The **PLOs** will maintain relationships with local municipalities and key community leaders as appropriate, and manage a contact list for use by **PLOs, County/Local Liaisons** and **SOEM/MEMA liaisons** during active events.

The **Assistant Area Commander Public Information Officer/Corporate Communications** and the **Assistant Area Commander – Public Liaison Officer/Public Affairs** staff will maintain lists of local media contacts/municipal officials to receive news releases and media statements. These lists will be available in a location accessible by **PLO** and **PIO** staff.

**Training:** All **AAC-PLO, PLO, SOEM/MEMA Liaisons, County/Local Liaisons** and **Public Information Officers (PIOs)** will be provided links to communications materials, online resources (contact lists, forms, etc.), fact sheets, safety messaging, sample news releases and other key communications resources. This material will be stored on the company's Storm Center Intranet site and be maintained by **AAC-PLO, AAC-PIO,** and the **AC-D**.

**Pre-Staging:** Prior to an emergency event, the **AC-D** and/or **AAC-PLO** will respond to any requests from state personnel (State OEM, CT OEM, MEMA, Department of Public Service [DPS] or Public Utilities Commission [PUC]) to staff the SOEM, CT EOC or MEMA or make a **SOEM/MEMA Liaison** remotely available as a point-of contact in a preparatory or active event phase. The **AC-D** and **AAC-PLO** may choose to proactively contact SOEM, CT OEM or MEMA if the Company perceives that a proactive staffing would be beneficial to all parties.

Similarly, the **AC-D**, **AAC-PLO** or **Public Liaison Officers (PLOs)** may receive requests for a **County/Local Liaison** to staff a County Emergency Management Office or make a representative available offsite as a point of contact. The **AC-D** will ensure that adequate emergency role staffing be made available for all Zones.

#### **Liaisons:**

Travel to any location will be dependent upon safety – where possible, the company would prefer to pre-stage employees than to delay travel until weather conditions are appropriate. If dispatched prior to actual storm event (whether in person or remotely), the **County/Local Liaison** will:

- Interface with other utility representatives and government agencies and departments.
- Investigate preparatory special requests and needs including critical facilities, life support customers, make safe concerns.
- Provide situational awareness to Avangrid Networks' Area and/or Incident Command organizations regarding road closures, states of emergency, etc.
- Provide reports/updates as necessary to the **PLO** and **Area** or **Incident Commander**, **AC-D** or **Assistant Area Commander - Documentation**.
- Provide reports and respond to agency requests.
- Respond to company requests for information and requests for assistance.
- Record/log issues and requests.
- Make proactive contacts with key municipal and community partners using pre-established contact lists.

The **PIO**, under direction of the **AAC-PIO**, may provide statements to the media and/or news releases as necessary. They may also serve as local media representatives.

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## ***During Emergency Event***

If not dispatched prior to actual storm event, the **AAC-PLO** may dispatch on site representation (**County/Local Liaison**) to SOEM, MEMA or county EMOs if requested. The **PLO** may also dispatch a **County/Local Liaison** if requested, working with the **AAC-PLO**.

If a statewide event, the **AAC-PLO** will, with assistance from **AC-D**, determine most critical County EMO locations based on severity of the events' impact and number of customer outages.

If not embedded on site, the **AAC-PLO** or **PLO** will provide a **PLO** with single point of contact information to County EMOs. While at an EMO, the **County/Local Liaison** will:

- Interface with other utility representatives and government agencies and departments.
- Investigate special requests and needs including critical facilities, life support customers, make safe concerns. Respond as quickly as possible based on circumstances and priority of the need.

- In NY, the **Area Commander** and **Incident Commander** will inform their respective staff if an event is anticipated to last longer than 24 hours. For events that may exceed 24 hours the **Public Liaison Officer** or designee will determine the individual(s) at the County level for possible referral for LSE customer field visits. The PLO or designee will provide the contact information to the Company's **Critical Needs Branch Director (CNBD)**, who would make the direct contact with these individual(s) to make a positive contact, exchange contact information make arrangements for potential field visits and reporting of field visit results. Further details on this process are found in EOP-032, Special Protections for Special Needs, LSE and Critical Facility Customers.
- If the **CNBD** is unable to receive updates as (defined in EOP-032) from the EOC-provided personnel conducting field visits, the **CNBD** will contact the **PLO** to raise the issue with the County Emergency Management Office officials for resolution. The PLO will contact the EOC leadership by phone, followed by an email, and ensure positive contact with the EOC leadership occurs to ensure this lack of field visit information is known by EOC leadership.
- Provide situational awareness to Avangrid Networks' Area and/or Incident Command organizations regarding road closures, states of emergency, etc.
- Provide reports/updates as necessary to the **PLO** and **Area** or **Incident Commander**, **Area Command-Deputy** and **Assistant Area Commander - Documentation**.
- Provide reports and respond to municipal and elected officials; respond to ad hoc requests from other State entities.
- Respond to company requests for information and requests for assistance.
- Record/log issues and requests; posting information to Storm Center in a timely manner.

**County/Local Liaisons** and or **PLOs** may also perform these activities even if they are not physically located within a County EMO facility.

The **PLO**, or a **County/Local Liaison** under leadership of a **PLO**, will make contact with all key municipal and community leaders to provide situational awareness updates and respond to their requests.

The **PIO**, under direction of the **AAC-PIO**, may provide statements to the media and/or news releases as necessary. They may also serve as local media representatives.

The **AAC-PLO** and **AAC-PIO**, along with **AC-D** will provide support to local **PIOs**, **PLOs**, **County/Local Liaisons** and **SOEM/MEMA Liaisons** throughout the event.

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## **Post-Emergency Event**

The **AAC-PLO**, **AAC-PIO**, **PLO**, **SOEM/MEMA Liaison** and the **County/Local Liaison** will:

- Review log of issues and requests.
- Determine if further follow up is necessary on any individual issues or requests.
- Provide all necessary reporting and documentation of the event activity.
- Participate in post storm review.
- Determine if new procedures, policies or training are necessary for future events.
- Update procedures as necessary.

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## ***Communication of EOP***

This EOP will be communicated to all **AAC-PLO, PLO, SOEM/MEMA Liaisons** and **County/Local Liaisons** electronically and be part of the group's training.

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## ***Revision History***

| Rev. No. | Date       | Reason(s)  |
|----------|------------|--|
| 1        | 12/18/2015 | Combination with retired EOPs: 031 Generator Safety Brochure (previously combined with EOP-37); 037 Emergency Communications Kit; 035 SOEM liaison; 036 County EOC Liaison; 049 Communication with Local Officials; 050 Communication with Officials and the Media: Contact Information. |
| 2        | 01/17/2018 | Updates to meet post-NY Windstorm findings.  |
| 3        | 02/01/2018 | Further updates for clarification as part of NY Windstorm findings   |
| 4        | 02/07/2018 | Further updates for clarification as part of NY Windstorm findings   |

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## EOP-038 EVENT ASSESSMENT AND REVIEW

# Emergency Operating Procedure (EOP)

## Post Event Assessment and Review

|   |
|---|
| <b>EOP-038</b>  |
| <b>Operating Companies:</b> CMP, NYSEG, RG&E, UI              |
| <b>Revision Number:</b> 3                                     |
| <b>Revision Date:</b> 7/2018                                  |
| <b>Recommended by:</b> <i>Director Emergency Preparedness</i> |
| <b>EOP Owner:</b> <i>Emergency Preparedness</i>               |

### *EOP Objectives*

The purpose of the post event assessment is to solicit event activities and to identify areas for possible improvement and/or proven practices to be implemented across all listed Operating Companies or functional areas.

---

### *During Emergency Event*

Critical items discovered during an event will be assigned an owner and addressed immediately. A critical item is defined as an item that can cause considerable harm if not acted upon timely; it could add substantial restoration time or cost if not addressed immediately and/or cause harm to employees or the general public. Non critical items may be submitted in an electronic survey or emailed directly to Emergency Preparedness Department (EPD). EPD will log and track critical items for follow-up,

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## Post-Emergency Event

1. After the conclusion of the event and demobilization, EPD with the assistance of Area Command and Incident Command, when activated will complete a post debrief as follows:
  - For a NY Class I event and/or a ME localized Class 2 event, this may be done via electronic means with an on-line survey. Additional methods may be employed but a survey is the minimum. An attempt should be made to include **all** employees that worked the event. To be completed within 2 weeks of the conclusion of the event.
  - For a NY Class II or III event and/or a ME Class 2 system-wide event or Class 3, a more robust assessment will be facilitated and documented by **EPD**. An attempt should be made to include all employees involved in the event. A cursory review of the survey responses can help decide how expansive the post-emergency event assessment should take. EPD, Area Commander and Incident Commander(s) will decide the best method to proceed. A facilitated group call with Section Chiefs or an in-person gathering will be scheduled depending on which option best will serve the collection and documentation of input. Class II events will be completed within 45 days of event conclusion; Class III events will be completed within 75 days of event conclusion. In Maine only, a Transmission and Distribution report shall be placed on file with regulatory for all Class 2 and 3 outages within 30 days.
  - For any Class event EPD will accept post emergency event comments and suggestions via email communication at [EMERGENCYPREP@AVANGRID.COM](mailto:EMERGENCYPREP@AVANGRID.COM).
2. The following general category of questions shall be addressed as a part of the post event assessment:
  - What went well?
  - What didn't go well?
  - What wasn't done that should have been done?
  - What was done that that could be done differently?
  - What was done really well that Avangrid should implement as a proven practice?
  - What innovation with process or technology did you use in this event?
3. Based upon the results of the post-event debrief, policies or procedures may be revised to improve performance during future events.
  - Each identified action item will be ranked and the top 10% will be tracked by **EPD** until closed. The spreadsheet will document: action item, owner and resolution. This spreadsheet is maintained on StormCenter in a file titled "[Lessons Learned](#)."
  - Historical post assessment files will be maintained by **EPD**.
4. For Class III Events, within 100 days of event conclusion, EPD, Area Commander and Incident Commander(s) will invite the Executive Team to join in:
  - Evaluating the Companies' response to the emergency by reviewing:
    - Work crews' efforts;
    - Noteworthy customer, public official and other stakeholder reactions or comments;
    - Unusual expenses incurred during the response process; and
    - After Action Items

- Determining the effectiveness of procedures and gauge the need for revisions to the Companies' Plan as a result of the post-emergency assessment. Any revisions to the Plan will be filed with the appropriate regulatory agency pursuant to applicable regulations and laws.
- Determining whether there were any significant and relevant deviations in action from the Companies' filed Plan during the event.

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## **Related Documentation**

Not applicable.

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## **Communication of EOP**

EPD will review this EOP annually and make necessary revisions. The EOP will be stored on the [IUSA Storm Center SharePoint site](#). All revisions will be communicated to the Area Commanders and Incident Commanders.

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## **Revision History**

| Rev. No. | Date      | Reason(s)  |
|----------|-----------|--|
| 0        | 9/2013    | New document   |
| 1        | 11/2014   | Updated to reflect new procedure and to clarify ownership of tasks.  |
| 2        | 12/2015   | Annual review. Updated the post-emergency section to include a hot wash by the Incident Commander and Area Commander prior to demobilization. Removed the related documentation reference to ICS Form 225. |
| 3        | 2/2018    | Updated to new corporate standard. Updated link to survey tool.  |
| 4        | 7/20/2018 | Updated body of EOP, streamlined assessment timeline and steps.  |

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## **Attachments**

Not applicable



## EOP-040 STORM RESOURCE STAGING AND ALLOCATION PROCESS

# Emergency Operating Procedure (EOP)

## Resource Staging and Allocation Process

|   |
|---|
| <b>EOP-040</b>                                    |
| <b>Operating Companies:</b>                       |
| <b>Revision Number: 5</b>                         |
| <b>Revision Date: 2/14/2018</b>                   |
| <b>Recommended by: Area Command</b>               |
| <b>EOP Owner: Assistant Area Command Planning</b> |

### EOP Objectives

The purpose of this EOP is to ensure that resource allocation and staging is appropriate to meet the scope of anticipated events. The guidelines provided in the EOP are meant to identify a minimal level of preparation; additional actions may be taken as warranted.

### Pre-Emergency Checklist

| ✓ | Action   | Role/Position Title Responsible                           |
|---|--|---|
|   | Annually review threat levels with weather service provider  | <b>Area Command – Deputy or designee / Area Commander</b> |
|   | Annually review weather provider contract for amendments, continuation, updates based upon past historic weather performance | <b>Area Command – Deputy or designee</b>                  |
|   | Annually review status of historic weather prediction model and validate data integrity                                      | <b>Area Command – Deputy or designee</b>                  |

### Pre-Emergency Event

Prior to a threatening event the following actions shall be taken:

- Monitor long range and short term weather threat alerts as issued by the Operating Company and weather service provider (responsibility of **Area Command Deputy (AC-D)** or designee, , **Area**

**Commander and Assistant Area Commander – Planning).** Emergency Preparedness department staff members will rotate responsibilities to monitor forecasts, run predictive models or work with weather service providers to gather more information.

- When defined threat levels are reached, notify electric operations executive and leadership and recommend that ICS be activated (responsibility of **AC-D** and **Area Commander**).
- The **Area Commander** and the **Area Command-Deputy** will review the estimated resource guidelines according to event levels as an indicator for potential resource activation/mobilization. General guidelines are found in the Emergency Plan in section 5 – Field Resources; particularly subsection 5.4 – Line and Service Crews.
- Run the damage/outage prediction model (DPM/OPM) to determine predicted system damage based upon forecasts (**Area Command-Deputy** or designee). Issue DPM to executive event team (**VP-Operations** and lead team, **Area Commanders**, **AC-D**, **ECC Director** and **Emergency Preparedness** team), **Area Commander**, with **Assistant Area Commander - Planning (AAC-P)** to consult with executive team to determine resource requirements and staging strategy, using DPM, experience and system knowledge in developing plan. The team will then review the results and compare the DPM estimates to past storms to gauge our potential preparatory activities (for instance, we may consider foliage levels or snow moisture contents, or time of week – weekend versus weekday). The team receiving the DPM may schedule a meeting to discuss the plans or communicate electronically to agree on the Company strategy and response plan.
- **Area Commander**, working with the **AAC-P** and local **ICs** will assess location of existing resources and forecasted storm areas to determine potential response times if not pre-staged; if necessary due to extended response time, select pre-staging areas and potential relocated resources to move to the staging location. In NY and ME, use travel estimates developed by Fleet and posted on StormCenter under Documentation (links in the Related Documentation Section below).
- If internal resources may not meet forecasted requirements, and sufficient lead time exists, the **Area Commander** will instruct **AAC-P** and **Contractor Coordinator** to hold all on property contract line and tree resources.
- If internal resources do not meet forecasted requirements, activate **Contractor Coordinator** to determine external contractor availability and secure resources with first right of refusal only, or phone standby, or pre-staged, as directed by **Area Command**.
- If internal resources may not meet forecasted requirements, enact Avangrid Networks internal resource sharing. **AC-D** to contact **Directors - Electric Operations** or designees at sister companies to determine resource availability and include in staging plan.
- If internal, contract and sister company resources are not be sufficient, enact mutual assistance process through North Atlantic Mutual Assistance Group (NAMAG) and New York Public Private/Partnership (NYP/PUMA).
- Implement the resource acquisition and staging plan as approved by the Area Commander (**Assistant Area Commander - Planning**); this activity should include consideration of resources for participation in teams with County resources to facilitate road clearance of emergency evacuation routes. This activity will be conducted per EOP 35, Municipal Coordination and EOP 41, Road Clearing during Make Safe Phase.

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## ***During Emergency Event***

Once an event has occurred and actual damage is known:

- If an event does not allow for a pre-event planning phase, review pre-event list above to take actions that are still appropriate once in an event
- Amend the resource allocation and assignment form to fill any additional needs as identified by the **Incident Commanders (Assistant Area Commander-Planning)**.
- Continue to manage the assignment and transfer of resources between impacted areas to make effective use of resources (**Assistant Area Commander-Planning**)
- Continue to report resource assignment status to **Area Command** and Operations executive team, this team will be leveraged if resource demands are unfulfilled (**Assistant Area Commander – Planning, Area Commander**).
- **Incident Commanders** to assign and manage any resources assigned at the county EOC level to assist with county emergency evacuation route clearing.
- Manage resource demobilization, internal transfer and/or transfer to other companies still in need of assistance (**Assistant Area Commander-Planning**)

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## ***Post-Emergency Event***

As part of the post-event review:

- Review the planning and staging plan for adequacy (**Assistant Area Commander-Planning**)
- Make recommendations to **AC-D** and **Area Command**, as appropriate, for changes to the allocation and staging model (**Assistant Area Commander-Planning**)
- Review all recommendations received, evaluate event performance, and revise/modify staging procedures as appropriate (**AC-D**)

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## ***Related Documentation***

Changes to EOPs 035 and 041 and or changes to damage prediction modeling may affect this EOP.

New York:

[http://iusaintranet/mycompany/ee/IUSA\\_StormCenter/IUSA\\_Documentation/Drive\\_Time\\_Maps/NY - Electric Franchise Area - Jan 2012 - Driving Time and Distance \(D\).pdf](http://iusaintranet/mycompany/ee/IUSA_StormCenter/IUSA_Documentation/Drive_Time_Maps/NY_Electric_Franchise_Area_-_Jan_2012_-_Driving_Time_and_Distance_(D).pdf)

[http://iusaintranet/mycompany/ee/IUSA\\_StormCenter/IUSA\\_Documentation/Drive\\_Time\\_Maps/NYSEG - Electric Franchise Area - Jan 2012 - Driving Time and Distance \(C\).pdf](http://iusaintranet/mycompany/ee/IUSA_StormCenter/IUSA_Documentation/Drive_Time_Maps/NYSEG_Electric_Franchise_Area_-_Jan_2012_-_Driving_Time_and_Distance_(C).pdf)

[http://iusaintranet/mycompany/ee/IUSA\\_StormCenter/IUSA\\_Documentation/Drive\\_Time\\_Maps/RGE - Electric Franchise Area - Jan 2012 - Driving Time and Distance \(C\).pdf](http://iusaintranet/mycompany/ee/IUSA_StormCenter/IUSA_Documentation/Drive_Time_Maps/RGE_Electric_Franchise_Area_-_Jan_2012_-_Driving_Time_and_Distance_(C).pdf)

[http://iusaintranet/mycompany/ee/IUSA\\_StormCenter/IUSA\\_Documentation/Drive Time Maps/Division Maps/Brewster - Service Area - May 2007 - Driving Time and Distance \(B\).pdf](http://iusaintranet/mycompany/ee/IUSA_StormCenter/IUSA_Documentation/Drive_Time_Maps/Division_Maps/Brewster_Service_Area_May_2007_Driving_Time_and_Distance_(B).pdf)

[http://iusaintranet/mycompany/ee/IUSA\\_StormCenter/IUSA\\_Documentation/Drive Time Maps/Division Maps/East Region - Service Area - May 2007 - Driving Time and Distance \(B\).pdf](http://iusaintranet/mycompany/ee/IUSA_StormCenter/IUSA_Documentation/Drive_Time_Maps/Division_Maps/East_Region_Service_Area_May_2007_Driving_Time_and_Distance_(B).pdf)

[http://iusaintranet/mycompany/ee/IUSA\\_StormCenter/IUSA\\_Documentation/Drive Time Maps/Division Maps/Liberty - Service Area - May 2007 - Driving Time and Distance \(B\).pdf](http://iusaintranet/mycompany/ee/IUSA_StormCenter/IUSA_Documentation/Drive_Time_Maps/Division_Maps/Liberty_Service_Area_May_2007_Driving_Time_and_Distance_(B).pdf)

[http://iusaintranet/mycompany/ee/IUSA\\_StormCenter/IUSA\\_Documentation/Drive Time Maps/Division Maps/Mechanicville - Service Area - May 2007 - Driving Time and Distance \(B\).pdf](http://iusaintranet/mycompany/ee/IUSA_StormCenter/IUSA_Documentation/Drive_Time_Maps/Division_Maps/Mechanicville_Service_Area_May_2007_Driving_Time_and_Distance_(B).pdf)

[http://iusaintranet/mycompany/ee/IUSA\\_StormCenter/IUSA\\_Documentation/Drive Time Maps/Division Maps/Oneonta - Electric Franchise Area - May 2007 - Driving Time and Distance \(B\).pdf](http://iusaintranet/mycompany/ee/IUSA_StormCenter/IUSA_Documentation/Drive_Time_Maps/Division_Maps/Oneonta_Electric_Franchise_Area_May_2007_Driving_Time_and_Distance_(B).pdf)

[http://iusaintranet/mycompany/ee/IUSA\\_StormCenter/IUSA\\_Documentation/Drive Time Maps/Division Maps/Plattsburgh - Service Area - May 2007 - Driving Time and Distance \(B\).pdf](http://iusaintranet/mycompany/ee/IUSA_StormCenter/IUSA_Documentation/Drive_Time_Maps/Division_Maps/Plattsburgh_Service_Area_May_2007_Driving_Time_and_Distance_(B).pdf)

## Maine

[http://iusaintranet/mycompany/ee/IUSA\\_StormCenter/IUSA\\_Documentation/Drive Time Maps/ME - Electric Franchise Area - Jan 2012 - Driving Time and Distance \(C\).pdf](http://iusaintranet/mycompany/ee/IUSA_StormCenter/IUSA_Documentation/Drive_Time_Maps/ME_Electric_Franchise_Area_Jan_2012_Driving_Time_and_Distance_(C).pdf)

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## Communication of EOP

This EOP will be posted on Storm Center and included in training with appropriate responsible parties.

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## Revision History

| Rev. No. | Date       | Reason(s)  |
|----------|------------|--|
| 1        | 12/12/2016 | Revised to reflect enhanced practices, mutual assistance activities, update responsible parties and reference appropriate EOPs |
| 2        | 2/20/2017  | Added clarifying language to Pre-Emergency Event   |
| 3        | 1/17/2017  | Updates to meet post-NY Windstorm findings.  |
| 4        | 02/01/2018 | Modifications in response to Windstorm findings  |
| 5        | 02/14/2018 | Modifications in response to Windstorm findings  |

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## Attachments

n/a

## EOP-041 ROAD CLOSURE DURING MAKE SAFE PHASE

# Emergency Operating Procedure (EOP)

## Road Clearing during Make Safe Phase

|                                       |
|---------------------------------------|
| <b>EOP 041</b>                        |
| <b>Revision Number: 2</b>             |
| <b>Revision Date: 04/08/2016</b>      |
| <b>Recommended by: Raquel Mercado</b> |
| <b>EOP Owner: Incident Commander</b>  |

### *EOP Objectives*

This procedure defines the actions to be taken during the make safe phase of an event with regards to clearing down wires impeding road clearing activities.

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### *Pre-Emergency Checklist*

| ✓ | Action | Role/Position Title Responsible |
|---|--------|---------------------------------|
|   | None   |                                 |

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### *Pre-Emergency Event*

Not Applicable.

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### *During Emergency Event*

Upon New York State or the State of Maine declaring a "Travel State of Emergency" or "Travel Advisory" due to several road closures:

The **Planning Section Chief** will be responsible for the following;

- Querying the road closure website 511NY or 511Maine to gather a listing of roads impacted in their service area or impacting resource travel.

- [www.511NY.org](http://www.511NY.org) or [www.511.maine.gov](http://www.511.maine.gov)
- Work with the **Public Liaison Officer** assigned to Incident Command or Liaison County/Local resource assigned to the Emergency Management Office to obtain road closure information such as impassable roads impacted by wires down.
  - The “*Road Closure Template*” will be emailed to the County Emergency Management Director or appropriate municipal official as applicable to obtain the information
- **Planning Section Chief** will;
  - Brief the **Incident Commander** and arrange for tactics meeting when deemed necessary such as when multiple road closures cause the following:
    - Delays in access to our critical infrastructure
    - Delays in access to customer critical facilities (i.e.: Hospitals)
    - Prevents other first responders from responding to life and public safety emergencies
  - Integrate information into the preliminary damage assessment routes to minimize delays
  - Provide situational awareness to the **Operations Section Chief** and **Wires Down Branch Director**

The **Operations Section Chief** will evaluate whether or not a task team approach is warranted based on a variety of factors:

- Number of wires down per mile in an area
- Volume of down trees on identified roads
- Weather conditions impacting mobility such as snow levels, icing or flooding
- The **Operations Section Chief** will:
  - Evaluate resources required to clear wires down impeding road clearing activities
  - Review available external resources with the **Public Liaison Officer**
  - Establish Road Clearing Division/Group Supervisor if warranted
    - Set up Unified Command Structure if needed with impacted areas/towns

**Public Liaison Officer** to report progress to applicable County Emergency Management Office, county and/or municipal officials a minimum of two times per operational period or as warranted. The Public Liaison Officer will also contact the Operations Section Chief if requests for assembling a task team are received from the County OEM or municipal partners.

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## **Post-Emergency Event**

Not applicable.

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## **Communication Plan**

The **Incident Commander(s)** will review this EOP annually and make necessary revisions. The EOP will be stored on the IUSA Storm Site. All revisions will be communicated to the **Planning Section Chief, Operations Section Chief, Wires Down Branch Director** and **Public Liaison Officer** along with any subordinates.

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## ***Related Documentation***

Job Aid – 511NY Road Closing Information\_- Instructions for NYS 511 site.

Job Aid – 511ME Road Closing Information – instruction for ME 511 site.

Road Closure Template\_- Spreadsheet to exchange Counties/Town road closure information.

NIMS Resources Typing Template – Resource listing.

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## ***Revision History***

| Rev. No. | Date       | Reason(s)       |
|----------|------------|-----------------|
| 1        | 10/27/2014 | Develop EOP 041 |
| 2        | 4/8/2016   | Annual review   |

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## ***Attachments***

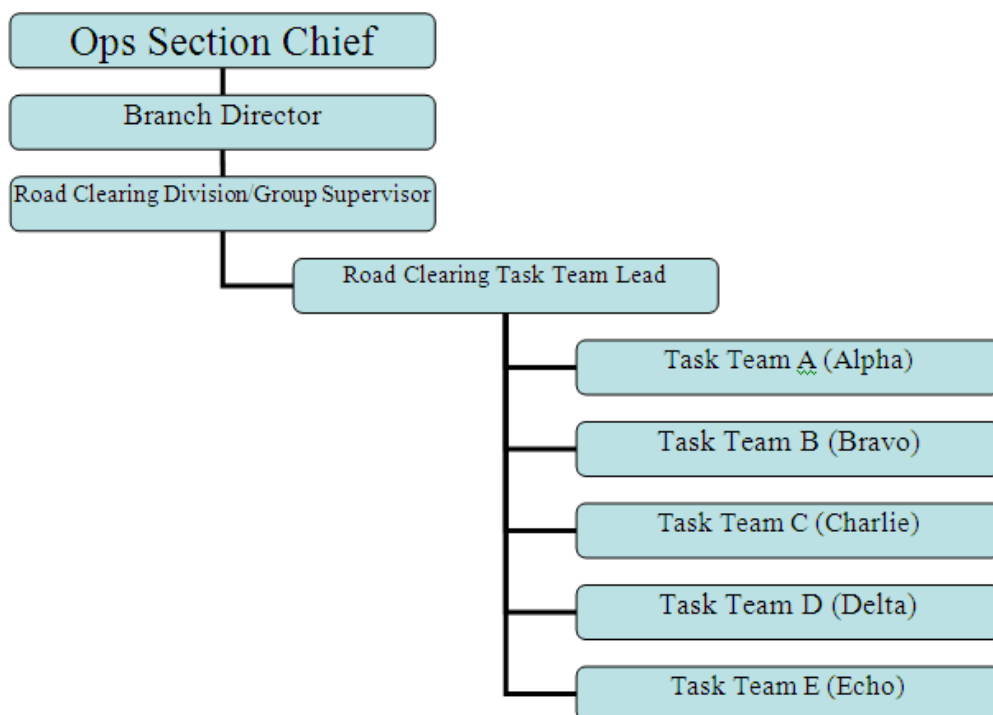
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## Appendix:

Guiding Principles for task team approach:

- Basic Task Teams will be comprised of
  - 1 Make Safe Crew, 2 Tree Crews and 2 Wire Guards
- The Phonetic Alphabet will be used to help track/identify the teams
- Endeavor to maintain a span of control for Road Clearing Task Team Lead(s)
  - 1 lead per no more than 6 teams
- All Road Clearing Task Team Leads will report to Road Clearing Division/Group Supervisor under the **Operations Section Chief**

### STRUCTURE







## **NYSEG AND RG&E SAMPLE - PRE-APPROVED IVR SCRIPTS**

### **Script 1:**

Thank you for calling [company]. We have already begun preparations for the [potential event type and timing]. We have teams monitoring forecasts and ready to respond in the case of electrical outages.

### **Script 2:**

Thank you for calling [company]. Please use our automated services to report your outage. Estimated restoration times are not yet available for many outages in this area. Please check back or use your mobile phone for updates. All available crews are out and working to restore power as quickly as possible.

### **Script 3:**

As a result of the [event type] that passed through the area, crews are clearing downed wires and trees as a first priority and then working to restore power. Estimated restoration times will be assigned as they become available. Please consider using our automated services or visiting us at [company website] to hear any available restoration updates.

### **Script 4:**

We are aware of outages in the [location name] division. As of [time], approximately [number] customers are out of power in your area. Crews are currently working to assess damage, make areas safe from downed wires and working to restore power as quickly as possible. Estimated restoration times will be assigned as they become available. Please consider using our automated services or visiting us at [company website] to hear any available restoration updates.

### **Script 5:**

We are aware of outages in the [location name] division. As of [time], approximately [number] customers are out of power in your area. Crews are continuing to assess and repair damage. We anticipate restoring power to [insert %] percent of all customers originally impacted by the storm by [insert time & date]. Please consider using our automated services or visiting us at [company website] to hear any available restoration updates.

### **Script 6:**

Bottled water and dry ice are being distributed in your area. Please visit us at [company website] to view a complete list of locations. Please consider using our automated services or visiting us at [company website] to hear any available restoration updates.