SUBJECT

ELECTRIC EMERGENCY RESPONSE PLAN

REDACTED

Consolidated Edison Company of New York
Electric Emergency Response Plan ("Electric ERP")

Paper copies of operating documents are uncontrolled and therefore may be outdated.
Prior to use, verify the current version, located under Policies and Procedures, on Conor.

Prepared/Approved By		Revision Date	Supersedes	Page
[redacted]	[redacted]	12/15/22	06/06/22	1 of 641

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A NOTE TO THE EXTERNAL READER

Consolidated Edison Company of New York's *Electric Emergency Response Plan* ("Electric ERP" or the "Plan") was originally written for its internal audience. While many edits have been made over the years to make the document more reader-friendly to an external audience, throughout the body of the Plan, there continue to be references to internal policies, procedures, guidelines and / or Corporate Instructions that are referenced for the benefit of the internal reader.

- In instances where a referenced document is neither internally nor externally restricted, and the content might be of interest to an external reader (*e.g.,* it may provide more insight into a Company procedure that is referenced, but not "repeated" within the body of the Plan), the document has been added as an ERP attachment for the benefit of the external reader.

- In instances where a referenced document is ***not*** internally restricted[1] (*i.e.*, any Company employee would have access), a hyperlink to the document's location (*e.g.*, on Conor[2] or another internal SharePoint location) has been included for the benefit of all internal readers.

Throughout the Plan, wherever an attachment is referenced, the external reader is reminded that that document is available for their review by the attachment number being noted in parenthesis [*e.g.*, *ETR Protocol (Attachment 12)*].

Finally, on the following page, are brief summaries of the contents of each Electric ERP attachment.

[1] Some operating groups (*e.g.*, System Operation, Electric Operations / Engineering) maintain procedures that may be highly technical or confidential in nature and, in turn, have restricted access (for both employees as well as the public). In those cases, those documents continue to be mentioned within the Electric ERP for the benefit of those readers with access, but a hyperlink has not been included.

[2] Conor is the Company's intranet site where all policies and procedures are located.

Summary of Attachments

Attachment 1: ***CI 260-2, Incident Reporting***
This Corporate Instruction details criteria for reporting "reportable incidents" to System Operation's Central Information Group ("CIG") and provides general information regarding how CIG then processes these reports and disseminates the appropriate notifications to all affected Company organizations as well as to specified regulatory and governmental agencies. "Reportable incidents" include those that impact Company operations or threaten degradation of service to a significant number of customers or critical customers; those that involve injuries to employees, contractors, or members of the public; and/or those that might result in media interest or impact the Company's image.

Attachment 2: ***CI 260-4, Corporate Response to Incidents and Emergencies***
This Corporate Instruction outlines the process by which CECONY shall prepare for, plan, and respond to incidents and emergencies. The Instruction details the Company's guidelines for determining the appropriate level of incident response and mobilization (*i.e.*, the designation, notification, and deployment of personnel and other resources). The Instruction also describes the Company's application of the Incident Command System ("ICS"), including CECONY's ICS organizational structure (at the Corporate level) as well as defines the roles and responsibilities of the ICS Command and General Staff in the Corporate Emergency Response Center ("CERC"). EXHIBIT A provides an expanded discussion of CECONY's four incident levels (*i.e.,* Routine, Upgraded, Serious and Full Scale). EXHIBIT B details CECONY's requirements for incident response training, qualification, and exercises. EXHIBIT C details communications expected during an incident. EXHIBIT D provides a summary of the IC's authority by incident classification level.

Attachment 3: ***CI 810-2, Corporate Affairs' Crisis Communications Plan***
This Corporate Policy Statement outlines the Company's policies and procedures on providing timely and accurate information to the general public, news media, elected officials, and community organizations during major system events (including load-shedding events) or emergencies that could affect, or have already affected, electric, gas and/or steam service, disrupt municipal services, have an impact on the environment, or otherwise impact customers in the CECONY service territory. The policy includes details (*e.g.,* responsible parties, triggers, time frames) around the following:

- press releases;
- press briefings (in-person, virtually via web video, or via telephone conference call);
- updates to the Company website (conEd.com);
- Company-level social-media monitoring/communications (*e.g.,* Facebook, Twitter, Instagram, YouTube, LinkedIn); and
- communications with elected officials, community organizations/boards, and/or the offices of federal officials.

Note: This Policy Statement does *not* apply to critical-facility or special-needs customer communications.

Attachment 4: ***CI 490-2, Customer Care Emergency Response Plan***
This Corporate Instruction details the *Customer Care Emergency Response Plan* ("Customer Care ERP"), including the various actions coordinated by different CECONY organizations once the plan is activated, and under what circumstances an activation might occur.

"Customer Care" refers to efforts taken by the Company to directly support customers impacted by a significant disruption in service. For instance, it might involve sending Customer Outreach representatives to the incident location to address customer concerns and questions. On a case-by-case basis (*e.g.*, when significant property damage has occurred to a customer), it might include assisting customers in obtaining critical resources (*e.g.,* food, clothing, temporary housing) and intervening, on the affected customers' behalf, with Company departments, governmental and social service agencies, and other agencies, as appropriate.

The Customer Information Center ("CIC") is a mobile van/office that is utilized, as appropriate, to make customers aware that we are in the community to address their questions and concerns. The CIC is equipped with Customer Information Center signage and equipped so that Outreach representatives can work remotely.

Attachment 5: ***CSP 2-0-1 Customer Operations – General: Corporate Event Customer Response Plan***
This Customer Service Procedure provides details regarding communications that are received, managed, and/or pushed by Customer Operations in response to a corporate event, including notifications about an event, actions during an event, and special actions during a hot weather emergency.

Attachment 6: ***CSP 2-0-22 Customer Operations – General: Dry Ice Distribution***
This Customer Service Procedure provides information related to Customer Operations' responsibilities and processes related to the *distribution* of dry ice to consumers whose electric service has been interrupted and are expected to be without service for 48 hours, or more, as a result of weather-related events or system emergencies.

Attachment 7: ***CSP 2-1-3 Customer Operations – Customer Communications: Processing Customer Emergency Reports***
This Customer Service Procedure provides information related to how emergencies that are reported by customers through various channels (*e.g.,* via Customer Service Representatives, the Interactive Voice Response system, the Company's website/mobile application, and/or text) are processed in order to lead to the creation of trouble tickets. The procedure also summarizes how customers can obtain restoration information (*e.g.*, via the outage map).

Attachment 8: ***CSP 3-1-8 Customer Operations – Credit and Collections: Active Accounts Coded Life Support Equipment***
This Customer Service Procedure provides insight into how, and under what conditions, certain residential customer accounts are coded as Life Support Equipment ("LSE") accounts as well as details the ongoing process for tracking and updating these accounts, as appropriate. It also provides information related to how the Company manages LSE accounts in arrears.

Attachment 9: *Acquisition and Allocation of Mutual Assistance and External Resources Guideline*
This internal reference guide provides guidance on the staffing assessment, resource acquisition, and ongoing re-allocation of mutual assistance and external contractor resources (*e.g*., overhead line, vegetation management, damage assessment, logistic support, site safety, substation maintenance, underground splicing, underground network, or other resources), which may be acquired, as deemed necessary by the operating organizations. This guide outlines the required actions and responsibilities for situations where it is deemed necessary to request mutual assistance or external contractor resources for incidents on the electric transmission and distribution system.

Attachment 10: *Damage Assessment Guide*
This internal reference guide provides employees assigned to the damage assessment effort (either in the field or through administrative support/oversight) with a standardized overview of the process. It explains where damage assessment fits within the regional ICS organization, the reporting structure of the organization, and more detailed information regarding each role's responsibilities, as well as mobilization/demobilization information (*e.g.,* reporting locations).

Attachment 11: *Order Approving the Scorecard for Use by the Commission as a Guidance Document to Assess Electric Utility Response to Significant Outages*
The purpose of this proceeding was to develop a quantitative tool that the utilities and the Commission could apply to assess electric utility performance in restoring electric service during outages which result from a major storm or other outage event. The Scorecard we adopt today assigns metrics and points into three categories: Preparation (150 points), Operational Response (550 points), and Communications (300 points). The three categories are intended to capture the key activities associated with major storm events. The Preparation metrics focus on utility activities in anticipation of a significant outage event. The second category, Operational Response, evaluates the utility's performance as a significant outage event is occurring and during the recovery period after the event until normal service is restored. The third category, Communications, assesses the utility's ability to receive and to disseminate information about the outage event and about the recovery process. The specific metrics and point assignments under each category are set forth in the Scorecard attached to this order in Appendix A and in the accompanying Emergency Response Performance Measurement Guide (Performance Guide) which is also attached in Appendix A.

Attachment 12: *ETR Protocol*
Per Case 13-E-0198, dated August 16, 2013, the *ETR Protocol* outlines the expectations of the New York State ("NYS") Department of Public Service ("DPS") when certain information (*e.g*., Estimated Times of Restoration) will be available and/or provided to both DPS Staff as well as key stakeholders (*e.g.*, customers, the public, media outlets, elected officials) in response to storms or storm-like electric emergencies when more than 5,000 customers are interrupted for more than 30 minutes within a Westchester County or any New York City ("NYC") borough, or more than 20,000 customers are interrupted companywide, for more than 30 minutes. Note: this Protocol was updated in April 2020.

Attachment 13: ***CSP 2-2-115 Customer Operations Account Operations-Electric Customer Outage Credits***
This Customer Service Procedure provides the requirements for how the Company will facilitate compliance with the New York State Public Service Commission's (PSC) November 18, 2013 Order regarding application of bill credits following unplanned electric outages lasting 72 hours or more.

Attachment 14: ***Potential Ice Distribution Locations List***
List of potential ice distribution locations in both Westchester County and New York City.

Attachment 15: ***Flood Response Guide***
This internal reference guide is primarily a resource to those assigned to CERC; it serves as a consolidated resource that identifies the Company's various internal plans, policies, and procedures - across all three commodities (*i.e.*, electric, gas and steam) - that relate to flooding events.

Attachment 16: ***Life Support Equipment Customer Contact Procedure During Events***
The Public Service Commission ("PSC") requires the Company to reach out to its LSE customers when they are impacted by an outage, via a *Customer Service Representative ("CSR")* or an external agency (*e.g.,* Police Department), depending upon the circumstances. This internal procedure provides insight into how this accomplished.

Attachment 17: ***CI 730-2, Settlement of Claims for Spoilage of Food, Prescription Medicine, or Perishable Merchandise due to Power Outage***
As described in General Rule 21.1 of Company's Schedule for Electricity Service, P.S.C. No. 10 (the "Tariff"), the Company will compensate direct and indirect (*i.e.*, master metered tenants) residential customers for spoilage of food and prescription medicine, and commercial customers for spoilage of perishable merchandise, due to lack of refrigeration that results from losses of power attributable to malfunctions in the local distribution system when the condition persists for a period in excess of 12 hours, or when the same customer is subjected to two or more such occurrences aggregating 12 hours or more within a 24-hour period. This Corporate Instruction provides details into the processing of applicable claims.

Attachment 18: ***ARCOS Crew Roster Template***
The template shows an example of a typical roster (blank), which can be used to track resources being utilized for storm restoration work (*e.g.,* contractor crews, mutual assistance crews, associated Company crews, and other types of contractors).

Attachment 19: ***CECONY NAMAG and EEI Mutual Assistance Agreements***
This external document includes the "Statement of Understanding and Endorsement" for utilities participating in NAMAG as well as NAMAG's Guidelines, which details how utilities are to coordinate regarding mutual assistance resource needs.

Attachment 20: ***NYS Public/Private Utility Mutual Assistance Protocol***
This external protocol outlines the general principles and practices of the Parties (of NYS utilities) to access, coordinate, and distribute critical resources to facilitate and expedite utility restoration following an emergency affecting a Utility Party or its service area through mutual assistance and a public/private partnership.

Attachment 21: *Utility Liaison Program Guide*
This internal reference guide provides a summary of the guidelines the Company has established for communication and coordination between CECONY, telecommunication providers, and other infrastructure utilities in CECONY's service territory during restoration-related activities following Serious or Full-Scale events.

Attachment 22: *Press Release Templates*
Sample press release templates related to electric emergency events.

ERP ACRONYMS

AAM	After-Action Meeting
AAR/IP	After-Action Report/Improvement Plan
AHC	All Hazards Consortium
AHJ	Authorities Having Jurisdiction
AMI	Advanced Metering Infrastructure
ARCOS	Automated Roster Callout System (Employee Notification System)
B/W	Bronx / Westchester
B/Q	Brooklyn / Queens
CAC	Customer Assistance Center
CAP	Contingency Analysis Program
CAT	Customer Assessment Team
CCSP	Corporate Coastal Storm Plan
CCT	Customer Count Team
CECONY	Consolidated Edison Company of New York
CEHSP	Corporate Environment Health & Safety Procedure
CERC	Corporate Emergency Response Center
CI	Corporation Instruction
CIC	Customer Information Center
CIG	Central Information Group
CMG	Communications Management Group
CPM	Customer Project Manager (Energy Services)
CRMS	Customer Relationship Management System
CSP	Customer Service Procedure
CSR	Customer Service Representative (Customer Operations)
DA	Damage Assessment
DAPR	Damage Assessment and Power Restoration
DAW	Damage Assessment Workgroup
DE	Distribution Engineering
DESR	Distribution Engineering Situation Room
DIS	Distribution Information System
DPS	Department of Public Service
DPW	Department of Public Works
DTN	Data Transmission Network and Dataline
DTTF	Downed Tree Task Force
DSNY	New York City Department of Sanitation
EEI	Edison Electric Institute
EH&S	Environment, Health and Safety
EMOPSYS	Emergency Operating System
EO	Electric Operations

EOC	Emergency Operations Center
EOP	Electric Operations Procedure
EP	Emergency Preparedness
ERG	Emergency Response Group
ERO	Emergency Response Organization
ERP	Emergency Response Plan
ESDA	Electric System Damage Assessment
ESG	Emergency Support Group (Facilities & Field Services)
ESR	Energy Services Representative
ETR	Estimated Time of Restoration
FAQ	Frequently Asked Questions
FDNY	Fire Department of the City of New York
FFS	Facilities & Field Services
FTE	Full-Time Equivalent
GR&RCA	Government Relations & Regional and Community Affairs
HASP	Health & Safety Plan
HUD	Heads-Up Display
I&A	Installation and Apparatus
IAP	Incident Action Plan
IC	Incident Commander
ICS	Incident Command System
IT – BSD	Information Technology – Business Systems Delivery
IVR	Interactive Voice Response
LOCC	Logistics Operations Control Center
LSE	Life Support Equipment
MEUA	Municipal Electric Utilities Association
MLP	Municipal Liaison Prog
MRG	Municipal Response Group
MTA	Metropolitan Transportation Authority
MYIIP	Multi-Year Integrated Preparedness Plan
NAMAG	North Atlantic Mutual Assistance Group
NEPPA	New England Public Power Association
NET-DVD	Network Data Visualization Display
NRE	National Response Event
NTI	Network Trouble Indicator
NYAPP	New York Association of Public Power
NYC	New York City
NYCEM	New York City Emergency Management
NYPD	New York City Police Department
NYS	New York State

NYMSG	New York Material Sharing Group
NYSOEM	New York State Office of Emergency Management
O&M	Operations and Maintenance
O&R	Orange and Rockland Utilities, Inc.
OEM	Office of Emergency Management
OH	Overhead
OMD	Outage Management Dashboard
OMS	Outage Management System
PORT	Power Outage Response Team
PSC	Public Service Commission
RCA	Regional Community Affairs
RECC	Regional Electric Control Center
RMAG	Regional Mutual Assistance Groups
RMS	Remote Monitoring System
RPT	Restoration Planning Team
SCADA	Supervisory Control And Data Acquisition
SEA	System Emergency Assignment
SEMO	New York State Emergency Management Office
SOR	Start of Restoration
SPAR	Storm Planning and Reporting
SPEAR	System & Program Engineering, Analysis and Reporting Department
SSMS	Site Safety Management System
SSO	Senior System Operator
STAR	System Trouble Analysis and Response
TF	Task Force
TNVS	Transmission Network Visualization System
TV	Temperature Variable
TVRS	Tie Vacuum Recloser Switches
UG	Underground
URD	Underground Residential Distribution
VDAMS	Virtual Data Acquisition Management System
VDAS	Vault Data Acquisition System
WCDES	Westchester County Department of Emergency Services
WMS	Work Management System

PART 105 MATRIX

PART 105 HEADER	DESCRIPTION	CECONY ELECTRIC ERP LOCATION
Table of Contents	Listing of Plan content / topics	Table of Contents
Introduction	A statement of the purpose, policies and objectives of the plan.	1. INTRODUCTION A Note to The External Reader
Emergency Classification	Specify the criteria or guidelines used for determining the severity of electric emergencies and their classification. The guidelines should include, but need not be limited to, the geographical scope of the emergency, the estimated time required to restore general service, the type of expected damage to the electric system, i.e., from a storm or other storm-like emergency, and an indication of whether Company personnel alone or Company and supplementary, non-Company personnel will be needed to repair system damage.	4. INCIDENT CLASSIFICATION & STAFFING 9 EMERGENCY ANTICIPATION AND MOBILIZATION PREPERADNESS
Emergency Response Training Program	(a) State the corporation's program to provide emergency response training for those personnel assigned service restoration responsibilities that are different from their normal duties.	3.2.1. Function-Specific Training
	(b) Identify person(s) responsible for managing and evaluating the effectiveness of the program.	3.2 TRAINING
	(c) Include procedures for conducting a minimum of one annual storm drill simulating a response to either a storm, or other storm-like electric emergency that would be classified at the highest or next highest level of severity.	3.3.2. Annual Storm Exercise
	(d) State the extent to which any personnel outside the Company may be involved in a storm drill.	
	(e) Include as well, provisions for critiquing the drill procedures and for giving Staff a minimum of two weeks' advance notice of a scheduled drill.	3.3.2. Annual Storm Exercise 3.3.6. The After-Action Process in Relation to Exercises

Advance Planning & Preparation	Specify the on-going actions that the corporation expects to take throughout each year to plan and prepare for an electrical emergency.	3. ADVANCE PLANNING & PREPAREDNESS
	State the corporation's procedures to update at least semi-annually its lists of contact persons, with titles, addresses, phone numbers and other pertinent data for the following: • all utility personnel assigned service restoration responsibilities; • mutual aid companies and contractors; • all life support and other special needs customers; • human services agencies; • print and broadcast media; • operators / managers of motels, restaurants, dormitories, etc.; • state, county and local elected officials, law enforcement officials, and • emergency management and response personnel; • medical facilities; and • vendors.	2.2. CONTACT LISTS
	At least annually, the corporation shall verify that all of the preceding data are current.	
	At least semiannually, the corporation shall issue updated lists of known changes to its employees that have plan implementation responsibilities.	2.2.1. Emergency Duty Rosters
	The procedures should include the corporation's plans to stockpile emergency restoration tools and supplies in loose or kit form.	5.4.2 Activation of Interregional Logistics
	State also, provisions for the preparation / distribution of literature or other forms of communication with information on customer storm preparations. Such information should address storm survival without electric power and safety precautions regarding electrical hazards such as downed wires or portable generator use.	7.3.2 Press Releases 3.5 ONGOING OUTREACH REGARDING CUSTOMER PROGRAMS 8.2 PRE-STORM / EVENT CUSTOMER COMMUNICATIONS 8.3 STORM / EVENT CUSTOMER COMMUNICATIONS

Emergency Anticipation	Identify the preparatory measures corporate management would implement in anticipation of a potential system emergency expected to affect the service territory within hours or days.	9 EMERGENCY ANTICIPATION AND MOBILIZATION PREPAREDNESS 11 PREEMPTIVE DE-ENERGIZATION
	Identify the criteria under which key personnel with service restoration responsibilities would either be notified of an impending emergency or deployed to assigned areas, and any special precautions that would be taken.	
Service Restoration Procedures	Provide the corporation's procedures for mobilizing its personnel, materials, and equipment in order to survey system damage (*i.e.*, damage assessment) and implement measures to ensure timely, efficient, and safe restoration of service to customers in areas damaged by a storm or other storm-like electric emergency.	5.3.2 Regional Planning Section 6.2.2 NYC TASK FORCES 12.2 RESTORATION PRIORITIES AND PUBLIC SAFETY 12.3 RESTORATION WORKFLOW ATTACHMENT 10 – DA Guide
	The procedures need to identify restoration priorities to ensure that restoration time is minimized, while ensuring critical customers' needs are met. Include a listing of the priorities for service restoration among customer groups in these procedures.	12.2 RESTORATION PRIORITIES AND PUBLIC SAFETY
	Identify criteria for determining when centralized versus decentralized control is appropriate.	5.1 ACTIVATION LEVELS
	For those severe emergencies when field damage assessments are needed, describe the methods for making, within 24 hours, broad scale preliminary assessments of the nature and extent of system damage based on rapid surveys of damaged areas and other data sources, and for making, within 48 hours, more detailed estimates of system damage based on systematic field surveys.	12.2 RESTORATION PRIORITIES AND PUBLIC SAFETY ATTACHMENT 10 – DA Guide
	Describe how field reports of system damage will be integrated with damage reports, or indicators from other sources, e.g., customer call-ins, in order to make a reasonably accurate assessment of system damage and reliable projections of the personnel, equipment, materials and time that will be needed to rapidly	5.3.2 Regional Planning Section 12.2 RESTORATION PRIORITIES AND PUBLIC SAFETY 12.3 RESTORATION WORKFLOW 12.5 MANAGEMENT & COMMUNICATION OF ETRS

	and safely achieve service restoration goals in all damaged areas.	12.4 CREW MANAGEMENT AND TRACKING
	Provide the procedures for deploying company and mutual aid crews to work assignment areas, monitoring crew activity, reassigning crews as necessary and releasing crews, under both centralized and decentralized command modes.	5.3.2 Regional Planning Section 5.3.3 Regional Operations Section 10.6 PROCESS OVERVIEW FOR REQUESTING AND MANAGING MUTUAL ASSISTANCE RESOURCES
	Describe the methods and means used to communicate with damage survey crews and service restoration crews.	
	Identify the procedures for coordinating Company restoration procedures with those of other utilities' restoration efforts and state / local emergency management and public works agency efforts.	3.6 ONGOING ELECTRIC-HAZARD AWARENESS TRAINING 5.3.1 Regional Command Staff (The Muni Desk) 6.2 EOC Liaisons 6.3 The Municipal Liaison Program 6.4 The Utility Liaison Program 12.2 RESTORATION PRIORITIES AND PUBLIC SAFETY 12.3 RESTORATION WORKFLOW 12.6 COORDINATION WITH BORDERLINE POWER UTILITIES 12.7 POST-FLOODING RESTORATION COORDINATION W/JURISDICTIONAL AUTHORITIES
Personnel Responsibilities	Provide a narrative and chart of the organization and operational assignments of personnel to be mobilized for each emergency classification identified. State the areas of management and supervisory responsibility and functions to be performed at each emergency classification level.	5 ACTIVATION ROLES, RESPONSBILITIES & ORG CHARTS ATTACHMENT 2: CI 260-4
	Include the procedures for contacting and managing all personnel assigned duties under the ERP at both the corporate and operating division level.	9.5 INCIDENT MOBILIZATION PREPARATION

Customer Contacts	Provide the corporation's procedures and facilities for handling the extraordinary volume of customer calls that are normally placed during emergency events.	8.3. STORM / INCIDENT CUSTOMER COMMUNICATIONS
	Include a description of the type of messages that may be given to call-in customers regarding projections for service restoration or other pertinent information.	
	State the overall corporate goals for answering customer calls during electric emergencies including, but not limited to, plans for staffing levels, number of positions activated, use of pre-recorded messages, means of providing updated information to customer service representatives, and the means of monitoring calls received and answered at the utility's office and, to the extent possible, at telephone company switching offices serving the utility's office.	
	State the procedures for contacting within 24 hours, and policies for responding to the needs of, life support customers (those who require electrically operated machinery to sustain basic life functions) during an electrical emergency.	8.3.3. Storm/Event Communications with LSE Customers ATTACHMENT 16: LSE Contact Procedure
	State the procedures for contacting other special needs customers (e.g., elderly, vision-impaired, hearing and speech-impaired, mobility-impaired and human service agencies representing these customers), along with policies for handling inquiries and requests for assistance from them.	8.2. PRE-STORM/EVENT CUSTOMER COMMUNICATIONS 8.3. STORM / EVENT CUSTOMER COMMUNICATIONS
	Describe the corporation's method for estimating dry ice needs during an emergency period projected to last more than 48 hours, and arrangements for obtaining and distributing dry ice to designated customer groups.	12.8 DRY ICE PROCUREMENT, DISTRIBUTION AND COMMUNICATIONS
	State also the means of making out-of-service customers aware of the availability and the location, dates, hours and amounts of dry ice to be distributed	

Communications	Provide the corporation's procedures and facilities for establishing and maintaining external communications exchanges regarding damage and restoration progress with customers in general, human service agencies, the media, the Department of Public Service, the State Emergency Management Office and other state agencies, county and local governments, emergency response services, and law enforcement agencies, etc.	7.2: COMMUNICATIONS WITH MUNICIPAL AND ELECTED OFFICIALS 7.3 COMMUNICATIONS WITH THE MEDIA 7.4: COMMUNICATIONS WITH THE PUBLIC VIA THE COMPANY WEBSITE 7.5 COMMUNICATIONS WITH THE PUBLIC VIA SOCIAL MEDIA 8.2. PRE-STORM/INCIDENT CUSTOMER COMMUNICATIONS 8.3. STORM / INCIDENT CUSTOMER COMMUNICATIONS
	Include the identification of any dedicated phone lines, the designation of any special Company representative to act as liaison with government entities, and any special provisions that may be required for dealing with critical facilities.	7.2: COMMUNICATIONS WITH MUNICIPAL AND ELECTED OFFICIALS 8.2. PRE-STORM/EVENT CUSTOMER COMMUNICATIONS
	State the corporation's planned frequency of communication updates to the media.	7.3 COMMUNICATIONS WITH THE MEDIA
Outside Aid	State corporate policy and criteria governing conditions under which request for service restoration aid from other utilities, contractors, government agencies or others would be made.	10. MUTUAL ASSISTANCE
	State the procedures to be followed in obtaining outside aid.	
Support Services	Describe the actions that will be taken, and who will be responsible for implementing them to sustain and support restoration crew activities. These shall include vehicle management; foreign crew accommodations, e.g., housing, food, and transportation; and distribution of warehouse supplies, e.g., materials, tools, parts, and equipment needed in the restoration process.	5.4.2 Activation of Interregional Logistics

1. INTRODUCTION

Consolidated Edison Company of New York ("CECONY" or "the Company") recognizes the importance of an integrated emergency response plan to manage and respond to emergency incidents that impact electric service customers within its service territory. When an emergency occurs, response actions are guided by CECONY's overriding principles of protecting the lives and safety of our customers, employees, and the public. These principles assure that our electric service is restored in a safe and timely manner and align with the Company's corporate objectives (and drive its operations year-round): Safety, Operational Excellence, and the Customer Experience.

1.1. PURPOSE

CECONY's *Electric Emergency Response Plan* (*"Electric ERP"* or "the Plan") outlines the Company's strategies to address storms (*e.g.*, lightning, high winds, heavy wet snow, ice) as well as other causes of electric emergencies with storm-like characteristics (*e.g.*, extreme heat) that disrupt service to customers. The Plan provides guidance for declaring appropriate incident classification levels, and for coordinating and deploying resources.

The Plan shall be used in accordance with the guidance set forth within the Company's Corporate Instruction on emergency response: *CI 260-4: Corporate Response to Incidents and Emergencies (Attachment 2)*.

1.2. APPLICATION

The Plan, which is available to employees on Conor under Policies and Procedures, applies to all CECONY employees that could respond to, and/or be responsible for, managing and/or supporting an electric system emergency, and is applicable for storm or storm-like incidents that last more than 12 hours or otherwise significantly impact CECONY electric system customers.

In addition to its Electric ERP, CECONY maintains a *Corporate Coastal Storm Plan ("CCSP"),* which details Company-wide[3] preparedness activities for when a tropical storm is forecast to impact the Company's service territory. Its focus is on the protection of Company assets and employee safety, as well as business continuity, which ensures continuity of essential business activities by resuming and continuing essential, non-deferrable work in these events. While it is scalable for, and potentially applicable to, named tropical storms from the National Hurricane Center that have the potential to impact Con Edison's service territory, it does not replace or supersede the Company's Electric, Gas, and/or Steam ERPs; rather, when activated, the CCSP

[3] Inclusive of the Company's electric, gas, and steam commodities.

provides additional guidance on the unique challenges the Company faces in preparing for a significant potential coastal storm.

The Company also maintains separate response plans that detail our response procedures related to non-storm emergencies that impact CECONY *(e.g.,* cyber-attacks, steam leaks, wide-scale gas events, etc.).

1.3. CUSTOMER OVERVIEW

CECONY's overhead ("OH") and underground ("UG") distribution systems span over 600 square miles and provide electric service to approximately 3.5 million customers across four service territories: Bronx/Westchester ("B/W"), Brooklyn/Queens ("B/Q"), Manhattan, and Staten Island.

Table 1.3A: Customer Breakdown by Service Territory and Type of Distribution System[4]

Service Territory	# of Customers: Overhead Distribution	# of Customers: Underground Distribution	# of Customers: Total
Bronx / Westchester	**416,063**	**415,303**	**831,366**
Bronx	*97,099*	*372,639*	*469,738*
Westchester	*318,964*	*42,664*	*361,628*
Brooklyn / Queens	**307,744**	**1,458,805**	**1,766,549**
Brooklyn	*98,056*	*876,911*	*974,967*
Queens	*209,688*	*581,894*	*791,582*
Manhattan	**N/A**	**719,127**	**719,127**
Staten Island	**181,683**	**N/A**	**181,683**
TOTALS	**905,490**	**2,593,235**	**3,498,725**

[4] As of January 2021.

2. REGULATORY COMPLIANCE

The Plan meets the requirements set forth in New York Codes, Rules and Regulations ("NYCRR") 16 NYCRR II A § 105.3 Submission of Electric Emergency Plans and § 105.4 Content of Electric Emergency Plans and Case 13-E-0198 for the submission and content of an *Electric Emergency Response Plan* in organizing the Company's response to storms and other causes of electric system emergencies with storm-like characteristics.

2.1. PLAN FILING

The Plan is reviewed annually in order to be filed on, or before, December 15, or on such other date as prescribed by the New York State ("NYS") Public Service Commission ("PSC" or "the Commission").

Emergency Preparedness ("EP") initiates the annual review of the Plan. All organizations with roles and responsibilities herein then submit requested edits to EP, who will incorporate any changes before filing. Each response organization is required to maintain their specific contact information, procedures, checklists, and instructions needed to support the Plan.

2.1.1 Confidential Lists

When the Company files the Plan, annually, it also will file, with the *DPS Records Access Officer* (confidential), its lists of critical facilities, press/media contacts (*i.e*., breaking news distribution list), and mutual assistance contractors.

2.1.2 Notifying NYC and Westchester County Officials

As required by Section 66(21)(f) of the Public Service Law, the Company will provide, via electronic mail, its most recently approved *Electric Emergency Response Plan* to the Westchester County Executive and the Emergency Management Office of the City of New York ("NYCEM"). In addition, the Company will also notify the *Commissioner, Westchester County Department of Emergency Services* ("WCDES"), and Westchester County municipal officials (*e.g.,* mayors, town supervisors, village administrators).

2.2. CONTACT LISTS

In accordance with 16 NYCCR II A §105.4 - Content of Electric Emergency Plans, the following contact lists are reviewed and updated, as needed, semi-annually:

i. all utility personnel assigned service restoration responsibilities;
ii. mutual aid companies and contractors;
iii. all Life Support Equipment and Special Needs customers;
iv. human services agencies;
v. print and broadcast media;

vi. operators/managers of motels, restaurants, and dormitories, etc.;
vii. state, county, and local elected officials, law enforcement officials, and emergency management and response personnel;
viii. medical facilities; and
ix. vendors

Owners of these lists (detailed in the subsection below) are encouraged to maintain a printed backup copy, as well as an offline digital copy, in case they are unable to access the data online.

2.2.1 Emergency Duty Rosters (Regional, EP Liaison, and CERC)

Electric Operations' *Regional Department Managers,* or designee(s)[5],will maintain, and update, at least semi-annually, an *Emergency Duty Roster* (*i.e.,* list of key responders for storm response) for the respective Regional Electric Control Center ("RECC").

Any time an electric operating region goes into an incident classification level of Serious or greater, it is the responsibility of the respective Regional Control Center Department Manager or designee(s), for each Regional Electric Control Center (RECC) to confirm that the employees, staffing the Regional ICS Command and General Staff positions have the required ICS training.

Emergency Preparedness' ("EP") *Director, Strategic Planning and Preparedness,* or designee, will maintain two *Emergency Duty Rosters*: the first is for its *EP Liaison* role (staffed by EP); the second is for CERC activations (staffed by leadership from across the Company's various organizations). While these lists are updated annually, they may also be updated in response to ongoing personnel changes.

- The *Emergency Duty Roster* for *EP Liaison* is distributed by email to EP staff at the beginning of each new rotation (weekly).
- The *Emergency Duty Roster* for CERC is distributed by email to the CERC distribution list every four weeks.

2.2.2 Mutual Assistance and Contractor Companies' Contact Information

EP's *Director, Support Services and Preparedness,* or designee, will maintain the Company's contact list of contractors and mutual assistance companies and update this list, via internal applications, at least semi-annually, checking with the companies for email address and phone number updates. As points of contact change, EP will work with Supply Chain (Direct Support Services) to identify alternate contacts or contractors.

2.2.3 Life Support Equipment and Special Needs Customer Contact Information

[5] Whenever the term 'designee' is used in this ERP, it means an employee the Company designates and/or assigns, at its discretion, to perform the task.

The *Department Manager, Customer Outreach,* or designee, oversees the Outreach department's twice annual outreach to customers enrolled in the Company's LSE Program as follows:

- On an annual basis, in preparation for the summer, customers enrolled in the Company's LSE Program are contacted via direct mail to request that they provide the Company with up-to-date contact information.
- In addition, on an annual basis, a letter is sent to all LSE customers to request recertification of whether life support equipment is still in use, and to provide updated contact information (*i.e.,* telephone number, and email), including emergency contact information, to the Company.

In addition, whenever an LSE customer contacts one of our Call Centers or the dedicated LSE telephone line, the answering *Customer Service Representative ("CSR")* will be prompted by our Customer Information Systems to obtain the customer's up-to-date information, including their alternate emergency contact information (Note: LSE customer accounts can have up to three alternate emergency contact telephone numbers).

The Company proactively reminds Special Needs customers to update their contact information through the following channels: Customer news articles, Spotlight, Annual Rights Notice, presentations, pre-event emails, and an annual mailing.

For additional information on how the Company conducts outreach regarding its customer programs, see ERP Section 3.5: Ongoing Outreach Regarding Customer Programs.

2.2.4 Human Service Agencies' Contact Information

The contact lists for Human Services Agencies that provide services to Con Edison's Special Needs Customers in New York City and Westchester County are updated, at a minimum, semi-annually by Corporate Affairs' *Director, New York City Regional & Community Affairs* and *Director, Westchester Regional & Community Affairs,* or their respective designee(s).

2.2.5 Media Outlets' Contact Information

Corporate Affairs' *Director, Media Relations,* or designee, will maintain a contact list for media outlets in the Company's service area, and update this list at least semi-annually, including checking with news outlets for all appropriate e-mail addresses and phone numbers.

2.2.6 Mutual Assistance Lodging and Food Services Contact Information

Facility and Field Services' *Section Manager, Emergency Support Group,* or designee, will update, on a semiannual basis, contact information related to establishments that may serve as potential lodging accommodations for mutual assistance crews (*e.g.*, motels, dormitories) as well as food service/catering options.

2.2.7 Municipal and Elected Officials' Contact Information

Corporate Affairs' *Director, New York City Regional & Community Affairs* and *Director, Westchester Regional & Community Affairs,* or their respective designee(s), will update each region's respective contact list for federal, state, county, and local elected officials, and community boards[6] at least semi-annually by asking those officials and boards for their contact information including district office locations, email addresses, phone numbers, and fax numbers. CECONY provides an online information form to municipal and elected officials to complete, which includes a statement on how to reach a Government Relations & Regional and Community Affairs ("GR&RCA") representative to make any changes between the semi-annual updates.

2.2.8 Emergency Management / Liaison Contact Information

EP's *Director, Strategic Planning and Preparedness*, or designee, will maintain the contact list of local emergency management and response personnel (*e.g.*, Office of Emergency Management, Police, Fire, MTA, etc.) and update the list semiannually. The Utility Liaison Program contact list is also maintained by EP personnel under the direction of EP's *Director, Strategic Planning and Preparedness*, or designee, and reviewed and updated, semi-annually.

2.2.9 Critical Facilities' Contact Information

In order to keep critical facility contact information up to date, the Company undertakes the following minimum pro-active measures: under the direction of Energy Services' *Department Manager,* or designee, an Energy Services' *Customer Project Manager,* or designee, will solicit updated contact information from critical facilities located within NYC and Westchester County. This is done semi-annually, via email, phone, or USPS mailing.

If a critical facility update or revision is needed, it will be done, by Energy Services, in the "Contact History" section of EMOPSYS *(i.e.*, the Company's Emergency Operating System database), which contains emergency customer contact information, as well as emergency generation information provided by the critical facilities' contacts (if applicable), for critical facilities and 'managed accounts' (defined as large commercial customers).

Energy Services is responsible for maintaining and updating all critical facility information in EMOPSYS. Details on the maintenance and usage of EMOPSYS are provided in *4-5-4 Energy Services – General: Energy Services Responsibilities Associated with The Emergency Operating System ("EMOPSYS").* In addition, Energy Services will email an updated version of the critical facilities list to Customer Operations/CMG semi-annually.

[6] …and local departments (*e.g.*, police, fire, highway, and public works), as applicable, to be inclusive of those with whom the region normally interacts.

2.2.10 Vendor Contact Information

Supply Chain's *Director, Procurement, Planning & Analysis,* or designee, will review, and update as needed, the *Qualified Supplier List* (consisting of active vendors), at a minimum, semi-annually.

2.3. ANNUAL STORM DRILL

In accordance with 16 NYCRR II A § 105.2: Definitions, EP will initiate an annual storm exercise prior to June 1 of each year simulating a response to either a storm or storm-like electric emergency that would be classified at the highest, or next highest, level of severity. Numerous Company organizations, from operating departments involved directly in an emergency incident, to support organizations, are invited to participate, as well as external stakeholders (*e.g.*, other utilities, private sector organizations). The exercise scenario will typically involve a coastal storm/flooding scenario. EP will notify DPS Staff a minimum of two weeks prior to the exercise and provide copies of exercise documents.[7]

In addition, in accordance with 16 NYCRR II A § 105.2: Definitions, the *Vice President, Emergency Preparedness* may waive this exercise requirement if previous incidents during the calendar year provided sufficient experience. For actual preparations (*a.k.a.*, real-world incident experience) in lieu of an exercise, *VP of EP* shall provide written notification to the *DPS Director of the Office of Resilience and Emergency Preparedness,* or designee, of the Company's intent to waive the exercise by no later than two weeks prior to the June 1st exercise deadline. The Company shall certify, in accordance with 16 NYCCR II A § 105.3: Submission of Electric Emergency Plans that all requirements of § 105.2: Definitions were met, including which event(s)/response(s) (*i.e.,* event name/s, date/s) led to this determination.

2.4. PSC SCORECARD

In 2013, following Superstorm Sandy, the PSC approved an *Order Approving the Scorecard for Use by the Commission as a Guidance Document to Assess Electric Utility Response to Significant Outages (Attachment 11)*. Per the order, within 30 calendar days, following the completion of customer restoration to any electric event during which the outage duration (*i.e.,* the time period between the start of event and customer restoration) exceeded three (3) days, or to any "qualifying network outage"[8] in New York City, the Company is required to complete and submit the PSC Scorecard to the Commission.[9] EP's *Director, Support Services and*

[7] For additional information, see ERP Section 3:3.2: Required Annual Storm Exercise.
[8] The interruption of service to 15% or more of customers in any CECONY network for a period of three hours or more.
[9] Staff may require the Scorecard to be applied to assess company performance for other outages and make a corresponding recommendation to the Commission for other action as may be appropriate.

Preparedness, or designee, initiates and oversees the process to complete and submit the PSC Scorecard, as required.

2.5. PREPARATION AND SYSTEM RESTORATION PERFORMANCE ("PART 105") REPORT

As set forth in 16 NYCCR II A § 105.4: Content of Electric Emergency Plans, within 60 calendar days following completion of service restoration in an emergency event where the restoration period exceeded three (3) days, each electric corporation shall submit a review of all aspects of its preparation and system restoration performance to the PSC. EP's *Director, Support Services and Preparedness,* or designee, initiates and oversees the process to complete and submit the *Part 105 Report*, as required.

2.6. INCIDENT COMMAND SYSTEM TRAINING AFFIDAVIT

As required by the PSC's *Order Implementing Outage Recommendations* issued and effective July 20, 2007, CECONY will certify annually that "…*each employee in a position in the emergency response organization receive[d] training, to a level commensurate to the position occupied, in the Incident Command System ("ICS") and National Incident Management System*." Under the authority of the *Vice President, Emergency Preparedness,* by April 1 of each year, the Company completes a notarized affidavit self-certifying that employees who occupy an ICS Command or General Staff position at the regional level (in accordance with the ERP), and/or during a CERC mobilization, at an incident classification level of Serious or greater, have received ICS training to a level commensurate with the position held.

3. ADVANCE PLANNING AND PREPAREDNESS

The following chapter details various preparedness measures and programs that are managed, year-round, to enable the Company to respond to emergencies in a more efficient and expeditious manner, including, but not limited to:

- business continuity
- the use of System Emergency Assignments ("SEAs");
- ongoing function-specific and ICS training;
- ongoing exercises (inclusive of an after-action process);
- ongoing meetings with Westchester County emergency management/municipal officials; ongoing customer outreach regarding life support equipment and special needs programs;
- ongoing electric-hazard awareness training to municipalities;
- ongoing identification and sourcing of staging and material laydown areas and dry ice distribution locations;
- ongoing vegetation management;
- the installation of smart meters; and
- ongoing post-event after-actions (organizational and/or Company-wide).

3.1. SYSTEM EMERGENCY ASSIGNMENTS

System Emergency Assignments ("SEAs") facilitate the effective utilization of all employees should a major incident occur that impacts Company facilities, equipment, or systems requiring the augmentation of normal resources to restore operations. Every employee has at least one SEA and, potentially, up to four SEA assignments, depending on factors such as previous work experience, special skills, or Company needs.[10]

There are two distinct groups of SEAs: one is where the employee is retained by their home organization; the other is where the employee is released in order to fulfill another assignment. When an employee is retained by their home organization, their SEA is *Business Continuity,* and the employee performs either their day-to-day function or works in another role to support their home organization. SEA assignments for employees not retained by the home organization, include, but are not limited to *Damage Assessor, Site Safety Representative, Municipal Liaison, EOC Liaison,* or *Logistics Site Manager*. Functional-specific training related to the above-named SEAs is detailed in ERP Section 3.2.1: Function-Specific Training.

Information related to alerting and activating SEA employees is detailed in ERP Section 9.5.2: Alerting / Activating System Emergency Assignment Personnel.

[10] Company policies related to travel and work during storms and emergencies (*e.g.*, storm pay, change of schedule, meal allowance, etc.) are located on Conor under *Storm and Emergency Information and Resources*.

3.2. TRAINING

Organizational Vice Presidents, or designees, are responsible for having a well-trained workforce that is prepared to respond to incidents within their areas of responsibility.

3.2.1 Function-Specific Training

Personnel assigned to respond to incidents shall receive the necessary onboarding/training to perform their assignment.

- For employees in Electric Operations who may remain in their regular role, but who have increased storm-restoration responsibilities, one particularly important training is Outage Management System ("OMS") training. OMS training is assigned to individuals with OMS access in the Company's Learning Management System (eTrain). This system automatically generates reports that are sent out on the first day of every month to individuals and their managers identifying training that is coming due. OMS training is now included in these automated reports and will be identified when it is 60 days prior to expiration for the manager's review and action.
- For employees whose SEA is their daily job function, training is provided as part of their standard skills training/core curriculum.
- For employees with an SEA that differs significantly from their normal duties (*e.g., Site Safety Representative, Damage Assessor, Municipal Liaison, EOC Liaison,* and *Logistics Site Manager*), their required functional training is detailed in Table 3.2.1A below.

SEA-required trainings are added to an employee's training profile in the Company's Learning Management System (eTrain). This system automatically generates reports that are sent out on the first day of every month to employees and their managers identifying training that is coming due. Additional reminders are sent to employees who are coming due on an Annual Refresher.

In addition, *Storm Role Owners* and *SEA Coordinators* (*e.g*., Construction Management for *Damage Assessors;* Customer Ops–Credit and Field Operations for *Site Safety Representatives*; EP for *Municipal Liaisons* and *EOC Liaisons*; and FFS for *Logistics Site Managers*) have access to the training records of employees who staff the given SEA(s) that they administer. *Coordinators* can periodically (*e.g*., semi-annually) run a training report to determine if any employees are out of compliance by going to The Learning Center's portal site and running the appropriate query under "Self-Service Reports."

Table 3.2.1A: Training for Employees with an SEA that Differs Significantly from Their Normal Duties

SEA Title	Code	Course Name	Frequency	Description
Damage Assessor	EOV9008	STORM DAMAGE ASSESSOR	Once** *(Annual Refresher SBS0039)*	Participants will be able to demonstrate a basic knowledge of the overhead system and meet the requirements to follow proper communications procedures during a storm emergency. Upon completion, participants will be able to demonstrate basic knowledge to safely approach, secure, assess and report the information required to expedite repairs and restore service to our customers. Review of the 5 Basic Principles of Human Performance.
	SAF4600	OSHA	Once** *(Annual Refresher SAF4700)*	Participants will become compliant with current applicable regulations. The information presented is intended for AWARENESS-LEVEL training ONLY. Participants will develop a safety and environmental awareness that uses resources of our CEHSPs and GEHSIs to guide employees in making decisions and be familiar with locating Company Procedures and Instructions. Ethical Awareness is integrated into the program modules to reinforce ethical behavior and enhance the students understanding of our Corporate Values.
Site Safety Rep.	ONL0415	SITE SAFETY TRAINING	Annual	Participants will learn the roles and responsibilities of a Site Safety Rep.
Municipal Liaison EOC Liaison (Westchester)	ONL0582 *(Replaces KWL0128)*	SYSTEM EMERGENCY ASSIGNMENTS	Once	Participants will learn the history and mission of SEA Program, deployment rules, locate assignments in Employee Directory and EPIC system, and how to identify methods of notification (*e.g.*, ARCOS).
	ONL0279	MUNICIPAL LIAISON ONBOARDING	Once	Participants will gain a more comprehensive knowledge of CECONY's infrastructure, Corporate Response to Incidents and Emergencies, Storm Preparation, Incident Classification, Restoration Priorities, and the objectives and support system of the "MLP" program.
	KWL0012	STORM PROCESS OVERVIEW	Once	Participants will be able to identify a typical Incident Command Structure, explain the importance of monitoring storms, describe the restoration process flow, identify different types of restoration crews, identify the importance of both internal/external communications throughout the process, and describe he roles of EH&S, Logistical support, and Admin/Finance. "Ethical Awareness" is integrated into program modules to maintain ethical behavior and enhance understanding of our Corporate Values. (Job Briefing; Ethical Awareness; Questioning Mindset; Situational Awareness; Rules We Live By)
	SBS0069	OUTAGE MGMT. DASHBOARD	Annual	Step by Step online course reviewing the Outage Management Dashboard.
	ONL0129	MLP PROGRAM OVERVIEW	Once** *(Annual Refresher)*	Participants will learn about the MLP Program, the history of the program, he role of Municipal Liaisons, the overhead infrastructure for Westchester County service territory, and the different phases of our Program operations.
EOC Liaison (NYC, NYS)	ONL0582 *(Replaces KWL0128)*	SYSTEM EMERGENCY ASSIGNMENTS	Once	*(See above)*
	KWL0012	STORM PROCESS OVERVIEW	Once	*(See above)*
	SBS0069	OUTAGE MGMT. DASHBOARD	Annual	*(See above)*
Logistics Site Manager	ONL0582	SYSTEM EMERG. ASSIGNMENTS	Once	*(See above)*
	SAF3061	ICS 100	Once	Participants will review ICS principles and features including incident planning, typical ICS organizational charts, specific ICS positions, typical incident facili ies & resources deployed and what actions to take upon initial response to an emergency. Upon completion the participant will be able to assume an ICS position or play an ac ive support role in a Company-managed emergency using ICS, other than a designated field Incident Commander, as outlined in the Hazwoper standard.
	SAF4600	OSHA	Once** *(Annual Refresher)*	*(See above)*
	SBS0130	CUSTODIAL COORD.	Annual	Participants will learn about the roles and responsibilities of a Staging Area Custodial Coordinator, the daily operations performed, and the different forms used to track activities.
	SBS0131	BUS COORD.	Annual	Participants will learn about the different roles and responsibilities of the Staging Area Bus Coordinator, the daily operations performed by a Bus Coordinator, and he different forms used to track activities.
	SBS0132	RENTAL EQUIP. COORD.	Annual	Participants will learn about the roles and responsibilities of a Staging Area Rental Equipment Coordinator, the different types of items and equipment associated with the work, and the different forms used to track activi ies.
	SBS0134	TRAFFIC CTRL. COORD.	Annual	Participants will learn about the roles and responsibilities of Traffic Control, daily operations performed, and the different forms used.
	SBS0133	STAGING AREA STOREROOM COORDINATORS	Annual	Participants will learn about the roles and responsibilities of a Storeroom Coordinator.
	SBS0136	VEHICLE FUELING COORD.	Annual	Participants will learn about the roles and responsibilities of staging area vehicle fueling, the different types of fueling, and the different forms used

	SBS0137	LOGISTICS SITE REP	Annual	Participants will learn about the roles and responsibilities of a Staging Area Logistics Site Rep, Blue Sky Day activities, Pre-Storm preparedness, different forms used, and the demobilization process.
	SBS0138	STAGING AREA OJT	Annual (OJT)	Participants will learn about the Incident Command System (ICS), the role of Logistics, Staging Area Staffing, the mobilization of System Emergency Assignments, staging area function, safety, and basic ground rules.
Notes	***Once an employee has completed the initial course, e-Train will automatically include the annual e-Learning refresher course in the employee's training profile. The initial course meets the functional training requirement for SEA assignment.*			

3.2.2 Incident Command System Training

The Company utilizes the national ICS training standard as a framework for its required ICS training. All employees who assume the role of *Incident Commander, Officer, Section Chief, Branch Director,* and/or *Unit Leader*, at the regional and/or corporate levels of activation, will be trained to the levels specified on Conor under CECONY - Minimum Incident Command System Training Requirements and Rosters.

Additional information regarding ICS training, including enrollment instructions, can be found on Conor's Incident Command System Training page.

3.3. EXERCISES

Exercises are a key component of preparedness and crucial to ensuring the Company's readiness to respond quickly and effectively to incidents. Exercises are intended to drill personnel on established response procedures and to practice responding to realistic emergency scenarios. A well-designed exercise provides a low-risk environment, for both internal and external stakeholders, to assess workforce capabilities, familiarize personnel with their roles and responsibilities, and foster meaningful interaction and communication across organizations. Further, exercises are designed to enhance planning and identify both capabilities and areas for improvement.

3.3.1 General Exercise Requirements

The *Vice President, Emergency Preparedness,* or designee, is responsible for monitoring and recording the execution of response exercises for the Company in accordance with the Company's *Multi-Year Integrated Preparedness Plan* ("MYIPP"). This document describes the broad range of training and exercise activities to be undertaken, including those required by regulatory authorities (*e.g.,* 16 NYCRR Part 105, Oil Pollution Act of 1990).

As specified in the MYIPP, each Operations organization (with the exception of Customer Operations) will conduct at least two emergency response exercises per year. These exercises will include the use of the ICS and must be based on a realistic risk-based scenario that tests the organization's capabilities to respond to either a system- or environment-related incident that would be classified at an incident classification of Upgraded or Serious. For Serious and Full-Scale exercises, the organization conducting the exercise should ensure that the appropriate support organizations are invited to participate, in order to test their capabilities, as well as invite other stakeholders to observe, as appropriate.

Any Company organization developing and conducting an exercise is advised to utilize CECONY's *Exercise Development and Evaluation Guide* (on Conor) and to contact EP's Exercise Group, as needed, for guidance.

The organization conducting the exercise will maintain exercise documentation. Records are to be maintained for five years, where appropriate, or as otherwise required by regulations, and are subject to review by federal or state regulatory agencies to confirm compliance with applicable regulations.

In addition, as specified in the MYIPP, EP's *Director Strategic Planning and Preparedness,* or designee, will design and conduct periodic exercises to allow employees to practice and fine-tune their emergency functions during non-emergency conditions, as well as provide guidance to Company organizations in developing, conducting, and evaluating their own exercises.

Note: if an actual Serious or Full-Scale incident occurs during the calendar year that meets the objectives of a planned non-regulatory exercise, at the discretion of the *VP of Emergency Preparedness,* or designee, it may be used in lieu of an exercise to satisfy the Company's MYIPP requirements.

Finally, all Company organizations must comply with any and all exercise requirements prescribed by federal, state, and local laws and regulations, and other Corporate Instructions and procedures.

3.3.2 Annual Storm Exercise

In accordance with 16 NYCRR II A §105.2: Definitions, EP's *Director, Strategic Planning and Preparedness*, or designee, will conduct an annual storm exercise, prior to June 1 of each year, simulating a response to either a storm or other storm-like electric emergency that would be classified at the highest, or next highest, level of severity. All relevant CECONY organizations as well as outside agencies are invited to participate. Both operating and support departments are invited to participate, as well as external stakeholders (*e.g.*, other utilities, private sector organizations). In addition, EP's *Director, Strategic Planning and Preparedness,* or designee, will notify DPS Staff a minimum of two weeks prior to the exercise and provide copies of exercise documents.

For guidance regarding the waiver process for an annual storm drill/exercise (regulatory), see ERP Section 2.3 Annual Storm Drill.

3.3.3 Exercising with Utility Liaison Program Participants

Participants of the Utility Liaison Program[11] will be invited by EP's *Director, Strategic Planning and Preparedness*, or designee, to storm-related exercises with a classification of Serious or greater (*e.g.*, annual storm exercise, Operations-led exercises). At such exercises, a discussion and review of the *Utility Liaison Program Guide (Attachment 21)* (inclusive of the protocol for pole-setting coordination), as well as verification of ULP participants' contact information, will occur if utility liaisons attend.

3.3.4 Exercising with Westchester Municipalities

Annually, representatives from EP and RCA (and other departments, as appropriate) will conduct a tabletop exercise with each Westchester municipality; this exercise will review, with municipal officials, the process for requesting a Municipal Liaison, coordinating and prioritizing municipal hazards (e.g., road closures, or downed trees with wires), and the restoration process, including restoration of power to critical facilities.

3.3.5 OMS Stress Testing

Information Technology's *Systems Manager, Business Systems Delivery (BSD), or designee*, will design, plan, and execute an OMS stress test, which will occur in a test environment, prior to June 1. A significant or major system change to the OMS after June 1, will require a second stress test within 90 calendar days of the major system change implementation. Stress testing will simulate the peak trouble order volume that would occur during a hypothetical storm that affects 90% of customers over a 24-hour period on the overhead distribution system.
Following each stress test, IT's *Systems Manager, BSD, or designee,* will be responsible for the following:

- Within 20 business days of each stress test, IT's *Systems Manager, BSD, or designee*, will submit a report to the *DPS Director of the Office of Resilience and Emergency Preparedness, or designee*, that contains the detailed results that support either a passing or failing grade.
- In the event of a failed stress test, IT's *Systems Manager, BSD, or designee*, will develop a remediation plan. IT's *Systems Manager, BSD, or designee,* will submit the remediation plan to the *DPS Director of the Office of Resilience and Emergency Preparedness, or designee*, within 30 calendar days. A re-test will take place within 90 calendar days.
- **Note:** If, due to circumstances beyond the Company's control, the Company is unable to complete and submit the report and/or perform the re-test within 90 calendar days, IT's *Systems Manager, BSD,* or designee, will notify the *NYS DPS Director of the Office of Resilience and Emergency Preparedness, or designee,* to advise of the circumstances and propose a revised date.

[11] For more information, see ERP Section 6.4: The Utility Liaison Program.

In addition, the Company will review the OMS logic rules, semi-annually, under the direction of the *Project Manager, Central Support Operations,* or designee. This review will be performed jointly with the IT BSD team.

3.3.6 The After-Action Process (in Relation to Exercises)

The after-action process is a learning tool that facilitates the evaluation of an exercise (or event) with the goal of improving performance.

As soon as practicable following an EP-facilitated exercise (*e.g.*, annual CERC exercise), EP's *Director, Strategic Planning and Preparedness,* or designee(s), will conduct an After-Action Meeting ("AAM") with the involved organizations and then develop and distribute an After-Action Report/Improvement Plan ("AAR/IP") to the exercise participants. The AAR/IP will address strengths, opportunities, trends, lessons learned, and recommendations as well as detail any significant improvement action items that have been assigned, to whom (*i.e.*, person/department), and the timeline for completion. EP's *Director, Strategic Planning and Preparedness,* or designee, is responsible for entering the associated AAR/IP's improvement action items into Archer (*i.e.*, the Company's tracking system), capturing each action item's responsible person(s) and expected completion date(s).

For more information on the Company's after-action process following events, see ERP Section 3.10: The After-Action Process Following Events.

3.4. MEETINGS WITH WESTCHESTER COUNTY AND THE MUNICIPALITIES

An EP *Manager*, or designee, will arrange for semi-annual meetings with representatives of Westchester County's emergency management, Westchester County Department of Transportation, and New York State Department of Transportation. The first meeting will be an in-person session conducted in the spring with all parties to review identified County-level critical facilities, critical roads, feeder maps, as well as update contact information. A virtual meeting platform can be used as an alternative to in-person. Approximately six (6) months following the first meeting, an EP *Manager*, or designee, will contact the parties invited to the first meeting by e-mail and provide the stakeholders with an updated Critical Facilities List, an updated Company contact list, and any updates that pertain to the standing agenda of information discussed at the first meeting. Additionally, and as part of the e-mail – the stakeholders will be offered the opportunity to meet in-person, or virtually if they so prefer. If the in-person or virtual meeting is declined, the EP *Manager*, or designee, will provide a point-of-contact to address any questions or inquires that may arise. All requested modifications (*i.e.,* additions, deletions) are relayed to Energy Services for updating in EMOPSYS, as well as captured and incorporated into revised lists, which will be provided back to the County.

Additionally, representatives from EP and RCA participate in annual activities with the municipalities to maintain proficiency and relationships. This includes visiting with each municipality, annually, to review and update their reference package, which includes the

municipality's EOC reporting location, municipal officials' contact information, and critical facilities (*e.g.,* cooling centers/emergency shelters). Invitees will include municipal officials, members of the local police, fire, and highway department.

3.5. ONGOING OUTREACH REGARDING CUSTOMER PROGRAMS

Under the direction of Customer Operations' *Department Manager, Customer Outreach,* or designee, Outreach personnel conduct ongoing outreach activities to provide increased awareness around the Company's programs for Special Needs customers and Life Support Equipment ("LSE") customers.[12] This outreach is designed to raise customer awareness regarding these programs, while also serving as a means for the Company to update its related customer information.

The outreach activities include communications that are targeted to reach these populations through a multi-channel campaign that includes direct mailings, bill inserts, bill messages, and targeted emails, including the following:

- **Customer Bill Insert**
  A newsletter-style bill insert sent to customers with information regarding how to contact the Company regarding LSE/Special Needs programs and/or status.
- **Residential Rights Notice - Survey**
  An LSE/Special Needs survey included in the Residential Rights Notice sent annually to customers and in the first bill of all new customers.
- **Bill Message**
  A bill message sent to Special Needs customers that request updated contact information to be provided to the Company, if applicable (via telephone or the Company website).
- **Life Support Equipment Customer Mailing**
  A direct mailing sent annually to customers enrolled in the Company's Life Support Equipment ("LSE") Program that includes outage-related safety and preparedness tips relevant to those who use life support equipment, the "*In Case of a Storm"* brochure, and a refrigerator magnet/cling with Con Edison's dedicated LSE phone number. It requests the recipient provide updated contact information to the Company, if applicable.
- **Life Support Equipment Customer Recertification Mailing**
  A letter sent annually to customers enrolled in the Company's LSE Program that requests recertification of the use of life support equipment and updated contact information to be provided to the Company, if applicable.
- **Special Needs Customer Email**

[12] Tracked via the *LSE Identification Program Report* in accordance with Cases 06-E-0894 and 06-E-1158, Order Implementing Outage Recommendations, issued July 20, 2007 (Order), p.15.

An email sent annually to Special Needs customers who have provided the Company with an email address that requests updated contact information to be provided to the Company, if applicable (via email form or telephone).

- **Physician Email**
  An email sent to physicians (as well as medical facilities and medical manufacturers) with offices in the Company's service territory that informs the recipient of the need for Con Edison to know about those who use life support equipment in the five boroughs and Westchester County (even if they do not have a Con Edison account) and provides information on how to notify Con Edison. The email encourages the recipient to share this information with patients or clients in the five boroughs and Westchester County who use life support equipment. This mailing also includes outage-related safety and preparedness tips relevant to those who use life support equipment.
- **Master-Metered and Elevator-Building Management Mailing**
  Information sent annually via direct mail to the management of buildings in Con Edison's service territory at which tenants' electricity costs are included in their rent, as well as to managers of residential high-rise buildings with elevators. It includes outage-related safety and preparedness tips for Special Needs customers, the *"In Case of a Storm"* brochure, and a reminder that all customers who use life support equipment in their residence should notify Con Edison.
- **Community Group Mailing**
  A letter sent annually via direct mail to community groups operating in New York City and Westchester County that provides important information for anyone who depends on life support equipment and asks the recipient to share this information within their community. The letter indicates that additional helpful information (*e.g.,* electric and gas safety tips, instructions for reporting power problems, a guide to various billing and payment options, and information for customers with special needs) can be found on the Company website.
- **Spotlight Newsletter**
  A biannual newsletter targeted to Special Needs customers that contains information about how to contact the Company regarding LSE/Special Needs status and provide updated contact information, if applicable.
- **Safety Brochure**
  A brochure that provides outage-related safety information relevant to Special Needs customers that is available at the Company's Walk-In Centers.

In addition, information and forms related to the Company's programs for Special Needs and LSE customers is provided on the Company website (conEd.com).

3.6. ONGOING ELECTRIC-HAZARD AWARENESS TRAINING

The Company has an established program that provides electrical-hazard awareness training to local municipal organizations, upon request. Training sessions are tailored to the nature of the audience (fire departments, police departments, public works administrators) and are provided by members of the Company's Emergency Response Group ("ERG"). Corporate Affairs notifies municipalities, annually, to remind them of this opportunity and encourage their participation.

3.7. LOGISTICS SITE MANAGEMENT

3.7.1 Site Identification and Sourcing of Potential Staging and Material Laydown Sites

Facilities and Field Services' ("FFS") *Section Manager, Emergency Support Group ("ESG"),* or designee, will manage the year-round sourcing of staging and material laydown areas in both NYC and Westchester.

The ESG has pre-identified open spaces, such as parks and large parking lots, that would be suitable for the above-named operations, based on the needs of an emergency (*e.g.,* proximity to event, footprint, or truck accessibility). The properties are either publicly (*i.e.,* city, county, federal), or privately, owned.

In the event that multiple staging areas need to be established across Westchester County (e.g., in order to facilitate daily morning deployment of external crews), the following quadrant-based locations have been identified as the primary locations to be assessed for staging area availability, based upon their geographic diversity:

- Quadrant A: FDR Park in Yorktown[13]
- Quadrant B: Marriott WC in Tarrytown
- Quadrant C: Yonkers Raceway in Yonkers
- Quadrant D: Rye Playland in Rye

FFS's *Section Manager, ESG,* or designee, also maintains the master list of all pre-identified potential sites for staging and material laydown (on the ESG SharePoint site), which is updated frequently, as sites are added, removed, or updated with new information. When recommendations for potential staging/material laydown sites are received by Company personnel, they are directed to FFS's *Section Manager, ESG,* or designee, for evaluation. As appropriate, potential sites are added to the ESG's master list. To the extent possible, the information retained for these locations includes, but is not limited to, site address, driving directions, property owner contact information, site contracts (where relevant), proposed layouts (*e.g.,* matrix for number and types of vehicles allowed), entry/exit location(s), and nearby emergency facilities (*e.g*., hospitals, police stations). Under the direction of FFS's *Section Manager, ESG,* or designee, ESG personnel will continue to maintain its master list of staging

[13] Quadrant A = Yorktown, Bedford, Cortlandt, Peekskill, Buchanan, New Castle, North Castle, Croton, Mount Kisco, Mount Pleasant Pleasantville
Quadrant B = Tarrytown, Ossining (Town), Ossining (Village), Briarcliff, Sleepy Hollow, Hastings, Dobbs Ferry, Greenburgh, Elmsford, Irvington, Ardsley
Quadrant C = Yonkers, White Plains, Scarsdale, Bronxville, Eastchester, Harrison, Tuckahoe
Quadrant D = Rye, Rye Brook, Port Chester, Mamaroneck (Village), Mamaroneck (Town), Mount Vernon, Larchmont, New Rochelle, Pelham (Town), Pelham (Village), Pelham Manor

and material laydown sites, taking into consideration geographic diversity when evaluating site suitability.

3.7.2 Site Identification and Sourcing of Potential Ice Distribution Sites

Development of the Company's potential ice distribution locations list is a collaborative effort between Corporate Affairs (RCA), Customer Operations (Customer Outreach), and Facilities and Field Services (ESG). As recommendations for potential ice distribution sites are received by Company personnel, including RCA (from municipal or elected officials), EP (from *Municipal Liaisons*, *EOC Liaisons*, NYCEM and/or WCDES[14]), and/or Customer Outreach (from customers during outreach activities), they are directed to FFS's *Section Manager, ESG,* or designee, for evaluation. As appropriate, potential sites are added to the master list of potential ice distribution locations maintained by ESG (Attachment 14: *Potential Ice Distribution Locations List*).

During blue-sky days, the *Section Manager, ESG* and *Department Manager, Customer Outreach,* or their respective designees, collaborate in evaluating the suitability of recommended ice distribution sites. Factors that are considered include the site's geographic location, size, layout, truck accessibility, lighting, the property's primary use, and/or congestion/usage parameters, as well as whether the property is publicly or privately owned, whether or not outreach has already been conducted to the property manager (*e.g.*, for privately owned locations), and whether or not the Company already has preferrable logistics sites defined within close proximity.

When a recommended site has been confirmed as being suitable to the needs of the Company, the site's availability for use by Con Edison then must be determined. If the property is privately owned (*e.g.*, large parking area belonging to a major retailer), the *Section Manager, ESG,* or designee, will notify Real Estate who will determine the property owner and work towards a potential land-use agreement. If the property is publicly owned and in Westchester County, the *Section Manager, ESG,* or designee, will coordinate with Corporate Affairs' *Director, Westchester Regional & Community Affairs,* or designee, to determine the appropriate contact for the site. If the property is publicly owned and in NYC, the *Section Manager, ESG,* or designee, will add the property to the list of potential sites for NYC (which, before use, requires coordination with NYCEM).

FFS's *Section Manager, Emergency Support Group,* or designee, maintains the master list of all pre-identified potential sites for ice distribution on their SharePoint site, which is updated frequently, as sites are added, removed, or updated with new information. The information retained for these locations includes, but is not limited to site address, driving directions, property owner contact information, site contracts (where relevant), proposed layouts (*e.g.,* matrix for number and types of vehicles allowed), entry/exit location(s), and nearby emergency facilities

[14] Annually, when an EP *Manager*, or designee, meets with Westchester County (see ERP Section 3.4), the County is provided an opportunity to recommend logistics site locations, including for ice distribution.

(*e.g.*, hospitals, police stations). The ESG will continue to maintain its master list of ice distribution sites, taking into consideration geographic diversity when evaluating suitability.

For more information on ice *distribution*, see ERP Section 12.8: Dry Ice Distribution.

3.7.3 Site Establishment Requests

Prior to activation of the Regional ICS organization, Electric Operations' *Regional General Manager(s),* or designee(s), will advise the *Section Manager, ESG,* or designee, when logistics sites are needed to support restoration activities, including how many sites, for what purposes, and in which general areas (*e.g., c*ounty/boroughs, or more granular). For events with advanced warning, needs are discussed during the *Regional ICS Calls,* and/or via direct communications. If the Regional ICS organization has already been activated, these responsibilities shift to the *Regional IC* and *Logistics Section Chief*, or designee(s).

3.8. ONGOING VEGETATION MANAGEMENT

Under the direction of Electric Operations' *Section Manager, B/W Contract Management,* or designee, throughout the year, Electric Operations' *Hazardous Tree Removal Program* identifies trees, either during routine cycle trimming, or during inspections, of the worst performing feeders (as determined by Regional Engineering) that are in imminent danger of falling. The candidates are then prioritized based upon their possible impact to critical customers, and/or critical infrastructure. Requests from municipalities, the NYC Parks Department, as well as residential and commercial customers, are also considered. Identified trees are documented, and permissions are obtained from the tree owner for removal, which is performed by the Company's Line Clearance vendor.

3.9. SMART METER INSTALLATIONS

The installation of Advanced Metering Infrastructure ("AMI" or "Smart Meters") is now in its fourth year of rollout at CECONY and on target to be completed in 2022. While there are numerous benefits that smart meters provide to the customer (*e.g.*, energy use management, cost management, billing alerts), there is also a significant advantage that smart meters will provide the Company during significant outage events.

- Currently, the Company's outage management system ("OMS") has been enhanced to utilize the AMI data and network and allow operators to conduct power status verification checks to multiple meters associated to a device in a system. These "pings", as they are referred to in the system, indicate customers' current power status and are used to improve the dispatching of resources, and, in turn, improve the efficiency of restoration efforts following a storm or storm-like emergency.
- Once fully integrated with our OMS, smart meters will be able to detect the loss (and restoration) of electric power to customers and provide this information to the Company in

near real-time. This will further improve outage identification and management by reducing the number of "false outages," helping to identify nested outages, and enabling more targeted restoration activities.

- Additional OMS enhancements are in development to improve the availability and utility of AMI data.

3.10. THE AFTER-ACTION PROCESS FOLLOWING EVENTS

Whenever one or more operating regions experience significant impacts caused by weather or no-notice events with a restoration duration of greater than 72 hours, EP's *Director, Strategic Planning and Preparedness,* or designee, will conduct a Company-wide After-Action Meeting ("AAM").

Prior to a Company-wide AAM, Operations and Communications organizations, as appropriate (based on the circumstances of the event), will conduct their own AAM(s) to determine organizational specific strengths, and areas for improvement; lessons-learned, and areas of improvement, gathered during organizational AAMs then will be shared at the Company-wide AAM. EP's *Interregional Conference Call* notes (detailed further in ERP Section 9.4 – The Interregional Conference Call) will remind Operating and Communications organizations (pre-event) to document their observations and any lessons learned throughout the event for the purposes of inclusion, as applicable, in post-event organization-specific, and/or Company-wide, AAM(s).

Following all Company-wide AAMs, EP's *Director, Strategic Planning and Preparedness,* or designee, will develop and distribute an AAR/IP to all stakeholders. The associated AAR/IP will address strengths, opportunities, trends, lessons learned, and recommendations, gathered during both the respective organizational, and Company-wide, AAMs, and will also detail improvement item assignments. EP's *Director, Strategic Planning and Preparedness,* or designee, is responsible for then entering the associated AAR/IP's improvement action items into Archer, capturing each action item's responsible person(s) and expected completion date(s).

4. INCIDENT CLASSIFICATION AND STAFFING

In accordance with 16 NYCCR II A § 105.4: Content of Electric Emergency Plans, the following chapter specifies the criteria that the Company uses for determining the severity of electric emergencies and their incident classification.

When determining an incident classification, CECONY incorporates multiple factors, including the geographical scope of the emergency, the estimated time required to restore general service, the type of expected damage to the electric system, other factors specific to the incident type (*e.g.*, winter storm, coastal storm, etc.), and the conditions listed in the Regional Incident Classification Matrices in section 4.2. In addition, this chapter and Section 9 detail how CECONY then uses regional *Incident Classification Matrices* to determine whether Company personnel alone, or Company plus supplementary (*e.g.*, mutual assistance) crews, will be needed to restore service and repair projected amounts of damage to the Company's electric distribution system. Incident classification decisions are based on the totality of the circumstances as they are reasonably known by the Company at the time it makes the classification decision.

4.1. INCIDENT CLASSIFICATION DEFINITIONS / RESPONSE LEVELS

As per *CI 260-4, Corporate Response to Incidents and Emergencies (Attachment 2),* the Company's Corporate Instruction on emergency management, incidents shall be classified into one of four incident classification levels. Please see the regional incident classification matrix for each region. Section 9.2 sets forth the process for establishing an incident classification. The table below gives general informational descriptions of each incident classification level.

Table 4.1A: Incident Classification Definitions / Response Levels

Incident Classification Level	Definition / Response Level
Routine	An incident (including routine work) that is typically managed on a local basis.
Upgraded	An incident that typically may require more crews or management assistance than required for a Routine response.
Serious	A more complex incident that typically requires more crews than an Upgraded incident, including crews from different Con Edison regions or support from outside the Company.
Full-Scale	An incident that typically involves widespread need for Company forces in one or multiple service areas, and which could include support from outside the Company. Note: A Full-Scale Incident can be preemptively declared when there is forecast for excessive heat or a major storm to impact/impacting the region.

4.2. REGIONAL INCIDENT CLASSIFICATION MATRICES

The Company uses region-specific *Incident Classification Matrices* and *Minimum Staffing Matrices* to assist in determining the resources and ICS mobilization needed to manage a forecasted storm or storm-like incident. To help establish the incident classification, the Company Meteorologist provides a weather forecast and risk assessment, which provides the projected number of outage jobs. The Company Meteorologist uses a weather model that incorporates factors such as historical storm customer outage and job data, in addition to other factors such as wind direction, foliage amount and soil saturation, to estimate outage impacts. Regional *Incident Classification Matrices* relate "levels" of incident classification to the approximate number of customers projected out of service and projected outage jobs. They are customized to take into consideration the anticipated weather conditions and geography of each of service area.

It is important to note that *Regional Incident Classification Matrices* alone do not determine the regional incident classification level. Rather, they are a tool utilized by the *Regional General Managers,* or their respective designees. For more information about how *Regional General Managers,* or their respective designees, use these matrices, along with other variables, prior to a forecasted event to help them to determine an event's regional incident classification level, see ERP Section 9.2: Determining Incident Classification.

4.2.1 Regional Incident Classification Matrix: Overhead Storm – Bronx/Westchester

Incident Classification Level	Approximate # Customers Projected Out of Service	Projected Outage Jobs* *Per the Overhead Impact Model from the Weather Risk Assessment	Examples of Possible Weather Conditions
1 – UPGRADED	Up to 8,000	30 – 109	• Isolated severe thunderstorms • Peak sustained winds greater than 25mph • Peak wind gusts greater than 35mph • Storm short in duration • Greater than 6 inches of wet snow
2A – SERIOUS	Up to 15,000	110 –174	• Scattered severe thunderstorms • Peak sustained winds greater than 30mph • Peak wind gusts greater than 40mph • Greater than 8 inches of wet snow
2B – SERIOUS	Up to 30,000	175 – 399	• Scattered to widespread severe thunderstorms • Peak sustained winds greater than 35mph • Peak wind gusts greater than 45mph • Greater than 12 inches of wet snow
2C – SERIOUS	Up to 40,000	400 – 549	• Widespread severe thunderstorms • Peak sustained winds greater than 40mph • Peak wind gusts greater than 50mph • Greater than 15 inches of wet snow
3A – FULL-SCALE	Up to 80,000	550 – 1149	• Heavy rain with high winds • Nor'easter type storms • Tropical storms • Peak sustained winds greater than 50mph • Peak wind gusts greater than 60mph • Conditions exist for 12-18 hours or longer • Greater than 15 inches of wet snow
3B – FULL-SCALE	Up to 100,000	1150 – 1499	• Extreme weather events (Tropical Storms, Hurricanes) • Peak sustained winds greater than 55mph • Peak wind gusts greater than 65mph • Conditions exist for greater than 18 hours
	Up to 200,000	1500 – 2999	
	Greater than 200,000	Greater than 3000	

4.2.2 Regional Incident Classification Matrix: Overhead Storm – Brooklyn/Queens

Incident Classification Level	Approximate # Customers Projected Out of Service	Projected Outage Jobs* *Per the Overhead Impact Model from the Weather Risk Assessment	Examples of Possible Weather Conditions
1 – UPGRADED	Up to 2,500	20 – 49	• Isolated severe thunderstorms • Peak sustained winds greater than 30mph • Peak wind gusts greater than 40mph • Storm short in duration • Greater than 6 inches of wet snow
2 – SERIOUS	Up to 10,000	50 – 249	• Scattered to widespread severe thunderstorms • Peak sustained winds greater than 35mph • Peak wind gusts greater than 45mph • Conditions exist for several hours • Greater than 12 inches of wet snow
3A – FULL-SCALE	Up to 20,000	250 – 400	• Heavy rainfall • Nor'easter type storms • Tropical Storms • Peak sustained winds greater than 50mph • Peak wind gusts greater than 60mph • Conditions exist for 12-18 hours • Greater than 15 inches of wet snow
3B – FULL-SCALE	Greater than 20,000	Greater than 400	• Extreme weather events (Tropical Storms, Hurricanes, Ice) • Peak sustained winds greater than 55mph • Peak wind gusts greater than 65mph • Conditions exists for greater than 18 hours

4.2.3 Regional Incident Classification Matrix: Overhead Storm – Staten Island

Incident Classification Level	Approximate # Customers Projected Out of Service	Projected Outage Jobs* *Per the Overhead Impact Model from the Weather Risk Assessment	Examples of Possible Weather Conditions
1 – UPGRADED	Up to 5,000	7 – 17	• Isolated severe thunderstorms • Peak sustained winds greater than 35mph • Peak wind gusts greater than 45mph • Storm short in duration • Greater than 12 inches of wet snow
2 – SERIOUS	Up to 15,000	18 – 59	• Scattered to widespread severe thunderstorms • Peak sustained winds greater than 45mph • Peak wind gusts greater than 55mph • Conditions exist for several hours • Greater than 18 inches of wet snow
3A – FULL SCALE	Up to 30,000	60 – 179	• Heavy rainfall with high winds • Nor'easter type storms • Tropical storms • Peak sustained winds greater than 55mph • Peak wind gusts greater than 60mph • Conditions exist for 12-18 hours • Greater than 24 inches of wet snow
3B – FULL SCALE	Greater than 45,000	Greater than 180	• Extreme weather events (Tropical Storms, Hurricanes, Ice) • Conditions exists for greater than 18 hours

4.2.4 Regional Incident Classification Matrix: Underground Winter - Bronx/Westchester

Incident Classification Level	Approximate # Customers Projected Out of Service	Estimated Time to Restoration	Examples of Weather Conditions
ROUTINE	<99	6-12 Hours	Fair weather Some Ice/Snow Melt-Off due to deicing with <6" accumulation.
UPGRADED	100-500	13-24 Hours	Potential for Active Melt-Off resulting from de-icing of >6" snow.
SERIOUS	501-1000	25-48 Hours	Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole 20-50 Events
FULL-SCALE	>1000	>48 Hours	Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole >50 Events

4.2.5 Regional Incident Classification Matrix: Underground Winter – Brooklyn/Queens & Regional Incident Classification Matrix: Underground Winter – Manhattan

Incident Classification Level	Approximate # Customers Projected Out of Service	Estimated Time to Restoration	Examples of Weather Conditions
ROUTINE	<500	6-12 Hours	Fair weather Some Ice/Snow Melt-Off due to deicing with <6" accumulation.
UPGRADED	501-1000	13-24 Hours	Potential for Active Melt-Off resulting from de-icing of >6" snow.
SERIOUS	1001-2000	25-48 Hours	Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole 20-50 Events
FULL-SCALE	>2000	>48 Hours	Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole >50 Events

4.2.6 Regional Incident Classification Matrix: Underground Winter Event – Staten Island

Incident Classification Level	Approximate # Customers Projected Out of Service	Estimated Time to Restoration	Examples of Weather Conditions
ROUTINE	<99	6-12 Hours	Fair weather Some Ice/Snow Melt-Off due to deicing with <6" accumulation.
UPGRADED	100-250	13-24 Hours	Potential for Active Melt-Off resulting from de-icing of >6" snow.
SERIOUS	250-500	25-48 Hours	Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole 20-50 Events
FULL-SCALE	>500	>48 Hours	Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole >50 Events

4.2.7 Incident Classification Matrix: Underground Heat Event (All Regions)

Incident Classification Level	SYSTEM-WIDE Pre-emptive Action	SYSTEM-WIDE Pre-emptive Action *(after second ≥ 83° F TV non-consecutive day)*	Regional Conditions
ROUTINE	Today's Temperature Variable[15] ("TV") predicted to be <81° F and load <11,500 MW	*Today's TV predicted to be <84° F	No significantly adverse conditions
UPGRADED	**WEEKDAY:** • Predicted load ≥11,500 MW or TV >81° F and <82° F • After first occurrence of ≥11,500 MW, TV predicted to be ≥81° F and <82° F **WEEKEND:** • TV predicted to be >82° F	**WEEKDAY:** • TV predicted to be ≥84° F for TWO (2) consecutive weekdays **WEEKEND:** • TV predicted to be ≥84° F for TWO (2) consecutive weekend days	No significantly adverse conditions
SERIOUS	**WEEKDAY:** • TV predicted to be ≥82° F **WEEKEND:** • TV predicted to be ≥82° F for TWO (2) consecutive weekend days	**WEEKDAY:** • TV predicted to be ≥86° F **WEEKEND:** TV predicted to be ≥86° F for TWO (2) consecutive weekend days	**WEEKDAY:** • TV predicted to be ≥84° F for TWO (2) consecutive weekdays **WEEKEND:** • TV predicted to be ≥84° F for TWO (2) consecutive weekend days **AND either of the following:** • Three (3) or more feeders are out in any one (1) second-contingency network or load area • Two (2) feeders are out in one (1) first-contingency load area
FULL-SCALE	*(In accordance with CI 260-4)* **Severe Heat CERC Activation when:** • TV is predicted to be ≥86° F for TWO (2) or more consecutive days, **AND/OR** • May be preemptively activated at the discretion of *SVP, Electric Operations* when warranted by the circumstances and in concurrence with the *VP, EP* and *SSO.*		**WEEKDAY:** • TV predicted to be ≥86° F **WEEKEND:** • TV predicted to be ≥86° F for TWO (2) consecutive weekend days **AND** • Three (3) or more feeders are out in more than two (2) second-contingency network or load areas • Two (2) feeders are out in more than two (2) first-contingency load areas

NOTE: *The regional ICS level can be upgraded at the discretion of regional and/or senior management at any time based on special circumstances (e.g., the first time the system is experiencing an integrated hour-ending system load exceeding 95% of the predicted maximum summer peak load for two consecutive days).*

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[15] CECONY utilizes a formula (internally known as the "Temperature Variable") that aggregates temperature and humidity over the current day and two previous days that correlates to the increase in customer usage of electricity. The degree of predicted increase allows CECONY to determine if any of the components in its distribution system may be in jeopardy. The forecasted TV is published daily as part of the *10-Day Electric Load Forecast*. The TV has been used to design CECONY's *Incident Classification Matrix* for heat events (all regions).

4.3. REGIONAL MINIMUM STAFFING MATRICES

Regional *Minimum Staffing Matrices* are customized to Electric Operations' three overhead regions and four underground regions, as well as to winter versus heat within the underground regions, to ensure that each region provides the appropriate number of resources for the given incident classification level and type of event that has been forecast.

Regional *Minimum Staffing Matrices* prescribe minimum staffing requirements for declared incident classification levels prior to the incident.

Once a storm hits, the Company has discretion to adjust and deploy staffing accordingly. For example, if all regions activated to a Serious staffing level in anticipation of certain conditions, but one region suffers more significant actual impact, then damage assessors from the less-impacted region may be re-allocated to the region in greater need. In addition, once damage assessment is complete, it may no longer be required for the Company to continue to staff that function around-the-clock to the levels stated within the regional *Minimum Staffing Matrices.*

Notes Regarding all *Minimum Staffing Matrices*

- One asterisk (*) denotes that Mutual Assistance may be requested based upon actual or predicted damage to feeders or secondary systems.
- Two asterisks (**) denotes that, whenever more than one region is mobilized, the regional position transitions to an interregional position.
- "As Req. / (1**)" denotes that whenever one region is mobilized, the staffing of the role is "as required", but when more than one region is mobilized, the role becomes interregional and the staffing minimum becomes one (1).

4.4.1 Regional Minimum Staffing Matrix: Overhead Storm – Brooklyn/Queens

Minimum Staffing Matrix – Overhead Storm – Brooklyn / Queens									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		UPGRADED 1		SERIOUS 2		FULL-SCALE 3A		3B	
		Day	Night	Day	Night	Day	Night	Day	Night
COMMAND STAFF	Regional Incident Commander	0	0	1	1	1	1	1	1
	Regional ETR Officer	0	0	1	1	1	1	1	1
	Regional EH&S Officer**	0	0	1	1	1	1	1	1
	EH&S Support	0	0	1	1	1	1	1	1
	Regional Information Officer	0	0	1	1	1	1	1	1
	Regional Communications Officer	0	0	1	1	1	1	1	1
	Regional Liaison Officer**	0	0	1	1	1	1	1	1
	Regional Customer Operations Officer	0	0	1	1	1	1	1	1
	Regional Energy Services Officer	0	0	1	1	1	1	1	1
	Energy Services Support (CPMs/ESRs)	0	0	6	4	8	4	10	8
OPERATIONS	Regional Operations Section Chief	0	0	1	1	1	1	1	1
	Overhead Operations Branch Director	0	0	1	1	1	1	1	1
	Overhead Cell Leads	0	0	3	3	3	3	3	3
	Overhead Restoration FTEs	8	4	28	12	36	16	36	16
	Overhead Clerical Support	1	1	2	2	2	2	2	2
	ETR Supervisor	0	0	1	1	1	1	1	1
	I&A Planner	0	0	1	1	1	1	1	1
	I&A Supervisor	0	0	2	2	6	6	6	6
	I&A Service Restoration FTEs	0	0	32	16	48	24	48	24
	I&A Clerical Support	0	0	3	3	4	4	9	9
	Meter & Test FTEs	0	0	12	0	14	0	14	0
	Mutual Assistance Branch Director	0	0	0	0	1	1	1	1
	Mutual Assistance Crew Guides	0	0	0	0	2	1	4	2
	Mutual Assistance FTEs	0	0	0	0	20	8	40	16
	Underground Operations Branch Director	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Line Clearance (Veg) Branch Director	0	0	1	1	1	1	1	1
	Line Clearance (Veg) FTEs	2	2	4	4	4	4	4	4

Minimum Staffing Matrix – Overhead Storm – Brooklyn / Queens									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		UPGRADED		SERIOUS		FULL-SCALE			
		1		2		3A		3B	
		Day	Night	Day	Night	Day	Night	Day	Night
PLANNING	Regional Planning Section Chief	0	0	1	1	1	1	1	1
	Substations Operations Representative	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	1	1	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	1	1	1	1	1	1
	Customer Count Team	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	0	0	5	5	10	10	10	10
	Control Center (RECC) Unit Leader	1	1	1	1	1	1	1	1
	Control Center (RECC) Management	8	3	7	7	8	8	8	8
	Control Center (RECC) Dispatchers	2	2	4	4	4	4	4	4
	Emergency Supervisors (#9) (UG/OH)	4	2	4	4	5	5	6	6
	Emergency Troubleshooters (OH) FTEs	6	4	10	6	10	8	10	8
	Emergency Troubleshooters (UG) FTEs	8	4	10	10	14	12	14	12
	FOD	5	4	5	4	5	4	5	4
	Feeder Control Boss/Generator Boss	0	0	1	1	1	1	1	1
	Damage Assessment Unit Leader	0	0	1	1	1	1	1	1
	Damage Assessment Coordinator	0	0	3	1	7	3	8	4
	Damage Assessors	0	0	15	5	35	15	40	20
	Site Safety Unit Leader	0	0	1	1	1	1	1	1
	Site Safety Coordinator	0	0	2	2	5	5	5	5
	Site Safety Reps (*i.e.*, Wire Guards)	0	0	25	25	50	50	50	50
LOGISTICS	Regional Logistics Section Chief**	0	0	1	As Req / (1**)	1	1	1	1
	Stores Operations Unit Leader**	0	0	As Req.	As Req.	1	As Req.	1	As Req.
	Logistics Site Unit Leader**	0	0	As Req.	As Req.	1	As Req.	1	As Req.
	Logistics Site Manager(s)	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Logistics Support**	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
F&A	Regional Admin/Finance Section Chief	0	0	1	1	1	1	1	1
	Admin Support	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.

4.4.2 Regional Minimum Staffing Matrix: Overhead Storm – Bronx/Westchester

Minimum Staffing Matrix – Overhead Storm – Bronx / Westchester							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		UPGRADED	SERIOUS			FULL-SCALE[1]	
		1	2A	2B	2C	3A	3B
		24 Hour	24 Hour	24 Hour	24 Hour	24 Hour	24 Hour
COMMAND STAFF	Regional Incident Commander	0	2	2	2	2	2
	Regional ETR Officer	0	2	2	2	2	2
	Regional EH&S Officer**	0	2	2	2	2	2
	EH&S Support	0	2	2	2	2	2
	Regional Information Officer	0	2	2	2	2	2
	Regional Communications Officer	0	2	2	2	2	2
	Regional Liaison Officer**	0	2	2	2	2	2
	Regional Customer Operations Officer	0	2	2	2	2	2
	Regional Energy Services Officer	0	2	2	2	2	2
	Energy Services Support (CPMs/ESRs)	0	6	6	6	6	10
	Muni Desk (Westchester)	0	8	8	8	8	14
OPERATIONS	Regional Operations Section Chief	0	2	2	2	2	2
	Overhead Operations Branch Director	0	2	2	2	2	2
	Overhead Cell Leads	0	2	2	2	2	4
	Overhead Restoration FTEs	0	48	60	60	50	30
	ETR Supervisors	0	2	2	2	2	2
	Overhead Clerical Support	0	6	6	8	8	10
	Municipal Response Group Branch Director	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Make-Safe Crew FTEs (Road-Clearing TF)[2]	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Tree FTEs (Road-Clearing TF)	0	As Req.	As Req.	As Req.	As Req.	As Req.
	MRG Coordinators (Road-Clearing TF)	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Municipal Liaisons (Road-Clearing TF)	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Mutual Assistance Branch Director	0	0	0	0	2	2
	Mutual Assistance Crew Guides	0	0	0	0	10	35
	Mutual Assistance FTEs	0	0	0	0	130	460
	Underground Operations Branch Director	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Vegetation Branch Director	0	1	1	1	1	1
	Vegetation FTEs	8	12	32	32	80	200
	Ladder Line Branch Director	0	1	1	1	1	1
	Ladder Line Cell Leads	0	1	1	1	2	3
	Ladder Line FTEs	0	16	30	40	60	120
	Meter & Test FTEs	0	4	4	4	6	6

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

2 One Make-Safe Crew is assigned per municipality, as appropriate (see Section 5.3.3: Regional Operations Section: Make-Safe Crews).

Minimum Staffing Matrix – Overhead Storm – Bronx / Westchester							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		UPGRADED	SERIOUS			FULL-SCALE[1]	
		1	2A	2B	2C	3A	3B
		24 Hour	24 Hour	24 Hour	24 Hour	24 Hour	24 Hour
PLANNING	Regional Planning Section Chief	0	2	2	2	2	2
	Substations Operations Representative	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Scribe	0	2	2	2	2	2
	Restoration Planning Team (RPT) Unit Leader	0	2	2	2	2	2
	Customer Count Team	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	0	4	8	12	14	20
	Control Center (RECC) Unit Leader	0	2	2	2	2	2
	Control Center (RECC) Management	10	14	14	14	17	17
	Control Center (RECC) Dispatchers	6	6	8	8	8	8
	Emergency Supervisors (#9) (UG/OH)	2	4	4	4	4	4
	Emergency Troubleshooters (OH)	24	24	24	24	24	24
	Emergency Troubleshooters (UG)	4	8	8	8	8	8
	Feeder Control Boss/Generator Boss	0	2	2	4	4	6
	Damage Assessment Unit Leader	0	2	2	2	2	2
	Damage Assessment Coordinators	0	2	6	8	10	20
	Damage Assessors	0	10	30	40	50	100
	Site Safety Unit Leader	0	2	2	2	2	2
	Site Safety Coordinators	0	4	6	6	10	10
	Site Safety Reps (*i.e.*, Wire Guards)	0	16	50	70	100	200
LOGISTICS	Regional Logistics Section Chief**	0	1 (2**)	1 (2**)	1 (2**)	2	2
	Stores Operations Unit Leader**	0	As Req.	As Req.	As Req.	1	1
	Logistics Site Unit Leader**	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Logistics Site Managers	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Logistics Support**	0	As Req.	As Req.	As Req.	As Req.	As Req.
F&A	Regional Admin/Finance Section Chief	0	2	2	2	2	2
	Admin Support	0	As Req.	As Req.	As Req.	As Req.	As Req.

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

4.4.3 Regional Minimum Staffing Matrix: Overhead Storm – Staten Island

Minimum Staffing Matrix - Overhead – Staten Island									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		UPGRADED		SERIOUS		FULL-SCALE			
		1		2		3A		3B	
		Day	Night	Day	Night	Day	Night	Day	Night
COMMAND STAFF	Regional Incident Commander	0	0	1	1	1	1	1	1
	Regional ETR Officer	0	0	1	1	1	1	1	1
	Regional EH&S Officer**	0	0	1	1	1	1	1	1
	EH&S Support	0	0	1	1	1	1	1	1
	Regional Information Officer	0	0	1	1	1	1	1	1
	Regional Communications Officer	0	0	1	1	1	1	1	1
	Regional Liaison Officer**	0	0	1	1	1	1	1	1
	Regional Customer Operations Officer	0	0	1	1	1	1	1	1
	Regional Energy Services Officer	0	0	1	1	1	1	1	1
	Energy Services Support (CPMs/ESRs)	0	On Call	2	2	5	3	5	3
OPERATIONS	Regional Operations Section Chief	0	0	1	1	1	1	1	1
	Overhead Operations Branch Director	0	0	1	1	1	1	1	1
	Overhead Cell Leads	1	0	1	1	2	1	2	1
	Overhead Restoration FTEs	10	8	20	8	28	8	28	8
	Substations FTEs	2	2	2	2	2	2	2	2
	I&A Electric Test FTEs	2	2	2	2	2	2	2	2
	I&A Network FTEs	2	2	2	2	2	2	2	2
	Mutual Assistance Branch Director	0	0	0	0	1	1	1	1
	Mutual Assistance Crew Guides	0	0	0	0	6	0	8	0
	Mutual Assistance FTEs	0	0	0	0	60	0	80	0
	Underground Operations Branch Director	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Underground Splicing FTEs	4	4	6	4	6	4	8	4
	Line Clearance (Veg) Branch Director	1	0	2	1	2	1	3	1
	Line Clearance (Veg) FTEs	4	2	6	4	12	4	24	4
	Ladder Line Branch Director	0	0	1	0	1	0	1	0
	Ladder Line Planner	0	0	1	0	1	0	1	0
	Ladder Line FTEs	0	0	8	4	16	4	24	4

Minimum Staffing Matrix - Overhead – Staten Island									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		UPGRADED 1		SERIOUS 2		FULL-SCALE 3A		3B	
		Day	Night	Day	Night	Day	Night	Day	Night
PLANNING	Regional Planning Section Chief	0	0	1	1	1	1	1	1
	Substations Operations Representative	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	1	1	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	1	1	2	2	3	3
	Customer Count Team	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	0	0	3	3	6	4	8	4
	Control Center (RECC) Unit Leader/Mgmt.	2	2	3	3	3	3	3	3
	Emergency Supervisors (#9)	1	1	2	1	2	2	2	2
	Emergency Troubleshooters	2	2	3	3	4	4	5	5
	Field Operator	1	1	2	2	2	2	2	2
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1	1	1
	Damage Assessment Unit Leader	0	0	1	1	1	1	1	1
	Damage Assessment Coordinator	As Req.	As Req.	1	1	2	1	3	2
	Damage Assessors	As Req.	As Req.	10	5	20	10	30	15
	Site Safety Unit Leader	0	0	1	0	1	1	1	1
	Site Safety Coordinator	0	0	1	1	2	2	2	2
	Site Safety Reps (i.e., Wire Guards)	0	0	10	10	20	20	30	30
LOGISTICS	Regional Logistics Section Chief**	0	0	1	As Req/(1**)	1	1	1	1
	Stores Operations Unit Leader**	0	0	As Req.	As Req.	1	As Req.	1	As Req.
	Logistics Site Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Logistics Site Manager	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Logistics Support**	0	0	As Req.	As Req.	As Req	As Req	As Req	As Req
F&A	Regional Admin/Finance Section Chief	0	0	1	1	1	1	1	1
	Admin Support	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.

4.4.4 Regional Minimum Staffing Matrix: Underground Winter – Brooklyn/Queens

Minimum Staffing Matrix – Underground Winter – Brooklyn/Queens							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night
COMMAND STAFF	Regional Incident Commander	0	0	1	1	1	1
	Regional ETR Officer	0	0	1	1	1	1
	Regional EH&S Officer**	0	0	1	1	1	1
	EH&S Support	0	0	1	1	1	1
	Regional Information Officer	0	0	1	1	1	1
	Regional Communications Officer	0	0	1	1	1	1
	Regional Liaison Officer**	0	0	1	1	1	1
	Regional Customer Operations Officer	0	0	1	1	1	1
	Regional Energy Services Officer	0	0	1	1	1	1
	Energy Services Support (CPMs)	2	On Call	4	2	4	2
	Energy Services Support (CAT Field A's/ESRs)	0	0	2	0	3	2
OPERATIONS	Regional Operations Section Chief	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	1	1	1	1
	Splicing FTEs	24	16	40	32	40	32
	Cable FTEs	8	8	10	8	12	8
	Environmental Operations FTEs	20	12	24	16	28	20
	I&A UG Network FTEs	8	8	16	8	32	16
	I&A UG Services FTEs	36	16	40	24	40	28
	4kV/Unit Substations FTEs	2	2	2	2	2	2
	Meter & Test FTEs	0	0	12	0	14	0
	Subsurface Construction Crews FTEs**	8	4	16	8	24	12
	Overhead Operations Branch Director	0	0	1	1	1	1
	Overhead Restoration FTEs	8	8	20	8	24	8
	Construction Branch Director	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Matrix – Underground Winter – Brooklyn/Queens							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night
PLANNING	Regional Planning Section Chief	0	0	1	1	1	1
	Substations Operations Representative	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	1	1	1	1
	Restoration Planning Team (RPT) Unit Leader	0	0	1	1	1	1
	Customer Count Team	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	2	2	3	3	7	3
	Control Center (RECC) Unit Leader	1	1	1	1	1	1
	Control Center (RECC) Management	8	8	9	9	9	9
	FOD FTEs	16	12	16	12	16	12
	Emergency Troubleshooters (UG) FTEs	8	10	10	12	12	14
	Emergency Troubleshooters (OH) FTEs	8	4	10	8	12	10
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1
LOGISTICS	Regional Logistics Section Chief**	0	0	1	As Req / (1**)	1	1
	Stores Operations Unit Leader**	0	0	As Req.	As Req.	1	As Req.
	Logistics Site Unit Leader**	0	0	As Req.	As Req.	As. Req.	As Req.
	Logistics Site Manager	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Support**	0	0	As Req	As Req	As Req	As Req
F&A	Regional Admin/Finance Section Chief	0	0	1	1	1	1
	Admin Support	0	0	As Req.	As Req.	As Req.	As Req.

4.4.5 Regional Minimum Staffing Matrix: Underground Winter – Bronx/Westchester

Minimum Staffing Matrix – Underground Winter – Bronx/Westchester							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night
COMMAND STAFF	Regional Incident Commander	0	0	1	1	1	1
	Regional ETR Officer	0	0	1	1	1	1
	Regional EH&S Officer**	0	0	1	1	1	1
	EH&S Support	0	0	1	1	1	1
	Regional Information Officer	0	0	1	1	1	1
	Regional Communications Officer	0	0	1	1	1	1
	Regional Liaison Officer**	0	0	1	1	1	1
	Regional Customer Operations Officer	0	0	1	1	1	1
	Regional Energy Services Officer	0	0	1	1	1	1
	Energy Services Support (CPMs)	On Call	On Call	2	2	2	2
	Energy Services Support (CAT Field A's/ESRs)	0	0	2	0	3	2
	Muni Desk (Westchester)	0	0	2	2	4	2
OPERATIONS	Regional Operations Section Chief	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	1	1	1	1
	Splicing FTEs	20	16	28	20	30	30
	Cable FTEs	4	4	4	4	4	6
	Environmental Operations FTEs	8	4	8	4	10	6
	I&A UG Network FTEs	16	8	20	8	20	8
	I&A UG Services FTEs	10	4	10	4	8	6
	4kV/Unit Substations FTEs	2	2	2	2	2	2
	Meter & Test FTEs	0	0	4	0	6	0
	Overhead Operations Branch Director	0	0	1	1	1	1
	Overhead Restoration FTEs	12	6	18	12	36	18
	Construction Management Branch Director	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Matrix – Underground Winter – Bronx/Westchester							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night
PLANNING	Regional Planning Section Chief	0	0	1	1	1	1
	Substations Operations Representative	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	1	1	1	1
	Restoration Planning Team (RPT) Unit Leader	0	0	1	1	1	1
	Customer Count Team	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	0	0	5	8	10	10
	Control Center (RECC) Unit Leader	1	1	1	1	1	1
	Control Center (RECC) Management	9	5	9	5	11	8
	FOD FTEs	12	12	14	14	16	16
	Emergency Troubleshooters (UG)	4	4	4	4	5	5
	Emergency Troubleshooters (OH)	13	10	13	10	14	12
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1
LOGISTICS	Regional Logistics Section Chief**	0	0	1	As Req/(1**)	1	1
	Stores Operations Unit Leader**	0	0	As Req.	As Req.	1	As Req.
	Logistics Site Unit Leader**	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Manager	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Support**	0	0	As Req	As Req	As Req	As Req
F&A	Regional Admin/Finance Section Chief	0	0	1	1	1	1
	Admin Support	0	0	As Req.	As Req.	As Req.	As Req.

4.4.6 Regional Minimum Staffing Matrix: Underground Winter – Manhattan

Minimum Staffing Matrix – Underground Winter – Manhattan							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night
COMMAND STAFF	Regional Incident Commander	0	0	1	1	1	1
	Regional ETR Officer	0	0	1	1	1	1
	Regional EH&S Officer**	0	0	1	1	1	1
	EH&S Support	0	0	1	1	1	1
	Regional Information Officer	0	0	1	1	1	1
	Regional Communications Officer	0	0	1	1	1	1
	Regional Liaison Officer**	0	0	1	1	1	1
	Regional Customer Operations Officer	0	0	1	1	1	1
	Regional Energy Services Officer	0	0	1	1	1	1
	Energy Services Support (CPMs)	On Call	On Call	4	2	4	2
	Energy Services Support (CAT Field A's/ESRs)	0	0	2	0	6	4
OPERATIONS	Regional Operations Section Chief	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	1	1	1	1
	Splicing FTEs	10	10	20	20	30	30
	Cable FTEs	4	4	8	8	12	8
	Environmental Operations FTEs	6	6	8	8	12	12
	I&A UG Network/Services FTEs	16	12	20	16	20	16
	Meter & Test FTEs	0	0	6	0	8	0
	Subsurface Construction FTEs	2	2	2	2	2	2
	Construction Branch Director	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Matrix – Underground Winter – Manhattan							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night
PLANNING	Regional Planning Section Chief	0	0	1	1	1	1
	Substations Operations Representative	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	1	1	1	1
	Customer Count Team	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	2	2	3	1	7	3
	Control Center (RECC) Unit Leader	1	1	1	1	1	1
	Control Center (RECC) Management	8	8	9	9	9	9
	FOD FTEs	8	8	8	8	10	10
	Emergency Troubleshooters (UG)	8	6	10	8	12	8
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1
LOGISTICS	Regional Logistics Section Chief**	0	0	1	As Req./ (1**)	1	1
	Stores Operations Unit Leader**	0	0	As Req.	As Req.	1	As Req.
	Logistics Support**	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Manager	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Support**	0	0	As Req	As Req	As Req	As Req
F&A	Regional Admin/Finance Section Chief	0	0	1	1	1	1
	Admin Support	0	0	As Req.	As Req.	As Req.	As Req.

4.4.7 Regional Minimum Staffing Matrix: Underground Winter – Staten Island

Minimum Staffing Matrix – Underground Winter – Staten Island							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night
COMMAND STAFF	**Regional Incident Commander**	0	0	1	1	1	1
	Regional ETR Officer	0	0	1	1	1	1
	Regional EH&S Officer**	0	0	1	1	1	1
	EH&S Support	0	0	1	1	1	1
	Regional Information Officer	0	0	1	1	1	1
	Regional Communications Officer	0	0	1	1	1	1
	Regional Liaison Officer**	0	0	1	1	1	1
	Regional Customer Operations Officer	0	0	1	1	1	1
	Regional Energy Services Officer	0	0	1	1	1	1
	Energy Services Support (CPMs)	0	On Call	1	1	2	1
	Energy Services Support (CAT Field A's/ESRs)	0	On Call	1	1	3	2
OPERATIONS	**Regional Operations Section Chief**	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	1	1	1	1
	Splicing FTEs	6	4	8	6	12	8
	Cable FTEs	2	2	2	2	2	2
	Environmental Operations FTEs	2	2	2	2	2	2
	I&A UG Network FTEs	2	2	2	2	2	2
	I&A / Electric Test FTEs	2	2	2	2	2	2
	4kV/Unit Substations FTEs	2	2	2	2	2	2
	Overhead Operations Branch Director	0	0	1	1	1	1
	Overhead Restoration FTEs	2	2	2	2	2	2
	Mutual Assistance Branch Director	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Matrix – Underground Winter – Staten Island							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night
PLANNING	Regional Planning Section Chief	0	0	1	1	1	1
	Substations Operations Representative	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	1	1	1	1
	Customer Count Team	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	2	2	2	2	3	3
	Control Center (RECC) Unit Leader	1	1	1	1	1	1
	Control Center (RECC) Management	1	1	2	2	2	2
	FOD FTEs	4	4	6	4	6	6
	Emergency Troubleshooters	2	2	3	3	4	4
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1
LOGISTICS	Regional Logistics Section Chief**	0	0	1	As Req./ (1**)	1	1
	Stores Operations Unit Leader**	0	0	As Req.	As Req.	1	As Req.
	Logistics Site Unit Leader**	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Manager	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Support**	0	0	As Req	As Req	As Req.	As Req.
F&A	Regional Admin/Finance Section Chief	0	0	1	1	1	1
	Admin Support	0	0	As Req.	As Req.	As Req.	As Req.

4.4.8 Regional Minimum Staffing Matrix: Underground Heat – Brooklyn/Queens

Minimum Staffing Matrix – Underground Heat – Brooklyn/Queens									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night	Day	Night
COMMAND STAFF	Regional Incident Commander	0	0	0	0	1	1	1	1
	Regional ETR Officer	0	0	0	0	1	1	1	1
	Regional EH&S Officer**	0	0	0	0	1	1	1	1
	EH&S Support	0	0	0	0	1	1	1	1
	Regional Information Officer	0	0	0	0	1	1	1	1
	Regional Communications Officer	0	0	0	0	1	1	1	1
	Regional Liaison Officer**	0	0	0	0	1	1	1	1
	Regional Customer Operations Officer	0	0	0	0	1	1	1	1
	Regional Energy Services Officer	0	0	0	0	1	1	1	1
	Energy Services Support (CPMs)	On Call	On Call	On Call	On Call	6	4	8	4
	Energy Services Support (CAT Field A's/ESRs)	0	0	0	0	3	2	5	3
OPERATIONS	Regional Operations Section Chief	0	0	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	0	0	1	1	1	1
	Splicing FTEs	16	16	8	12	24	24	28	28
	Cable FTEs	4	4	4	4	8	8	8	8
	Environmental Operations FTEs	10	8	8	8	12	10	14	12
	I&A UG Network FTEs	16	8	8	8	24	12	32	16
	I&A UG Services FTEs	16	10	8	10	32	16	40	16
	4kV/Unit Substations FTEs	2	2	2	2	2	2	2	2
	Meter & Test FTEs	4	0	4	0	12	0	14	0
	Subsurface Construction FTEs	8	8	8	4	16	12	16	12
	Overhead Operations Branch Director	0	0	0	0	1	1	1	1
	Overhead Restoration FTEs	8	8	8	8	20	12	24	20
	Construction Branch Director	0	0	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Matrix – Underground Heat – Brooklyn/Queens									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night	Day	Night
PLANNING	Regional Planning Section Chief	0	0	0	0	1	1	1	1
	Substations Operations Representative	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	0	0	1	1	1	1
	Restoration Planning Team (RPT) Unit Leader	0	0	0	0	1	1	1	1
	Customer Count Team	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	6	6	2	2	6	6	8	8
	Control Center (RECC) Unit Leader	1	1	1	1	1	1	1	1
	Control Center (RECC) Management	8	8	8	8	9	9	9	9
	FOD FTEs	16	16	10	10	18	20	18	24
	Emergency Troubleshooters (UG) FTEs	10	8	10	8	12	10	12	10
	Emergency Troubleshooters (OH) FTEs	6	4	6	4	6	4	8	6
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1	1	1
LOGISTICS	Regional Logistics Section Chief**	0	0	0	0	1	As Req./(1**)	1	1
	Stores Operations Unit Leader**	0	0	0	0	As Req.	As Req.	1	As Req.
	Logistics Unit Leader**	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Manager	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Support**	0	0	0	0	As Req	As Req	As Req	As Req
F&A	Regional Admin/Finance Section Chief	0	0	0	0	1	1	1	1
	Admin Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.

4.4.9 Regional Minimum Staffing Matrix: Underground Heat – Bronx/Westchester

Minimum Staffing Matrix – Underground Heat – Bronx/Westchester									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night	Day	Night
COMMAND STAFF	**Regional Incident Commander**	0	0	0	0	1	1	1	1
	Regional ETR Officer	0	0	0	0	1	1	1	1
	Regional EH&S Officer**	0	0	0	0	1	1	1	1
	EH&S Support	0	0	0	0	1	1	1	1
	Regional Information Officer	0	0	0	0	1	1	1	1
	Regional Communications Officer	0	0	0	0	1	1	1	1
	Regional Liaison Officer**	0	0	0	0	1	1	1	1
	Regional Customer Operations Officer	0	0	0	0	1	1	1	1
	Regional Energy Services Officer	0	0	0	0	1	1	1	1
	Energy Services Support (CPMs)	On Call	On Call	On Call	On Call	2	1	2	1
	Energy Services Support (CAT Field A's/ESRs)	0	0	0	0	2	2	3	2
	Muni Desk (Westchester)	0	0	0	0	As Req.	As Req.	As Req.	As Req.
OPERATIONS	**Regional Operations Section Chief**	0	0	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	0	0	1	1	1	1
	Splicing FTEs	24	16	20	12	28	20	32	24
	Cable FTEs	4	4	4	4	4	4	8	8
	Environmental Operations FTEs	8	4	8	4	8	4	10	6
	I&A UG Network FTEs	16	6	10	6	24	8	16	16
	I&A UG Services FTEs	10	4	4	4	10	4	8	6
	4kV/Unit Substations FTEs	2	2	2	2	2	2	2	2
	Meter & Test FTEs	0	0	0	0	4	0	6	0
	Overhead Operations Branch Director	0	0	0	0	1	1	1	1
	Overhead Restoration FTEs	12	6	12	6	24	12	36	18
	Construction Branch Director	0	0	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Matrix – Underground Heat – Bronx/Westchester									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night	Day	Night
PLANNING	Regional Planning Section Chief	0	0	0	0	1	1	1	1
	Substations Operations Representative	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	0	0	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	0	0	1	1	1	1
	Customer Count Team	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	3	2	3	2	5	5	10	10
	Control Center (RECC) Unit Leader	1	1	1	1	1	1	1	1
	Control Center (RECC) Management	9	5	9	5	9	5	11	8
	FOD FTEs	16	16	16	16	20	16	20	20
	Emergency Troubleshooters (UG)	4	4	4	4	4	4	5	5
	Emergency Troubleshooters (OH)	13	10	13	10	13	10	14	12
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1	1	1
LOGISTICS	Regional Logistics Section Chief**	0	0	0	0	1	As Req./(1**)	1	1
	Stores Operations Unit Leader**	0	0	0	0	As Req	As Req.	1	As Req.
	Logistics Site Unit Leader**	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Manager	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Support**	0	0	0	0	As Req	As Req	As Req	As Req
F&A	Regional Admin/Finance Section Chief	0	0	0	0	1	1	1	1
	Admin Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.

4.4.10 Regional Minimum Staffing Matrix: Underground Heat – Manhattan

Minimum Staffing Matrix – Underground Heat – Manhattan									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night	Day	Night
COMMAND STAFF	Regional Incident Commander	0	0	0	0	1	1	1	1
	Regional ETR Officer	0	0	0	0	1	1	1	1
	Regional EH&S Officer**	0	0	0	0	1	1	1	1
	EH&S Support	0	0	0	0	1	1	1	1
	Regional Information Officer	0	0	0	0	1	1	1	1
	Regional Communications Officer	0	0	0	0	1	1	1	1
	Regional Liaison Officer**	0	0	0	0	1	1	1	1
	Regional Customer Operations Officer	0	0	0	0	1	1	1	1
	Regional Energy Services Officer	0	0	0	0	1	1	1	1
	Energy Services Support (CPMs)	On Call	On Call	On Call	On Call	4	2	4	2
	Energy Services Support (CAT Field A's/ESRs)	0	0	0	0	2	0	4	2
OPERATIONS	Regional Operations Section Chief	0	0	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	0	0	1	1	1	1
	Splicing FTEs	20	12	12	8	24	16	30	20
	Cable FTEs	4	4	4	4	8	8	12	8
	Environmental Operations FTEs	12	8	8	8	12	10	12	12
	I&A UG Network/Services FTEs	16	12	12	8	18	14	20	16
	Meter & Test FTEs	0	0	0	0	6	0	8	0
	Subsurface Construction FTEs	2	2	2	2	2	2	2	2
	Construction Branch Director	0	0	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Matrix – Underground Heat – Manhattan									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night	Day	Night
PLANNING	Regional Planning Section Chief	0	0	0	0	1	1	1	1
	Substations Operations Representative	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	0	0	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	0	0	1	1	1	1
	Customer Count Team	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	2	2	1	1	2	2	2	2
	Control Center (RECC) Unit Leader	1	1	1	1	1	1	1	1
	Control Center (RECC) Management	8	6	6	6	9	7	9	9
	FOD FTEs	10	10	6	6	10	10	12	12
	Emergency Troubleshooters (UG)	5	5	4	4	5	5	5	5
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1	1	1
LOGISTICS	Regional Logistics Section Chief**	0	0	0	0	1	As Req./(1**)	1	1
	Stores Operations Unit Leader**	0	0	0	0	As Req	As Req	1	As Req
	Logistics Site Unit Leader**	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Manager	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Support	0	0	0	0	As Req	As Req	As Req	As Req
F&A	Regional Admin/Finance Section Chief	0	0	0	0	1	1	1	1
	Admin Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.

4.4.11 Regional Minimum Staffing Matrix: Underground Heat – Staten Island

Minimum Staffing Matrix – Underground Heat – Staten Island									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night	Day	Night
COMMAND STAFF	Regional Incident Commander	0	0	0	0	1	1	1	1
	Regional ETR Officer	0	0	0	0	1	1	1	1
	Regional EH&S Officer**	0	0	0	0	1	1	1	1
	EH&S Support	0	0	0	0	1	1	1	1
	Regional Information Officer	0	0	0	0	1	1	1	1
	Regional Communications Officer	0	0	0	0	1	1	1	1
	Regional Liaison Officer**	0	0	0	0	1	1	1	1
	Regional Customer Operations Officer	0	0	0	0	1	1	1	1
	Regional Energy Services Officer	0	0	0	0	1	1	1	1
	Energy Services Support (CPMs)	0	On Call	0	On Call	1	1	2	1
	Energy Services Support (CAT Field A's/ESRs)	0	On Call	0	On Call	1	1	3	2
OPERATIONS	Regional Operations Section Chief	0	0	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	0	0	1	1	1	1
	Splicing FTEs	4	4	5	4	8	6	12	8
	Cable FTEs	2	2	2	2	2	2	2	2
	Environmental Operations FTEs	2	2	2	2	2	2	2	2
	I&A UG Network FTEs	2	2	2	2	2	2	2	2
	I&A / Electric Test FTEs	2	2	2	2	2	2	2	2
	4kV/Unit Substations FTEs	2	2	2	2	2	2	2	2
	Overhead Operations Branch Director	0	0	0	0	1	1	1	1
	Overhead Restoration FTEs	10	8	10	8	20	8	28	8
	Mutual Assistance Branch Director	0	0	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Matrix – Underground Heat – Staten Island									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE	
		Day	Night	Day	Night	Day	Night	Day	Night
PLANNING	Regional Planning Section Chief	0	0	0	0	1	1	1	1
	Substations Operations Representative	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	0	0	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	0	0	1	1	1	1
	Customer Count Team	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	2	2	3	3	6	4	8	4
	Control Center (RECC) Unit Leader	1	1	1	1	1	1	1	1
	Control Center (RECC) Management	1	1	2	2	2	2	2	2
	FOD FTEs	2	2	4	4	6	4	6	4
	Emergency Troubleshooters	2	2	3	3	3	3	4	4
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1	1	1
LOGISTICS	Regional Logistics Section Chief**	0	0	0	0	1	As Req./(1**)	1	1
	Stores Operations Unit Leader**	0	0	0	0	As Req	As Req.	1	As Req.
	Logistics Site Unit Leader**	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Manager	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Support**	0	0	0	0	As Req	As Req	As Req.	As Req.
F&A	Regional Admin/Finance Section Chief	0	0	0	0	1	1	1	1
	Admin Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.

5. ACTIVATION ROLES, RESPONSBILITIES AND ORGANIZATIONAL CHARTS

The following chapter details the different levels of activation that the Company may implement for an electric system emergency, as well as the various roles and responsibilities that may be mobilized for each level of activation. The Company will use one or more of these activation levels based on the event conditions.

5.1. ACTIVATION LEVELS

5.1.1 Regional Level of Activation

As previously detailed, Electric Operations is organized into four primary service territories that are referred to as operating regions: Bronx/Westchester, Brooklyn/Queens, Manhattan, and Staten Island. Each operating region is responsible for following their customized activation triggers, staffing to their minimum staffing requirements for the incident at-hand, and establishing the appropriate regional ICS organizational structure. More detail regarding when, and how, an operating region will activate and mobilize can be found in ERP Chapter 9: Emergency Anticipation and Mobilization Preparedness.

5.1.2 Interregional Level of Activation

For electric system emergencies and/or adverse weather conditions impacting more than one region at an incident classification level of Serious or greater, and thus requiring a more centralized response, or for heat-related incidents,[16] Distribution Engineering's *Chief Engineer,* or designee, will establish the Distribution Engineering Situation Room ("DESR").[17]

Once it is determined that the DESR will be established, an email notification will be sent by the *Chief Engineer,* or designee, to the distribution list [redacted] which includes critical internal stakeholders (*e.g.*, those responsible for deploying an organizational representative to the DESR) as well as several members of NYS DPS Staff. Furthermore, once the DESR has been established, the *Interregional Liaison Officer* (*i.e.,* EP's DESR representative) will email the Offices of Emergency Management ("OEMs") in New York City (NYCEM) and Westchester County (WCDES) to let them know the DESR is activated. Upon activation of the CERC, the DESR relocates to, and operates within, the CERC Planning Section.

16 As per Electric Operations Procedure *EOP-5025, Guidelines for Summer Operation of Distribution System.*
17 Electric Operations Procedure *EOP-5035, Distribution Engineering Situation Room Operating Guide* provides a more detail on DESR staffing requirements, position responsibilities, activation criteria, mobilization, and operations.

5.1.3 Corporate Level of Activation

When there is a Serious or Full-Scale incident of Corporate-level significance, the Company's Corporate Emergency Response Center ("CERC") shall be mobilized at the discretion of the Company's *Senior Vice Presidents*, *Vice President Emergency Preparedness*, and/or *Senior System Operator*, or designee(s).

CERC may also be activated, preemptively, at the discretion of a *Senior Vice President*, or designee, when warranted by the circumstances [*e.g.,* when the temperature variable ("TV") is predicted to be greater than or equal to 86°F for two or more consecutive days, or the National Weather Service ("NWS") is predicting a major hurricane or nor'easter to impact CECONY's operational area] and with the concurrence of the *Vice President, Emergency Preparedness* and *Senior System Operator,* or designee(s).

Activation of CERC facilitates senior leadership's ability to collect information, prioritize Company actions needed to manage the event and resources, and disseminate information to critical internal and external stakeholders.

5.2. REGIONAL ICS ORGANIZATION CHARTS

Within Electric Operations, Overhead and Underground each maintain their own ICS organization charts detailing the general framework within each operating region.[18]

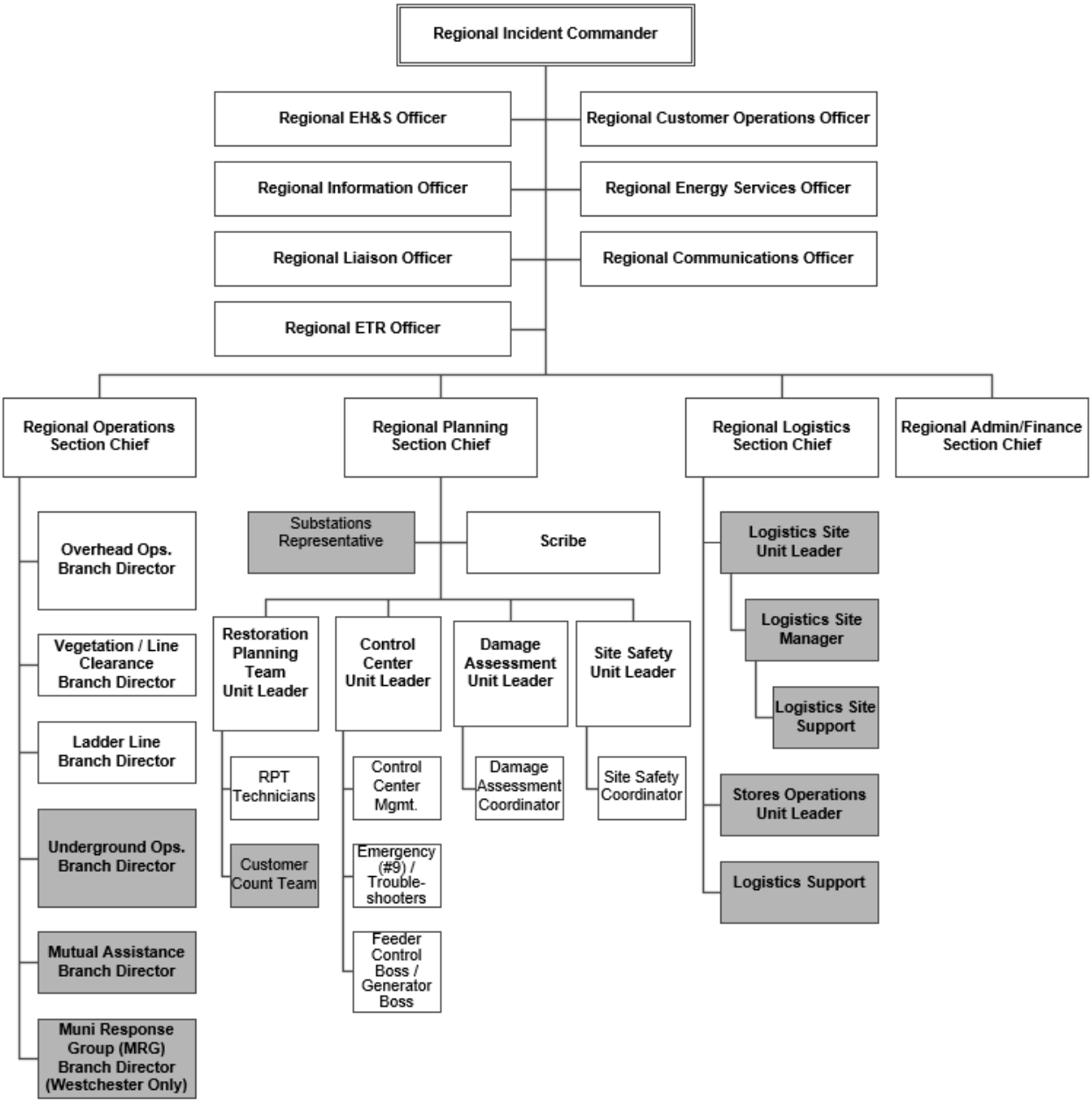
The Overhead operation has nearly the same ICS organization in place in all of its respective operating regions, with one exception: the *MRG Branch Director* is a specific function to Bronx/Westchester ("B/W") as road clearing is performed differently in Westchester County as compared to New York City.

The Underground operation has slight variations to its ICS organization within each operating region, particularly within their Operations Sections; in turn, each UG operating region has its own region-specific ICS organizational chart.

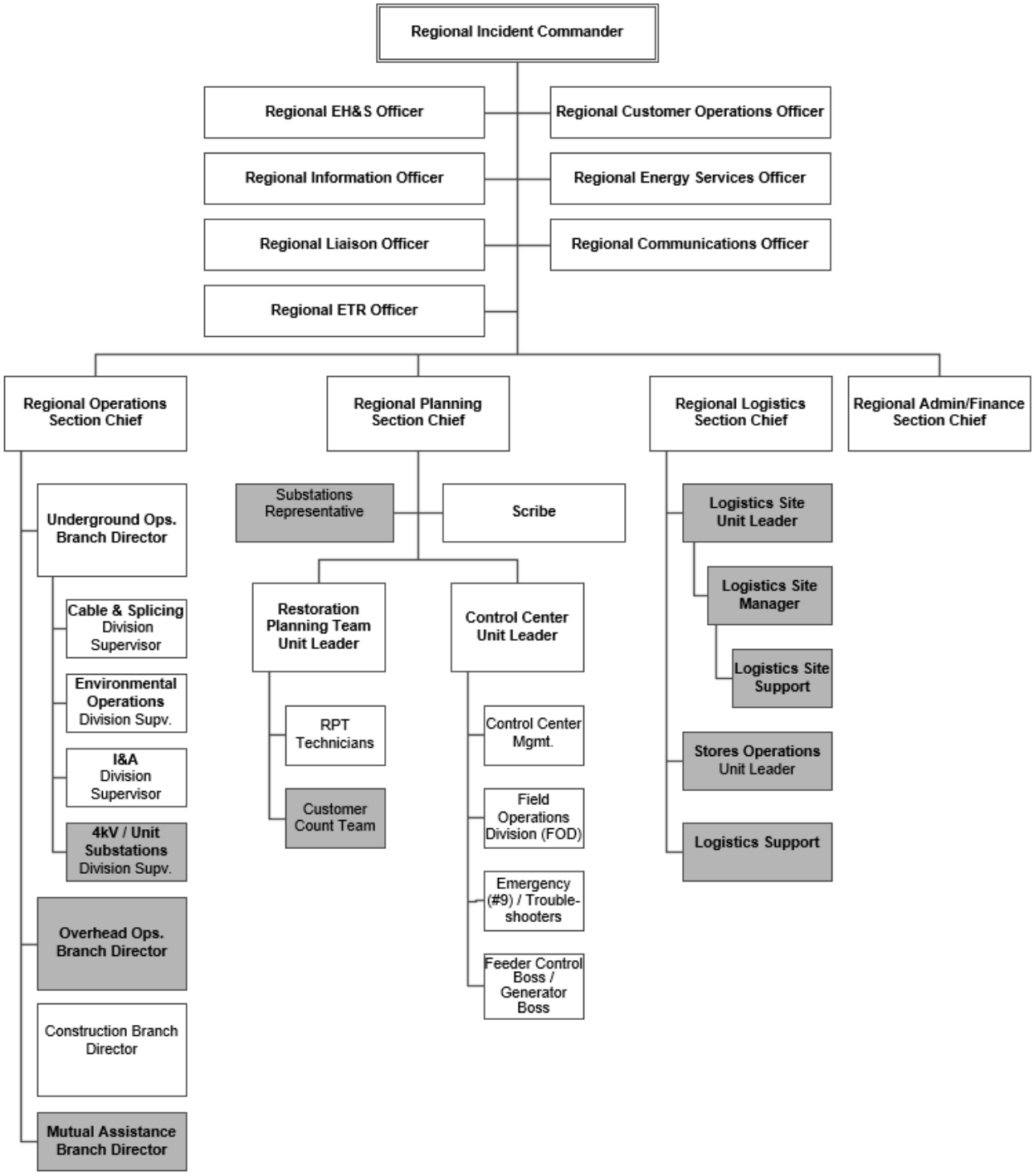
All ICS organizational charts represent the structure in place during either Serious or Full-Scale incidents, with the gray-shaded boxes indicating that the respective position may be filled as required, per ERP Section 5.3: Regional ICS Roles and Responsibilities.

[18] More specific details regarding staffing/reporting lines can be found in each region's *Minimum Staffing Matrices*, which also may be event-specific (*e.g.,* heat event, winter storm).

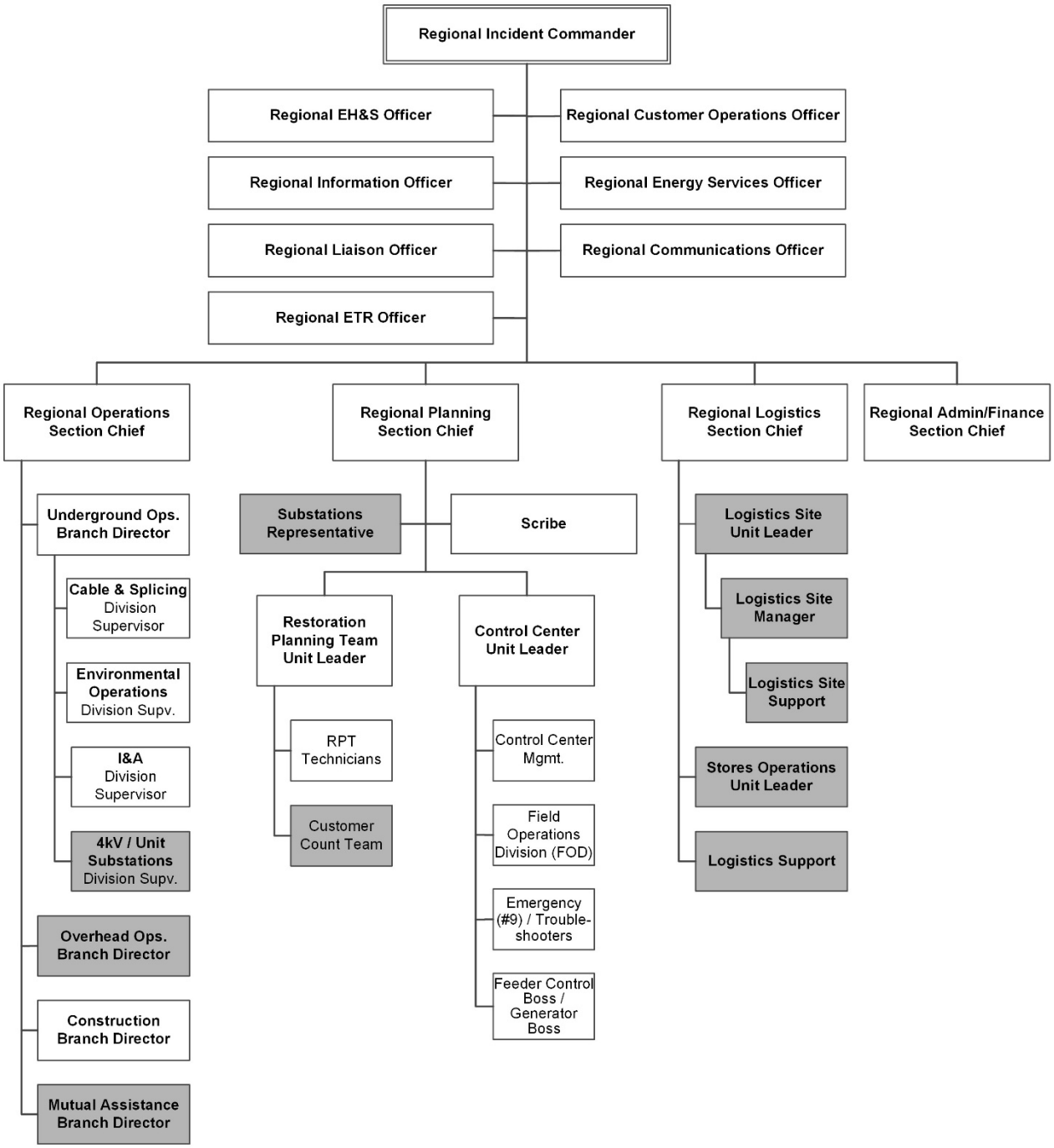
5.2.1 Regional ICS Organizational Chart – Overhead Operations: Bronx/Westchester, Brooklyn/Queens, and Staten Island



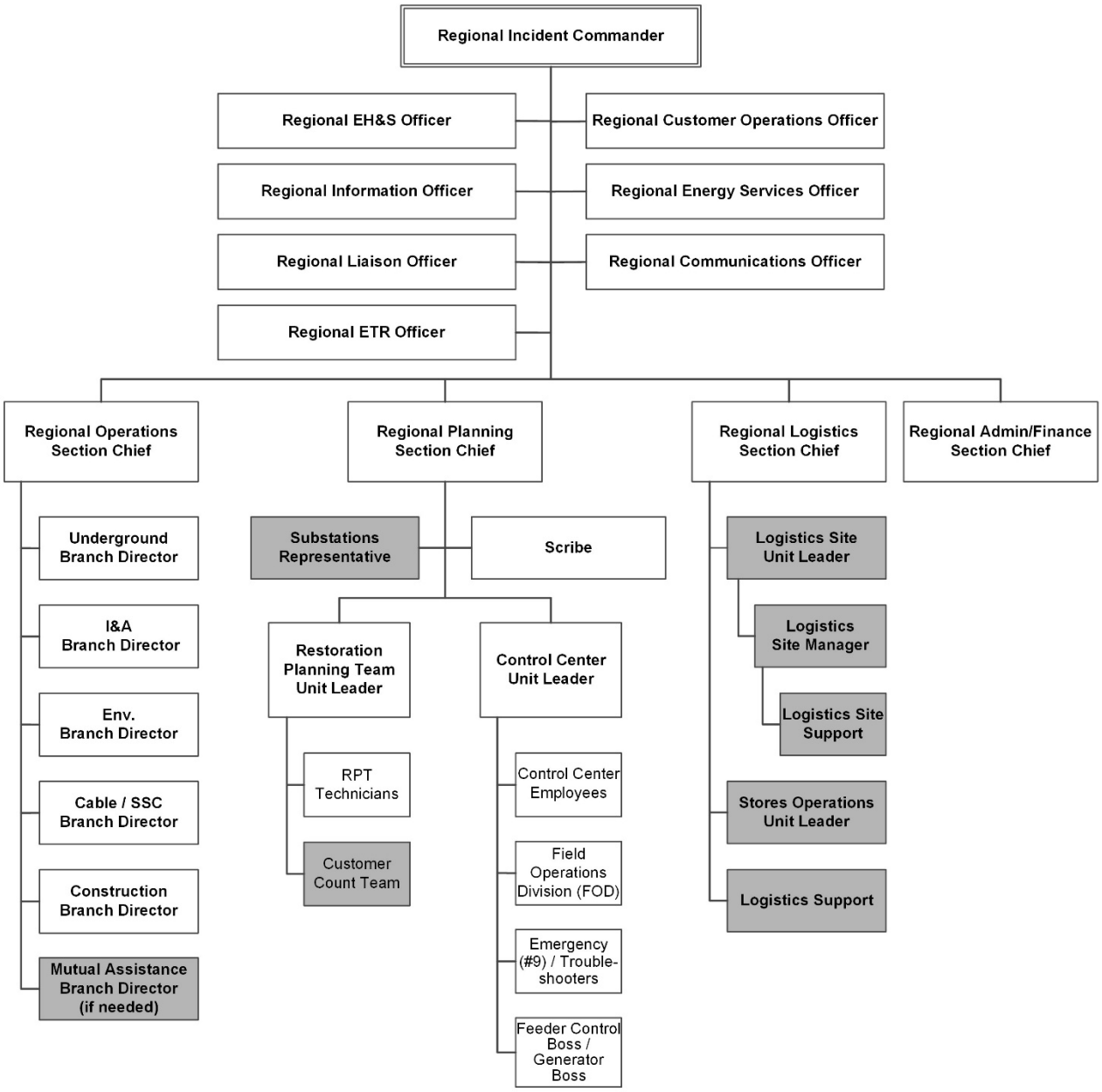
5.2.2 Regional ICS Organizational Chart – Underground Operations: Brooklyn/Queens



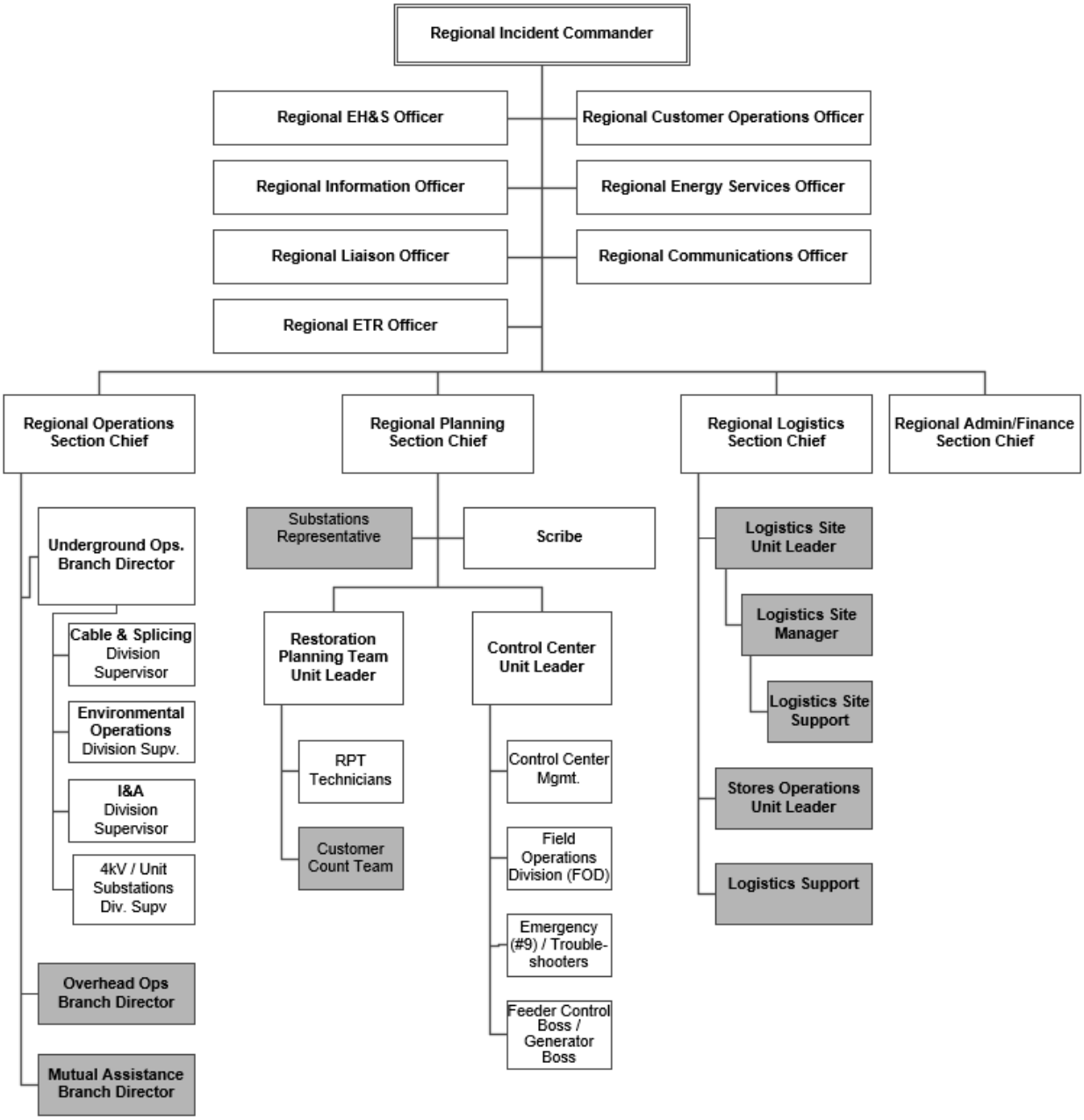
5.2.3 Regional ICS Organizational Chart – Underground Operations – Bronx/Westchester



5.2.4 Regional ICS Organizational Chart – Underground Operations – Manhattan



5.2.5 Regional ICS Organizational Chart – Underground Operations – Staten Island



5.3. REGIONAL ICS ROLES AND RESPONSIBILITIES

Within Electric Operations, upon declaring an incident classification level, each operating region with forecasted impact will mobilize its own regional Incident Command System ("ICS") organization [*a.k.a.*, Emergency Response Organization ("ERO")] and be responsible for restoration activities within their respective area(s) of jurisdiction. As previously detailed, Electric Operations is organized into four primary operating regions: Bronx/Westchester, Brooklyn/Queens, Manhattan, and Staten Island. Each operating region is responsible for following their customized activation triggers, staffing to their minimum staffing requirements for the incident at-hand, and establishing the appropriate regional ICS organizational structure. Following is a summary of the various roles that may be activated at the regional level during an electric system event and their corresponding responsibilities.

5.3.1 Regional Command Staff

Regional Incident Commander

The *Regional Incident Commander* is responsible for directing and coordinating the overall storm response for their respective operating region. The *Regional Incident Commander* ensures the regional ICS organization is established in a timely manner. Responsibilities of the *Regional Incident Commander* include, but are not limited to:

- obtain briefings from the prior *Regional Incident Commander* (*e.g.*, *RECC Shift Manager*) and each member of the regional Command and General Staff, as needed;
- communicate the region's operational plan and status updates to CERC, as requested (*e.g.*, reporting out on CERC status calls);
- communicate the region's needs (or conclusion of a need) regarding supplemental resources (*i.e.*, additional Company crews, contractors, mutual assistance crews, etc.) on EP's *Interregional Calls* and/or directly to EP's mutual assistance team (*i.e.*, between calls), as appropriate;
- review the region's respective *Incident Classification Matrix* to ensure familiarity with criteria that would lead to a change in classification (*i.e.*, escalation or downgrading);
- develop and implement load-relief measures (*e.g.*, de-loading feeders, voltage reductions, and activation of the voluntary load reduction program), as appropriate;
- request no dig / dig-with-caution notifications, through CIG, to be issued to Company and contractor crews that dig in our service territory, as needed;
- review system conditions in order to be able to declare an appropriate "condition" in accordance with *EOP-5025, Guidelines for Summer Operation of Distribution System.*
- review *CI 260-7: Guidelines for Communications with the Public during Load Management Power Outages*, which establishes responsibilities for communication

with the public, customers, and government authorities ("external communications") when CECONY institutes load-management power outages;
- monitor Info-Dashboard Alerts for the *ETR Protocol* triggers;
- review and approve region's daily Restoration Work Plan, ETRs and press releases;
- disseminate information to key stakeholders (*e.g.*, EP; CERC, if activated; LOCC); and
- provide direction through periodic update and status meetings.

Regional Environment, Health & Safety Officer

Environment, Health and Safety ("EH&S") excellence is an integral part of CECONY's business practices. Each *Regional EH&S Officer* is a member of the regional Command Staff and responsible for developing and recommending measures to ensure personnel safety; assessing and anticipating hazardous and unsafe situations; and ensuring that assessment, modeling, surveillance, monitoring, and permitting of environmental aspects related to the incident are accomplished.

The *Regional EH&S Officer* is responsible for ensuring the overall EH&S incident objectives and the resources necessary to accomplish them are addressed within the operational planning cycle, meetings, and briefings.

The *Regional EH&S Officer*, in coordination with Electric Operations (*i.e., Incident Commander, OH Branch Director, Mutual Assistance Branch Director*), will ensure that a safety orientation is conducted for all mutual assistance and contractor workers prior to being deployed into the field. This will be accomplished by the use of the Onboarding video, or slide deck presentation, or a review of the *Electric Operations Handbook for Mutual Assistance Workers* prior to dispatch.

EH&S's *Vice President,* or designee, will assign staff to the roles of *Regional EH&S Officer* and *EH&S Support / Field Representative* in accordance with each region's minimum staffing requirements. The *Regional EH&S Officer* will also respond to requests for additional support for specific EH&S issues in the field. Specifically, if the *Regional EH&S Officer* is in need of additional *EH&S Support / Field Representatives* beyond the staffing minimum, he/she will notify the EH&S leadership team to request additional resources be assigned, based on the context of the situation (*e.g.*, EHS Operations, EH&S Field Services, EH&S Health and Safety, etc.), to provide support where required.

Regional EH&S Field Representatives

EH&S Field Representatives respond to incidents in the field, as determined by the *Regional EH&S Officer*, or designee, to provide any EH&S-related guidance or support to the field crews. *EH&S Field Representatives* also conduct field observations on crew activities (*e.g.*, work area protection, personal protective issues, etc.) and provide findings or opportunities for improvement to the *Regional EH&S Officer,* or designee, to share with other responding personnel.

Centralized EH&S Control Desk

The centralized EH&S Control Desk supports all operating regions. Accidents and injuries to personnel, contractors, and members of the public; petroleum and chemical spills; and other hazardous releases to the environment will be reported to the centralized EH&S Control Desk and addressed in accordance with the appropriate Company environmental procedures. The EH&S Control Desk will make the proper notifications as detailed in the Corporate Environmental Health and Safety Procedures ("CEHSP") *E10.01, Release Reporting and S08.00, Notification, Reporting and Recording of Accidents, Injuries and Property Damage*.

The *Regional EH&S Officer,* or designee, will address unsafe acts or conditions through the regular line of authority and may exercise emergency authority to prevent or stop unsafe acts when immediate action is required. The *Regional EH&S Officer* maintains awareness of active and developing situations, ensures that a Health and Safety Plan ("HASP") is prepared and implemented, if necessary, and prepares a safety message to be shared on the regional *ICS Conference Calls*.

The *Regional EH&S Office,* or designee, will have assistants, as necessary, and may also represent assisting agencies or jurisdictions. In cases where both safety and environmental concerns exist, the *Regional EH&S Officer,* or designee, may take on a more comprehensive role.

Responsibilities of the *Regional EH&S Officer* include, but are not limited to:

- review of common responsibilities;
- during initial response, document the hazard analysis process addressing hazard identification, personal protective equipment, control zones and decontamination area;
- participate in planning meetings to identify any health and safety concerns inherent in the Operations organization's daily Restoration Work Plan;
- provide updates and the safety message based on field conditions and observations; incident updates will include:
  - regional EH&S statistical updates since the prior call for all injuries, illnesses, vehicle collisions, spills for each operating area (locally and collectively);
  - a safety message driven by prior EH&S field visits with improvement opportunities;
- exercise emergency authority to prevent or stop unsafe acts;
- investigate accidents that have occurred within the incident area;
- review the HASP of mutual assistance or contractor personnel. As required by the Occupational Health and Safety Administration ("OSHA"), the HASP shall, at a minimum, address, include, or contain the following elements:
  - Health and safety hazard analysis for each site task or operation
  - Comprehensive operations work plan

- Personnel training requirements
- PPE selection criteria
- Site-specific occupational medical monitoring requirements
- Air monitoring plan: area/personal
- Site control measures
- Confined space entry procedures, if needed
- Pre-entry briefings: initial and as needed (tailgate meetings)
- Pre-operations health and safety conference for all incident participants
- Quality assurance of HASP effectiveness

- assign assistants and manage the incident safety organization;
- review and approve the Medical Plan, if required; and
- document all actions in MS Teams.

Regional Information Officer

The *Regional Information Officer* is a member of the regional Command Staff reporting to the *Regional Incident Commander*. He/she works closely with the *Regional Incident Commander*, *Regional Communications Officer, Regional Energy Services Officer, Regional Liaison Officer*, and other members of the regional ICS organization to gather and distribute information relating to the incident.

This role's responsibilities[19] include but are not limited to:

- collect and verify information[20] including, but not limited, to:
  - customer outages;
  - affected critical facilities;
  - affected LSE customers;
  - system damage;
  - road closures and wires down;
  - resources assigned to restoration and road clearing; and
  - critical issues as reflected in the Corporate Information Dashboard.
- provide the DESR or *CERC Information Officer* (if activated) with accurate information;
- provide information, at prescribed intervals (typically every four hours or as prescribed by the *Regional Incident Commander*), to Corporate Affairs via the *Regional Communications Officer* ;

[19] Additional tasks may be assigned by the *Regional Incident Commander*, as required.
[20] Information is obtained from CRMS, Obvient/OMS, EMOPSYS and directly from Operations and Logistics.

- respond to information requests from the *Regional Communications Officer,* or designee.

Regional Communications Officer

The *Regional Communications Officer* is the principal representative from Corporate Affairs within the regional Command Staff during a regional ICS activation.

The primary responsibility of the *Regional Communications Officer* is to oversee consistent communications between the regional ICS organization and Corporate Affairs (*i.e.,* Government Relations, Regional & Community Affairs, and Corporate Communications). As a member of regional Command Staff, the *Regional Communications Officer*'s responsibilities include but are not limited to:[21]

- obtain key event-related information (*e.g.,* customer outages, system damage) from the *Regional Information Officer* and then communicate that information to Corporate Affairs (*i.e.*, to Government Relations and Regional & Community Affairs for communications with elected officials; to Media Relations for dissemination to the media);
- coordinate with other regional ICS staff (*i.e., Regional Liaison Officer, Regional Energy Services Officer, Regional Customer Operations Officer and Regional ETR Officer*) to gather additional event-related information to share with Corporate Affairs;
- assist Corporate Affairs in the development of talking points/fact sheets, as needed;
- share drafted press releases (and other public statements) with the *Regional Incident Commander* for review and approval before a press release is issued;
- alert the *Regional Incident Commander,* or designee, (in a manner that verifies that the intended recipient is in receipt of the alert, such as in-person or via phone/meeting) to news reports that could affect incident planning (*e.g.,* incident-relevant fatality); and
- monitor Info-Dashboard Alerts for notification of event-related regulatory triggers being met [*e.g.,* those related to the *ETR Protocol (Attachment 12)* and/or *CI 260-7: Guidelines for Communications with the Public during Load Management Power Outages* (*a.k.a.*, *Load Management Plan*)] and follow up with the appropriate Corporate Affairs groups (*i.e.*, Media Relations and Corporate Communications) to confirm receipt of the notification.

Regional Liaison Officer

The ICS position of *Liaison Officer* is staffed by EP personnel (at the regional, interregional, and corporate levels, depending on which level is activated).

[21] Additional tasks may be assigned by the *Regional Incident Commander*, and Corporate Affairs leadership, as required.

At the start of a *Liaison Officer's* shift, the *Officer* will email EP's primary point of contact at the Offices of Emergency Management ("OEMs") in New York City and Westchester County, as appropriate (*e.g.*, for a regional activation specific to Westchester County, the *Officer* would email the point of contact at WCDES). This email notification serves two purposes: first, it informs the recipient(s) of the Company's activation status (*i.e.*, regional, DESR, and/or CERC), and second, it lets the respective OEM(s) know how to best reach the *Officer* (via phone, email, etc.) as needed (*e.g.*, if the agency has questions for the Company and has not requested a Company representative to serve as a dedicated liaison within their own agency's EOC). Note: when an agency *has* requested a Company representative to serve as a dedicated liaison within their own agency's EOC, the agency's questions, ideally, should be directed to that Company representative first (see ERP Section 6.2: Emergency Operations Center Liaisons).

The primary responsibilities of a *Liaison Officer* include:

- maintaining situational awareness regarding the event by checking the data available in both CRMS and on the Corporate Information Dashboard;
- interacting with County and City Offices of Emergency Management and first-response organizations regarding the emergency event, as appropriate/applicable;
- communicating interagency emergency requests and resource-coordination needs to the appropriate ICS Command and/or General Staff member, depending on the request;
- requesting information regarding cooling/warming centers from NYCEM and WCDES, as applicable, and sharing the information gathered with the respective *Regional Communications Officer, Regional Customer Operations Officer*, Customer Outreach, and CMG; and
- sharing event-relevant information (*e.g.*, outage statistics; outage boundaries; and load shedding, voltage reductions and/or other pre-emptive shutdown actions, etc.) with external partners (*e.g.,* NYCEM, WCDES), as appropriate.

Regional Energy Services Officer

The ICS position of *Regional Energy Services Officer,* typically staffed by personnel from Energy Services, has the primary responsibility of mobilizing resources that will maintain contact with affected critical facilities (see ERP Section 8.1.3 – Defining Customer Types: Critical Facilities). In the event of a Serious or greater incident, the *Regional Energy Services Officer,* with Energy Services personnel, will notify affected critical facilities (via phone or email) to let them know the Company is aware of their outage, provide known ETRs, provide information on how to check the status of ETRs, and remind them of how to contact Energy Services personnel with any additional questions or concerns that they may have throughout the restoration period.

The "Muni Desk" (Westchester only)

Whenever there is an overhead event with an incident classification level of Serious or greater in the Bronx/Westchester operating region, Energy Services' *Department Manager,* or designee, will assign Energy Services personnel to staff the Muni Desk, in accordance with the minimum staffing requirements stated in ERP Section 4.4.2 Regional Minimum Staffing Matrix – Overhead Storm – Bronx/Westchester. (Although not typically staffed for an Upgraded incident, the *RECC Shift Manager*, at his/her discretion, may instruct Energy Services' *Department Manager,* or designee, to staff the desk if/when additional support is needed.[22])

Once activated, the Muni Desk provides support to B/W's *RECC Shift Manager*, or designee, by answering incoming phone calls from Westchester-based municipal officials, local Departments of Public Works ("DPW"), WCDES (also referred to as "60 Control")[23], and police and fire departments, who call the dedicated municipal line to report public-safety issues, wires down, blocked roadways, and other municipal impacts. Upon receipt of a trouble call, the Muni Desk representatives will create an emergency ticket with the appropriate trouble code (see Table 12.2.2C – Dispatching Codes), based on the nature of the emergency. (For more information on how tickets are coded and prioritized, see ERP Section 12.2.2: Downed Wire Prioritization and Response).

If the nature of the trouble type requires *immediate* action, the Muni Desk Representative will escalate the trouble ticket to the *RECC Shift Manager,* or designee, for dispatching of appropriate Company forces, and notify the *Regional Energy Services Officer.*

Regional Customer Operations Officer

The ICS position of *Regional Customer Operations Officer* is typically staffed by a representative from Customer Operations.

As a member of the regional Command Staff, reporting into the *Regional Incident Commander,* the primary responsibilities of the *Regional Customer Operations Officer* role include, but are not limited to:

- monitor Info-Dashboard Alerts for notification of event-related regulatory triggers [*e.g.*, those that relate to: *ETR Protocol (Attachment 12)*, and/or *Order Approving the Scorecard for Use by the Commission (Attachment 11)]* and follow up with Customer Operations leadership to confirm receipt of the notification;
- when reporting out to the *Regional Incident Commander* on ICS Conference Calls during each operational period, summarize key customer-related data (*e.g.*, customer

[22] In this case, Site Safety also may be activated to relieve municipal first responders until repair crews arrive.
[23] 60 Control is Westchester County's Department of Emergency Services.

inquiries, call volumes, call answer rate, etc.) as well as actions being taken by Customer Operations, including Customer Outreach (*e.g.*, dry ice distribution, CIC staffing), LSE customer contact, IVR/*CSR* messaging updates, etc.;
- keep the Customer Operations organization (including local departmental staff) up to date on major incident developments (*e.g.*, major outages, outage restorations, ETR changes, Company press briefings);
- forward press releases to the Customer Operations organization (including local departmental staff) so that IVR/*CSR* messages can be updated accordingly;
- once ice distribution locations have been determined (in coordination with Logistics), email Call Center personnel, CMG, and Corporate Affairs to provide the locations, and whether the ice will by dry or wet ice; provide verbal updates on this matter to the during subsequent *ICS Conference Calls*; and
- if the *CERC Customer Operations Officer* is activated, share customer-related information in response to any relevant questions that are posed by the *CERC Customer Operations Officer,* or designee.

Regional ETR Officer

For events with an incident classification of Serious or greater, the *Regional ETR Officer* reports directly into the *Regional Incident Commander*.

The primary purpose of the *Regional ETR Officer* is to:

- confirm System Trouble Analysis and Response ("STAR") was placed into Storm Mode;
- establish the Regional Restoration Target and region's Regional ETR, utilizing the Outage Management System ("OMS"), in consult with the *Regional Incident Commander* and *Regional Planning Section Chief,* or designee(s), (and during CERC events, report these to the *CERC Planning Section Chief,* or designee). When only one region is mobilized, ETR Officer would establish both the Global and Regional ETR;
- confirm jobs in the daily Restoration Work Plan have an established ETR;
- initiate conference calls with the ETR team (including *ETR Supervisors* who are situated within Operations-based Cells) to discuss ETR progress;
- monitor ETR commitments and work with the region's *RPT Unit Leader*, *RECC Unit Leader*, and *Operations Section Chief/Branch Directors* to meet ETRs or modify them, as necessary, in accordance with the *ETR Protocol (Attachment 12)*;
- evaluate and prioritize embedded outages that may require ETR revisions; and
- notify the *Regional Communications Officer* of any significant changes to Local ETRs.

5.3.2 Regional Planning Section

The regional Planning Section consists of the Regional Electric Control Center Unit, Restoration Planning Team Unit, and, for OH events, the Damage Assessment and Site Safety Units. Under the oversight of the *Regional Planning Section Chief*, the regional Planning Section:

- provides problem analysis and develops solutions that are then communicated to Operations;
- is responsible for the immediate assessment of damage;
- directs Damage Assessment to obtain visual inspection of specified locations to include feeder runs;
- assigns Site Safety personnel to locations requiring Company presence;
- coordinates with District Operators to restore feeders;
- provides predictive analysis of next contingencies and proposed solutions to the *Regional Incident Commander,* or designee, for implementation if a contingency occurs;
- provides status reports of feeders and outages (via email or print out) to the *Regional Planning Section Chief,* or designee;
- establishes restoration priorities and develop the daily Restoration Work Plan;
- plans the transition back to normal operation at the end of the incident; and
- provides resources to address public safety concerns.

Regional Planning Section Chief

Regional Engineering's *Chief Engineer,* or designee, in coordination with Electric Operations' *Regional Department Manager(s),* or designee(s), will assign staffing of the *Regional Planning Section Chief* position.

Reporting into the *Regional Incident Commander*, the *Regional Planning Section Chief* will:

- brief the incoming *Regional Planning Section Chief* on the status of restoration planning activities (*i.e.,* system status, staffing updates, current contingencies, items in need of follow-up during the upcoming shift, etc.)*;*
- provide the *Regional Incident Commander* with contingency analysis and proposed solutions if a contingency occurs (via email or print out);
- review incident goals, objectives, and strategies, including the establishment and accuracy of ETRs;
- provide the *Regional Incident Commander* with restoration-related statistics, as requested (*e.g.,* number of customers remaining out/restored, number of jobs working/dispatched, number of single jobs, etc.); and
- conduct the initial regional Planning Status Meeting.

Regional Electric Control Center Unit Leader

The Company's electric distribution restoration model is largely decentralized in that each region (*i.e.*, Brooklyn/Queens, Bronx/Westchester, Manhattan, and Staten Island)

operates independently, and their respective RECC has operational jurisdiction for the electric distribution system in their region. In Upgraded incidents, all restoration efforts are directed and managed by the *RECC Shift Manager,* or designee.

For those RECCs having operating jurisdiction for the OH system, the Control Center is responsible for the safe operation of the electrical distribution system during the restoration effort. When 4kV feeders at unit or multibank stations open automatically, resulting in customer outages, the respective *RECC Shift Manager* (or *RECC Unit Leader,* if activated), or designee, will coordinate with System Operation's *District Operator,* or designee, in order to request temporary operational jurisdiction.

In the event mobilization is requested for a Serious or Full-Scale incident, *RECC Shift Managers* (or *RECC Unit Leaders,* if activated), or designee(s), are responsible for all outage restoration efforts on a daily basis as well as for monitoring and reporting major weather alerts.[24] RECC operations will focus primarily on public safety, clearing downed wires, and restoring large blocks of customers via switching operations. Each RECC is responsible for directing and coordinating switching operations and feeder processing for the restoration of customer outages.

The *RECC Unit Leader,* or designee, will work with the *RPT Unit Leader,* or designee, to prioritize response to specific system conditions and analyze abnormal system conditions. RECCs receive information of abnormal system conditions from a number of sources:

- Virtual Data Acquisition Management System ("VDAMS")
- Net Reports
- Network Data Visualization Display ("Net-DVD")
- Network Trouble Indicator ("NTI")
- Heads-Up Display ("HUD")
- Contingency Analysis Program ("CAP")
- Distribution Information System ("DIS")
- Network Remote Monitoring System ("RMS")
- Distribution system telemetry ("SCADA")
- Vault Data Acquisition System ("VDAS")
- Transmission Network Visualization System ("TNVS")
- Troubleshooters in the field
- Restoration Planning Team Unit
- Damage Assessment Unit
- System Trouble Analysis and Response ("STAR")
- Outage Management Dashboard ("OMD")

[24] For more information, see ERP Section 9.1: Predicted Severe Weather Notifications.

For OH events, OH crews perform cut-and-clear operations, primarily in Westchester for municipal tickets, and in coordination with NYCEM's *Downed Tree Task Force Protocol*, if activated. *Troubleshooters* are dispatched on a priority basis to clear downed wires and perform quick restoration work. When *Troubleshooters* or OH crews complete each cut-and-clear job, they must report to the Control Room or *Cell Lead* the extent of the damage on the job. Larger jobs involving the installation of poles, transformers, switches, and wire are normally referred to OH Construction for follow-up.

During major events, typically with an incident classification of serious or greater when significant mutual aid resources are acquired and where applicable, the Company will decentralize control and create Storm Cells to manager outages. Storm Cells consist of a Cell Lead, who is delegated authority of the OH distribution system and manages a team consisting of Crew Guides and administrative support personnel. A Cell Lead is trained to dispatch work, issue orders to operate certain equipment on the Electric Distribution System and update restoration status in OMS.

In limited cases (typically for events with an incident classification of Serious or greater, where a significant number of mutual assistance resources have been acquired), and where applicable, the operating jurisdiction for radial overhead spurs can be delegated by Electric Operations' *Regional Department Manager,* or designee, to an authorized individual serving as the *Field-Person-in-Charge ("Cell Lead")* to allow designated areas to be isolated and expedite restoration activities. The *Cell Lead* coordinates work in designated areas for both Company employees and mutual assistance crews, via the use of *Crew Guides*.

During underground incidents, Electric Operations' *Regional Department Manager,* or designee, will designate a *Feeder Boss* to oversee feeder processing, make necessary notifications, and maintain contact with Field Operations crews and the *District Operator* for the safe and timely restoration of feeders. The Feeder Boss is responsible for supporting the processing of primary feeder outages and coordinate prioritization with the RPT.

In the event of multiple feeder contingencies beyond design limits, the *RECC Unit Leader,* or designee, in consultation with the *Regional Planning Section Chief* and *Regional Incident Commander,* or designee(s), will review and implement appropriate actions (*e.g.*, rapid feeder restoration, switching plans, load reduction, voltage reduction) in accordance with *EO-4095, Distribution System Operation under Contingency Conditions.*

Regional Restoration Planning Team Unit

Regional Engineering's *Department Manager,* or designee, will assign staffing of the Regional Restoration Planning Team ("RPT") Unit. The Unit is staffed by personnel from Regional Engineering and consists of the *Regional RPT Unit Leader*, *Restoration Planning Technicians* and, if activated (UG events), *the Customer Count Team*.

Collectively, the Unit determines the impact of the incident on the distribution system and issues restoration feeder packages to the regional Operations Section.

The RPT's *Restoration Technicians* analyze both overhead trouble and underground network and non-network feeders to produce "next-worst-case scenarios", which are provided (via either email or print copy) to the *Regional Planning Section Chief,* who will provide them to the *Regional Incident Commander* and relevant staff. This analysis is initially performed when a feeder opens auto. Subsequent analysis is performed if in-service equipment status changes in the same network.

The *RPT Unit Leader*, or designee, will interface with key roles within the regional planning and operations organizations (*e.g.*, *OH Branch Director, Damage Assessment Unit Leader, Site Safety Unit Leader,* or designees), as well as the *Regional ETR Officer*, to obtain damage assessment information for the creation of restoration feeder packages as well as support the analysis of B-tickets.

Restoration Planning Technicians in the RPT Unit perform the following functions depending on the type of system incident:

- Network and Non-network Feeder Analysis
- Transformer and 4kV Analysis
- Damage Assessment dispatch
- Operations Support/Job Packaging
- Customer Count Team

The RPT Unit receives information from a variety of sources, including:

- outage tickets (via STAR);
- *Damage Assessors* (via data put into the ESDA application, which is viewable by the RPT Unit, and/or put directly into STAR);
- Offices of Emergency Management (*e.g.,* NYCEM and WCDES);
- representatives of the Municipal Liaison Program;
- Distribution System Telemetry ("SCADA"); and
- other Field Operations groups.

The RPT Unit:

- associates related tickets, or un-associates un-related tickets, that have been auto grouped by STAR;
- issues requests for, and receives, information from Damage Assessment;
- issues feeder packages to the field restoration organizations;
- determines accurate customer impacts due to secondary and non-network outages;
- analyzes feeder overloads and potential customer impacts;
- prepares and disseminates next-worst-case scenario analysis reports;
- monitors feeders, networks and load areas; and
- dispatches the Customer Assessment Team, when needed.

The RPT Unit utilizes the SPAR (Storm Planning and Reporting) application to prioritize the restoration of distribution feeders by highest weighted customer count giving a higher priority to feeders with critical facility customers (in accordance with the Company's restoration priorities, as outlined in ERP Section 12:2 - Restoration Priorities and Public Safety). Damage assessment is then requested on these feeders to assess the potential trouble and obtain visual information regarding the cause of the outages.

The regional *RPT Unit Leader,* or designee, works with the regional *Damage Assessment Unit Leader,* or designee, to develop a Damage Assessment Plan in accordance with restoration priorities established by the *Regional Incident Commander* and/or *Regional Planning Section Chief.* Once all damage information has been input and analyzed, the Regional RPT Unit Leader develops a daily Restoration Work Plan. All repair jobs have an associated ETR.

The RPT Unit is also responsible for the mobilization of the Customer Count Team ("CCT") for secondary and UG network incidents. The CCT analyzes secondary system problems, determines customer impact and dispatches Customer Assessment Teams ("CATs") to field areas where additional impact information is required. The CCT interfaces with other storm management organizations to monitor job status and ensure timely repairs. If required, the CAT responds to rapidly determine the number of customers affected by an event and provide information back to the CCT to help determine accurate customer counts and geographical outage boundaries, and support first responders on location.

Regional Damage Assessment Unit

A regional Damage Assessment Unit includes a *Damage Assessment Unit Leader, Damage Assessment Coordinator(s),* and *Damage Assessors* (and administrative support, as needed). Prior to a forecasted OH event, regional ICS staffing requirements are reviewed by the respective operating region's *General Manager, Electric Operations,* or designee, during the operating region's *Pre-Storm/Event ICS Call* (as outlined in Section 9.3 – Regional Pre-Storm/Event ICS Calls). If the respective operating region declares that it will mobilize to an incident classification level of Serious or greater in preparation for the forecasted OH storm event, then the regional Damage Assessment Unit will prepare to mobilize under the direction of the *General Manager, Construction,* or designee, in accordance with the respective region's minimum staffing requirements.

During the *most* significant OH events ("3B"), a minimum of 215 *Damage Assessors* are needed, daily, to fulfill the minimum staffing requirements across all OH regions. In order to fulfill these staffing requirements, the *General Manager, Construction* maintains a minimum of 310 trained *Damage Assessors.* Under the oversight of the *General Manager, Construction,* or designee, all of the Company's *Damage Assessors* who do not perform

the damage assessment function as part of their normal job responsibilities are uniformly trained[25] in order to be able to be dispatched to any operating region.

Damage Assessors assess field conditions and report findings electronically using the Electric System Damage Assessment ("ESDA") mobile application, or to their assigned *DA Coordinator* by phone or via marked-up feeder prints (Note: *DA Coordinators* will enter damage assessment information that is reported directly to them directly into STAR). This allows for damage information to be captured and transmitted into the Outage Management System ("OMS") in near real time. Once in ESDA (or entered directly into STAR via the *DA Coordinator*), reported damage assessment information can be viewed and utilized by *Restoration Technicians* (Regional RPT Unit) to assist in their restoration planning efforts. In the event the ESDA or other systems are not working as intended, damage assessment information will be captured using a paper process.

Damage Assessment Coordinators assign *Damage Assessors* to potential damage locations and maintain regular communications with *Damage Assessors* in the field in order to ensure that damage information is being reported. For those *Damage Assessors* who do not typically perform damage assessment as part of their regular duties, "storm kits" and supplies are made available.

In addition, when NYCEM's *Downed Tree Task Force*[26] is activated, at the discretion of NYCEM, CECONY's Damage Assessment resources may be called upon to assess the extent of tree jobs in NYC involving CECONY, to verify service wires down or further assess jobs already referred to Operations.

Regional Site Safety Unit

Prior to a forecasted storm event with potential OH impact, regional ICS staffing requirements are reviewed by the respective operating region's *General Manager, Electric Operations,* or designee, during the operating region's *Pre-Storm/Event ICS Call* (as outlined in Section 9.3 – Regional Pre-Storm/Event ICS Calls). If the respective operating region declares it will mobilize to an incident classification level of Serious or greater in preparation for the forecasted event, the regional Site Safety Unit will prepare to mobilize under the direction of Customer Operations' *General Manager, Credit and Field Operations,* or designee, in accordance with the region's minimum staffing requirements.

A regional Site Safety Unit consists of a *Site Safety Unit Leader, Site Safety Coordinator(s),* and *Site Safety Representatives.* The positions of *Site Safety Coordinator* and *Site Safety Representative* are staffed primarily by personnel from Customer Operations. During the *most* significant Full-Scale events ("3B"), a total of 330 *Site Safety*

[25] ERP Section 3.2.1: Function-Specific Training
[26] For more information on the Downed Tree Task Force, see ERP Section 6.2.2: NYC Task Forces

Representatives are needed, daily, to meet the minimum staffing requirements across all OH regions. For the majority of activations, Customer Operations has a sufficient number of personnel to meet the respective staffing requirements. The process of canvassing Customer Operations personnel to serve as *Site Safety Coordinators / Site Safety Representatives* is overseen by Customer Operations' *Section Manager, Credit and Field Operations* who reports into the *General Manager, Credit and Field Operations*. Under the oversight of Customer Operations' *General Manager, Credit and Field Operations,* Customer Operations personnel who serve in the site safety role complete functional training (see ERP Section 3.2.1: Functional Training).

When events become so large that the need for *Site Safety Representatives* exceeds the resources available from within Customer Operations, additional personnel with an SEA of *Site Safety Representative* are activated through EP's SEA Program. This occurs when the *Section Manager, Credit and Field Operations* or designee notifies EP's *Section Manager, Business Resiliency,* or designee, of the need for additional resources. For more information on the process of activating SEA personnel, see ERP Section 9.5.2 – Alerting/Activating SEA Personnel.

Site Safety Representatives activated through Customer Operations' Site Safety Program are dispatched to downed-wire locations via Customer Operations' Site Safety Management System ("SSMS"). SSMS is an intranet (web–based) application that is used by *Site Safety Unit Leaders,* or designees, to manage site safety workflow. The system is populated by specific trouble-type codes utilized by OMS and provides a centralized view of resources being used in the event, offering real-time information as to what Company resources have already been deployed, prior to assignment of a *Site Safety Representative*. SSMS allows for a more effective dispatching of *Site Safety Representatives* in accordance with the Company's downed-wire prioritization levels (see ERP Section 12.2.2: Downed Wire Prioritization and Response). SSMS also facilitates the documentation of *Site Safety Representative* assignments, arrivals, periodic check-ins, departures, and any associated comments of *Site Safety Representatives* relative to the location being guarded.

5.3.3 Regional Operations Section

The regional Operations Section consists of the *Regional Operations Section Chief*, *OH* and/or *UG Branch Director*, *Mutual Assistance Branch Director*, and *MRG Branch Director (Westchester only),* as appropriate. The Regional Operations Section is responsible for the construction work that is required to repair incident-related damage to the distribution system and to restore electric service in accordance with the recovery priorities and ETRs, as defined by the *Regional Incident Commander* and/or *Regional Planning Section Chief*. The regional Operations Section utilizes all necessary resources (*i.e.*, internal, mutual assistance, and contractor crews) to restore service. They direct and perform all field operations required to rectify problems arising from an incident. This includes, but is not limited to:

- managing and dispatching crews;
- assisting in cut-and-clear operations in coordination with NYCEM's Downed Tree Task Force[27] and Westchester County municipalities via the road-clearing task forces;[28]
- accepting and managing mutual assistance and ladder line crews;
- distributing tools and equipment;
- setting poles;
- clearing obstructions and laying duct;
- performing switching operations;
- splicing primary, secondary, and service cables; and
- installing/removing protective grounds.

Regional Operations Section Chief

Electric Operations' *Regional General Manager(s),* or designee(s), will assign staffing of the *Regional Operations Section Chief* position.

Reporting directly to the *Regional Incident Commander*, the responsibilities of the *Regional Operation Section Chief* include, but are not limited to:

- brief the incoming *Regional Operations Section Chief* on the status of restoration operations activities;
- including a review of the incident goals, objectives and strategies, including the establishment and accuracy of ETRs;
- work with the *RPT Unit Leader*, *Regional Planning Section Chief*, *Regional ETR Officer* and *Regional Incident Commander* to review and ensure the daily Restoration Work Plan can be executed effectively;
- direct restoration crews and coordinate activities with the appropriate ICS Command and General staff (*e.g.,* debris removal and/or material delivery with the *Logistics Section Chief,* or designee) ; and
- oversee timely and safe restoration activities of service to those customers who were interrupted.

Regional Underground Operations / Restoration Branch Director

When activated, primarily for Underground events, the *Regional Underground Operations / Restoration Branch Director* will:

- oversee and coordinate multiple construction cells for restoration of underground service to customers;
- review inventory of materials, tools, order equipment and supplies;

[27] For more information on the Downed Tree Task Force, see ERP Section 6.2.2: NYC Task Forces
[28] For more information on Westchester's road-clearing task force, see ERP Section 6.3: The Municipal Liaison Program

- establish an around-the-clock staffing schedule with sufficient crewing;
- ensure accurate crewing levels, and
- monitor underground restoration efforts.

It is the responsibility of the *Regional Incident Commander* to determine if, and when, to activate the position of *Regional Underground Operations / Restoration Branch Director* for Overhead events.

Regional Overhead Operations / Restoration Branch Director

The *Regional Overhead Operations / Restoration Branch Director* will:

- oversee and coordinate multiple construction cells and Line Clearance for restoration of overhead service to customers;
- review inventory of materials, tools, order equipment and short supplies;
- establish around-the-clock schedule with sufficient crewing;
- ensure accurate crewing information reporting; and
- monitor overhead restoration efforts.

Municipal Response Group Branch Director (Westchester Only)

The *MRG Branch Director* position is activated by the Electric Operations' *Regional General Manager, Bronx/Westchester* (or *Regional Incident Commander*, if already activated), or designee, for OH events where Westchester municipalities are requesting the deployment of *Municipal Liaisons* to support restoration communication and coordination.

When activated, the MRG Branch Director oversees MLP Coordinators and Municipal Liaisons and coordinates with the Regional OH Branch Director (and/or Regional Operations Section Chief), or designee, to monitor issues being coordinated by MLP Coordinators and MRG Coordinators. (For more information on how these resources coordinate, see ERP Section 6.3 – The Municipal Liaison Program).

In addition, the *MRG Branch Director,* or designee, will participate on Operator-Assisted Calls, with municipal/elected officials in Westchester County (hosted by Regional & Community Affairs) as well as serve as the primary point of contact for any Utility Liaison Program (*e.g.*, telecommunications, cable) representative that reports to Con Edison's Westchester location (Rye, NY) to coordinate in restoration efforts. (To read more about the Utility Liaison Program, see ERP Section 6.4 – The Utility Liaison Program.)

Regional Mutual Assistance Branch Director

Once mutual assistance resources have been acquired,[29] the *Regional Mutual Assistance Branch Director* will be activated at the discretion of Electric Operations' *Regional General*

[29] For more information on mutual assistance acquisition, see ERP Section 10: Mutual Assistance

Manager (or *Regional Incident Commander*, if already activated), or designee, to direct and oversee mutual assistance forces performing restoration activities. It is the responsibility of the *Regional MA Branch Director,* or designee, to:

- ensure sufficient and accurate mutual assistance crewing levels;
- ensure mutual assistance crews are properly accounted for, onboarded, staged, monitored, deployed, and reassigned where necessary;
- ensure *Cell Leads/Crew Guides* are assigned to all mutual assistance forces; and
- ensure *Crew Guides* and *EH&S Field Representatives* perform their respective mutual assistance onboarding duties.

Regional Construction Management Branch Director

The *Regional Construction Management Branch Director* position will be activated at the discretion of Electric Operations' *Regional General Manager* (or *Regional Incident Commander*, if already activated), or designee, to direct and oversee excavation contractor forces.

Company vs. Non-Company Crews

Company crews generally perform restoration work within their own operating region. However, during multi-region events, Electric Operations' *Regional General Manager(s)* (or *Regional Incident Commanders*), or their respective designee(s), will coordinate to determine if/when it is appropriate for Company crews from one operating region to be deployed to assist another operating region.

Non-Company (*i.e.*, mutual assistance and/or contractor) crews are managed by the *Regional Operations Branch Director,* or designee (*e.g.*, *Cell Lead*). Typically, Non-Company Overhead and Line Clearance crews are assigned a *Crew Guide*, who reports into a *Cell Lead,* while Non-Company Ladder Line crews are not.

Throughout restoration, crews are assigned and dispatched to jobs based upon the Restoration Work Plan, by their respective ICS chain-of-command (within the Regional Operations Section), via the Company's Outage Management System ("OMS").

Throughout restoration, crews area also prompted for feedback on job progress, including ETRs (and then discussed during status calls facilitated by the *Regional ETR Officer*). Job progress, any necessary changes in ETRs, work accomplished, and work remaining for permanent repairs are entered into the STAR system by the respective *Dispatcher, Supervisor*, *Cell Lead,* or clerical designee.

Regional Overhead Crew Guides

Company-assigned *Crew Guides* report into a *Cell Lead* (who reports into the *Operations Branch Director*) and are teamed with Non-Company Crews to maximize crew productivity by minimizing travel times between jobs (*i.e.*, by facilitating crew movement to/from work

sites, lodging locations, and meal locations and/or doing pick-up/delivery of meals); facilitating the procurement of supplies; and handling crew-related administrative matters (*e.g.*, keeping time logs for the crews).

They also receive jobs dispatched by *RECC Dispatchers* to field crews via radio or cell phone. Jobs are dispatched based upon the job priority,[30] crew location, crew capability, and workload. The recording of accurate dispatch times is emphasized with *Dispatchers*.

In addition, *Crew Guides*:

- request switching and obtain mark-ups on lines and equipment;
- provide communication between the field and "office" (*e.g.*, location of crews and status of restoration);
- obtain ETR and assignment completion with crews;
- remain aware of published ETRs for areas to which they are assigned and report any cases where a published ETR needs to be extended;
- call in restoration information to the *Dispatcher* immediately after service is restored to each case/location;
- update their respective *Cell Lead* periodically with cases or areas restored;
- communicate to the RECC or *Cell Lead* any locations of transformer leaks or oil spills;
- report any accidents or injuries to the respective RECC or *Cell Lead*; and
- evaluate mutual assistance crew performance.

Overhead Crews

As part of restoration work, Overhead Crews perform various line work (e.g., installing poles, putting up wires, installing OH transformers, fused cut-outs, etc.) that is necessary to facilitate customer restoration. Overhead crews can be either Company or Non-Company crews.

Initially, Company Overhead crews will be assigned to perform cut-and-clear work, which addresses public safety concerns and may also results in quick customer restoration, whenever possible. Typically, Non-Company Overhead crews will be assigned restoration work as they arrive, while Company forces will address public safety concerns.

When appropriate, Company Overhead crews (or Non-Company Overhead crews, at the discretion of their respective *Crew Guide* and *Cell Lead*) will make temporary repairs in order to expedite the overall restoration process (*i.e.*, where practical, permanent repairs

[30] For more information on restoration prioritization, see ERP Section 12.2: Restoration Priorities and Public Safety

are deferred until all customers have been restored). Once all customers are restored to service, permanent repairs to the system are made.

Ladder Line Crews

Ladder Line crews are dispatched to a specific address to work on service lines that run from poles to houses or business structures. They can be either Company or Non-Company crews.

Line Clearance Crews

Line Clearance crews (*a.k.a.*, "Tree crews") clear trees on wires or trees that are obstructing Overhead crews from completing the work necessary to restore customers. They can be either Company contractor crews or Non-Company crews.

Make-Safe Crews (Westchester)[31]

During major OH events, public safety issues and blocked roads that are reported by a municipal official (*e.g.*, via contacting the dedicated municipal line answered by the Muni Desk) must be responded to in a timely manner by either wire guards or make-safe crews in accordance with the PSC Scorecard, which establishes the following requirements for response to municipal emergency official-reported trouble tickets:

> *"Response to downed wires that are reported by municipal emergency officials in less than 18 hours for events with 3 to 5 days customer restoration or less or in less than 36 hours for events with customer restoration over 5 days. For the purpose of this measure, municipal emergency officials will be defined as members of the 911 call center, police, fire, and office of emergency management (including Emergency Operations Center personnel)."*

A trained Damage Assessor specifically purposed for road closures (in addition to the traditional Damage Assessment team) is responsible to perform the initial assessments. Their assessment is reported back electronically through a damage assessment mobile application and is recorded on the Company's storm management system. Reports of telecom wire down are specifically categorized and collected onto the electronic Muni/Area Restoration Report. The Utility Liaison from Emergency Preparedness is responsible for sharing email copies of this report to the telecom companies. If a downed Company wire resulted in a road closure, the Damage Assessor will stay on location until relieved by either a wire guard or appropriate make-safe crew. If there was no Company interest

[31] For more information on NYC'S Downed Tree Task Force (DTTF), see ERP Section 6.2.2: NYC Task Forces

condition, update the trouble condition which results in a report to the telecom companies to address.

Whenever a municipal emergency official-reported trouble is received, the ticket is coded in OMS in a manner to prioritize response in accordance with the Priority Levels defined in Table 12.2.1A – PSC-Defined Downed Wire Priority Levels. It is the responsibility of the *Regional Operations Section Chief (B/W),* or designee, to monitor responses to all municipal-reported trouble tickets in Westchester County.

In Westchester, dedicated *Make-Safe Crews* (also referred to as Cut-and-Clear Crews) are assigned by the *Regional Operations Section Chief (B/W),* or designee, to rapidly respond to municipal trouble tickets, which may be reported by the municipality directly (via the Municipal Desk) or via an assigned *Municipal Liaison*[32] (as requested) in accordance with the Priority Levels defined in Table 12.2.1A – PSC-Defined Downed Wire Priority Levels.

Once all municipal-reported public safety and blocked-road tickets have been addressed, the *Regional Operations Section Chief,* or designee, will shift *Make-Safe* crews to Con Edison-prioritized restoration work. Once all customers are restored to service, permanent repairs to the system are made.

5.3.4 Regional Logistics Section

Regional Logistics Section Chief

Whenever one region goes into Serious or greater, the *Regional Logistics Section Chief ("Regional LSC")* reports directly to the *Regional Incident Commander* and will:

- obtain emergency resources that are needed to meet the Restoration Work Plan objectives (*e.g.,* generators, dry ice) and provide logistical input to the Regional Command Staff (*e.g.*, during regional ICS calls or via direct communication, between calls, with anyone on the Command Staff) (Note: these resources may be Company-owned, contracted, or from third parties, including other utilities and the government);
- facilitate the resolution of any logistical issues, as needed, through direct communication with blue-sky managers and/or on-call staff (during non-business hours) from Procurement, Facilities, Field Services, IT, and/or Stores; and

[32] When a Westchester County municipality (or Westchester County) requests a dedicated *Municipal Liaison* (or *EOC Liaison*) to support their EOC, the *Liaison* will assist the municipality/EOC in creating coded trouble tickets as well as in relaying their prioritization of public-safety issues and blocked roads. Once a *Make-Safe Crew* resolves the condition that resulted in a downed-wire report by a given municipality/EOC, the condition is removed from the trouble ticket, which can be verified by the *Liaison*. For more information on the Municipal Liaison Program and role of *Municipal Liaisons*, see ERP Section 6.3: The Municipal Liaison Program.

- oversee mobilization and demobilization of the Regional Logistics Section and its associated resources (*i.e.*, *Logistics Site Unit Leader, Stores Operations Unit Leader,* and *Support).*

Logistics Site Unit Leader

Whenever staging or material laydown areas are needed for restoration, FFS's *Section Manager, ESG* (or *Logistics Section Chief*, if activated), or designee, is responsible for overseeing the establishment of those sites. The quantity of sites and general locations of where the sites are needed (*e.g.*, Brooklyn, Queens) are determined by Electric Operations' *Regional General Manager(s)* (or *Regional Incident Commander(s),* if activated), or designee(s), and communicated to the *Section Manager, ESG* (or *Logistics Section Chief*, if activated), or designee.

When there are minimal needs associated with logistics sites (*e.g.*, a few material lay down areas, only), the *Section Manager, ESG* (or *Logistics Section Chief*, if activated), or designee, may be able to manage this work without the need to activate a *Logistics Site Unit Leader*. However, when logistics site needs become more complex (*e.g.,* multiple large sites needed), the *Section Manager, ESG* (or *Logistics Section Chief*, if activated), or designee, will activate a *Logistics Site Unit Leader* to provide support to the *Logistics Section Chief*. For events that are very large and complex (*e.g.*, large quantities of mutual assistance being brought in to support restoration efforts across multiple operating regions, with multiple staging areas, for an extended restoration period), a second *Logistics Site Unit Leader* may be activated at the discretion of the *Section Manager, ESG* (or *Logistics Section Chief*, if activated).

When activated, a *Logistics Site Unit Leader,* reporting into the *Regional Logistics Section Chief*, will:

- work with the lead representatives from all organizations that support logistics site operations (Electric Operations, EH&S, IT, Admin/Finance, etc.);
- coordinate with the *Regional Mutual Assistance Branch Director* to ensure staging area sites are established in coordination with mutual assistance onboarding;
- oversee *Logistics Site Managers* who are responsible for:
  - the setting up and maintaining of staging area sites;
  - the equipment, resources, fueling, and security at staging area sites; and
  - the demobilization of staging area sites.
- ensure the proper coordination between *Logistics Site Managers,* as needed.

Stores Operations Unit Leader

During normal operations, most storeroom locations have extended operating hours (varying by location). In turn, the appropriateness of staffing a regional *Stores Operations Unit Leader* is at the discretion of the *General Manager, Stores Operations,* or designee.

Factors considered include blue-sky staffing levels in place, forecasted timing of the event, the number of regions mobilizing, and the incident classification level.

When activated, the *Stores Operations Unit Leader*, reporting into the *Regional LSC*:

- coordinates requests for material (*e.g.,* cable coils, poles, transformers) through the CERC and the LOCC;
- maintains and tracks inventory of storm-restoration materials;
- manages the oversight of material management activities such as receiving, storage and distributing of materials);
- coordinates appropriate dumpsters for used cable, mixed metals, pole butts, trash, and mixed recyclables, as needed;
- requests appropriate equipment and materials (*e.g.*, tent, trailer, forklift, temporary bathrooms), and services (e.g., security and flaggers); and
- oversees breakdown Staging Area(s), including inventory counts.

For a multi-region event, the *Stores Operations Unit Leader* serves an interregional role, focusing on ensuring material coordination between/across the activated regions, and will report into the *Interregional Logistics Section Chief.*

Logistics Operations Control Center

The primary function of the Logistics Operations Control Center ("LOCC") is to manage interregional coordination activities. In turn, the LOCC is automatically activated whenever *two or more* regions escalate to an incident classification level of Serious or greater. That said, the *Section Manager, ESG* has the authority to activate the LOCC when only one region is mobilized if the *LSC* needs additional logistical administrative support. For more details on what tasks the LOCC manages, when activated, see ERP Section 5.4.2: Activation of Interregional Logistics.

5.3.5 Regional Admin/Finance Section

It is the responsibility of the *Department Manager, Operations FPA,* or designee, to assign staff to the Regional Admin/Finance Section. The Regional Admin/Finance Section is responsible for:

- compiling and tracking all costs associated with an incident;
- provide advice and council on account usage;
- provide cost storm estimates; and
- reconciling the tracking of time and expenses for mutual assistance crews.

Regional Admin/Finance Section Chief

At the regional level, this section is staffed by a *Section Chief*. If the *Section Chief* is in need of ad-hoc administrative/finance support, he/she will notify the *Department Manager, Operations FPA,* or designee, who will assess resource availability of Finance personnel (*i.e.*, those assigned an SEA of business continuity) for re-assignment.

5.4. INTERREGIONAL COORDINATION

5.4.1 Activation of the Distribution Engineering Situation Room

Whenever two or more operating regions declare an incident classification level of Serious or greater, the DESR will be activated by Distribution Engineering's *Chief Engineer,* or designee, to support interregional coordination. When the DESR is mobilized, the *Situation Room Unit Leader,* is responsible for the following activities:

- monitor distribution system conditions;
- function as the "Emergency Information Center" for Electric Operations and accumulate and report pertinent information;
- receive information from *Regional Information Officers;*
- hold periodic conference calls with RECCs and EMCs;
- provide information as requested by Corporate Affairs' Media Relations staff (*i.e.*, for news releases), or when requested;
- provide engineering support and technical expertise;
- assist the regional operating areas in formulating corrective actions, when required;
- coordinate the distribution of crews and support staff amongst the operating regions;
- obtain periodic weather updates from the *Company Meteorologist(s)* on DESR status update calls (to the extent that they are available) and by email;
- coordinate and allocate generator deployment, when required, in coordination with the *Interregional Logistics Section Chief,* or designee, and *Regional Incident Commanders,* or designees;
- consolidate damage reported by the operating regions; and
- communicate system status to DPS Staff, as per the *ETR Protocol (Attachment 12)*, via the Electric Outage Reporting System ("EORS")[33] or as requested by Staff.

When the DESR activates, multiple organizations will provide a representative to support interregional coordination.

Distribution Engineering's DESR Staff

Distribution Engineering's *Chief Engineer,* or designee, will assign personnel to staff the *Situation Room Unit Leader* position as well as the following DESR support positions:

- *Display Processor A*: responsible for monitoring the condition of the distribution system and its components
- *Display Processor B*: responsible for monitoring customer outages

[33] When activated by NYS Department of Public Service, this electronic form is used by Distribution Engineering to provide DPS Staff with required outage information.

- *Interregional Information Officer*: responsible for gathering pertinent information from the regions and preparing reports

Customer Operations' Situation Room Liaison

Customer Operations' *General Manager, Specialized Activities,* or designee, will assign a *Customer Operations Situation Room Liaison* to the DESR who will:

- work closely with Distribution Engineering staff to relay information about outages affecting Special Needs and LSE customers to the Call Center (so they can initiate the required customer outreach);
- be proactive in gathering information on system status, potential impact on customers, whether 1-800-COOLNY and/or Westchester County number(s) have been activated, or if Community Centers in housing projects (e.g., NYCHA) opened for emergencies, and relaying that information to CMG;
- at the request of the CMG, confirm information received regarding customer outages;
- report any outage or voltage reduction problem to CMG immediately;
- obtain next worst-case impact information when there are networks in trouble;
- notify critical stakeholders (*i.e., Senior Vice President, Customer Operations*; *General Manager*, *Customer Assistance*; *Managers, Customer Assistance*; *Manager, Communications Management Group*; Center of Excellence personnel; Communications Management personnel; Digital Customer Experience personnel; and Customer Outreach personnel) of potential imminent problems (*e.g.*, multiple feeder outages that may subsequently affect a particular network);[34] and
- act as a conduit for information requests to the DESR from CMG and/or Customer Outreach personnel, the *Senior Vice President, Customer Operations*, and/or *General Manager, Customer Assistance.*

Demand Management's Situation Room Representative

Between the beginning of May and end of September (*i.e.*, the timeframe during which the Company's Demand Response Programs with customers are active)[35], whenever the DESR activates, the *Section Manager, Targeted Demand Management,* or designee, will assign a *Demand Management Situation Room Representative* to the DESR to be the primary point of content for the receipt of requests to initiate an Emergency Demand Response Program ("EDRP"). Such requests would come from either the *Regional Incident Commander(s),* or designee(s), or the DESR's *Situation Room Unit Leader*, or designee. It is important to note that while implementation of the Demand Response

[34] In accordance with *CSP 2-0-1: Corporate Event Customer Response Plan (Attachment 5).*

[35] During peak hours (6am-midnight) of the summer (May 1 - Sept 30), Con Edison customers may be compensated to temporarily reduce their energy use through Con Edison's Smart Usage Rewards (*a.k.a.*, Demand Response) program.

Programs may be requested as one of several possible load relief measures[36] in order to mitigate network contingencies prior to the employment of load-management power outages, the program is designed to engage voluntary usage reductions from customers, not to resolve voltage stress on feeders during system emergencies.

Upon receipt of such request, the assigned Demand Management representative will review the request and confirm the following in writing (via email) with the Energy Control Center's *Senior System Operator ("SSO")*, and/or RECC's respective *Department Manager*, or designee(s): the requested network(s)/system condition, requested start time, and requested duration. Once written confirmation with the requested information is received, the Demand Management Representative will initiate the demand response event.

Emergency Preparedness' Interregional Liaison Officer

Whenever more than one region activates to Serious or greater, the role of *Regional Liaison Officer* transitions to the role of *Interregional Liaison Officer*, in coordination with the DESR. It is the responsibility of EP's *Director, Strategic Planning and Preparedness,* or designee, to assign an EP representative to the DESR to serve in the role of *Interregional Liaison Officer*. The responsibilities of the role are the same as those of a *Regional Liaison Officer*, as detailed in ERP Section 5.3.1 – Regional Command Staff.

Environment, Health & Safety's Interregional EH&S Officer

It is the responsibility of the *Director, EH&S Operations,* or designee, to assign an EH&S employee to the role *Regional / Interregional EH&S Officer.* Whenever more than one region activates to Serious or greater, the role of *Regional EH&S Officer* transitions to the role of *Interregional EH&S Officer*. The Interregional EH&S Officer will actively engage with *EH&S Field Representatives* to response to incidents in the field. For more information on the role's responsibilities, see ERP Section 5.3.1 – Regional Command Staff – Regional EH&S Officer.

Information Technology's Situation Room Representative

It is the responsibility of IT's *System Manager, IT Infrastructure and Operations,* or designee, to provide an *IT Situation Room Representative* to the DESR to assist with any system, software, or hardware issues, Information System problems, and/or network problems.

[36] Load relief measures can include any of the following, depending on the circumstances of the event: initiation of demand response events, a general appeal to customers to reduce power consumption, direct appeals in the geographic area of concern to reduce all-but-essential load, requesting customers go on self-generation, selected forced outages, and voltage reductions.

External Representatives

Depending on the event, NYCEM, WCDES, and/or the DPS Staff may provide a representative.

5.4.2 Activation of Interregional Logistics

Whenever two or more regions declare an incident classification level of Serious or greater, logistics coordination will proactively transition from the regional structure to an interregional structure, under the oversight of an *Interregional Logistics Section Chief,* who will assume responsibility for managing the overall logistical response effort and logistics activities across the service territory in coordination with regional ICS staff.

Interregional Logistics Section Chief

The *Interregional Logistics Section Chie*f will:

- mobilize employees with a Logistics-related SEA, as needed;
- oversee the *LOCC Unit Leader,* if activated (see description below);
- oversee the *Stores Operations Unit Leader*, if activated, who is responsible for the management of storm-restoration material (*e.g.,* poles, cable);
- oversee *Logistics Site Unit Leader*, if activated, who is responsible for overseeing the establishment, operation, maintenance, and demobilization of staging areas;
- coordinate with blue-sky and/or on-call personnel from Procurement, Field Services, Facilities, and IT, as needed;
- coordinate with the DESR, as needed; and
- track the status of all emergency resources acquired, utilized, and/or distributed for the incident (*e.g.*, at staging area locations or otherwise) and ensure that these resources are recovered once they are no longer needed and/or during demobilization.
  - (Note: When CERC is activated, the *Interregional Logistics Section Chief* will often transition to *LOCC Unit Leader*, supporting the *CERC Logistics Section Chief*.)

Logistics Operations Control Center

The *Section Manager, ESG,* or designee, will activate the Logistics Operations Control Center ("LOCC") whenever two or more regions declare they will mobilize to an incident classification level of Serious or greater.

When activated, the LOCC coordinates logistical planning and response activities prior to and throughout major events across Electric Operations and in coordination with the DESR. Employees with an SEA assignment associated with the LOCC will be activated, as needed, to provide support.

Logistical activities coordinated via the LOCC include but are not limited to:

- utilizing supplier contracts to address incident-related requirements (*e.g.*, on-site fueling, equipment rentals, portable sanitary facilities, dry ice) and scheduling additional supplier deliveries, as needed;
- coordinating the purchase of materials and services required through contact with Procurement's 24-7 Emergency Buyer;
- coordinating lodging and food for mutual assistance crews;
- providing materials/services (*e.g.*, barriers, fences, guards, etc.) to assist in the security of Company facilities and assets;
- coordinating trucking operations to transport materials and supplies;
- deploy mobile generators and other specialized equipment in accordance with *Corporate Policy Statement 330-1: Use of Mobile Generators and Associated Equipment* and *CI 330-8: Mobile Electric Generators ("MEGs") Management and Deployment;* and
- dispatching the Mobile Command Center ("MCC") fleet, as needed.

LOCC Unit Leader

When there are minimal administrative logistical needs (*e.g.*, no requests for dry ice, generators, etc.), the *Interregional Logistics Section Chief* may be able to manage the work of the LOCC, even during multi-region events, without the need to activate an *LOCC Unit Leader*. However, when administrative logistical needs become more complex (*e.g.*, busing, hoteling, staging areas, and dry ice are all needed, or a significant number of generators are being deployed and dry ice is needed but supply is low), the *Interregional Logistics Section Chief* will activate an *LOCC Unit Leader* to provide additional oversight of LOCC support staff.

When activated, the *LOCC Unit Leader,* reporting into the *Interregional LSC*, will:

- oversee the receiving, processing, and fulfilling of requests for emergency resources (*e.g.*, mobile generators, mobile command centers, fuel, ice, portable light towers, dumpsters, etc.); and
- support the *Interregional LSC* in facilitating any logistical issues, as needed, with blue-sky and/or on-call staff from Procurement, Facilities, Field Services, IT, and/or Stores.

Logistics (LOCC) Support report to the *Interregional Logistics Section Chief,* unless an *LOCC Unit Leader* is activated by the *ILSC*, in which case they will report to the *LOCC Unit Leader.*

5.5. CORPORATE EMERGENCY RESPONSE CENTER ROLES & RESPONSIBILITIES

As previously detailed in ERP Section 5.1.3–Corporate Level of Activation, the Company's Corporate Emergency Response Center ("CERC") is activated for Corporate-level events at the discretion of a Company SVP(s), or designee(s), in coordination with the *Senior System Operator* or designee and with concurrence from the *Vice President, Emergency Preparedness,* or

designee. The *Vice President, Emergency Preparedness,* or designee, is responsible for ensuring that EP personnel maintain the *CERC Emergency Duty Roster*[37] and for the mobilization plan for incidents requiring a CERC mobilization.

Activation of the Company's Corporate Emergency Response Center ("CERC") facilitates senior leadership's ability to collect information related to an event, prioritize Company actions needed to manage the event and resources, and disseminate information to critical internal and external stakeholders.

The CERC ICS Command Staff may include any, or all, of the following positions, as determined by the *CERC Incident Commander*:

- *CERC Environment, Health and Safety (EH&S) Officer*
- *CERC Liaison Officer*
- *CERC Information Officer*
- *CERC Customer Operations Officer*
- *CERC Energy Services Officer*
- *CERC Communications Officer*
- *CERC Information Technology Officer*
- *CERC Law Officer*
- *CERC Corporate Security Officer*

These positions, along with *CERC Operations Section Chief, CERC Logistics Section Chief, CERC Planning Section Chief,* and *CERC Admin/Finance Section Chief,* report directly to the *CERC Incident Commander.*

Following are brief descriptions of each of these roles and their respective responsibilities. Note: The CERC organizational chart resides in *CI 260-4: Corporate Response to Incidents and Emergencies (Attachment 2)*.

5.5.1 CERC Incident Commander

The *CERC Incident Commander* is responsible for strategic management, command, and control of any incident that requires activation of the Company's CERC. For Full-Scale activations, the *CERC Incident Commander* shall be selected from a list of trained senior officers (in accordance with the Company's annual ICS training certification).

Responsibilities of the *CERC Incident Commander* include, but are not limited to:

- obtaining briefings from the prior *CERC Incident Commander* and from each member of the CERC Command and General Staff, as needed;

[37] For more information, see ERP Section 2.2.1: Emergency Duty Rosters

- reviewing and approving the Incident Action Plan ("IAP') (oral or written) developed by the CERC Planning Section for the current and next operational periods;
- reviewing and approving news/press releases brought forward by the *CERC Communications Officer;*
- conducting periodic conference calls to facilitate the collection and dissemination of critical information to key stakeholders;
- immediately following the call, holding a brief "Command & General Staff Meeting" to ensure understanding of the emergency status, key decisions, constraints, general objectives and priorities associated with the incident; and
- providing direction through periodic updates and Status calls/meetings.

5.5.2 CERC Environmental Health & Safety Officer

The *CERC EH&S Officer* is a member of the CERC Command Staff, reporting to the *CERC Incident Commander*. This role's responsibilities include but are not limited to:

- communicating and coordinating with *EH&S staff*, who are providing EH&S guidance or support to regional field crews/personnel as well as ensuring (through coordination with *Regional EH&S Field Representatives*) that EH&S incident objectives are being met at the regional level (*e.g.*, mutual assistance and contractor crews receive a Safety Orientation at onboarding, prior to being deployed to the field);
- anticipating hazardous and unsafe situations in order to develop and recommend measures for personnel and public safety;
- ensuring that assessment, modeling, surveillance, monitoring, and permitting of environmental aspects related to the incident are being accomplished;
- providing initial Safety Message to be shared on CERC and regional *ICS Conference Calls*;
- answering EH&S-relevant questions and providing EH&S updates (*e.g.*, incident-related statistics) on CERC Calls;
- evaluating the initial briefing and subsequent IAPs to identify any health and safety concerns and offer EH&S suggestions;
- reviewing the HASP of any mutual assistance or contractor personnel, as needed;
- reviewing and approving the Medical Plan, as needed;
- exercising emergency authority to prevent or stop unsafe acts; and
- documenting appropriate actions in MS Teams.

5.5.3 CERC Information Officer

The *CERC Information Officer* is a member of the Command Staff, reporting to the *CERC Incident Commander*. This role's responsibilities include but are not limited to:

- collecting information (*e.g.*, customer outages, critical customers, system damage, etc.) from Company systems (*e.g.*, CRMS, OMS, EMOPSYS) and verifying this information with the correct stakeholders in order to maintain the Corporate Information Dashboard;

- working closely with the *CERC Communications Officer, CERC Customer Operations Officer,* and *CERC Liaison Officer* and other members of the CERC ICS organization to gather and verify information relating to the incident;
- working with each affected region to gather and verify information relating to the incident;
- working closely with members of the CERC Planning Section who will provide information on system conditions;
- providing verified information at prescribed intervals (typically every four hours or as prescribed by the *CERC Incident Commander*) to the *CERC Communications Officer* (for dissemination to news media, external stakeholders and regulators);
- monitoring notification requirements (*e.g.*, media, public officials) stated in *CI 260-7: Guidelines for Communications with the Public during Load Management Power Outages* (*a.k.a.*, *Load Management Plan*) and advising the *CERC Incident Commander* if any reporting triggers are met; and
- reviewing external agency (*e.g.*, PSC, NYCEM, NYPD, DOE) reports to verify that all incident facts are consistent with information provided.

5.5.4 CERC Liaison Officer

The *CERC Liaison Officer* is a member of the CERC Command Staff, reporting to the *CERC Incident Commander*. This role's responsibilities include but are not limited to:

- maintaining situational awareness throughout the event by checking the data available in both CRMS and on the Corporate Information Dashboard;
- verifying any information that has been requested by an external agency with the *CERC Information Officer* before sharing it;
- communicating any interagency emergency requests and/or resource-coordination needs/efforts with the CERC Command and General Staff, as appropriate;
- interacting with County and City OEMs, and first-response organizations, regarding the emergency event, as appropriate;
- requesting information regarding cooling/warming centers from NYCEM and WCDES, as appropriate, and sharing the information gathered with the respective *CERC Communications Officer*, *CERC Customer Operations Officer*, Customer Outreach, and CMG; and
- sharing event-relevant information (*e.g.*, outage statistics; outage boundaries; and load shedding, voltage reductions and/or other pre-emptive shutdown actions, etc.) with external partners (*e.g.,* NYCEM, WCDES), as appropriate.

5.5.5 CERC Communications Officer

The *CERC Communications Officer* is a member of the CERC Command Staff, reporting to the *CERC Incident Commander*.

During a CERC activation, a manager from Corporate Affairs will typically staff the *CERC Communications Officer* position, to serve as a conduit between the CERC Command Staff and

Corporate Affairs' two major organizations: Corporate Communications and Government Relations & Regional and Community Affairs ("GR&RCA").

During a CERC activation, CECONY's *Director - Corporate Communications* and *Vice President, Government Relations & Regional and Community Affairs* (both reporting to the *SVP, Corporate Affairs*) retain overall responsibility for the activities associated with the organizations under their span of control.[38]

The *CERC Communication Officer's* responsibilities include but are not limited to:

- coordinating with the *CERC Information Officer,* and other members of CERC as needed, to collect information for Corporate Communications' preparation of press releases;
- assisting in developing talking points/fact sheets for GR&RCA's updates to elected officials;
- presenting drafted press releases to *CERC Incident Commander* for review and approval; and
- alerting the *CERC Incident Commander* to any news reports that could affect incident planning.

5.5.6 CERC Customer Operations Officer

The ICS position of *CERC Customer Operations Officer* is typically staffed by a manager from Customer Operations. As a member of the CERC Command Staff, reporting into the *CERC Incident Commander,* the primary responsibilities of this role include, but are not limited to:

- monitor Customer Operations' compliance with regulatory requirements that relate to emergency operations as detailed in the following:
  - *ETR Protocol (Attachment 12);*
  - *Order Approving the Scorecard for Use by the Commission (Attachment 11)*;
- when reporting out, during each operational period, summarize key customer-related data (*e.g.*, customer inquiries, call volumes, call answer rate, etc.) as well as actions being taken by Customer Operations, including Customer Outreach (*e.g.*, dry ice distribution, CIC staffing), LSE customer contact, IVR/*CSR* messaging updates, etc.;
- ensure that the Customer Operations organization (including local departmental staff) is kept up to date on major incident developments (*e.g.*, major outages, outage restorations, ETR changes) and press releases so that IVR/*CSR* messages can be updated accordingly;
- if dry ice distribution is being activated, ensure that Call Center personnel, CMG, Corporate Affairs, and Logistics have consistent information regarding the distribution locations; and
- coordinate with *Regional Customer Operations Officers* to ensure consistency and accuracy of customer-related information and outbound communications.

[38] For more information, see ERP Section 7: Corporate Affairs and Communications

5.5.7 CERC Energy Services Officer

The *CERC Energy Services Officer* is a member of the CERC Command Staff, reporting to the *CERC Incident Commander*. This role's responsibilities include but are not limited to:

- mobilizing resources to maintain contact with critical facilities and large/managed commercial and/or industrial customers;
- addressing and prioritizing outages and energy problems/concerns of large customers;
- compiling large customer outage/restoration information for all affected customers;
- communicating regularly with *Regional Energy Services Coordinators* to ensure that customer contact and follow-up efforts are being recorded in EMOPSYS, and that customer-related actions are consistent and not duplicative;
- responding to inquiries from CERC staff related to large customers; and
- working closely with the *CERC Logistics Section Chief* to determine locations to deploy portable generators.

5.5.8 CERC Corporate Security Officer

The *CERC Corporate Security Officer* is a member of the CERC Command Staff, reporting to the *CERC Incident Commander*. This role's responsibilities include but are not limited to:

- coordinating CERC-related security activities;
- coordinating with external Law Enforcement agencies;
- conferring with the *CERC Incident Commander* and General Staff throughout the event all relevant intelligence activities or investigations related to physical or cyber threats, or other security issues, as needed; and
- overseeing Security personnel at Company locations.

5.5.9 CERC Information Technology Officer

The *CERC IT Officer* is a member of the CERC Command Staff, reporting to the *CERC Incident Commander*. This role's responsibilities include but are not limited to:

- serving as the central point of contact for managing network, systems, applications, infrastructure, and other IT-related issues;
- coordinating system health and monitoring with IT's Network Operations Center;
- leading IT support staff; and
- assisting CERC Planning and Operations Sections with technical support on web-based and mainframe applications.

5.5.10 CERC Legal Officer

The *CERC Legal Officer's* primary responsibility is to provide legal advice on emergency response and event-related matters.

5.5.11 CERC Operations Section Chief

The *CERC Operations Section Chief* is a member of the CERC General Staff, reporting to the *CERC Incident Commander*. This role's responsibilities include but are not limited to:

- monitoring the tactical activities of the Operations Branches in order to assess any potential resource needs (*i.e*., people and equipment), and assistance that may be required, and communicating these needs/requirements to the *CERC Planning Section Chief, CERC Logistics Section Chief*, and/or *CERC Incident Commander*, as appropriate;
- maintaining contact with the *Site Incident Commander (White Hat)*, if applicable, for an update on operational activities in the field;
- in a multi-commodity incident, identifying locations where conflicting operations may exist (*e.g*., work at the same intersection by gas and steam during the same operational period);
- working with the *CERC Planning Section Chief* to provide input to the IAP for the current and next operational periods;
- providing crewing levels to the *CERC Planning Section Chief* (for each commodity affected);
- maintaining awareness of where materials are being staged, and at what locations, through contact with the *CERC Logistics Section Chief;* and
- supporting efforts to demobilize resources as soon as they are unneeded by providing a list of surplus resources to the *CERC Planning Section Chief* and *CERC Logistics Section Chief*.

CERC Operations Branch Director – Electric Operations

The *CERC Operations Branch Directors* (who are also *Regional Incident Commanders)* report into the *CERC Operations Section Chief*. Their responsibilities, as *CERC Branch Directors,* include but are not limited to:

- managing the operational resources of the regional Command Structure to ensure that the IAP is understood, adhered to, and achieved for the appropriate completion of the work, based on direction from the *CERC Operations Section Chief;*
- ensuring that a plan is developed and instituted for the timely conveyance of work status information to and from the *CERC Operations Section Chief;*
- participating in periodic departmental conference calls and/or meetings so the *CERC Operations Chief* knows, at any given time, what tactical field operations are being conducted in order to achieve goals in the current operational period; and
- ensuring that significant operational events (*e.g.,* loss of a distribution feeder) are reported to the *CERC Operations Section Chief* and *CERC Incident Commander* as they occur or as soon as possible thereafter.

5.5.12 CERC Planning Section Chief

The *CERC Planning Section Chief* is a member of the CERC General Staff, reporting to the *CERC Incident Commander*. This role's responsibilities include but are not limited to:

- overseeing a Resource Unit, Situation Unit, Demobilization Unit, Documentation Unit, and *Technical Specialists*;

- providing engineering and technical support, as needed;
- gathering information from *Regional ETR Officers* to create the Company's Corporate Restoration Target and Global ETR;
- taking the lead in developing an Incident Action Plan ("IAP");
- during a multi-commodity incident, identifying locations where conflicting plans may exist (*e.g.*, work at the same intersection by Gas and Steam Operations during the same operational period); and
- overseeing preparation of the incident demobilization plan.

5.5.13 CERC Logistics Section Chief

The *CERC Logistics Section Chief* is a member of the CERC General Staff, reporting to the *CERC Incident Commander*. This role's responsibilities include but are not limited to:

- overseeing *an LOCC Unit Leader, Stores Operations Unit Leader, Procurement Unit Leader,* and *Facilities Unit Leader;*
- assisting with logistical issues escalated by *Logistics Unit Leaders* in coordination with Planning and Operations;
- ensuring overall adequacy of emergency material/supplies and avoidance of conflicts in scheduled usage (*e.g.*, of generators, MCCs, trailers) to the extent possible and to keep Planning aware of resources status;
- coordinating with Operations on viable and potential staging areas;
- coordinating with Customer Operations and others on dry ice distribution;
- supporting the physical set-up and operation of CERC (e.g., food services);
- working closely with Planning and Operations regarding requests for equipment/resources;
- ensuring adequate transportation services (both supplies and people);
- working closely with Planning to determine locations to deploy mobile generators and other specialized equipment in accordance with *Corporate Policy Statement 330-1: Use of Mobile Generators and Associated Equipment* and *CI 330-8: Mobile Electric Generators ("MEGs") Management and Deployment*; and
- dispatching the Mobile Command Center ("MCC") fleet, as needed.

Procurement Unit Leader's (when CERC is activated, reports to Logistic Section Chief) responsibilities include but are not limited to:

- Provides direction and guidance to the Supply Chain organization to complete all procurement processes required to support the restoration effort;
- Oversee purchasing activities such as ordering, receiving, coordinating delivery of material/equipment and services; and
- Supports Procurement Personnel in addressing the needs of Operations:
  - Procures required materials and equipment from vendors:
  - Responsible for resolving vendor related issues, as needed.

5.5.14 CERC Admin/Finance Section Chief

The *CERC Admin/Finance Section Chief* is a member of the CERC General Staff, reporting to the *CERC Incident Commander*. This role's responsibilities include but are not limited to coordinating the following activities to be performed by the Finance Organization:

- the documentation and analysis of financial, cost, time and contract administration;
- determining the impact of the emergency on finance and supply chain;
- determining the impact of the emergency on banking and credit relationships;
- determining if there is a large-scale impact of the emergency on O&M and Capital budgets;
- determining the level of risk change caused by the emergency, if any;
- determining insurance exposure; and
- monitoring the payment of customer claims processed under direction of *CERC Legal Officer.*

6. LIAISON PROGRAMS

The function of any liaison is to serve as a conduit between a requesting entity and a responding entity to help manage or share information, resolve issues and prioritize requests.

At CECONY, employees from EP act as liaisons during both blue-sky days and during emergencies to handle small-scale needs or incidents that may arise (*e.g.*, water main breaks or one-off requests) or requests that come in from external agencies (*e.g.*, participate in an interagency call or deploy to an agency).

- Section 6.1 describes the *EP Liaison* role, which is a 24/7/365 on-call position, and the *Liaison Officer* role, which is staffed by EP whenever the Company goes into a Serious or Full-Scale ICS structure.
- Section 6.2 describes the role of *EOC Liaisons*, who are Company representatives deployed to external agencies, upon request, in response to large-scale emergencies and/or the activation of that agency's EOC or interagency Task Force.
- Sections 6.3 and 6.4 describe the Company's two liaison programs: The Municipal Liaison Program and Utility Liaison Program.

6.1. THE EP LIASION AND LIAISON OFFICER

6.1.1 EP Liaison

It is the responsibility of EP's *Director, Strategic Planning and Preparedness,* or designee, to assign EP personnel, on a weekly rotational basis, to serve as EP's 24-7 on-call point of contact to EP's internal and external stakeholders, including:

- New York City Emergency Management ("NYCEM");
- Westchester County Department of Emergency Services ("WCDES");
- WCDES's Emergency Communications Center ("60 Control")[39];
- The New York City Police Department ("NYPD");
- The Fire Department of the City of New York ("FDNY");
- The Metropolitan Transportation Authority ("MTA");
- The Port Authority of NY/NJ ("PA-NY-NJ");
- New York State Department of Transportation ("DOT"); and
- New York State's Emergency Management Office ("SEMO").

[39] "60 Control" is the primary dispatch center for over 80 Fire, EMS and Support Agencies in Westchester County, NY.

The function is staffed 24/7/365, and an alternate EP representative can always be swapped into this function, at any time, if the assigned staff member on a particular rotation is unable to fulfill the function's responsibilities.

The *EP Liaison* can be reached via a hotline phone number [redacted] or by email. For an immediate response, the hotline should be contacted.

The primary responsibility of the *EP Liaison* is to serve as EP's 24-7 point of contact to our external emergency management partner agencies (noted above).

6.1.2 Liaison Officer

During Serious and Full-Scale ICS activations, the ICS position of *Liaison Officer* (staffed by EP personnel at the regional, interregional or corporate level of activation) has the primary responsibilities of communicating interagency emergency requests and resource coordination needs and interacting with County and City OEMs and first responders (*i.e.*, police and fire). For more detail on the responsibilities of this ICS role, see ERP Section 5.3.1 – Regional Liaison Officer.

6.2. EMERGENCY OPERATIONS CENTER LIAISONS

When activated for a large-scale emergency, an external stakeholder's OEM may request a Company representative (*i.e.*, an *EOC Liaison*) to staff its physical or virtual EOC, Situation Room, or a specialized task force, to support interagency coordination and to serve as a direct point of contact between the Company and the respective stakeholder's OEM.

During large-scale incidents, in addition to the Company's own Regional EOC(s), DESR and/or CERC, one, or all, of the following also may be activated, each requiring a Company *EOC Liaison*:

- Westchester County's' EOC;
- NYC's NYCEM Situation Room or EOC;
- NYC's Task Forces;[40] and/or
- NYS's OEM.

In turn, there may be times when the *EP Liaison* (who may need to be re-assigned to serve as the Company's *Regional Liaison Officer* or *Interregional Liaison Officer* at the DESR or CERC) may need to be augmented with Company personnel who have been trained to serve as an *EOC Liaison* (see ERP Section 3.2.1: Function-Specific Training).

Prior to receiving an *EOC Liaison*, the requesting OEM will contact either the *EP Liaison* (during blue-sky days/non-activations) or *Liaison Officer* (during activations) to request a Company representative. The request will typically include any, or all, of the following information: time the

[40] For more information, see ERP Section 6.2.2: NYC Task Forces

EOC or Task Force was, or will be, activated; operational periods (typically 12-hour shifts); and role requested (*i.e.,* EOC agency representative or Task Force member).

EP's *Director, Strategic Planning and Preparedness,* or an on-call EP *Manager*, in collaboration with the *SEA Program Coordinator*, or designee(s), will then determine who will be activated (as requested) and create a staffing pattern for *EOC Liaisons* to cover additional shifts and will manage any requests for additional staff, as needed. Once activated, it is the responsibility of all *EOC Liaisons* to maintain regular communications with, and provide updates to, the *Liaison Officer* staffing the regional ICS, DESR or CERC, as appropriate.

All *EOC Liaisons* receive function-specific training[41] on various Company systems in order to be able to provide the most up-to-date and accurate information regarding response efforts to the EOC they are staffing. Through these systems,[42] *EOC Liaisons* have access to view all jobs scheduled, assigned, and completed for each day, broken down by municipality and county, and will receive the daily Restoration Work Plan.

Specific information that an *EOC Liaison* has access to and may share, as requested and expected, includes, but is not limited to:

- the number, type, and locations of crews;
- the jobs scheduled, assigned, and completed for the day;
- the restoration priorities;
- roads closed;
- downed-wire locations;
- critical facilities; and
- the number of affected LSE customers.

6.2.1 Emergency Operations Centers

New York State's Emergency Operations Center

In extreme events, NYS OEM may request a representative from CECONY to staff their OEM in Albany, NY. This *EOC Liaison* will provide information on Company response efforts, outage information, critical facilities affected, and obtain information on travel restrictions, matters affecting transportation and logistics, and States of Emergency.

New York City's Emergency Operations Center

New York City Emergency Management ("NYCEM") serves as the City's command post during weather-related events. NYCEM is also the agency responsible for coordinating

[41] For more information, see ERP Section 3.2.1: Function-Specific Training.

[42] Customer Relationship Management System ("CRMS"), Outage Management Dashboard ("OMD"), the Municipality Electric System Trouble Report Form, etc.

interagency and critical-stakeholder communications prior to and during emergency events impacting NYC.

In addition to City agencies and departments, transportation agencies and private partners as well as utility companies participate in NYCEM's Steering Committee Calls, on which each agency reports out on requested information and provides status updates, as required. When an *EOC Liaison* is not already deployed to NYCEM, CECONY's *EP Liaison* will call in to represent the Company. Otherwise the *EOC Liaison* will participate in the call (over the phone or in person), as required. The *EP Liaison* or *EOC Liaison* will communicate relevant information related to the current emergency conditions (*e.g.*, number of customer outages, critical facilities/customers impacted, current staffing, anticipated mutual assistance, voltage reductions in-place, mobile generator locations, etc.) and will communicate NYC's prioritization requests back to the appropriate RECC.

Westchester County's Emergency Operations Center

The Westchester County ("WCDES") EOC serves as a coordination center during weather-related events. Westchester County's EOC coordinates matters involving County-owned / operated facilities, roadways and other County-level issues that are not jurisdictionally handled at the municipal level. In addition to County agencies and departments, utilities and transportation agencies also provide representatives to WCDES's EOC, upon activation / request.

A Con Edison *EOC Liaison* assigned to support Westchester County's EOC (either in person or remotely) will communicate requested information (*e.g.,* outage statistics, critical facilities, staffing, etc.), and will coordinate prioritization requests with the *MRG Branch Director,* or designee. An *EOC Liaison* assigned to Westchester County's EOC also will work with the County to facilitate logistical and resource requests, as applicable (see ERP 12.8.2 – Dry Ice Distribution Site Availability).

Priority issues identified by the *EOC Liaison* at WCDES's EOC will be coordinated with the *MRG Branch Director,* or designee, who will interface with the appropriate function to facilitate resolution and provide information back to the *EOC Liaison*, who will, in turn, update the County accordingly. As warranted, the *MRG Branch Director* (or other appropriate member of the Bronx/Westchester Regional ICS Command and General Staff) will contact the *EOC Liaison* or the County's *Utility Branch Director* (in the EOC), to inform the County of the resolution status.

Issues addressed by an *EOC Liaison* assigned to Westchester County's EOC are logged and tracked within the County's incident management system (WIMS).

6.2.2 New York City Task Forces

For large-scale emergencies (*e.g.*, major storms, hurricanes), NYCEM may activate Task Forces identified in their City Emergency Plans, appropriate to the scale and type of emergency. The following are possible NYC Task Forces for which a Company *EOC Liaison* may be requested.

Power Outage Response Team

NYCEM's *Power Outage Response Team Protocol* is part of NYC's *Power Disruption Plan* and describes actions taken when the boundaries of a power outage are unknown or need clarification. The Power Outage Response Team ("PORT") is made up of representatives from CECONY and NYC government agencies (*e.g.*, NYPD, NYCEM, Community Affairs Unit). Whenever NYCEM activates the PORT to assess the needs of impacted NYC residents, a Company representative from Energy Services (*i.e.,* Customer Assistance Team) will be dispatched to act as the primary field contact and coordinate with the *EOC Liaison (NYCEM)*, *Liaison Officer,* or *EP Liaison*, as appropriate.

Downed Tree Task Force

NYCEM's *Downed Tree Task Force* ("DTTF") serves a similar function as CECONY's Westchester County-based Municipal Liaison Program[43] by prioritizing road closures and wire-down calls in New York City. NYCEM's *Downed Tree Task Force Emergency Protocol* defines the triggers for when the DTTF is activated, and outlines how downed tree responses are prioritized and managed.

NYCEM communicates with CECONY regarding the DTTF being on alert and/or DTTF resources being needed via the Company's Duty Liaison email, which is monitored by the on-duty *EP Liaison*. In addition, NYCEM may seek to make direct contact (*e.g.*, via phone) with their blue-sky points of contact within EP. When either the *EP Liaison* or blue-sky point of contact with EP receives a request for DTTF resources, they will direct that request to the respective *Regional Operations Branch Director,* or designee.

Upon activation of the DTTF by NYCEM in consultation with the NYC Parks Department, the NYCEM will notify the EP Manager. Company representatives from (primarily) CECONY, FDNY, NYPD, the Parks Department and DSNY are mobilized (at NYCEM's headquarters or remotely via TEAMS) to coordinate the City's response to damage and public safety issues (*e.g.*, downed wires, blocked roads) caused by downed trees. The Parks Department receives automated downed tree reports directly from 311, which is then triaged by the agencies in the DTTF. The DTTF relies on 311 to provide road-closure

[43] See ERP Section 6.3: The Municipal Liaison Program

and tree-down data for all five boroughs, as it is staffed 24/7 and the Parks Department only operates during business hours.

A Con Edison *EOC Liaison* assigned to the DTTF will work with other DTTF members to perform initial prioritization of reported trees down and then enter trouble tickets correctly into the Company's OMS so that those reported incidents receive the proper prioritization (*i.e.,* dispatching crews) without undue delay. The *EOC Liaison* assigned to the DTTF will follow up with an *RECC Shift Manager/Unit Leader* or *Regional Operations Section Chief,* or designee, as required.

For large-scale events, where there is a significant number of downed trees, NYCEM may activate a borough-based Incident Command Post / region-based command structure to manage downed-tree assessment and prioritization. In such cases, as a member of the DTTF, NYC's Parks Department will have the lead in determining the prioritization of downed-tree work, by borough/region, and to provide this information to the DTTF. The Company's DTTF liaison will then expedite this information to the appropriate operating region's *Overhead Branch Director,* or designee, for incorporation into the respective Restoration Work Plan/OMS.

Note: While NYC's Parks Department conducts the initial assessment that will lead to reported cases of trees down to the DTTF, the Restoration Planning Unit will assign *Damage Assessors* to assess and verify Company involvement before dispatching crews.

Damage Assessment Workgroup

Following a large-scale destructive incident in NYC, infrastructure agencies and utility companies will need to perform a rapid assessment of damage sustained to structures and the power system. NYCEM may activate the City's *Damage Assessment and Power Restoration ("DAPR") Protocol* to implement field operations that will rapidly assess damage sustained to structures and the power system and coordinate restoration of utility service and repair of damaged homes and businesses.

The Damage Assessment Workgroup ("DAW") will be housed at NYCEM, comprised of representatives from utilities, infrastructure, public safety, and regulatory agencies. The DAW will essentially function as a task force, gathering data related to damage assessment and power restoration, advising the NYCEM Command Element on priorities for assessment and restoration, and coordinating the information gathering and technical decision-making components of the *DAPR Protocol*.

The *EOC Liaison* staffing the DAW will coordinate resources needed to assess damage to Company facilities and restore power to buildings identified by the appropriate agencies in the DAW (*i.e*., Department of Buildings) as safe for occupancy.

6.3. THE MUNICIPAL LIAISON PROGRAM

The Municipal Liaison Program ("MLP" or "the Program") is a collaborative partnership between the Company and the 39 municipalities to which the Company provides electric service throughout Westchester County. The Program is managed by EP, Electric Operations, and RCA, and the objective of the Program is to provide effective communications and enhance relationships with the municipalities, both during emergencies and on blue-sky days.

The Program includes the following positions and respective responsibilities:

- ***Municipal Liaisons*:** Company employees with a SEA of *Municipal Liaison* serve as the point of contact between the Company and the respective municipality during an emergency incident (typically severe weather). They relay the municipality's requested prioritization of public safety matters (*e.g.,* road closures and municipal-reported wires down) and any other municipal-level updates/concerns (*e.g*., critical facility concerns) to their respective *MLP Coordinator.* They also relay operational information to their municipal counterparts (*e.g.,* elected officials, DPW partners, police) during an event, such as crewing information, ETRs, critical facility outage status/updates, etc.
- ***MLP Coordinators*:** Company employees with a SEA of *Municipal Coordinator* provide direct support to *Municipal Liaisons* assigned to a municipality. *MLP Coordinators* collect and consolidate municipal road-closure priorities from *Municipal Liaisons*, and then work closely with *MRG Coordinators* to troubleshoot or resolve questions or concerns brought forth by *Municipal Liaisons* and/or the *MRG Branch Director. MLP Coordinators* also will provide situational awareness updates to *Municipal Liaisons* (*e.g.*, dry ice locations).
- ***MRG Coordinators*:** Electric Operations employees, or employees with experience in Electric Operations, with a SEA of *MRG Coordinator* work closely with *MLP Coordinators* to coordinate and prioritize post-storm impacts affecting municipal and customer public safety (*e.g*., the removal of downed Company wires to facilitate clearing road closures)..
- ***MRG Branch Director*:** see ERP Section 5.3.3 – Regional Operations Section.

As designated by EP's *Director, Strategic Planning and Preparedness,* an EP *Project Specialist* is responsible for the overall management of the Program including administrative, training and exercise opportunities, and periodic activities to include the municipalities in an effort to maintain relationships and proficiency with the Program.

During a response, the MLP is organized by Division (see below), so there is span of control and support to liaisons when every municipality requests a liaison. Each Division is assigned one MLP Coordinator and one MRG Coordinator, who provide direct support to deployed liaisons (between 8 and 11 per Division) and work directly with the MRG Branch Director to discuss or resolve issues, when needed.

- **Division A**: Bedford, Buchanan, Cortlandt, Croton-On-Hudson, Mt Kisco, Mt Pleasant, New Castle, North Castle, Peekskill, Pleasantville, Yorktown

- **Division B**: Ardsley, Briarcliff Manor, Dobbs Ferry, Elmsford, Greenburgh, Hastings-On-Hudson, Irvington, Ossining (Town and Village), Sleepy Hollow, Tarrytown
- **Division C:** Bronxville, Eastchester, Harrison, Scarsdale, Tuckahoe, Westchester County (EOC), White Plains, Yonkers
- **Division D:** Larchmont, Mamaroneck (Town and Village), Mount Vernon, New Rochelle, Pelham Manor, Pelham Village, Portchester, Rye Brook, Rye City

Typically, four (4) liaisons are assigned to each of the municipalities in Westchester. All *Municipal Liaisons* are trained[44] and exercised throughout the year to prepare them to staff any *Municipal Liaison* position (*i.e*., at a different municipality). Similar to *EOC Liaisons*, *Municipal Liaisons* receive training on various Company systems[45] that they can access, remotely, when assigned to support a municipal EOC, either in person or remotely, in order to be able to provide the most up-to-date and accurate information regarding response efforts (*e.g.,* crewing information, ETRs, road-closure updates, critical facility outage status/updates, etc.).

In the B/W ICS organization, the Municipal Response Group ("MRG") Branch is mobilized under the Operations Section. Specifically, the position of *MRG Branch Director* is filled by an EP manager (typically the manager of the Program, or his/her designee) and reports into the *Regional Operations Section Chief – B/W*. Priority issues identified by a *Municipal Liaison* will be coordinated with the *MRG Branch Director* (via their respective *MLP Coordinator*), who will interface with the appropriate ICS staff member to facilitate resolution and provide information back to the *Municipal Liaison*, who will, in turn, update the municipality accordingly. As warranted, the *MRG Branch Director* (or other appropriate member of the B/W ICS Command or General Staff) will contact the initiating municipality to inform them of the resolution status. Where feasible, *the MRG Branch Director* will track inquires to include items such as name, dates, and responses to formal issues raised by municipal officials.

When municipalities request a *Municipal Liaison* for a forecasted event (*i.e.,* pre-storm) or during an event, an *EP Manager* (or the *MRG Branch Director*), or designee, will schedule them and provide the *Municipal Liaison*[46] with the contact information for the municipal point of contact. The *Municipal Liaison* will then coordinate with the provided point of contact regarding his/her shift/working hours and reporting location/method (*i.e.,* in-person or virtual). *Municipal Liaisons* maintain a weekly on-call schedule that assigns a primary liaison, and at least one secondary liaison, to be on-call for each municipality. If an incident occurs and the primary liaison is unable

[44] For more information on the training *Municipal Liaisons* receive, see ERP Section 3.2.1: Function-Specific Training

[45] CRMS, OMD, the Municipal Dashboard, Municipality Electric System Trouble Report Form

[46] During Routine operations, emergency calls (*e.g.,* downed wires, blocked roads) from municipal officials (*e.g.,* Police, Fire, Highway) come to B/W's RECC directly. When severe weather is anticipated or call volume becomes excessive, those lines are transferred to the "Muni Desk" where *Energy Services Reps* take over the intake of calls and generation of trouble tickets.

to respond, the secondary liaison assigned to that municipality (or another liaison, as needed) will fulfill the role.

The Company makes every reasonable effort to provide a *Municipal Liaison* to a municipality in person or remotely within six hours of a request. For unexpected events, the Company makes every reasonable effort to provide the municipality with a *Municipal Liaison* as soon as possible.

During the make-safe phase of a response, when public safety hazards and blocked roads are the priority, *Municipal Liaisons* will help the municipality input road closures (using the Municipal Dashboard) and coordinate road-clearing efforts, as prioritized by the municipality. By utilizing the CRMS platform, *Municipal Liaisons* are able to provide updates to the municipalities regarding road closures that have been completed, as well as those that have been identified as Non-Company Interest ("NCI"), which can then be cleared by the municipal DPW staff.

While at the municipal EOC, or supporting remotely, the *Municipal Liaison* will verify all municipal impacts that have been reported and prioritize a list of municipal-reported road closures and wires down. *Municipal Liaisons* also have tools and resources to provide job status, dispatched resources, ETR information, and the status of any critical facility or LSE/customer outages. *Municipal Liaisons* also will be able to provide the current number of affected LSE customers within their assigned municipality.

To provide increased transparency regarding response efforts within each impacted municipality, the *Municipal Liaison* will provide daily status updates to municipal officials once in the morning (at the start of the day shift for multi-day events), and upon request, on the following:

- daily Restoration Work Plan (OH construction and Make-Safe crews arrived and dispatched);
- status of critical facilities impacted and associated ETRs;
- number of LSE/customers out of service and associated ETRs; and
- preliminary expected number of customers to be restored.

Before the end of each day shift (for multi-day events), *Municipal Liaisons* will submit a status report to their respective *MLP Coordinator* with the following:

- municipality name; and
- municipality's prioritization of blocked roads and wires down.

At the end of each day shift (for multi-day events), *MLP* and *MRG Coordinators* work closely to consolidate and confirm all road-closure priority lists provided by *Municipal Liaisons,* before the *MRG Coordinator* then submits these prioritizations to the Bronx-Westchester *Regional OH Branch Director,* or designee, for incorporation into the next day's Restoration Work Package.

Municipal Liaisons remain deployed and provide support until released by the municipality.

6.4. THE UTILITY LIAISON PROGRAM

Based on the level of activation and geographical impact, telecommunications (and other infrastructure utility) representatives may co-locate with the company as follows:

- In the Bronx/Westchester ("B/W") region, when the Municipal Response Group ("MRG") / Road-Clearing Task Force is formally activated (in Westchester), and significant Overhead impact develops, representatives will be invited, by CECONY's *Utility Liaison Program Manager*, to the B/W regional EOC, advised that their assigned representative is the Utility Liaison, or *MRG Branch Director if the Utility Liaison is not available*, and provided with their name/contact information.
- When any of the company's other regions (*e.g.*, Brooklyn/Queens, Staten Island, Manhattan) is/are activated at an incident classification level of Serious or greater, and significant overhead impact develops, representatives will be invited by CECONY's *Utility Liaison Program Manager* to the respective regional EOC(s), or DESR, and assigned a company representative (*e.g.*, *Regional Overhead Operation / Restoration Branch Director*), and provided with their name/contact information.

  Note: It is often the case that, when one of the company's NYC-based regional EOCs is activated (i.e., Manhattan, Brooklyn/Queens and/or Staten Island), NYCEM's EOC is also activated (e.g., for major storms impacting the NYC area). When activated, NYCEM's EOC becomes the centralized body within NYC for interagency coordination, and liaisons from CECONY, telecommunications providers, and other infrastructure utilities are invited to co-locate there. In turn, CECONY and the providers may coordinate at the centralized NYCEM location (when it is simultaneously activated) versus at both NYCEM and the Company's regional EOC(s).
- When CERC is fully activated, CECONY's *Utility Liaison Program Manager* will invite representatives from the telecommunication providers, and other infrastructure utilities to send a representative to the CERC (possibly in addition to any regional-level representation/coordination), advised that their assigned representative is the *CERC Liaison Officer*, and provided with their name/contact information.

Additional details can be found in the *Utility Liaison Program Guide (Attachment 21)*.

7. CORPORATE AFFAIRS & COMMUNICATIONS

This section describes CECONY's various communication methods with the media, elected officials and the public. Corporate Affairs is responsible for all communications with print as well as broadcast media (*e.g.,* press releases, interviews and briefings), elected and other government officials, and the public (*e.g.*, social media), all of which are managed in accordance with the Company's Corporate Instruction on crisis communications.[47] This Instruction outlines the Company's communications standards and procedures, including but not limited to communications during outage events and/or emergencies. The *Senior Vice President - Corporate Affairs*, or designee, provides advice and counsel on, and oversight of, this Instruction. During an ICS activation, a manager from Corporate Affairs will typically staff the *CERC Communications Officer* position to serve as a conduit between the CERC Command Staff and Corporate Affairs.

7.1. REGULATORY COMPLIANCE

The Public Service Commission ("PSC") has set forth its requirements for certain actions that the Company shall take, in relation to the management of emergency events impacting electric distribution customers, in the following:

- *ETR Protocol (Attachment 12)*, and
- *Order Approving the Scorecard for Use by the Commission (Attachment 11)*.

Many of the actions detailed in these documents relate to communications activities with the media, elected officials, and/or the public; in turn, these directly relate to actions that are managed by CECONY's Corporate Affairs organization. Specifically:

- **CECONY's *Director – Strategic Partnerships and Corporate Communications*,** reporting into the *Senior Vice President - Corporate Affairs*, oversees Company communications with "the public" (*e.g.*, customer emails, and updates to the Company's website).
- **CECONY's *Director – Media Relations***, reporting to the *Senior Vice President – Corporate Affairs*, oversees Company communications with the media (e.g., press releases and press briefings).
- **CECONY's *Vice President – Government Relations & Regional and Community Affairs* ("GR&RCA")**, reporting into the *Senior Vice President - Corporate Affairs*, oversees all Company communications with government and elected officials, as well as with municipal officials in Westchester County.

[47] *CI 810-2, Corporate Affairs' Crisis Communications Plan (Attachment 3)*

Following is a brief summary the *ETR Protocol* and *PSC Scorecard* requirements that are expected to be met by the above-listed Corporate Affairs teams.

7.1.1 Corporate Affairs' *ETR Protocol* Communications

The *ETR Protocol (Attachment 12)* is triggered in response to storms or storm-like electric emergencies that result in a service interruption of more than 30 minutes impacting either more than 5,000 customers within a County/Borough or more than 20,000 customers Companywide.

Within the protocol, the following actions relate directly to Corporate Affairs:

Table 7.1.1A: ETR Protocol Actions

For Events Anticipated to Last 48 Hours or Less	
Within the first **6 hrs.** of restoration period	• Provide available information to the public. Update website.
Within the first **12 hrs.** of restoration period	• Provide the public with any available Regional (County) ETRs and any available Local ETRs. Update website. • Issue a press release that includes known ETRs for next upcoming news cycle. • Communicate with affected municipal and elected officials. This communication may or may not be by way of municipal conference call.
Within the first **18 hrs.** of restoration period	• Provide the public with any additional Local (town/municipal) ETRs. Update website.
Within the first **24 hrs.** of restoration period	• Consider issuing a press release for the next upcoming news cycle based on conditions.
For Events Anticipated to Last More than 48 hours	
Pre-Event	• Complete pre-storm communications with outreach to employees, the news media, social media sites, and advisories to municipal and elected officials. • Conduct pre-event municipal conference calls. • Issue public statement and/or press releases.
Within the first **6 hrs.** of restoration period	• Provide a public statement and/or press release indicating the likelihood of extended outages; make this info available to the public via website.
Within the first **12 hrs.** of restoration period	• Issue press releases based on predetermined time periods defined in ERP. • Communicate information, such as system damage, outages, restoration status etc., with affected municipal and elected officials, as appropriate. • Schedule the first post-storm municipal/elected official call unless an alternative contact method is more appropriate. The first call must be scheduled within the first 12 hours and will be held within the first 24 hours.
Within the first **24 hrs.** of restoration period	• Complete the first scheduled municipal (elected official) conference call. • Provide the public with a Global ETR, any available Regional (County) ETRs, and any available Local (town or municipal) ETRs. Update website.
Within the first **48 hrs.** of restoration period	• Provide the public with any remaining Regional (County) ETRs. Update the Company website and eliminate all references to Global ETR. • Provide the public with any additional Local (town or municipal) ETRs. Update the website.
Within the first **60 hrs.**	• Provide public with any remaining Local ETRs. Update website.

of restoration period	

7.1.3 Corporate Affairs' PSC Scorecard Communications

Presently, the *PSC Scorecard (Attachment 11)* can be applied to any event during which the outage duration lasts more than three days, or to any network outage in New York City where there is an interruption of service to 15% or more of the customers in that network for a period of three (3) hours or longer. Many organizations play a role in the Company's overall performance.

Corporate Affairs would be either directly, or indirectly, related to the Company's overall performance in the following Scorecard metrics:

Table 7.1.2A: Scorecard Metrics

Scorecard Metric	Measure	Criterion
Press Releases / Text Messaging / Email / Social Media	Pre-storm communications through: - Press Releases, - Text Messaging, - E-Mail, and - Social Media	Companies are required to issue pre-storm messages through the stated communications vehicles to alert customers of the potential for loss of service. Text messages and/or emails should be issued daily to all customers for whom company has customer addresses on file. Evaluation of compliance will include a review of the information contained in press releases, emails, text messages and the use of Facebook, Twitter, and other means of social media during the restoration. Contents of the communications should include the type and severity of the storm, the affect it may have on the utility, action being taken to prepare for the event, and available methods to contact the company (phone, web, e-mail, social media, text messaging, etc.). It will be acceptable to provide a link to such information on the company's website to manage character limit restrictions.
(Pre-Storm) Municipal Conference Call	Pre-storm call held and determined to be highly effective or effective	Municipal call will be held prior to the storm and provide information relating to the type and anticipated severity of the storm, the affect it may have on the utility and expected level of system damage, activities being taken to prepare for the event, and processes for communicating with companies throughout the event. To determine call effectiveness, consideration will be given to: whether the time of the call was communicated to all stakeholders, whether the previously stated information was communicated, how the call was managed, whether the call allowed for sufficient Q&A, and how the Company responded to questions posed.
Publication of Estimated Times of Restoration	Publication of ETRs in accordance with	Time periods for evaluation will be measured from the utility's start of restoration start time. Publication of ETRs in advance of guideline expectations will be awarded additional points.

	the established protocol.	
(Restoration) Municipal Conference Calls	Calls are held at least daily in compliance with the Company's approved Electric Emergency Plans and determined to be highly effective or effective.	Municipal calls should be held daily until 90% of the affected customers have been restored. An alternative contact method should be in place to respond to questions and issues from officials regarding the remaining scattered single outages once calls are no longer required. The first call can be held at the utilities discretion but must be held within the first 24 hours from the start of restoration. To determine call effectiveness, consideration will be given to whether the time of the municipal call was communicated to all stakeholders, how the call was managed, if baseline information and status of road clearing activities were provided, whether the call allowed for sufficient Q&A and how the Company responded to questions posed, and the successful use of an operator-assisted calling system to assist in managing the call.
Web Availability	Websites are accessible and contain appropriate storm-related information	During a storm event, utilities' websites must be available around the clock, and must be updated at least hourly, until restoration is complete. Consideration will be given for maintenance resulting in individual website applications being unavailable if downtime is reasonably short in duration and is performed during off-peak hours. The websites should include the baseline restoration information, all press releases issued during the event, a complete list of safety tips, an outage location map of affected areas, summaries of outages and ETRs by municipality and county, and the locations and times of dry ice distribution.
Customer Communications	Daily Communications through - Press Releases, - Text Messaging/ E-Mail, and - Social Media	Companies are required to issue daily messages through the stated communications vehicles for each day of restoration. Text messages **and/or** emails should be issued daily to all customers for whom company has customer addresses on file. Evaluation of compliance will include a review of the information contained in press releases, emails, text messages and the use of Facebook, Twitter and other forms of social media as applicable, during the restoration. Contents of the communications should include baseline restoration information whenever possible and the character limitations of some communication vehicles will be considered when reviewed for content.

7.2. COMMUNICATIONS WITH MUNICIPAL AND ELECTED OFFICIALS

CECONY employs a multi-faceted and proactive approach to its stakeholder communications before, during and after emergencies. Corporate Affairs' *Vice President - Government Relations & Regional and Community Affairs,* or designee, is responsible for all Company communications with elected officials and community stakeholders during blue-sky days as well as emergencies. During any major event, including an ICS activation, Corporate Affairs' GR&RCA team, under the direction of the *Vice President,* or designee, has overall responsibility for communicating emergency information to all relevant federal, state, city, and local elected officials (or key points of contact), including but not limited to municipal and elected officials, Community Board District Managers, and NYC's Office of the Mayor.

The following sub-sections detail the various ways that CECONY's GR&RCA team, under the direction of the *Vice President,* or designee, proactively reach out and make themselves available to all affected elected officials and community stakeholders before, during and/or after both forecasted weather events as well as unplanned outages and other serious emergencies (*e.g.*, via direct outreach, emailing press release updates, monitoring social media for elected officials' comments, having an assigned 24-7 emergency contact available during off-hours, hosting operator-assisted calls, etc.), allowing for two-way, ongoing and dynamic communication between CECONY and community representatives.

To the extent possible throughout major events, CECONY's GR&RCA team will maintain, and provide to Staff upon request, a detailed log of inquiries and responses to critical issues raised by elected officials via RCA's operator-assisted calls (*e.g.*, questions not resolved during the calls) and calls made by the Company to the elected officials, as well as those received through RCA's emergency-duty phone lines.

7.2.1 Regional and Community Affairs' 24-7 Emergency Contact Roster

Under the direction of Corporate Affairs' *Vice President - Government Relations & Regional and Community Affairs,* or designee, a centralized *SEA Coordinator,* in conjunction with *The Office of the Vice President*, maintains Regional and Community Affairs' ("RCA") emergency-duty roster, which is designed as a weekly rotational schedule.

Since RCA is composed of six regional teams (*i.e.*, one for each of New York City's five boroughs plus one for Westchester County), each of the regional *RCA Directors,* or their respective designee(s), assigns one member of their respective RCA staff (which may include the *RCA Director*) to be on "emergency duty" for their respective region for each week of the year.

Each of the emergency duty personnel are on duty and responsive around-the-clock (24/7), on blue-sky days and during emergencies, to answer any incoming elected official and community stakeholder inquiries via phone, text or email. This allows for two-way communication between elected officials and CECONY RCA staff in times of emergency. If a staff member receives a question that requires investigation before an answer can be relayed back to the official, he/she will seek out the requested information from either the appropriate blue-sky organization

(escalating to the VP level, as needed) or, during ICS mobilizations, from the respective Command Staff via the *Communications Officer.*

7.2.2 Proactive Outreach to Elected Officials / Community Stakeholders

Blast Emails

Each week, Corporate Affairs' *Vice President - Government Relations & Regional and Community Affairs,* or designee, assigns an RCA staff member the responsibility of emailing all Company press releases (*i.e.*, pertaining to Company operations, storms, and other events) to New York City and Westchester County elected officials, and all New York City Community Boards. Such emails are transmitted from the *"Office of Vice President for Government Relations & Regional and Community Affairs."*

Prior to and during events, the RCA staff member with VP email responsibility is responsible for sending out the emails to elected officials required by the *ETR Protocol* and/or *PSC Scorecard.* These emails include the most current press release issued by Media Relations.[48] In the body of the email, the RCA staffer will also include a list of on-duty RCA staff (by region) and their contact information, which includes each region's office email address and 24-hour office phone numbers. This provides elected officials with their region-specific RCA contact during emergencies, with whom they would follow up directly with any questions they may have related to content contained within the email.

Furthermore, if the RCA staffer has any updated information that is relevant to the email recipients that is not already contained within the attached press release (*i.e.,* updated dry ice distribution dates/times/locations, Customer Outreach van dates/times/locations, or updated date/time/information regarding an upcoming call to be held with elected officials), that information will be added to the body of the email.

Direct Phone/Email Outreach

Before, during, and/or after both forecasted weather events as well as unplanned outages[49] and other serious emergencies, RCA staff maintains regular phone- and email-based communications with the officials of impacted areas, providing them with updates and addressing their concerns and inquiries, as needed. More specifically, in their communications with elected officials and other stakeholders, RCA staff will determine what mode of communication is preferred by the stakeholder (*e.g.*, if an elected official

[48] See ERP Section 7.3: Communications with the Media

[49] Including outages that have a significant impact on one or more specific communities but that are not impacting an entire borough or County (*e.g.*, an unplanned outage affecting all customers served by a single substation).

prefers text or email messages versus calls or voicemails, the RCA staff member will communicate in that preferred format or manner).

Pursuant to the Company's Corporate Policy Statement (810-2) on crisis communications,[50] for each event, RCA staff members reach out, proactively, to elected officials in several ways. For example:

- For an outage or voltage reduction affecting a specific network or networks, RCA staff will consult its *Key Contact List*.[51] This list can be sorted by network to identify *affected* elected officials. This allows the RCA staff to reach out to those elected officials by phone. If the elected official cannot be reached directly, RCA staff will leave a voicemail and/or send a email and/or text with their contact information.
- For an incident affecting one region or community, RCA staff will reach out to those affected elected officials (*e.g.*, electric incident limited to a specific geographic area in Manhattan).

In addition, RCA staff will advise elected officials on how they can use the Company's Outage Map to self-monitor outages and restoration information by political district.

Operator-Assisted Calls

In accordance with the requirements set forth in the *ETR Protocol* (see Section 7.1.1 – Compliance with the *ETR Protocol*), whenever there is sufficient notice of an impending weather event that is expected to result in power outages lasting greater than 48 hours,[52] it is the responsibility of Corporate Affairs' *Director, New York City Regional & Community Affairs* (for NYC events) and *Director, Westchester Regional & Community Affairs* (for Westchester County events), or their respective designee(s), to schedule and conduct a *pre-event* operator-assisted call (with line-muting capabilities) with the elected and government officials within their respective geographic territories. Each pre-event call held in Westchester County will be recorded in its entirety, including the question-and-answer period.

- For NYC calls, it is the responsibility of Corporate Affairs' *Director, New York City Regional & Community Affairs,* or designee, to determine whether it is most appropriate to host one call for all NYC invitees or multiple calls that are either borough-specific or grouped together by operating region (*e.g.*, Brooklyn-Queens).

[50] *CI 810-2, Corporate Affairs' Crisis Communications Plan (Attachment 3)*
[51] See ERP Section 2.2.7: Municipal and Elected Officials' Contact Information
[52] See ERP Sections 9.1-9.4 to learn more about how severe weather forecasts lead to the scheduling of pre-storm calls, where the forecasted conditions and their potential impacts are discussed, and the appropriateness of various pre-event communications are assessed.

- For Westchester County calls, it is the responsibility of Corporate Affairs' *Director, Westchester Regional & Community Affairs,* or designee, in coordination with Electric Operations' *General Manager-Bronx/Westchester,* or designee, to determine whether it is most appropriate to host one call for all of the municipalities served within Westchester County or multiple calls that group together more narrow geographical territories (*e.g.*, up to four quadrants).[53]

Under the direction of the above-referenced *Directors*, invitations to these calls are sent via email to the local offices and/or preferred points of contact (see ERP Section 2.2.7 - Municipal and Elected Officials' Contact Information) of the respective local, County, City, State, and Federal officials as well as to DPS Staff. More specifically:

- For NYC calls, an invitation is sent to:
  - NYC elected officials (*e.g.,* legislators at the Federal, State, and Local level, and borough presidents);
  - NYC Community Board District Managers;
  - NYC's Office of the Mayor;
  - NYCEM Intergovernmental Affairs; and
  - NYS DPS Staff.

- For Westchester County calls, an invitation is sent to:
  - Westchester County municipal officials *(e.g.,* Mayors, Municipal Administrators, DPW Commissioners and Fire/Police Staff, etc.);
  - Westchester County officials (*e.g.,* County Executive and staff, Legislators and Office of Emergency Management staff, etc.);
  - State Assembly members and staff;
  - State Senate representatives and staff;
  - US Congressional representatives and staff; and
  - NYS DPS Staff.

The email invitation provides the following:

- a high-level call agenda;
- the contact information for on-duty/emergency-duty RCA staff in case they prefer to reach out one-on-one or at another point in time during the event; and

[53] Quadrant A = Yorktown, Bedford, Cortlandt, Peekskill, Buchanan, New Castle, North Castle, Croton, Mount Kisco, Mount Pleasant, Pleasantville
Quadrant B = Tarrytown, Ossining (Town), Ossining (Village), Briarcliff, Sleepy Hollow, Hastings, Dobbs Ferry, Greenburgh, Elmsford, Irvington, Ardsley
Quadrant C = Yonkers, White Plains, Scarsdale, Bronxville, Eastchester, Harrison, Tuckahoe
Quadrant D = Rye, Rye Brook, Port Chester, Mamaroneck (Village), Mamaroneck (Town), Mount Vernon, Larchmont, New Rochelle, Pelham (Town), Pelham (Village), Pelham Manor

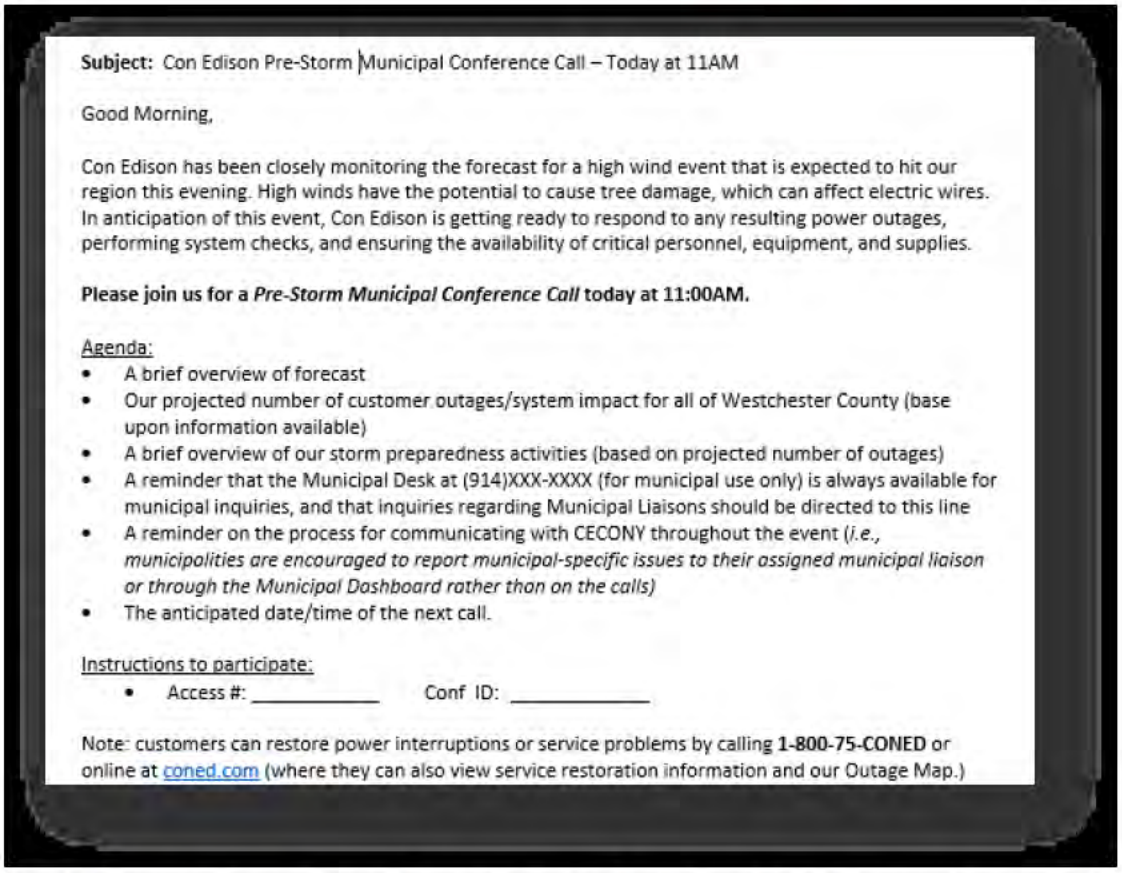
- as applicable, any additional information known about ice distribution and/or Outreach Van locations that may be more current than the most recently distributed press release.

The agenda for pre-event calls typically includes:

- type and anticipated severity of the event;[54]
- projected customer outages and system impact;
- an overview of preparedness activities including, to the extent possible, resource numbers (*i.e.*, Company and contractor crews/FTEs and mutual assistance requests);
- an overview of the process for communicating with CECONY throughout the event (*e.g.*, in Westchester County, officials are asked to report municipal-specific issues to their assigned *Municipal Liaison* or through the online trouble ticket dashboard rather than to discuss them on the calls); and
- the anticipated date/time of the next conference call.

A sample email invite for a Westchester County pre-event call is shown below:

[54] A Company meteorologist will provide the weather forecast highlighting the main weather-related threats that the incoming weather event has the potential to bring. If this briefing cannot be carried out live on the call, the meteorologist will provide the call host with a written forecast, upon request.



Subject: Con Edison Pre-Storm Municipal Conference Call – Today at 11AM

Good Morning,

Con Edison has been closely monitoring the forecast for a high wind event that is expected to hit our region this evening. High winds have the potential to cause tree damage, which can affect electric wires. In anticipation of this event, Con Edison is getting ready to respond to any resulting power outages, performing system checks, and ensuring the availability of critical personnel, equipment, and supplies.

Please join us for a *Pre-Storm Municipal Conference Call* today at 11:00AM.

Agenda:

- A brief overview of forecast
- Our projected number of customer outages/system impact for all of Westchester County (base upon information available)
- A brief overview of our storm preparedness activities (based on projected number of outages)
- A reminder that the Municipal Desk at (914)XXX-XXXX (for municipal use only) is always available for municipal inquiries, and that inquiries regarding Municipal Liaisons should be directed to this line
- A reminder on the process for communicating with CECONY throughout the event (*i.e., municipolities are encouraged to report municipal-specific issues to their assigned municipal liaison or through the Municipal Dashboard rather than on the calls)*
- The anticipated date/time of the next call.

Instructions to participate:

- Access #: _____ Conf ID: _____

Note: customers can restore power interruptions or service problems by calling **1-800-75-CONED** or online at coned.com (where they can also view service restoration information and our Outage Map.)

In addition, whenever an event (with or without advanced warning) results in significant outages to customers within either the NYC boroughs and/or Westchester County, with a restoration period that will exceed 48 hours, it is the responsibility of Corporate Affairs' *Director, New York City Regional & Community Affairs* (for NYC events) and *Director, Westchester Regional & Community Affairs* (for Westchester County events), or their respective designee(s), to schedule and conduct daily operator-assisted *restoration* calls with the affected municipal and/or officials and key stakeholders within their respective geographic territories beginning within the first 24 hours following of event's Start of Restoration) ("SOR").[55] Each call held in Westchester County will be recorded in its entirety, including the question-and-answer period.

[55] Per the *ETR Protocol* (Attachment 13) Start of Restoration (SOR) is the point in time when field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions (where adverse weather conditions are applicable) and 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 Restoration may be different for distinct areas where the effect of a storm limits access to facilities (*e.g.*, severe flooding).

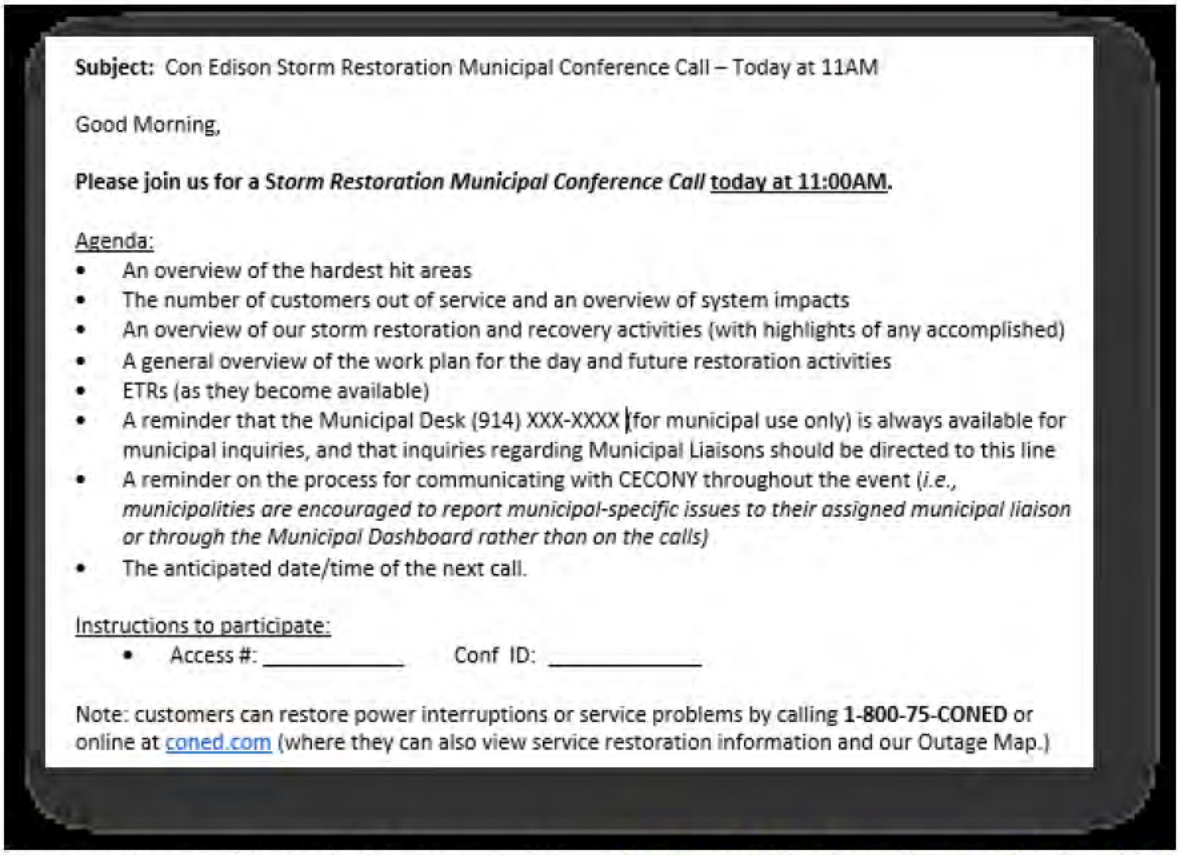
For events with full-scale impact, calls may shift in their target audience from the broader group (*e.g.,* City- or County-wide), to a more geographically narrow group (*i.e*., as more localized damage assessment information becomes available), then back to the broader invitee group (*i.e.,* as restoration nears completion). For example:

- For NYC events, Corporate Affairs' *Director, New York City Regional & Community Affairs,* or designee, is responsible for deciding whether it is most appropriate for each day's call(s) to be inclusive of all NYC invitees, or to be subdivided into multiple calls that are either borough-specific or grouped together by operating region (*e.g.*, Brooklyn-Queens).
- For Westchester County events, it is the responsibility of Corporate Affairs' *Director, Westchester Regional & Community Affairs,* or designee, in coordination with Electric Operations' *General Manager-Bronx/Westchester,* or designee, to determine whether it is most appropriate for each day's call(s) to be inclusive of all the municipalities served within Westchester County, or to be subdivided into multiple calls that are grouped together by one or two quadrants per call. Where possible, the availability of Electric Operations' Vice President, Bronx-Westchester, or other senior-level designee, will be accommodated to make this determination.

The agenda for *restoration* calls typically includes:

- geographic areas impacted (providing an overall summary and targeting information regarding the hardest-hit areas);
- the number of customers out of service and impact(s) to the system;
- the status of recovery and restoration activities, including:
  - what restoration activities have been accomplished since the last call;
  - that day's Restoration Work Plan (*i.e*., job numbers, crew/FTE numbers, the number of customers expected to be restored that day based on the work plan, etc.); and
  - to the extent possible, a general overview of future restoration activities;
- the appropriate ETR level (*i.e*., Global and Regional) per the *ETR Protocol*, as available (specific ETRs for individual customers/municipalities are not covered);
- a reminder that outage updates can be obtained between calls by viewing the Outage Map (to which they have access, and, for those in Westchester, with which their *Municipal Liaison* can assist);
- a reminder of the process for communicating with CECONY throughout the event (*i.e*., to report municipal-specific issues to their assigned *Municipal Liaison*, or through the online trouble ticket dashboard, rather than to discuss them on these calls); and
- the anticipated date/time of the next conference call.

A sample email invite for a Westchester County restoration call is shown below:



Subject: Con Edison Storm Restoration Municipal Conference Call – Today at 11AM

Good Morning,

Please join us for a *Storm Restoration Municipal Conference Call* today at 11:00AM.

Agenda:

- An overview of the hardest hit areas
- The number of customers out of service and an overview of system impacts
- An overview of our storm restoration and recovery activities (with highlights of any accomplished)
- A general overview of the work plan for the day and future restoration activities
- ETRs (as they become available)
- A reminder that the Municipal Desk (914) XXX-XXXX (for municipal use only) is always available for municipal inquiries, and that inquiries regarding Municipal Liaisons should be directed to this line
- A reminder on the process for communicating with CECONY throughout the event (*i.e., municipalities are encouraged to report municipal-specific issues to their assigned municipal liaison or through the Municipal Dashboard rather than on the calls)*
- The anticipated date/time of the next call.

Instructions to participate:

- Access #: _____ Conf ID: _____

Note: customers can restore power interruptions or service problems by calling **1-800-75-CONED** or online at coned.com (where they can also view service restoration information and our Outage Map.)

In accordance with the PSC Scorecard (see Section 7.1.2 - Compliance with the *PSC Scorecard*), if the outage event is expected to last longer than three days, then restoration calls will continue, daily, until at least 90% of customers have been restored in the respective operating region(s). Restoration calls are concluded at the discretion of Corporate Affairs' *Director, New York City Regional & Community Affairs* and *Director, Westchester Regional & Community Affairs,* or their respective designee(s), in coordination with the respective *Regional Incident Commander(s),* or designee(s).

Once daily restoration calls in a given RCA region have concluded, RCA teams will continue their ongoing, around-the-clock communications with regional stakeholders, including but not limited to, elected representatives and municipal officials regarding outages in their areas until all customers are restored. The information RCA shares continues to be ETRs, customers affected, claims procedures, crew deployment plans and any ancillary issues related to the event.

Responses to Elected Officials' Social Media Mentions of Con Edison

As set forth in ERP Section 7.4.2: Social Media, Marketing's *Social Media Managers* monitor the conversations taking place on various social media platforms (including but not limited to blogs, Facebook, Twitter, YouTube) concerning the corporate event. Their

focus is on monitoring these platforms for information that may need a corporate-level response. This includes monitoring when elected officials tag, or otherwise mention, the Company on social media platforms (*e.g.*, Twitter). When this happens, the Social Media team will push the information to the RCA team with a "*Con Edison Elected Official Social Media Mention*" email alert. Once alerted, RCA staff, in coordination with the Social Media team, and Government Relations, will craft a response, as warranted.

7.2.3 Government Relations Outreach

Both Government Relations and RCA staff have established relationships with local elected and other government officials. Therefore, in addition to its outreach outlined above, RCA staff consults with the Government Relations team that manages Company relations with the New York City Council, the State legislature, the Governor's Office, and Congress, as well as with federal, state and local government agencies, to advise of the above-described outreach.

The Government Relations team consists of three staff members – each one responsible for one of the three levels of government – reporting to the *Director of Government Relations*. Each of the three staff and *Director*, in coordination with the *VP, GRCA*, will conduct additional targeted outreach to affected elected officials and/or government agencies, as may be needed or useful as determined by the Government Relations team in coordination with their *VP* (*e.g.*, where area experiences prolonged outages after many other areas have been restored, the team may reach out to the elected representative of that area). To the extent outlined above, these communications will be tracked.

7.3. COMMUNICATIONS WITH THE MEDIA

During any major event, including an ICS activation, Media Relations has overall responsibility for overseeing communications with print and broadcast media outlets, including the issuance of press releases and conducting of press briefings in both Westchester County and New York City.

7.3.1 Press Briefings

At the discretion of the Senior Vice President, Corporate Affairs, or designee, Media Relations may supplement the issuance of a press release with a press briefing (either digitally, via conference call or in person) for larger-impact events. In such cases, Media Relations personnel, under the direction of the Director, Media Relations, or designee, will reference the internal guidance set forth in the Company's Corporate Instruction on crisis communications.[56]

[56] *CI 810-2, Corporate Affairs' Crisis Communications Plan - Exhibit A (Attachment 3)*

7.3.2 Press Releases

As previously detailed in ERP Section 7.1: Regulatory Compliance (specifically, Table 7.1.1A: ETR Protocol Actions and Table 7.1.2A Scorecard Metrics), Media Relations will issue a press release whenever the appropriate triggers are met by one of the following:

- *ETR Protocol (Attachment 12),* and
- *Order Approving the Scorecard by Use of the Commission (Attachment 11).*

Media Relations Managers, reporting to the *Director, Media Relations*, are responsible for crafting all press releases, issued to all media, during major events (including, but not limited to, storms impacting the electric distribution system). The purpose of these releases is to provide the media with the critical information and data points they need to customize their coverage/reporting of the event (*e.g.,* information on the Company's outage procedures and restoration process, an explanation of how the Company is prioritizing the restoration effort, steps customers should take during a service outage, etc.).

Media Relations maintains a library of press release templates for a variety of emergency events (*e.g*., hurricane, nor'easter, thunderstorm) that can be customized by Media Relations staff to develop an event-specific press release. When CERC is activated, Media Relations works closely with CERC personnel to gather information on hardest hit areas, restoration progress and plans, and any relevant details to be included in press releases.

When a release is intended to cover an electric system disruption, the information that the Media Relations team is advised to include in the release (to the extent that it is available) is as follows:

- number of customers impacted;
- Global ETR (if Regional/Local ETRs are not yet available);
- number of customers restored;
- number of customers remaining to be restored (including their geographical area/region and current ETR, as available and appropriate);
- local communities or areas[57] that experienced the greatest impact;
- Regional/Local ETRs, as available (particularly for areas where the impact was greatest);
- reasons for any prolonged outages (*e.g*., for those in the 5% that will be last to be restored);
- the importance of contacting the Company if service is lost;
- alternate ways to contact the Company in the event phones do not operate during an outage;
- safety tips (*e.g*., electrical hazards such as downed wired and the use of portable generators);
- where to learn about, and stay up to date on, outage information and ETRs (*i.e*., the Company's Outage Map);

[57] Note: internal nomenclature for operating regions (*e.g.*, "Bronx/Westchester") is not used in press/news releases.

- suggested contingency plans for consumers; and
- when activated, information regarding any warming/cooling-center locations that the Company is aware of being established via NYCEM or other providers (*e.g.,* American Red Cross).

In addition, throughout an event restoration, once the Company determines that it will be establishing dry (or wet) ice distribution locations and/or sending out Customer Outreach Advocates, the Media Relations team will issue a separate press release on either topic.

Whenever possible, press releases will coincide with local news cycles or, at a minimum, be released once daily, and will include the most current and relevant information *(e.g.*, the most current ETR). News releases also will include restoration times, a link to the outage map, as well as a listing of the number of outages by municipality.

All relevant news releases will be posted to the Company's website as soon as they are issued.

Press Release Templates (related to electric distribution events) are included in Attachment 22.

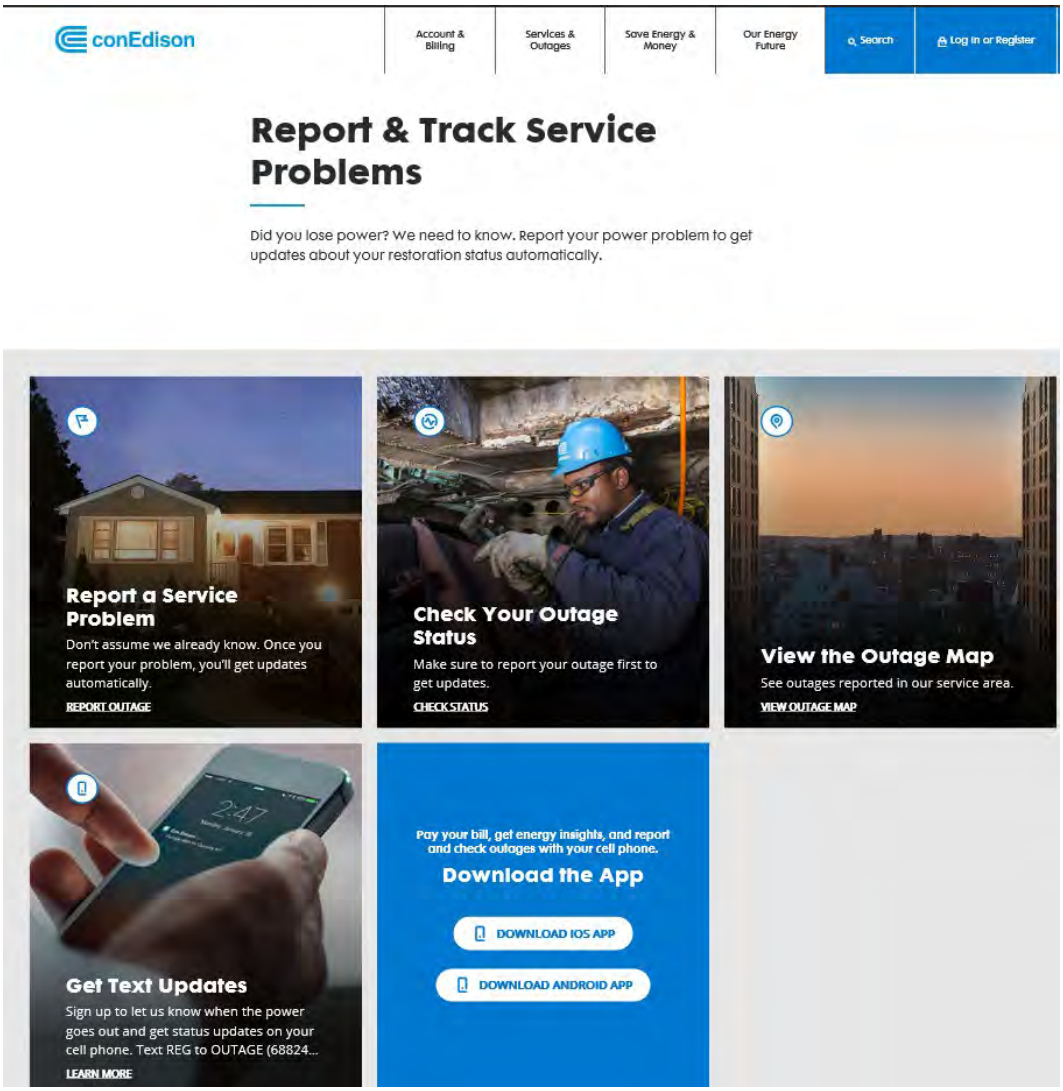
Note: the exact wording in press releases (before and after events) will be determined on a case-by-case basis depending upon the nature of the event, and counties impacted, and are not prescribed only as shown in the template samples.

7.4. COMMUNICATIONS WITH THE PUBLIC VIA THE COMPANY WEBSITE AND OUTAGE MAP

7.4.1 The Company Website (conEd.com)

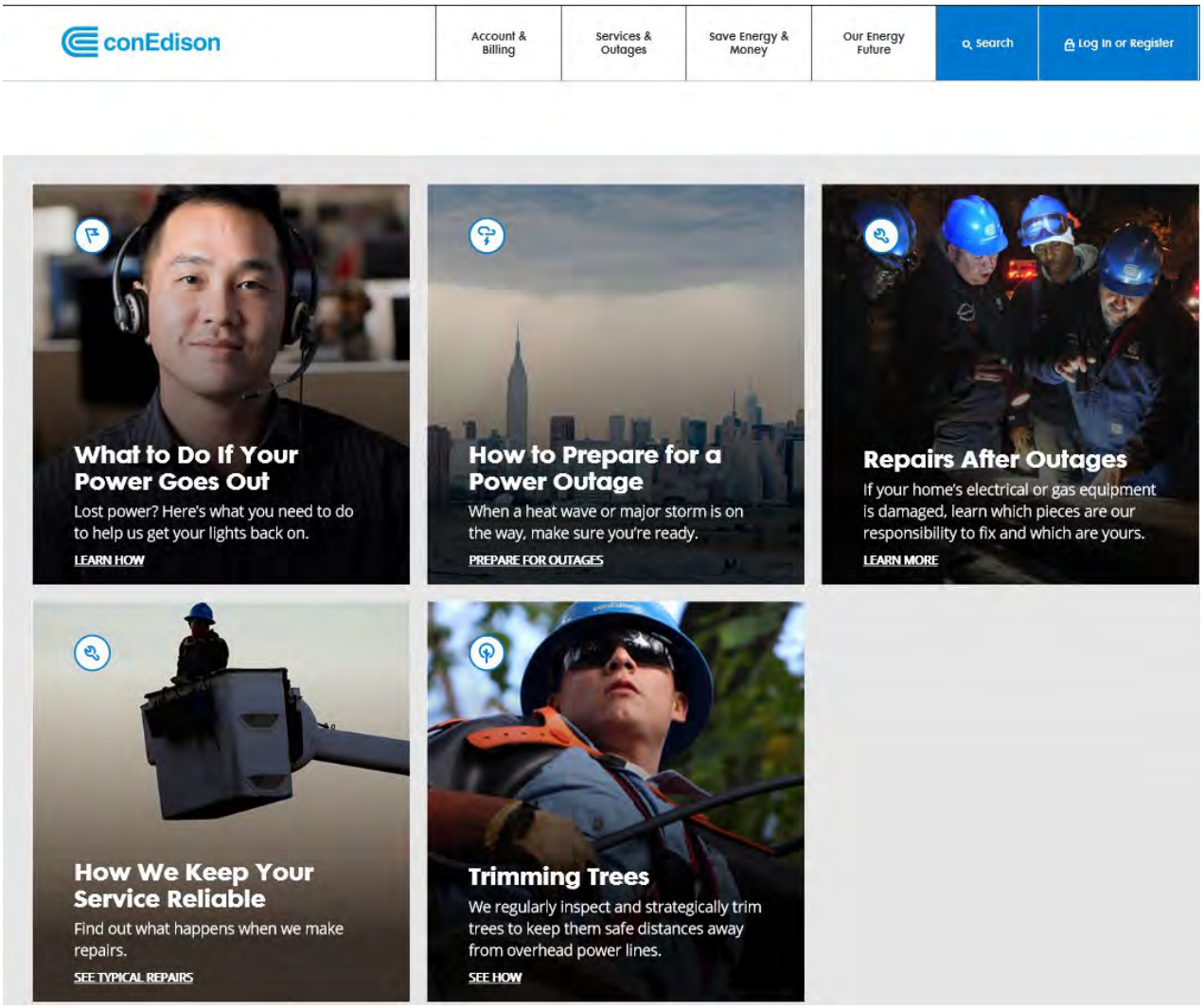
At all times, the homepage of the Company website (conEd.com) includes a link to content related to "Services & Outages". This includes a Report & Track Service Problems page, and Prevent & Recover From Outages page.

The Report & Track Service Problems page provides website visitors with information regarding the importance of reporting their outage in order to receive restoration updates, how to report an outage, how to check outage status, how to view the Outage Map, how to sign up for text updates, and how to download the Company's app (through which outages can also be reported and tracked). Below is a screenshot of the current information contained on this page.



The Prevent & Recover From Outages page provides website visitors with useful information to explain the Company's restoration process, preparedness measures that they can take prior to an outage/event, and What To Do If The Power Goes Out, including a reminder of the importance of reporting an outage in order to receive restoration updates (via call or text message).

Below is a screenshot of the current information contained on this page.



During major storms or storm-like events, Corporate Affairs' *Director, Marketing,* or a designee, directs *Digital Communications* personnel to keep the information provided on the Company website (conEd.com) up to date with links that customers can use to report and track an outage, outage restoration information (including a link to the Outage Map where visitors can see Estimated Time of Restoration (ETRs)), and up-to-date news/press releases (posted to the site's Media Center/News page). It will include links customers can use to report and track outages, get outage recovery information, and get general company news about an incident.

For events that have an expected restoration period that exceeds 48 hours, *Digital Communications* personnel, under the direction of Corporate Affairs' *Director, Marketing,* or designee, will deploy website banners to disseminate brief critical status updates that are not already prominently displayed on the website's homepage.

When the banner's character limits are met, the banner will provide a link to a supplementary Storm/Event page where visitors can find general restoration information as well embedded links to event-related press/news releases, the Emergency Resources page, and ice distribution locations. [Note: The Emergency Resources page contains links that direct website visitors to the websites of local emergency management agencies (*e.g.*, NYCEM, WCDES, Red Cross, etc.); during emergencies, these agencies will generally provide the public with critical emergency resources (*e.g.*, NYC's Cooling Center Finder)]. For events that have a restoration period that exceeds 72 hours, claims information (*e.g.*, food spoilage claims) will also be included on the Storm/Event page.

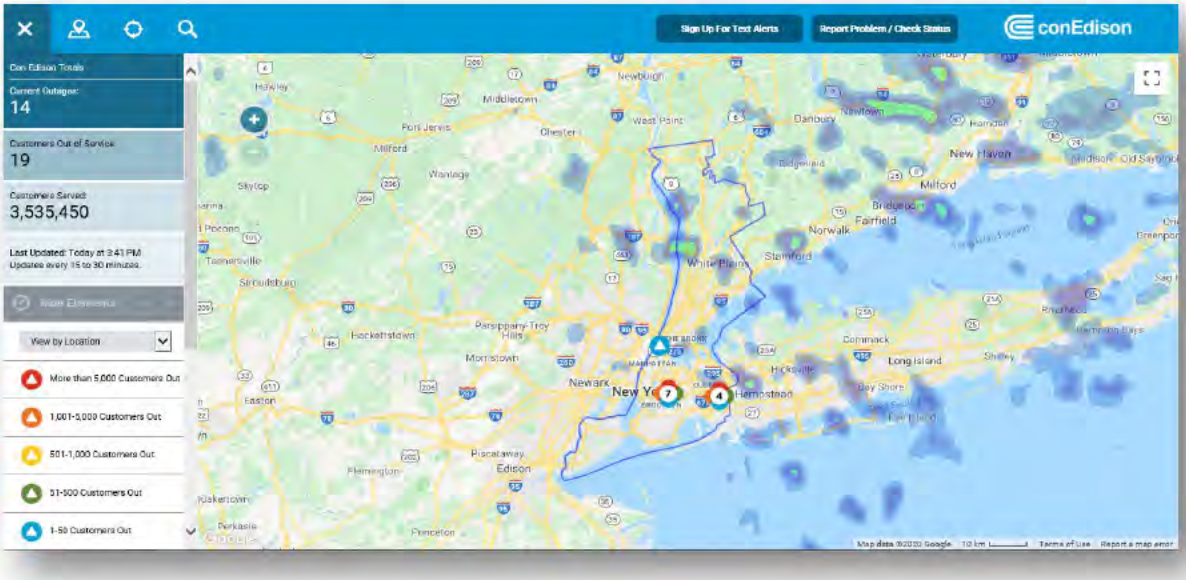
Under the direction of Corporate Affairs' *Director, Marketing,* or designee, the Storm/Event page is timestamped to indicate when the information was last updated. If no new information is available over an eight-hour period, the timestamp is refreshed to indicate the content is accurate.

7.4.2 The Company Outage Map

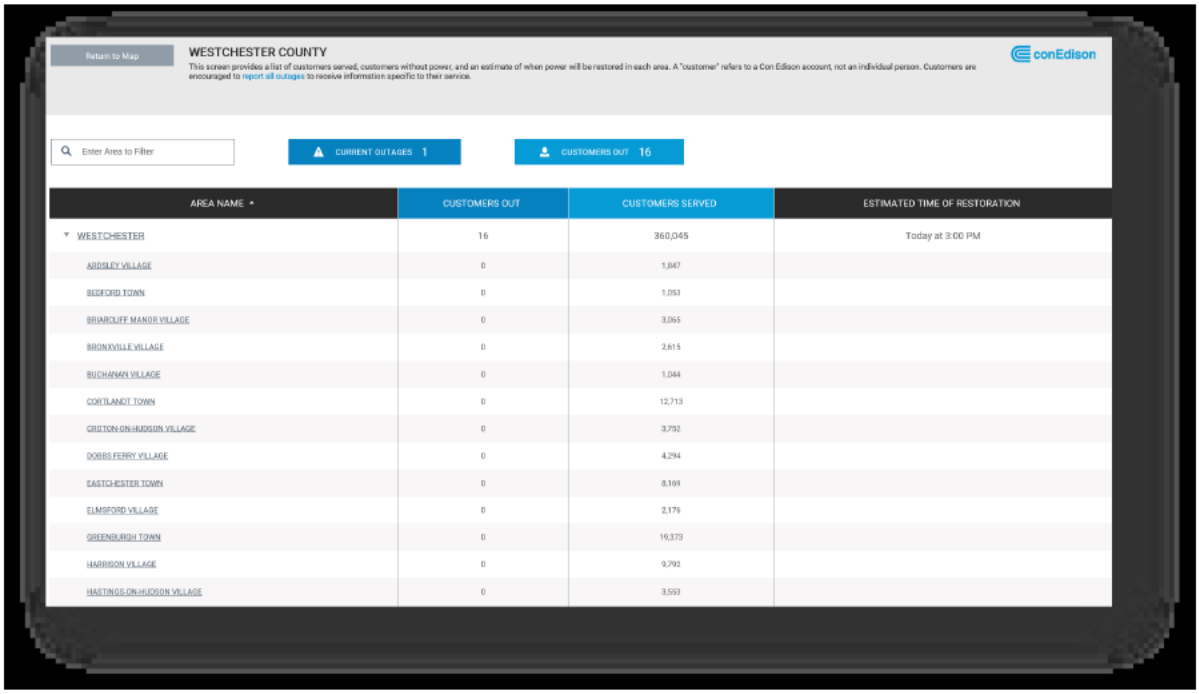
On the Company's website, the Company's Outage Map displays various ETR information that is updated at least hourly.

To assist customers in understanding the various ETR terms and definitions, the Outage Information Panel that opens up when customers click on any outage icon includes a button that links to the Outage Map FAQ, where customers can find definitions for ETRs (*i.e.*, Company-wide, Borough/County, or Municipality ETR).

Image 7.4.2A: Company Outage Map



Under "View by Location", when customers click on an icon, that indicates a cluster of outages, an Outage Information panel opens, displaying the following: the number of customer affected by the outage, under the label "Customers Out of Service", the number of outages, and a message stating customers may zoom in for more information. When customers click on an icon indicating single outages, customers will see an ETR labeled as "Estimated Time of Restoration." When customers zoom further into the premise level and click on the icon indicating an outage in a specific address, the ETR displayed on the information panel will be specific for that address. Under "View by Borough/County" or "View by Municipality", when customers click on shaded areas of a specific Borough/County or Municipality, the ETR displayed on the Information Panel indicates the latest time the Company believes customers will be restored in that Borough/County or municipality.



7.4.3 Website / Outage Map Availability / Contingency Processes

In the event that OMS or other information-technology outage reporting applications are impacted during an event, IT's *Director, BSD* (or *CERC IT Officer*, if activated), or designee, will notify Corporate Affairs' *Director, Corporate Communications* (or *CERC Communications Officer*, if activated), or designee, to explain whether the technical issues are causing any disruption to the information visible to the customer and/or public visitors of Con Edison's website and Outage Map. In most instances, Con Edison's built-in continuity systems will result in there being no practical impact to the external customer or stakeholder. For example, if the Company's website (and Outage Map) should become "unavailable" (*i.e.*, from an internal IT perspective), the system will automatically redirect customers to a new informational webpage that will list alternate ways to report an outage or obtain additional information regarding their outage.

If this backup "rollover" were to fail, and the Outage Map were to be affected, the Company has developed an additional backup webpage that allows IT personnel to manually update and display outage counts. This additional backup page would be activated by IT's *Director, BSD* (or *CERC IT Officer*, if activated), or designee, in coordination with the direction provided by Corporate Leadership (or the *CERC Incident Commander*, if activated).

Upon notification of technical issues and/or concerns, the *Director, Corporate Communications,* or designee, will utilize the information provided by IT (*i.e.*, regarding whether the technology circumstances are having any visible impact to external visitors) to determine the appropriateness of posting a banner on the Company website regarding the circumstances, and the content of the banner message.

7.5. COMMUNICATIONS WITH THE PUBLIC VIA SOCIAL MEDIA

During major events, CECONY's *Director, Marketing,* or designee, oversees the content that is published by *Social Media Managers* to the Company's social media channels (*e.g.*, Twitter, Facebook, Instagram, YouTube, LinkedIn).

Under the direction of the CECONY's *Director, Marketing,* or designee, *Social Media Managers* monitor the conversations taking place on various social media platforms (including but not limited to blogs, Facebook, Twitter, YouTube) with a focus on information that may need a corporate-level response (versus customer-specific information, which is handled by Customer Operations' personnel). In addition, *Social Media Managers* publish accurate, real-time messages and prompt responses based upon content in already approved press statements. Trends are communicated to the appropriate departments, who then use the information to adjust or modify news release content and/or other information to help enhance customer communications.

CECONY's social media pages/outlets give customers access to Company updates and, in the case of Facebook and Twitter, the ability to directly contact the Company with comments, questions, and concerns. (Note: Customer Operations' social media staff monitor customer comments posted on social media.)

During CERC activations (See ERP Section 5.3.1 – Regional Command Staff), the *CERC Communications Officer* and *CERC Customer Operations Officer* work closely with one another to ensure that there is ongoing coordination and communication between Corporate Affairs' *Social Media Managers* and Customer Operations' social media personnel.

8. CUSTOMER COMMUNICATIONS AND METHODS

This section describes CECONY's various communication methods with its customers.

Direct customer communications, including automated voice calls and text messages, are managed by the Customer Experience Center of Excellence (with the exception of app notifications managed by Digital Customer Experience, and email blasts, which are managed jointly by Customer Outreach and Corporate Communications) in accordance with several Customer Service Procedures ("CSPs") and internal guidelines, including, but not limited to, the following (all of which are included as attachments to this ERP):

- *CSP 2-0-1 Customer Ops–General: Corp. Event Customer Response Plan (Attachment 5)*
- *CSP 2-0-22 Customer Ops–General: Dry Ice Distribution (Attachment 6)*
- *CSP 2-1-3 Customer Ops--Customer Communications: Processing Customer Emergency Reports (Attachment 7)*
- *CSP 3-1-8 Customer Ops--Credit and Collections: Active Accounts Coded Life Support Equipment (Attachment 8)*
- *Life Support Equipment Customer Contact Procedure During Events (Attachment 16)*

Customer Operations' *Senior Vice President,* or designee, provides advice and counsel to the groups responsible for the respective procedures, including Customer Operations Quality Assurance who coordinates updates and changes on, and oversight of, these procedures.

During an ICS activation, Customer Operations General Managers and / or Section Managers, or designee, will staff the *Customer Operations Officer* position, to serve as a liaison with the respective ICS Command Staff.

8.1. DEFINING CUSTOMER TYPES

8.1.1 Life Support Equipment (LSE) Customers

16 NYCCR II A § 105.4 Content of electric emergency plans defines "LSE Customers" as those customers who require electrically operated machinery to sustain basic life functions. This includes designated electrically operated medical equipment prescribed by a qualified physician to be used on a continuous basis or as circumstances require as specified by the physician to avoid the loss of life or serious medical complications requiring immediate hospitalization.

8.1.2 Special Needs Customers (including Medical Emergencies)

16 NYCCR II A § 105.4 Content of electric emergency plans defines "Special Needs Customers" as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility impaired, and human service agencies representing these customers. Additionally, customers with a medical emergency will be included in this category. A "Medical Emergency" is defined in 16 NYCRR §

11.5(2) as cases when a customer or resident of a customer's home suffers from a serious illness or a medical condition that severely affects their well-being. A medical emergency is often a temporary situation as described in 16 NYCRR § 11.5(4)(i) whereby a medical doctor or qualified official of the Local Board of Health states in writing to the utility the expected duration of the medical emergency and explains either the nature of the medical emergency or the reason why the absence of utility service would aggravate the medical emergency.

8.1.3 Critical Facilities

Critical Facilities are defined as those "facilities" from which essential services, functions for continuation of public health and safety, and disaster recovery are performed or provided, such as hospitals, water plants, and fire stations. Levels of Critical Facility have been determined in order to assist with establishing utility restoration priorities for these facilities.[58] The established levels, as well as planning before an event, help ensure that essential services and functions are restored in a flexible and coordinated manner.

Critical Facilities - Level 1

These include facilities that are critical to public health and safety, including:

- Hospitals and Emergency Medical Facilities
- Emergency Shelters and Cooling Centers
- Fire, Police, Paramedics, and Rescue Facilities
- Emergency Management Offices
- Water and Wastewater
- Critical Utility and Communications Facilities
- Fuel Transfer and Fuel Loading Facilities (ports)
- Mass Transit (tunnels, bridges, ferry terminals, major rail facilities)
- Airports
- Military Bases
- Critical Flood Control Structures

The Critical Facilities - Level 1 plan is to maintain continuous electric service to ensure business continuity or continuity of government. Electric service should be maintained through uninterrupted utility service or a momentary interruption followed by a transfer to backup generation. Critical facility owners are responsible for their own backup generation and appropriate fuel.

[58] ERP Section 12.2: Restoration Priorities and Public Safety

Critical Facilities - Level 2

These may include some of the same types of facilities described for Level 1, depending on the event type. These facilities provide significant public services but are considered to some extent less critical by government agencies. They include:

- Nursing Homes and Dialysis Centers
- Facilities to support other critical government functions
- Prisons and Correctional Facilities
- Communications Facilities (radio, TV, etc.)

Critical Facilities - Level 3

These include facilities that provide public services but that are considered, to some extent, less critical than Level 2 by government agencies:

- Event-Specific Concerns
- High-Rise Residential Buildings
- Customers providing key products and services (food warehouse)
- Managed Accounts, Large Employers, and Other Key Customers
- Other Government Buildings, Schools, and Colleges
- Residential developments with large elderly populations or other similarly vulnerable establishments

8.2. PRE-EVENT CUSTOMER COMMUNICATIONS

In accordance with the *ETR Protocol (Attachment 12),* whenever the Company has sufficient notice of an impending weather event that is likely to cause outages that will last greater than 48 hours, Customer Operations shall:

- Make pre-event outbound calls to LSE and Special Needs Customers *(note: Human Services Agencies that represent Special Needs Customers will receive an email notification from Customer Outreach)* and Critical Facilities; and
- Complete a pre-event email blast and/or text message to customers.

8.2.1 Pre-Event Outbound Notifications to LSE, Special Needs and Critical Facility Customers

It is the responsibility of Customer Operations' *Section Manager, Communications Management Group ("CMG"),* or designee, to ensure that, prior to storms and other forecasted distribution system emergencies with an incident classification of Serious or greater, CMG personnel activate an automated outbound notification campaign to LSE and Special Needs (including Medical Emergency) Customers as well as to Critical Facilities.

An appropriate message is selected and approved, from a library of notification announcements, by Customer Operations' *Section Manager, Communications Management Group ("CMG"),* or

designee. The message advises of the approaching conditions and advises the customer to consider making plans in case service is interrupted, by going to a hospital, calling 911, or making other arrangements (*e.g.*, using battery back-up). The message script is subject to change, but might read something like the following:

> *"This is Con Edison calling with an important message. We are expecting stormy weather in your area, and there is a possibility that your electric service may be interrupted. We want you to be prepared in case you lose power. Think about your capabilities, limitations, needs, and surroundings, and whether they might change during an emergency. Ask family members, friends, neighbors, or caregivers to check on you. You may want to keep a charged cell phone with you or stay close to a corded landline phone in case you need help during the storm. If you have an emergency, please call 911. If you lose power, please call us at 1-800-75-CONED. That number is 1-800-752-6633. If you would like to opt out and no longer receive calls like this in the future, please press 1 now. Otherwise, you may hang up at the end of this message. Thank you."*

Elderly, the vision-impaired, the hearing and speech-impaired, and the mobility impaired are offered the opportunity to opt out of receiving automated calls by pressing a button on the call or by telling a CSR,[59] and the Company is responsible for capturing opt-out data.

In addition, Customer Outreach will send a pre-storm email to the Human Services Agencies that represent Special Needs Customers making them aware of the approaching conditions.

8.2.2 Outbound Notification - Potential for Disrupted Service and De-Energization

It is the responsibility of Customer Operations' *General Manager, Customer Assistance,* or designee, to communicate with those customers who may be impacted right before and during any preemptive de-energization of service. Specifically, whenever any RECC has high confidence that, in the next system event, it will lead to "load shedding" (*i.e.,* a pre-emptive discontinuation of service to customers within a given network in order to prevent significant equipment failure and/or infrastructural damage), the *RECC Shift Manager*, or designee, shall contact Customer Operations' Communications Management Group ("CMG") to notify them of this likelihood, which will initiate CMG personnel to:

- Inform relevant internal stakeholders to be ready to post a banner on the Outage Map, where impacted customers will find updates regarding the shutoff and restoration; and
- Prepare and initiate outbound calls to LSE customers and critical facilities predicted to be impacted by the service disruption.

[59] LSE, Medical Emergency and Critical Facility customers are not eligible to opt out of outage-related automated outbound calls.

In parallel, the *RECC Shift Manager,* or designee, will generate a list of all customers within the given network(s) predicted to be impacted by the de-energization and send the customer phone numbers to the Company's message vendor (who manage outbound call and text notifications) informing them of a potential for disrupted service and need for outbound messages. The message will be delivered to customers via text if the primary number is a cell phone, and via an automated voice call if the primary phone number is a landline or if the customer has opted out of receiving texts.

As the potential for this type of preemptive disruption of service can occur with very short notice, the process has been designed to allow several different communication options with customers, including different scripts that can be triggered on demand, depending on how the event evolves. If it is possible to alert customers before disrupted service, the *RECC Shift Manager,* or designee, will choose the "Warning-Preemptive Shutoff" script. If there is no time for the warning and shutdown must happen, they will choose the "Notice" script, and so on. They will also be responsible for selecting and deploying the proper "close-the-loop message" for the impacted customers. Con Edison will, whenever possible, use the "Warning-Preemptive Shutoff" notice in advance of de-energization to give customers advance notice and explain why they might or will lose power.

In the event of an unexpected equipment failure or disruption that results in an outage, Con Edison will initiate the "Disruption of Service" messaging process as soon as it is possible to collect affected customer lists, or at maximum within 60 minutes.

The initial messages are to be followed by more detailed messages containing ETRs or closing the loop as to restoration or avoidance of de-energization. The current scripts, determined by the *RECC Shift Manager,* or designee, are as follows:

Warning - Preemptive Shutoff Script

This script will be used when any RECC has enough time to warn customers of a potential preemptive de-energization.

Warning (Preemptive Shutoff)

SMS/Text:

ConEd Alert about <address>: Due to an electric problem in your area, we may need to shut off power temporarily to prevent more extended outages. If you lose power, visit coned.com/outagemap to get updates on restoration. If anyone in your home has Life Support Equipment or a medical emergency & needs assistance, call 911. Reply STOP to opt out of all future outage msgs

Voice Call:

Hello, this is Con Edison calling with an important message about <address>. There is an electric problem in your neighborhood and we may need to shut off power temporarily to prevent more extended outages. If you do lose power, please visit

CONED DOT COM FORWARD SLASH OUTAGE MAP to get updates on restoration time. We'll post information as it becomes available. If anyone in your household uses Life Support Equipment or has a medical emergency, you should consider going to a hospital, calling 911 or making other arrangements to ensure your equipment remains operable. If you need to speak with a representative, please call 1-877-582-6633, that number is 1-877-582-6633. We recommend battery backup for life support equipment. We're sorry for any inconvenience this may cause. To repeat this message please press the POUND key. Thank you. goodbye.

Notice - Preemptive Shutoff Script

This script will be used when the RECC did not have time to produce a warning and had to de-energize any part of a network, or as a follow-up to a warning.

Notification (Power has been shut off)

SMS/Text:

ConEd Alert about <address>: Due to an electric problem in your area, we had to shut off power temporarily to prevent more extended outages. If you lost power, visit coned.com/outagemap to get updates on restoration time. If anyone in your home has Life Support Equipment or a medical emergency & needs assistance, call 911. Reply STOP to opt out of all future outage msgs

Voice Call:

Hello, this is Con Edison calling with an important message about <address>. We're sorry, but we had to shut off power in your neighborhood temporarily because of an electric problem, and you may be impacted. This interruption is to prevent more extended outages. We are working non-stop to get power back as quickly as possible. If you have lost power, please visit please visit CONED DOT COM FORWARD SLASH OUTAGE MAP to get updates on restoration time. We'll post information as it becomes available. If anyone in your household uses Life Support Equipment or has a medical emergency, you should consider going to a hospital, calling 911 or making other arrangements to ensure your equipment remains operable. If you need to speak with a representative, please call 1-877-582-6633, that number is 1-877-582-6633. We recommend battery backup for life support equipment. We're sorry for the hardship this causes. To repeat this message please press the POUND key. Thank you. Goodbye.

Notice – Preemptive Shutoff ETR Script

This script will be used by the RECC when and if an Estimate Time of Restoration is known.

SMS/Text:

ConEd Alert about the service interruption at <address>. Your power should be back by <timeanddate>. If anyone in your home has Life Support Equipment or a medical emergency & needs assistance, call 911. We apologize for the inconvenience. Reply STOP to opt out of all future outage msgs

Voice Call:

Hello, this is CON Edison at 1 800 75 CONED calling with an update about the service interruption at <address>. Your Power should be back by <timeanddate>. If anyone in your home depends on Life Support Equipment or has a medical emergency & needs assistance, please call 911. We apologize for the inconvenience. To repeat this message, please press the POUND key. Thank you, goodbye."

Preemptive Shutoff Not Needed – Closing-the-Loop Message

This script is used when customers received a warning of a potential service disruption that did not occur because conditions improved.

No Shutoff Update After Load-Shed Warning (Customer gets power shutoff warning, but temporary outage is no longer needed.)

SMS/Text:

ConEd Alert about <address>: The electric problem in your area has been resolved without the need to shut power off. We continue to monitor our systems and we'll send you updates if conditions change. Report any power problems at coned.com/ReportMyOutage. Reply STOP to opt out of all future outage msgs

Voice Call:

Hello, this is Con Edison calling with an important message about <address>. The electric problem in your neighborhood has been resolved without the need to shut power off. We continue to monitor our systems and we'll send you updates if conditions change. Report any power problems at CONED DOT COM FORWARD SLASH REPORT MY OUTAGE. Y ou can also call us at 1-800-752-6633. We're sorry for any inconvenience this may have caused. To repeat this message please press the POUND key. Thank you. goodbye.

Restoration Message After Preemptive Shutoff

This script is used to inform customers power was restored after de-energization.

Power Restored Message After Load-Shedding (Customer gets notice of power shutoff and power is turned back on.)

SMS/Text:

ConEd Alert about <address>: The power in your area has been restored. If you are experiencing power issues, let us know by reporting any outages at coned.com/ReportMyOutage. Reply STOP to opt out of all future outage msgs

Voice Call:

Hello, this is Con Edison calling with an important message about <address>. The power in your area has been restored. If you are experiencing power issues, let us know by reporting any outages at CONED DOT COM FORWARD SLASH REPORT MY OUTAGE. You can also call us at 1-800-752-6633. We're sorry for the inconvenience. To repeat this message please press the POUND key. Thank you, goodbye.

Disruption of Service Due to Unpredicted Equipment Failure

This script is used to inform customers Con Edison is working on repairs and investigating any unpredicted disruption of service in large scale.

Notification (Incident affected part of the grid, Con Ed is investigating)

SMS/Text:
ConEd Alert about <address>: An electric problem caused an outage in your area. Our crews are still investigating the cause and working to restore power as soon as possible. If you lost power, visit coned.com/outagemap to get updates on restoration time. If anyone in your home has Life Support Equipment or a medical emergency & needs assistance, call 911. Reply STOP to opt out of all future outage msgs

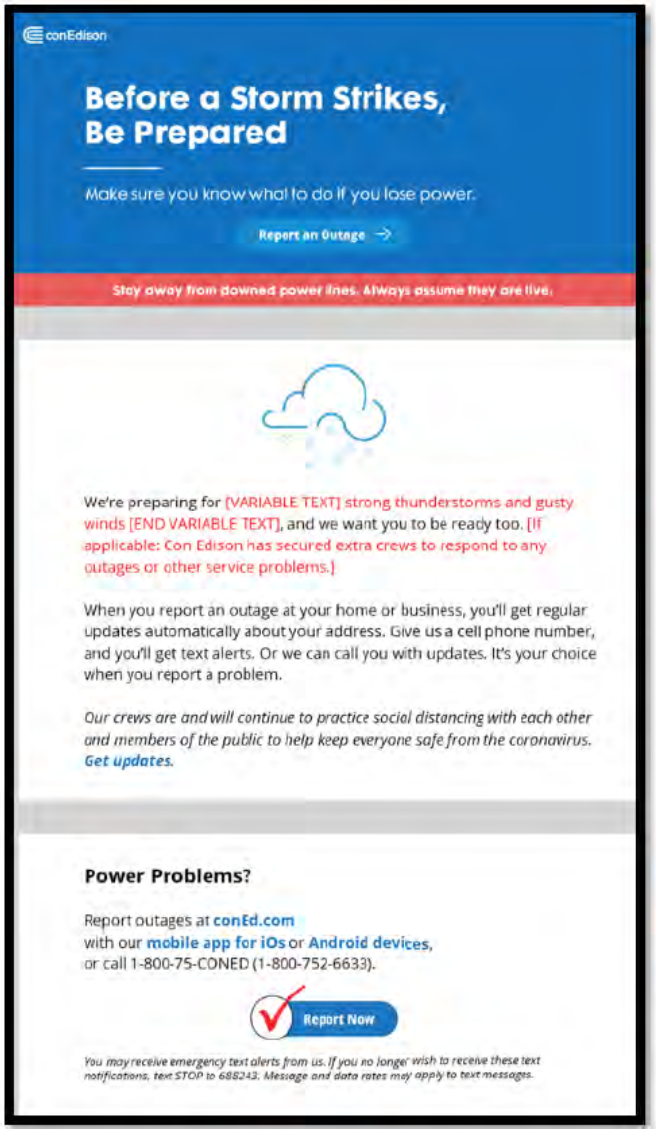
Voice Call:
Hello, this is Con Edison calling with an important message about <address>. An unexpected electric problem caused an outage in your neighborhood. Our crews are still investigating the cause and working to restore power as soon as possible. If you lost power, please visit CON ED DOT COM FORWARD SLASH OUTAGE MAP to get updates on restoration time. We'll post information as it becomes available. If anyone in your household uses Life Support Equipment or has a medical emergency, you should consider going to a hospital, calling 911 or making other arrangements to ensure your equipment remains operable. If you need to speak with a representative, please call 1-877-582-6633, that number is 1-877-582-6633. We recommend battery backup for life support equipment. We are sorry for any inconvenience this may cause. To repeat this message please press the POUND key. Thank you. goodbye.

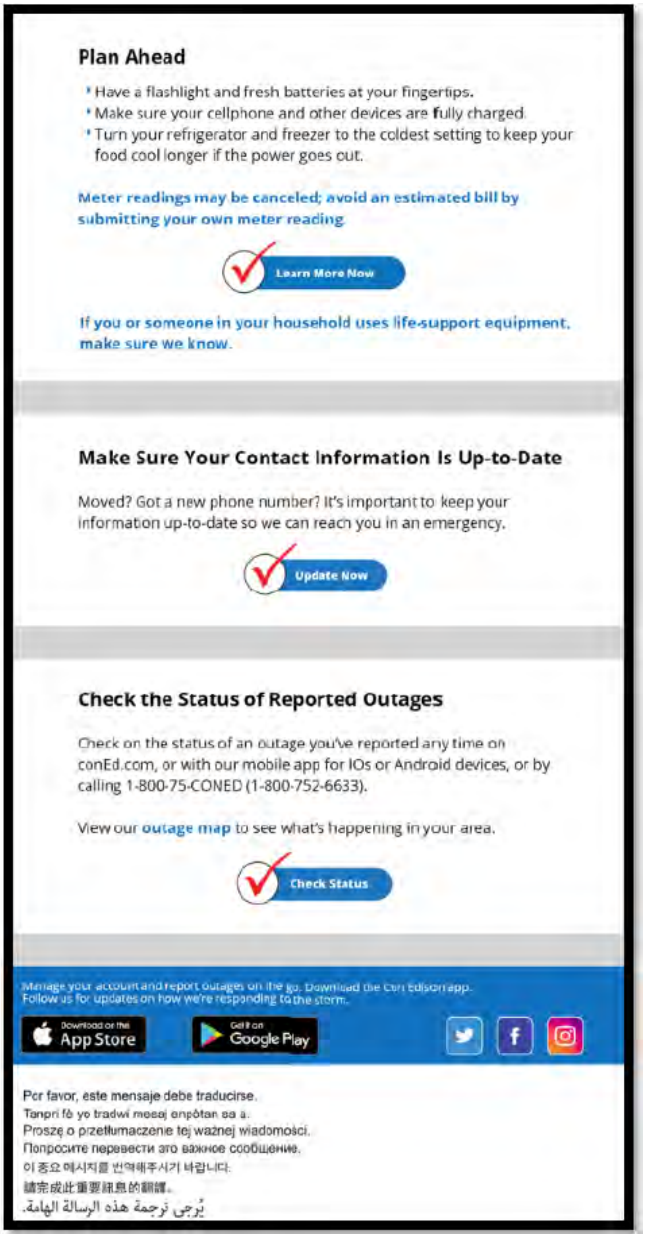
8.2.3 Pre-Event Customer Email Blasts

CECONY's pre-event email blasts are managed by Corporate Affairs and Customer Operations, with overall responsibility residing with Corporate Affairs' *Director, Corporate Communications and Strategic Partnerships,* or designee. Per the *ETR Protocol (Attachment 12)*, a pre-event email blast will be sent out to subscribed customers[60] (either within specific regions of anticipated impact or systemwide) whenever the Company has sufficient notice of an impending weather event that has the probability to cause outages that last greater than 48 hours. Pre-event email blasts will contain CECONY's contact information (*e.g.*, mobile application, web, and phone), an embedded link to the Company's website (conEd.com), as well as a clear call-to-action to report outages. The emails will focus on preparing customers for a possible outage, including how to report outages, how to check the status of their outage, and what to do around downed power lines (as appropriate).

See sample below:

[60] Subscribed customers refers to customers who have not opted out of email communications from the Company.





As noted in Section 8.2, Human Services Agencies serving Special Needs Customers will receive a pre-storm email notification from Customer Outreach.

8.3. STORM / EVENT CUSTOMER COMMUNICATIONS

During a major storm and/or event, customers have multiple options for how to report an outage, including calling, texting, or going to the Company's website (conEd.com) or mobile application.

In addition, the Company has a variety of means to keep customers updated during major storms and events.

- Section 8.3.1 summarizes when, and to whom, customer email communications occur;
- Section 8.3.2 details what happens when a customer calls the Company's main customer assistance line at 1-800-75-CONED to report an electric service problem (as well as our call center staffing);
- Section 8.3.3 provides an overview of communications (including wellness checks) with Life Support Equipment customers; and
- Section 8.3.4 summarizes how customers who report an outage receive ETR updates, as well as how customers who do not report an outage can check on their ETR throughout the restoration period.

8.3.1 Post-Storm Customer Emails

Following storms with significant customer outages where the restoration period will exceed 48 hours, Corporate Affairs' *Director, Corporate Communications* and Strategic Partnerships, or designee, will send emails on a daily basis to subscribed customers in regions (*i.e.*, Westchester County, NYC boroughs) that have lost service due to the event and are not yet fully restored.

8.3.2 Customer Calls

During a major storm and/or event, customers who call the Company's main customer assistance line may elect to report electric service problems either by speaking with a *Customer Service Representative* ("*CSR*") or by using the Speech Interactive Voice Response ("IVR").

During outage events, IVR messaging will inform customers that we are prioritizing emergency calls and advise customers that they can self-serve or visit the Company website. Under the direction and discretion of Customer Operations' *General Manager, Customer Assistance,* or designee, (e.g., based on staffing, call volume, circumstances of the event/event type), non-emergency calls will be redirected, to the self-service options, until the level of emergency calls are reduced. Customers who call 1-800-75-CONED and connect with the IVR will have the option to speak with a *live CSR* (this does not apply to non-event inquiries, e.g., billing).

When speaking with a *CSR*, the *CSR* will utilize an application that prompts the representative to solicit and document specific information from the customer about the customer's electric service problem. When using the Speech IVR, the IVR will proactively provide the customer with concise, comprehensive and accurate information as well as solicit specific information from the customer about the customer's electric service problem. In both instances, a trouble ticket with a specific trouble type is generated based on the customer's verbal response to the questions asked by either the *CSR* or Speech IVR.

Speech Interactive Voice Response System / IVR Message

Customer Operations' *General Manager, Customer Assistance,* or designee, will receive press releases (via dl-Press Releases), and shall, within one hour of the time stamp on the press release, complete the following:

- Review current IVR messaging for any necessary changes/updates for a minimum of the following categories as found in the press release:
  - storm status/current information on storm/event;
  - outage and restoration information (*e.g.*, estimated number of customers affected) (if available);
  - Global or Regional ETRs (if available);
  - information pertaining to emergency resources (*e.g.*, dry ice, emergency shelters/cooling centers) (if available);
  - safety messaging, emergency options, etc.
- Draft an updated IVR message with above information and time and date stamp.
  - Note: The Company WILL update the time and date stamp, even if the prior IVR messaging is still accurate. Timestamp will not exceed 8-hour intervals.
- Implement the updated IVR message.
  - Note: Message is to be no longer than 60-90 seconds in length.[61]

Throughout restoration (which may be completed post-storm), Customer Operations' *General Manager, Customer Assistance,* or designee, will maintain documentation of IVR updates to include:

- Press release(s) with date/time stamp(s);
- IVR messaging date/time(s); and
- Transcript(s) of IVR message(s)

High-Volume Call-Answering Service Vendor IVR System

When unpredictable events cause customer inbound lines to become occupied, inbound calls will overflow automatically to a redundant automated IVR system provided by our high-volume call-answering ("HVCA") service vendor.

The contracted HVCA IVR system can:

- facilitate the handling of extraordinarily high volume of customer contacts;

[61] In the event the Company's website is down, IVR messaging may exceed the recommended length times in order to provide customers with up-to-date and timely information.

- broadcast a storm/restoration status message; and
- provide customers with the options to report a trouble condition, check the status of a previously reported trouble ticket, or transfer to a live *CSR* for assistance.

It is the responsibility of the Customer Operations *Section Manager, CMG,* or designee, to oversee CMG personnel who:

- monitor inbound toll-free and local trunks (24-7);
- track and monitor all busy signals or high-abandonment rates on emergency calls that exceed 17% so that appropriate resolution efforts can be determined (*e.g.*, confirming with vendor that overflow is working appropriately; confirming with local telephone carriers there are no external issues; and continuing to monitor internal staffing resources); and
- in the event of weather and/or network conditions that result in a rapid increase in customer calls that tie up 55-70% of all trunks, take action to manually send overflow calls to CECONY's HVCA service vendor and ensure that customers who transfer out of the contracted HVCA IVR system connect with a *CSR*.

It is the responsibility of the Customer Operations *General Manager, Customer Assistance,* or designee to ensure, CMG/LAN personnel compile a report with findings regarding call abandonment, even for those issues outside of the Company's control, including related after-action items. This report will be available for review, upon request.

Speaking with a Live Customer Service Representative

Customers who call and speak with a *live CSR* will receive information such as:

- storm/restoration status;
- the latest ETR information for their account, as available;
- safety tips related to the emergency event (*e.g.*, electrical hazards such as downed wires and the use of portable generators);
- information regarding claims eligibility;
- locations of dry ice distribution sites (as available) and cooling centers; and
- locations of Customer Outreach Vans[62] (when dispatched to service outage locations).

The desktop utility used by CSRs prompts the representative to update all contact information whenever a LSE customer calls, including alternative emergency contact numbers if available.

[62] Customer Outreach representatives may staff ice distribution sites to communicate with customers in person. Customer Outreach van dispatch is done in accordance with *CI 490-2, Customer Care Emergency Response Plan (Attachment 4).*

Call Center Staffing

It is the responsibility of Customer Operations' *General Manager, Customer Assistance,* or designee, to monitor incoming call levels directed to live *CSRs* and Call Center staffing levels. Staffing numbers assigned per shift are at the discretion of Customer Operations' *General Manager, Customer Assistance,* or designee (as long as minimum staffing requirement is met), with the option of adjusting the day or night shifts based on the call volume. In the event that staffing levels need to be increased, Customer Operations' *General Manager, Customer Assistance,* or designee, will ensure Call Center staff is notified to be available to staff the Call Center.

Table 8.3.2A: Customer Operations Minimum Staffing (Overhead Events)

	UPGRADED	SERIOUS			FULL SCALE	
		2A	2B*	2C*	3A	3B*
DAY (7am-7pm)	80	100	110	125	300	325
NIGHT (7pm-11pm)	60	80	90	100	150	150
OVERNIGHT (11pm- 7am)	15	18	20	22	25	25

**For Serious and Full-Scale events, only the Bronx/Westchester region uses the sub-categories of B (and C, for Serious). Other regions will be staffed to the respective 2A-level staffing.*

Table 8.3.2B: Customer Operations Minimum Staffing (Underground Events)

	UPGRADED	SERIOUS	FULL SCALE
DAY (7am-7pm)	75	90	275
NIGHT (7pm-11pm)	50	75	125
OVERNIGHT (11pm-7am)	15	18	25

To ensure adequate staffing dedicated to handling of LSE customers, recommended *CSR* staffing levels are shown in the table below, as per *Life Support Equipment Customer Contact Procedure During Events (Attachment 16).*

Table 8.3.2C: Customer Assistance Minimum LSE Staffing[63]

LSE CUSTOMERS AFFECTED	MINIMUM STAFFING OFFICE	MINIMUM STAFFING FIELD
0-100	<10	1
101-300	10	3
301-500	30	5
500+	50	11

[63] Applicable to both Overhead and Underground events where LSE Customers are affected.

8.3.3 Storm / Event Communications with Life Support Equipment Customers

Life Support Equipment Customers Contacting CECONY

When an LSE customer has the need to contact the Company during an emergency or storm, the Company recognizes that this may be a very urgent and potentially life-impacting matter. Therefore, a priority toll-free call-back number is provided to LSE customers, which facilitates their ability to call the Company and quickly speak directly with a *CSR*. If the customer indicates that their situation is one requiring emergency services, the *CSR* will contact 911 on their behalf.

LSE customers are directed to this number, year-round, through our quarterly *Customer News*, bill messages, and annual mailings to LSE customers (see ERP Section 3.5 – Ongoing Outreach Regarding Customer Programs). This number is also provided at conEd.com and in the *Safety for Special Customers* brochure available at our Walk-In Centers and distributed at community events and presentations.

Life Support Equipment Customer Contact and Wellness Checks

Customer Operations' *General Manager, Customer Assistance,* or designee, will assign an *LSE Coordinator,* who will oversee *LSE CSRs,* during events with an incident classification level of Serious or greater. *LSE CSRs* will attempt to contact 100% of affected LSE customers and are required to contact a minimum of 80% of affected LSE customers within 12 hours using the main customer contact number in addition to other emergency contact numbers the customer has provided.

Contact of an affected LSE customer includes:

- A personal telephone phone call where the Utility company directly speaks with the LSE customer, the LSE customer's designated emergency contact, or a person at the LSE customer's premise, or
- An automated telephone call to provided contact numbers where there is an interactive feature available and a qualifying response is received (as the technology becomes available), or
- A text message provided to contact numbers with an interactive feature available and a qualifying response is received (as the technology becomes available), or
- A documented site visit performed by a Utility company representative in which a person in residence is directly spoken to, or
    - If the LSE customer does not answer the door or otherwise respond to the visit; this shall satisfy the wellness visit requirement for that 24-hour period
- A documented referral to a 3rd party, i.e., County Emergency Services / First Responder.

In accordance with PSC Scorecard requirements, and with the Customer Assistance *Life Support Equipment Customer Contact Procedure During Events (Attachment 16)*, during an event, and on a daily basis for the duration of an event, Call Center personnel will make live phone calls to LSE customers when they are predicted or verified to be out of service. In cases where there is no answer to the primary, alternate, or third-party number that is on record for an LSE customer, and service is predicted or verified to be out, a second attempt is made within 12 hours (also to all contact numbers provided by the customer) consistent with PSC Scorecard requirements. Additionally, 100% of predicted or verified to be out of service LSE customers will be directly contacted or referred to an emergency service agency within 24 hours.

These requirements will be tracked each day as compliance will be measured on daily performance.

When Call Center personnel cannot reach a NYC-based LSE customer by phone, it is the responsibility of Customer Operations' *LSE Supervisor,* or designee, to ensure that information on the customer is sent, via email, to NYPD and NYCEM within twenty-four (24) hours. After the email notification is sent, follow-up calls are made to verify that both agencies received the email. Depending on the number of LSE referrals, NYPD estimates that they will return a response to CECONY within a minimum two-hour period. Once they learn of the status of all dispatched/non-dispatched referrals, NYPD and NYCEM report back to CECONY via an email with results identified on an ***NYC LSE Contact and Notification Tracking Worksheet***.

When Call Center personnel cannot reach a Westchester-based LSE customer by phone, it is the responsibility of Customer Operations' *LSE Supervisor,* or designee, to ensure that information on the customer[64] is provided, via telephone, to the customer's respective city, town, or village police department in Westchester County within twenty-four (24) hours. A worksheet titled ***Westchester County LSE Contact and Notification Tracking Worksheet*** will be used to track LSE contact and notification information for LSE referrals pertaining to Westchester customers.

It is the responsibility of the *LSE Supervisor* or, designee, to follow up with, or track follow-ups with, NYPD/NYCEM and/or the respective Westchester police department until a response is received or the status of the LSE customer is known. After NYPD/NYCEM, or the respective Westchester police department, provides CECONY with a response on the success/failure of dispatch, the LSE customer's account is updated by the *LSE CSR* with information on the disposition of the dispatch.

[64] Information provided includes the customer's name, address, contact number(s), town, and additional relevant information (*e.g.*, apartment number, unit, floor, etc.), as appropriate.

If the NYPD/NYCEM, and/or the respective Westchester police department, is unable to field the account, the *Site Safety Unit Leader* or *Section Manager, Personal Services,* or designee(s), will send a Company representative to the premises to check on the status of the customer and refer them to emergency services, if necessary. The Company representative will report back to the *LSE Supervisor,* or designee, who will update the respective *Tracking Worksheet*.

All LSE customers who report an outage will receive a restoration call or can opt-in to receive a text message notification.

Tracking of Contact with Life Support Equipment Customers

Per the *PSC Scorecard,* utilities must maintain records of LSE customer contacts, including any LSE customers who the utility was unable to reach. In accordance with these requirements, and with the Customer Assistance *Life Support Equipment Customer Contact Procedure During Events (Attachment 16)*, it is the responsibility of Customer Operations' *General Manager, Customer Assistance,* or designee, to ensure CMG personnel are monitoring the Obvient Outage Management Dashboard and sending the information to the *LSE Supervisor*.

It is the responsibility of Customer Operations' *General Manager, Customer Assistance,* or designee, to ensure the *LSE Coordinator* is tracking, monitoring, and maintaining a comprehensive list of all LSE customers predicted or verified to be without service, for the duration of the event. In the event that outage data is unavailable, IT's *System Manager, BSD – Electric,* or designee, will generate a list of LSE customers who are predicted to be out of service and notify CMG via the CMG email distribution list (dl-COMMMGT).

It is the responsibility of Customer Operations' *General Manager, Customer Assistance,* or designee, to ensure the *LSE Coordinator* manages the assigned *LSE Supervisors* and *CSRs* and provides reporting-out information (*i.e.,* for the *ICS Conference Calls*) to the *Customer Operations Officer*, via email, on metrics associated with LSE customers contacted and/or referred to emergency services agencies.

In the event that the CSS system goes down, *CSRs* are trained to revert to creating tickets manually using paper to annotate the customer information and for recordkeeping purposes, tracking and monitoring LSE customers predicted or verified to be without service. These tickets are faxed to the appropriate Call Center(s) and a log is maintained for all manual tickets.

8.3.4 Storm / Event Communications with Customers Specifically Related to Estimated Time of Restoration Updates

Customers Who Have Reported An Outage

Once an ETR is established (as explained in ERP Section 12.5: Management and Communication of ETRs), customers who have reported an outage (including Life Support Equipment and Special Need/Medical Emergency Customers) will receive an automated call or text message and e-mail with their ETR. Customer Operations' *General Manager, Strategic Applications,* or designee, will ensure that customers who report an outage through any channel receive an automated call or text message and e-mail with ETR updates, including a restoration message when the Company believes their service has been restored. Customers with smart meters will receive a message confirming power was restored. Customers whose smart meter indicates power has not been restored, and customers without a smart meter, will receive a restoration message prompting them to confirm whether they have, or do not have, power. Customers who indicate, via SMS, that they are still without power will have a ticket automatically generated for them in the Outage Management System. Customers who answer the automated call and indicate that they are still without service are given the option to speak with a *CSR.* At any point in this process, a customer can "opt out" of receiving text messages by replying STOP.

All Customers (Including Those Who Have NOT Reported An Outage)

All customers, including those who have *not* reported an outage, can stay up to date on their ETR by visiting the Company's Outage Map (see ERP Section 7.4.2: The Company Outage Map), or by calling the main customer assistance line (and speaking with a *CSR* and/or listening to the IVR message).

9. EMERGENCY ANTICIPATION AND MOBILIZATION PREPAREDNESS

The following chapter details the preparatory measures the Company implements when a potential system emergency (*e.g.,* storm or storm-like event) is anticipated to affect the service territory within the very near future. It also reviews how personnel are notified of a potential or real-time mobilization, at different levels of activation.

9.1. PREDICTED SEVERE WEATHER NOTIFICATIONS

Electric Operations' *RECC Shift Manager*, or designee, is responsible for monitoring weather forecast information received from:

- the *Company Meteorologist(s)' Weather Risk & Assessment* email;[65]
- weather alert emails from the Company's meteorological vendor;[66]
- System Operation's internally emailed *24-Hour Status Morning Report* (extremely limited distribution/confidential), which contains weather information from the meteorological vendor by default; and
- *Severe Weather Alerts* from NYCEM (which are derived from National Weather Service products) and/or Westchester County OEMs.

When severe weather is forecast, each *RECC Shift Manager*, or designee, is responsible for promptly communicating weather alerts up the regional chain of command (*i.e.,* up to the regional *Vice President*), as well as to key stakeholders, including:

- *Section/Department Manager, RECC*
- *Regional General Manager, Electric Operations*
- *Regional Vice President, Electric Operations*
- *Regional Manager, Customer Operations*
- *Chief Engineer, Electric Operations*
- *Director, Emergency Preparedness*

9.2. DETERMINING THE INCIDENT CLASSIFICATION

Within Electric Operations, upon notification of forecasted severe weather, each regional organization will host a *Classification Meeting* to discuss:

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[65] CECONY employs at least one on-staff meteorologist who provide weather monitoring for the Company's entire service territory. When severe weather is forecast, it is communicated broadly through the issuance of their *Weather Risk Assessment and Forecast* (via email). The company may employ additional meteorologists and/or will use bona fide commercial vendors or other reliable sources to assist with the meteorologist's work or to inform its incident classification decision, as applicable.

[66] Maxar, the current vendor, is a private company that specializes in subscription-based services for the analysis and delivery of real-time forecast and weather information.

- the region-specific weather forecast and projected impact (Note: different operating regions may have different projected impacts);
- the classification level and associated staffing / mobilization requirements (including potential mutual assistance needs);
- the timeframe for convening a *Pre-Storm/Event ICS Call;* and
- the anticipated *Regional Incident Commander* (as needed).

Each *Regional General Manager, Electric Operations,* or designee, is responsible for determining the region's incident classification level and mobilization level. In general, the regional mobilization level will align with the regional incident classification level and its associated regional minimum staffing requirements. However, the *Regional General Manager,* or designee, has discretion to mobilize resources beyond the minimum staffing requirements (*e.g*., a region may declare an incident classification level of Upgraded, but the *Regional General Manager,* or designee, may decide to staff certain resources at the staffing level more typically associated with a Serious-level event in order to have more field resources readily available).

Factors that contribute to the decision to mobilize certain resources at a higher level than the minimum staffing requirements include, but are not limited to:

- whether supplementary resources are already engaged in response to a different set of circumstances (*e.g*., recent weather event);
- the day of the week and time of day of the expected impact to the operating region (and what resources will be in place at that time); and
- if the expected impact is forecasted to occur on a holiday or other significant resource-availability day (and how difficult it may be to acquire additional resources).

The respective *Regional General Manager,* or designee, may also consult with the *Chief Engineer,* or designee, and/or EP's *Director, Support Services and Support,* or designee, before declaring the region's incident classification level (and mobilization level, if different). If the determination is made to have a mobilization level that differs from the incident classification level, then this is communicated during the regional *Pre-Storm/Event Call* and, as applicable, during the *Interregional Conference Call*.

During the restoration period, the *Regional Incident Commander* has the authority to use his/her discretion to increase the region's incident classification level in response to real-time system impacts.

9.3. REGIONAL PRE-STORM/EVENT ICS CALLS

Prior to a forecasted storm or heat event, Electric Operations' *Regional Department Manager,* or designee, will initiate a *Pre-Storm/Event ICS Call* as soon as practical. Whenever possible, a weekday call is to be held prior to 1300 hours in order to facilitate crew availability, should mobilization be required for that day.

Representatives from the following organizations are typically invited to participate:

- Electric Operations (General Managers, Dept./Section Managers, and RECC Managers)
- EH&S
- Construction
- Customer Operations
- Distribution Engineering
- Emergency Preparedness (including Company Meteorologist)
- Energy Services
- Finance
- Facilities and Field Services
- Gas Operations
- Information Technology
- Media Relations
- Operations Support/Financial Services Group
- Regional & Community Affairs
- Regional Engineering
- System Operation (including Company Meteorologist)
- Supply Chain

The purpose of the call is to:

- disseminate the weather forecast and further discuss region-specific weather data and anticipated system impacts;
- notify personnel of the declared incident classification level;
- review the anticipated date/time of mobilization (*i.e.,* of Electric Operations' emergency response personnel, as well as of Electric Operations' personnel with an SEA assignment);
- review any pending Electric Operations work and system issues;
- verify that all Electric Operations computer/phone systems are operational;
- initiate all appropriate Electric Operations preparatory actions;
- initiate all appropriate Finance preparatory actions (*e.g.*, WMS storm mode, account creation);
- determine key contacts for each shift;
- verify and confirm the availability of human resources (*i.e.,* Company and/or contractor personnel), including any initial resource allocations;
- determine any necessary coordination with Gas Operations; and
- determine if mutual assistance support will be needed and, if so, be ready to ask for it on the *Interregional Conference Call* hosted by EP.

9.4. THE INTERREGIONAL CONFERENCE CALL

When an incident is predicted to impact more than one region, it is the responsibility of EP's *Section Manager, Resource Acquisition,* or designee, to host an *Interregional Conference Call.* The purpose of the call is to review the forecasted weather and regional impact(s), the incident

classification level to be declared (in each region, and when), and any projected resource needs (*i.e.*, for additional Company, contractor and/or mutual assistance restoration crews). If supplemental resources are required, EP's *Section Manager, Resource Acquisition*, or designee, will begin the acquisition of those resources.[67]

In addition, *Interregional Conference Call* notes are taken and distributed (by the *Section Manager, Resource Acquisition,* or designee), and include, as appropriate, links to relevant regulatory requirements (*e.g.*, *ETR Protocol, PSC Scorecard*) and a reminder to Operating and Communications organizations to document their observations and any lessons learned throughout the event for the purposes of inclusion, as applicable, in post-event organization-specific and/or Company-wide AAMs.

9.5. INCIDENT MOBILIZATION PREPARATION

As per the Company's Corporate Instruction on emergency management,[68] "the magnitude and complexity of mobilization increases with the severity and urgency of the incident," which the Company shall categorize into one of four incident classification levels.[69] Each incident classification level identifies the extent of resources and mobilization needed. In short, mobilization at the regional level is managed by the respective RECC(s); mobilization of the DESR[70] is managed by Distribution Engineering; mobilization of the CERC[71] is managed by EP; and activation of the SEA Program is also overseen by EP.

9.5.1 Notification of Regional Mobilization

In accordance with *CI 260-4, Corporate Response to Incidents and Emergencies (Attachment 2),* each region shall maintain the capability to receive and evaluate information of incidents on a 24-hour seven-day a week basis, and to mobilize personnel in response to incidents, as needed. For electric system incidents with a declared incident classification level of Upgraded or greater, each region is responsible for staffing its own ICS organization [*a.k.a.*, Emergency Response Organization ("ERO")] and for all emergency response/restoration activities within its respective area of jurisdiction.

Notification of a regional mobilization occurs when the respective *RECC Shift Manager*, or designee, contacts System Operation's Central Information Group ("CIG"). The CIG then sends out an internal email/text notification (via the Central Information Dashboard), as well as the

67 ERP Section 10: Mutual Assistance
68 *CI 260-4, Corporate Response to Incidents and Emergencies (Attachment 2)*
69 ERP Section 4.1: Incident Classification Definitions / Response Levels
70 ERP Section 5.4.1: Activation of the Distribution Engineering Situation Room
71 ERP Section 5.5: Corporate Emergency Response Center Roles & Responsibilities

appropriate external notifications, in accordance with the Company's Corporate Instruction on incident reporting.[72]

For unanticipated (*i.e.,* no-notice) incidents, where personnel need to be called in from home, the *RECC Shift Manager*, or designee, will commence notification of a regional mobilization, as indicated above, as well as notify EP of resource mobilization.

9.5.2 Alerting / Activating System Emergency Assignment Personnel

In anticipation of weather-related incidents that may require activation of the Company's SEA Program[73] (*i.e*., an incident classification of Serious or greater), EP will send out a situational awareness communication to *SEA Coordinators* and *Storm Role Owners.* They then will notify their teams of a possible activation, as appropriate (*e.g*., *Municipal Liaisons*, who only provide support to Westchester municipalities, would only be notified of a possible activation when the Westchester region is forecast to be impacted).

When it is clearly determined that additional support personnel are needed to meet minimum staffing requirements for an expected/declared incident, EP will activate the SEA Program by contacting *SEA Coordinators* and *Storm Role Owners*. EP's Director, Support Services & Preparedness, or designee, then will reach out to activate SEA staff directly, via phone and/or email, or via the Company's third-party callout application[74], to notify employees of their specific assignments.

Note: for pre-storm notifications as well as real-time activations, the Company's automated third-party callout application is used at the discretion of each respective *SEA Coordinator* or *Storm Role Owner* and EP, depending upon the size of the SEA group to be reached and the extent of the need for additional resources.

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72 *CI 260-2, Incident Reporting (Attachment 1)*

73 ERP Section 3.1: System Emergency Assignments

74 ARCOS is the third-party callout application used by CECONY. It allows the Company to target employees for callouts based on a number of employee attributes (*e.g*., job position, SEA, department, section, organization, etc.). In addition to outbound notifications, ARCOS can also be used to schedule employees for work shifts (*e.g.,* AM, PM). It can be used to directly contact employees whose SEA has been activated, by phone and/or email, using a pre-populated message regarding the SEA activation requirements (*e.g*., contact information, reporting location, SEA assignment). It also can be used for either a large-scale event (*e.g.*, high-impact storm or hurricane) or smaller-scale (localized) event, as well as for incidents that were unanticipated (*i.e*., no-notice).

10. MUTUAL ASSISTANCE

This section describes the process by which mutual assistance may be acquired to expedite restoration efforts. Mutual assistance may be in the form of personnel, supplies, and/or equipment and may be required to mitigate, repair, or restore the electric system to normal operations.

10.1. REGIONAL MUTUAL ASSISTANCE

Mutual assistance is a critical part of the electric power industry's service restoration process. Electric companies impacted by significant outages are able to increase the size of their workforce by calling on other utilities for assistance. When called upon, 'Responding Companies' will send skilled restoration workers (*i.e.*, both Company employees and contractors), along with specialized equipment, to help the 'Requesting Company' with restoration efforts.

Edison Electric Institute ("EEI") is the association that represents all U.S. investor-owned electric companies. EEI's Mutual Assistance Program is a voluntary partnership of investor-owned electric companies, across the country, committed to helping restore power whenever and wherever assistance is needed. Within the national program, several Regional Mutual Assistance Groups ("RMAG") comprise electric companies within the same region.

When a program member determines that it needs restoration assistance, it initiates a request through its respective RMAG, which facilitates the process of identifying available restoration workers and helps the Requesting Company coordinate the logistics and personnel involved in restoration efforts. For example, RMAGs can help companies locate specialized skill sets, equipment, or materials, and can assist in identifying other types of resources that may be needed, including line workers, tree trimmers, damage assessors, and even Call Center support.

The RMAG covering in the Northeast portion of the country is referred to as the North Atlantic Mutual Assistance Group ("NAMAG").

CECONY is a member of NAMAG and EP serves as the Company's primary liaison to NAMAG. Participation in NAMAG requires that, even if the Company is not expected to be impacted by a given incident (*i.e.,* storm), at least one Company representative will participate in all NAMAG mutual assistance conference calls to which the Company is invited.[75]

As a participating member of NAMAG, once the Company determines that external resources are needed, the mutual assistance process is implemented in a manner consistent with the terms set

[75] As required by DPS Staff's report on *Utility Performance in the October and December 2008 Winter Storms affecting National Grid, NYSEG and Central Hudson*.

forth within NAMAG's North Atlantic Mutual Assistance Agreement and in alignment with *EEI's Mutual Assistance Agreement* (Attachment 19).

Such terms include, but are not limited to:

- the Requesting Company will initiate a NAMAG conference call;
- the weather forecast will be presented by the Requesting Company(s) to provide all members an opportunity to understand the emergency situation;
- an estimate of actual or predicted impact / damage and when these are expected to occur will be presented by the Requesting Company(s);
- an estimate of resources needed will be presented by the Requesting Company(s);
- all non-impacted companies shall communicate the number of resources available to assist; and
- all impacted companies shall communicate the number of available resources to assist once their service areas are no longer at risk.

10.2. NEW YORK STATE PUBLIC/PRIVATE UTILITY MUTUAL ASSISTANCE PROTOCOL COORDINATION

The *New York State Public/Private Utility Mutual Assistance Protocol (Attachment 20)* is an outline of general principles and practices for NYS utilities to follow, enabling them to leverage a public/private partnership among the utilities within NYS. This provides access to critical resources to facilitate and expedite utility restoration following an emergency impacting the customers and visitors of NYS.

The foundation of this protocol draws upon the concepts, which have been utilized by members of, but not limited to, the NAMAG and New England Public Power Association ("NEPPA") mutual assistance programs. This protocol is intended to be flexible in every respect, since it is not possible to predict exactly what the nature or scope of an emergency will be. It is flexible in allowing individuals in command to call upon further reserves of personnel, supplies, equipment, and space as required, but in an organized, documented, and logical manner.

In instances where CECONY and/or Orange and Rockland Utilities, Inc. ("O&R") requests mutual assistance through the NAMAG process, EP's Director, Support Services & Preparedness, or designee, makes a formal notification to the Chairperson of the *New York State Public/Private Utility Mutual Assistance Protocol (Attachment 20)* that the NAMAG process has been enacted and that mutual assistance may be requested from the municipalities and electric cooperatives. This protocol is not intended to usurp any organization's primary means of securing additional assistance, rather to provide a supplemental source of additional potential resources within NYS.

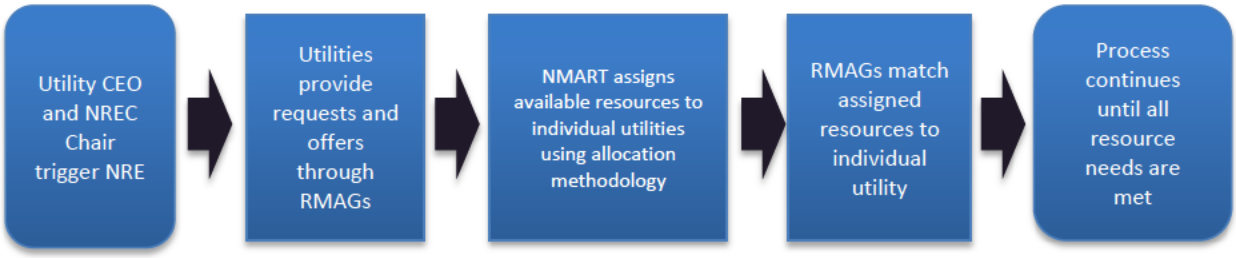
If the resource needs cannot be met from within NAMAG, the request may be expanded to encompass neighboring Regional Mutual Assistance Groups ("RMAGs"), as well as members of the Municipal Electric Utilities Association ("MEUA") of New York State, and the New York Association of Public Power ("NYAPP") (through the *New York State Public/Private Utility Mutual*

Assistance Protocol), with a request to canvass their members for available resources. If the needs still cannot be met, a national RMAG call will be requested through EEI.

10.3. NATIONAL RESPONSE EVENTS

If the request for resources for two RMAGs cannot be fulfilled from within their RMAG, a national response event ("NRE") may be declared by the Chief Executive Officer, or designee, of an impacted utility. An NRE designation is reserved for only the most significant events, such as a major hurricane, earthquake, an act of war, or other occurrence that results in widespread power outages. In the case of an NRE, the industry's mutual assistance process will be coordinated at the national level in order to ensure industry resources are seamlessly allocated in the most efficient manner possible. A simplified flow chart of the NRE process is shown below:

Figure 10.3A: NRE Process



10.4. NEW YORK STATE EMERGENCY ASSISTANCE

Upon declaration of a State of Emergency by the Governor, the State may be able to provide supplementary resources to support utilities that have been severely impacted by a given emergency event when their customary sources of supplemental resources (*e.g.,* Company contractors, mutual assistance crews) are inadequate to address the overarching recovery/restoration needs of the State.

One State resource that is particularly noteworthy is the NYS National Guard. NYS National Guard forces can provide logistics, transportation, communication, and general-purpose assistance when activated under a State of Emergency. Capabilities, deployment, and onboarding details related to the use of NYS National Guard forces are detailed on Conor under National Guard Capabilities and Power Restoration Roles.

If the determination is made by the *Incident Commander*, with input from Command and General Staff, that NYS National Guard support is necessary, a request shall be submitted to EP, who will review the request and determine if other options (*e.g.,* mutual assistance, contractors, or internal staffing) are viable. If other options are not viable, EP will submit the request to the *DPS Emergency Manager*. Requests from all of the electric utilities will be coordinated through the

DPS Emergency Manager and forwarded to the NYS Power Restoration Working Group[76] for processing. This 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. After confirming with DPS, EP shall also submit their request to the respective County OEM (*e.g.*, WCDES). Once deployed, State assets are managed by the receiving County OEM.

10.5. NEW YORK MATERIAL SHARING GROUP

The New York Material Sharing Group ("NYMSG") was established in accordance with the NYS Public Service Commission's November 19, 2013 *Order Instituting a Process for the Sharing of Critical Equipment* (Case 13-M-0047) to provide a system whereby participating companies may receive and provide assistance in the form of materials and equipment to aid in restoring and/or maintaining gas and electric utility service when such service has been disrupted by acts of the elements, equipment malfunctions, accidents, sabotage, or any other occurrence for which emergency assistance is deemed to be necessary or advisable. Participating companies have agreed to establish a warehouse network, comprised of Participating Company existing warehouses and vendor facilities, in order to stockpile key materials and equipment to share as outlined by the group's governing principles/procedures. In the event that material or equipment mutual assistance is required, the Logistics Section Chief, or an appropriate designee, will request the EP representative to initiate the NYMSG protocol.

10.6. PROCESS OVERVIEW FOR REQUESTING AND MANAGING MUTUAL ASSISTANCE RESOURCES

Mutual assistance resources may be pre-staged, taking into consideration the forecast regional weather impact and pre-determined minimum staffing requirements. To minimize travel times, CECONY's Electric Operations leadership may make the decision to fly in a limited number of resources to assist with restoration.

Post-impact, CECONY's *Chief Engineer*, or designee, will coordinate the allocation of resources and shall re-allocate resources, as warranted. Re-allocation of resources may be based upon damage assessment, the extent and type of damage, the number of jobs, the number of downed wires, the number of customers out of service, the available resources (*i.e.*, utility company travel teams versus small groups of contractor crews), established Estimated Times of Restoration ("ETRs"), and the difficulty travelling in each service area.

10.6.1 Retiree Emergency Activation Program

[76] The NYS Power Restoration Working Group consists of representatives from each of the affected electric utilities, State Office of Emergency Management, and Department of Public Service.

To supplement the management of mutual assistance crews, the Company has a *Retiree Emergency Activation Program*, which is an EP-led initiative to maintain a roster of qualified retired personnel (CECONY and O&R) to support restoration efforts during major events. They are contacted for support at the request of Electric Operations, typically when we mobilize large contingents of mutual assistance crews.

EP solicits interest in the program through four channels:

1. at the time when the employee separates from the Company and is in good standing;
2. through contacting the various retiree clubs;
3. through posting notifications on the retiree website; and
4. through calling/emailing retirees directly who have electric backgrounds.

Once a list of interested retirees has been developed, EP sends those contacts to Electric Operations for their review. Selected candidates are then sent instructions on how to register with an external party that conducts a background check and drug screening. EP then coordinates two onboarding sessions per year where an electric subject matter expert is brought in to provide an electric system overview, and the Company's training group covers OSHA requirements. All retiree participants are required to attend one of these onboarding sessions every year to maintain an active status in the program.

10.6.2 Travel Expediting

In order to help minimize the travel times of mutual assistance resources, EP, working with the All-Hazards Consortium ("AHC")[77] and the Multi-State Fleet Response Group, has developed a process for expediting the movement of vehicles through the E-Z Pass toll systems in fourteen states along the east coast, and expediting the process for utility crews when crossing the US-Canadian border.

10.6.3 Receiving Mutual Assistance from Canadian Utilities

To facilitate the acquisition of Mutual Assistance and contractor crews from Canada, a procedure for crossing the US/Canada border has been developed by the New York State Office of Emergency Management. This procedure must be followed, or assistance will not be allowed to cross the border. Effective pass through the border requires coordination with the Port of Entry ("POE"), the New York State Office of Emergency Management, and New York State Department of Public Service as described in the border crossing procedure included in *Exhibit A* of the *Acquisition and Allocation of Mutual Assistance and External Resources Guide* *(Attachment 9)*. It is the responsibility of the requesting utility collaborating with the responding entity to comply with this procedure.

[77] 501(c)(3) non-profit group focused on homeland security and emergency management issues.

10.6.4 CECONY and O&R Mutual Assistance Requests

In the event that an incident causes widespread damage to both the CECONY and O&R electric distribution systems, the request for mutual assistance for both companies will be coordinated through CECONY's EP *Director, Support Services and Preparedness,* or designee, in consultation with EP's *Vice President,* or designee, (for both CECONY and O&R), and CECONY and O&R Electric Operations' *Vice President(s),* or designee(s). In addition to the mutual assistance groups referenced previously, mutual assistance can be secured from a number of resources including but not limited to contractors who routinely perform work activities on the distribution system, contractors who have established emergency contracts or agreements (e.g., retainers, right of first refusal), or fly-in resources that can utilize the Company's storm reserve vehicles. One consolidated request will be made for both companies to ensure the safe and timely restoration of customers in both service territories. Any mutual assistance resources that are obtained are then allocated between the two companies based upon EP's *Acquisition and Allocation of Mutual Assistance and External Resources Guide (Attachment 9).*

Post-impact, EP's *Vice President,* or designee, will initiate a call between CECONY's *Vice President, Engineering & Planning,* or designee, and O&R's *Vice President, Operations,* or designee, to review the number of customers interrupted, the number of outage jobs and the general scope of damage. Resource needs will be periodically assessed and reallocated, as necessary.

10.6.5 Acquisition to Onboarding of Mutual Assistance and Contractor Crews

The following organizations are responsible for ensuring that mutual assistance/contractor resources are properly acquired, received, allocated, and integrated into the restoration effort.

Table 10.6.5A - Acquisition to Onboarding - Roles and Responsibilities

Emergency Preparedness	• Maintain a list of retiree *Crew Guides* (see *Retiree Emergency Activation Program)* and third-party contractors approved by Electric Operations, and acquire those resources, as needed, at the direction of Electric Operations • Contact emergency contractors for availability including contractors on retainer • Contact utilities and contractors that may be available to be flown in to assist • Contact contractors with vehicles available to lease • Allocate mutual assistance resources in accordance with the *Acquisition and Allocation of Mutual Assistance and External Resources Guide (Attachment 9)* • Verify that periodic calls between the *VP - Emergency Preparedness* (CECONY), *VP - Engineering & Planning* (CECONY), and *VP - Operations* (O&R) are made to assess needs and re-allocate resources as needed • Provide advise/counsel to mutual assistance/contractors (*e.g.*, reporting location) • Contact mutual assistance companies, as needed, to track crews en-route • Utilize a mutual assistance tracking software/program (*e.g.*, ARCOS) to upload/track pertinent information (*i.e.,* rosters, equipment, and estimated times of arrival)

	• Assess possible re-deployment of mutual assistance crews following a demobilization order, and administer performance evaluation surveys • Archive daily roster sheets (with Finance/Admin) and invoices from vendors
Administration	• Receive contractor(s) roster(s) from EP • Collect daily contractor time sheets, update master contractor intake form with reconciled numbers • Collect daily roster sheets for payment and record keeping • Archive time sheets, master contractor intake forms, and daily roster sheets (with EP) at the end of the incident
Electric Operations	• Identify assets, skill sets, equipment, restoration crews, ladder line crews, and vegetation crews needed • Provide and assign Crew Guides for the mutual assistance teams • Crew Guides will conduct job briefings and/or any necessary on-the-job training, evaluate mutual assistance performance, manage work assignments for mutual assistance teams, and record daily work hours
EH&S	• In coordination with Electric Operations, co-facilitate the "*Safety & Technical Briefing*" as detailed in Electric Operations' *Handbook for Mutual Assistance Workers* or *Video for Mutual Assistance Workers* • Forward the *Safety & Technical Briefing Sign-In Sheets* to Work Management for entry into system for completion of the on-boarding process • Conduct safety reviews and safety talks
Work Management	• Work with *Mutual Assistance Branch Director* to obtain *Crew Guide/Cell Lead* assignments for incoming mutual assistance crews • Perform preliminary modification of mutual assistance crews in ARCOS, based on information provided by the *Mutual Assistance Branch Director,* or designee • Check in, verify and onboard all mutual assistance crews and support staff • Check in mutual assistance vehicles and equipment and provide list to *Mutual Assistance Branch Director* for visual verification; update vehicle and equipment data in ARCOS • Maintain mutual assistance crew and vehicle/equipment data in ARCOS • Create and maintain mutual assistance crews in STAR • Release mutual assistance crews in ARCOS and STAR
ESG	• Assign a Logistics Site Unit Leader and Logistics Site Managers/Support, as necessary, to manage staging area operations which may co-exist at mutual assistance onboarding locations • Coordinate meals, vehicle fuel, lodging, water supply, and transportation for mutual assistance crews

	• Coordinate with Stores Operations regarding activation of the Stores Ops Unit Leader and/or Stores personnel who will report to staging area locations to coordinate storm-restoration material on-site (e.g., poles, cable) • Coordinate site demobilization in coordination with any Stores personnel on-site
Supply Chain	• Manage material distribution at staging areas • Provide sufficient inventory of material • Execute contracts and procure equipment, material, and services as needed • P-Card and supplier enablement administration support
Corporate Security	• Coordinate site security at staging areas

10.6.6 Management of Mutual Assistance/Contractor Crews During Restoration

The Company's *Minimum Staffing Matrices* prescribe the initial resources required for all storm roles, based upon the predicted impact of anticipated storm or storm-like conditions and the Company's respective *Incident Classification Matrices*, customized by region. Initial resources are mobilized to the probable affected areas until each region's staffing matrix is satisfied (as appropriate). Storm-role resources are adjusted, daily, based upon evolving storm predictions, as the event nears, or the as the storm begins to impact the territory. This is documented through meeting notes, emails, and increases/decreases in the Company's storm response level(s).

To track resources being utilized for storm restoration work, the Company utilizes a crew roster (see *Attachment 18: ARCOS Crew Roster Template*) to track contractor crews, mutual assistance crews, associated Company crews, and other types of contractors brought in due to exceptional circumstances (*e.g.*, survey/inspectors).

Prior to the start of each shift, *Crew Guides* will obtain all work packages, communicate the work location(s) to each crew, and, subsequently, meet each crew at the work location to provide their job briefing.

10.6.7 Demobilization of Mutual Assistance Resources

The *Regional Planning Section Chief*, or designee, is responsible for determining if circuit sweeps are required prior to releasing mutual assistance crews. Once the *Regional Planning Section Chief*, or designee, has determined that mutual assistance resources no longer are needed, he/she will notify the *Chief Engineer*, or designee.

Some of the factors considered are:

- whether ETRs have been met;
- whether there are outstanding mutual assistance requests in NYS and NAMAG;
- distances to travel to home offices;
- types of crews (*e.g.,* Distribution, Service, Tree); and
- size of contingent.

Once notified, the *Chief Engineer*, or designee, will notify EP's *Director, Support Services and Preparedness,* or designee, and/or EP's Resource Acquisition team. EP will then send an e-mail notification to the home office of the utility and/or contractor indicating that their support is no longer required.

Mutual assistance resources will be advised of their release by the *Regional Mutual Assistance Branch Director,* or designee, and/or the *Regional OH Restoration Branch Director,* or designee. In general, release occurs at the beginning of the shift to allow for safe travel but could happen at other times during the day. If release occurs at the end of the shift, the Company assumes responsibility for lodging to allow for appropriate rest time. In addition, all unused material is to be brought back to the designated location.

11. PREEMPTIVE DE-ENERGIZATION

11.1. OPERATIONAL PHILOSOPHIES, CRITERIA & PREEMPTIVE MEASURES

The Company will strive to maintain safe operation of its energy systems to the fullest extent possible at all times. Energy systems will operate to maintain essential services until continued service is imminently threatened (*e.g.,* by storm and system conditions), resulting in a decision to preemptively de-energize the system to minimize damage.

When it is apparent that continued operation will result in significant damage to facilities and equipment, and/or potentially compromise the safety of the public or employees, actions will be taken to remove those facilities from service.

If a Company- or customer-owned critical facility is evacuated in which there is operating equipment, the decision to shut down or allow continued operation will follow a predetermined plan developed by the operating authority. Real-time system conditions, however, may require actions to deviate from the plan. Any deviation will first be identified to the Incident Command Planning Section. The determination if real time system conditions may require deviations from the establish plans would be made by the Senior System Operator. This would be communicated to the Incident Commander or communicator in-person or via telephone or conference call.

All Control Centers will continue to monitor the effects of the storm including wind, flood, system, and facilities, and will respond to field emergencies as long as crews can execute the work safely.

The Substation Management team is responsible for the evacuation of field personnel which will depend on the arrival of tropical storm-force winds and time required for field personnel to reach a safe location. In addition, evacuation of field personnel will be required if storm surge floodwaters will block safe egress from the outdoor field locations.

Site-specific Workout Location ("WOL") Evacuation Plans have been developed and are maintained by Facilities and Field Services for the following facility locations deemed at-risk due to storm surge:

- 16th Street
- 28th Street
- 110th Street
- 3rd Avenue
- Neptune Avenue
- Davis Avenue
- Victory Boulevard
- College Point Boulevard
- Astoria Complex
- Eastview
- Rye

Following a partial- or full-system shutdown, and after an evaluation of the transmission and distribution systems, the *Senior System Operator* ("SSO"), or designee, in consultation with the *Regional Incident Commander* (or *Vice President*), or designee, and *Chief Distribution Engineer*, or designee, shall decide on the timetable to re-energize the impacted areas.

Prior to re-energizing, Energy Systems will inspect and make safe any known Company equipment that is damaged and cannot be safely re-energized (*e.g.,* below grade 460-volt network compartments located in flood areas).

11.2. SYSTEM & TRANSMISSION OPERATIONS

NOTE: The following content has been extracted from the Company's Corporate Coastal Storm Plan (more specifically, from the System Operation Coastal Storm Plan and Transmission Operations Coastal Storm Plan, which are tabs contained within the CCSP). For more detailed content, please reference the CCSP.

System and Transmission Operations will prioritize safety to personnel and the public, continuity of service to customers, and prevention of damage to equipment in decisions regarding the operation and potential shutdown of components on the electric system, in accordance with *General Instructions Governing Work on System Electrical Equipment.* Transmission Operations' operating philosophy during potential shutdown conditions is driven by System Operation's operating philosophy. System Operation will implement System Operation procedure *SO 5-12, Guide for Action in a Major Emergency*, which outlines actions to be taken in the event of low frequency, equipment overloads, low voltage, and other emergencies. Actions may include voltage reduction, use of maximum generation, disconnection of facilities, and load shedding.

Generally, transmission infrastructure/stations shall not be de-energized on a preemptive basis based on wind hazards but shall be operated in accordance with established procedures based on actual conditions. In those cases where there is inadequate relay protection, those facilities may be removed from service in accordance with procedure *SO 10-3, Criteria for Operation of Facilities with Less Then Design Relay Protection*. The transmission system shall be operated in accordance with established procedures including implementation of the *SO 5-2*, *System Operation Thunderstorm Procedure*. This will reduce reliance on overhead transmission corridors by increasing in-city generation.

Prior storm experience has shown that transmission facilities may trip due to operation of control and relay protection equipment in the presence of transient faults during extreme weather events, and not due to permanent faults. In these cases, *SO 05-39*, *Rapid Restoration Procedure*, should be implemented to ensure timely restoration of transmission facilities.

Overhead systems should be operated throughout the storm, unless shutdown occurs as a result of de-energizing a substation supply for the reason indicated above.

For the event of a system shutdown or other severe condition:

- The *SSO,* or designee, should declare a system-wide condition "Red";
- The *SO,* or designee, should notify the *DOs,* or designee(s), of the shutdown via the "All DOs Hotline";
- The *SO,* or designee, should contact the NYISO and neighboring transmission owners to establish the extent of the disturbance;

- The *DOs,* or designee(s), should immediately notify the Shift Manager of the Regional Electric Control Centers; and
- The CIG shall send out an internal email/text notification (via Central Information Dashboard) and make required regulatory and agency notifications as per *CG 2-11*, *Notifications for Voltage Reduction, Severe Low Voltage/Outage Incidents, Load Shedding, Load Relief Programs and Condition Yellow/Red and/or CG 2-10, Notifications for Reportable Customer Outages, Critical/Sensitive Facility Outages, NYCHA Facility Outages and CAT/PORT Activation.*

11.3. SUBSTATION OPERATIONS

NOTE: The following content has been extracted from the Company's Corporate Coastal Storm Plan (more specifically from the Substation Operations Coastal Storm Plan). For more detailed content, please reference the CCSP.

Substation Operations will operate to maintain continuity of services until continued service is imminently threatened by storm and system conditions. The System shall be operated in accordance with existing procedures. In the case of preemptive shutdown, the final decision will rest with the *SSO* who will direct those operations, as necessary, to eliminate equipment damage/failure.

11.3.1 Stations Equipped with Flood-Level Sensors

As part of the *Coastal Storm Preparedness Program*, flood-level sensors were installed at the following locations:

1. East 13th Street
2. East 36th Street
3. West 49th Street (camera)
4. Avenue "A"
5. Leonard Street
6. Goethals (camera)
7. Gowanus
8. Farragut (camera)
9. Vernon (camera)
10. Bruckner
11. Sherman Creek (camera)
12. Steam Generating Stations: East River + 59th St.

Flood-level sensors do not have rate-of-rise monitoring; rather, they are designed to set off an alarm once a set point has been reached.

Prior to receiving a flood-level alarm, based upon wind, water, and/or structural issues, on-site personnel may determine that it is no longer safe to remain at a facility. In such cases, prior to evacuating, the *Operator,* or designee, will notify the *Control Center Shift Manager,* or designee, on the Emergency Line [redacted] that conditions have become unsafe (or that the agency having jurisdiction has ordered an evacuation of the area). If a *Shift Manager,* or designee, receives a flood alarm, he/she shall notify the *SSO,* or designee, immediately of plans to evacuate. Employees evacuating a station will report to local safe havens. The *SSO,* or designee, will then

make the determination if/when the facilities within the substation, or the entire substation, needs to be shut down (via SCADA).

Substations that have already been evacuated will rely upon the flood-level sensors to indicate water intrusion, which shall be used by the *SSO,* or designee, in determining the need for a station shutdown. The Senior System Operator would initiate the request for the SSO Shift Manager to reach out to SOC to get a real-time assessment of conditions through video monitoring to aid in the decision to shut down a substation. The SSO Shift Manager will report back to the Senior System Operator.

11.3.2 Stations Not Equipped with Flood-Level Sensors

Category 3 (and above) stations are not equipped with flood-level sensors. Structures within these sites are not designed for Category III wind and, therefore, are unsafe to house employees. Flood levels will be documented at routine intervals during an event.

For substations that are not equipped with remote flood indication and control, the criteria for shutting down the substation is provided in *SO 5-5*, *Criteria for Shutting-Down a Substation* ("SO 5-5"). Factors of consideration include:

- Transmission feeder(s) loading over Short-Term Emergency or Long-Term Emergency limits and the overload(s) cannot be cleared within specified time limits;
- To facilitate firefighting in the event a substation fire cannot be controlled or isolated;
- Substation flooding or street flooding, which may result in escalating failures of non-submersible equipment;
- Loss of all DC systems that are used for relay protection and fault clearing. Refer to *SO 10-3, Criteria for the Operation of Facilities with Less than Design Relay Protection;*
- The number of transformers in service at a station is not capable of supporting the load within their emergency ratings; and
- To provide safety for Company personnel and/or the public.

11.4. ELECTRIC OPERATIONS – UNDERGROUND NETWORK

NOTE: The following content has been extracted from the Company's Corporate Coastal Storm Plan (more specifically, from the Electric Operations Underground Coastal Storm Plan) and Flood Response Guide (Attachment 15). For more detailed content, please reference the CCSP and the provided attachment.

If the weather forecast calls for extensive flooding, the Company may elect to de-energize portions of its underground distribution system (*i.e.,* network). The operational goal will be to de-energize, preemptively, equipment that is at-risk of failing catastrophically based on the forecasted flooding. The preemptive action is designed to protect both Company and customer equipment. Electric Operations will evaluate if the number of feeders that are required-to-be-removed-from-service to achieve this goal places any particular network in jeopardy of failing; then, that network will be shut down preemptively as well.

The decision to shut down or isolate a network will be based on remote-monitoring capabilities, remote-operation capabilities, and availability of automatic-protection devices. The remote-monitoring system is available to the RECCs and Regional Engineering personnel via NetRMS ("Network Remote Monitoring System"), which provides information regarding availability of equipment (*i.e.,* underground transformers and their associated network protectors).

The decision to shut down a network shall be made by Electric Operations' *Regional Vice President*, or *Regional General Manager(s),* or designee(s), in consultation with System Operations' *Chief District Operator,* or designee. The *Regional Incident Commander,* or designee, will notify CERC of the decision and order to de-energize. The sequence of order to shut down a network will be logged into the minutes being kept within the regional ICS organization as well as the *RECC Shift Manager Carryover Log*.

When a preemptive shutdown is determined to be necessary, Regional Engineering will review plans for the following:

- Isolating 4kV systems and providing radial feeds to minimize damage;
- De-energizing 27kV/13kV feeders supplying Unit Substation as directed by the *Chief Engineer - Regional Engineering*, *Chief Engineer - Distribution Engineering*, or their designee;
- De-energizing unit substations in flood zones as part of a controlled shutdown and mobilizing Company of qualified contractors to remove station equipment;
- Opening sectionalizing switches to isolate and de-energize flood-prone sub-networks from the rest of the networks;
- Opening sectionalizing switches to isolate and de-energize primary feeds to 460/265V transformers and associated network protector installations; and
- Operating 460/265V network protectors in the flood zone remotely via SCADA.

EO-4095, Distribution System Operation under Contingency Conditions provides details for the actions required in order to preemptively shutdown or de-energize/isolate equipment and provides guidance on the requirement to document the conditions that are being observed that led to the decision to shut down a network.

11.5. ELECTRIC OPERATIONS – OVERHEAD DISTRIBUTION SYSTEM

NOTE: The following content has been extracted from the Company's Corporate Coastal Storm Plan (more specifically, from the Electric Operations Overhead Coastal Storm Plan) and Flood Response Guide (Attachment 15). For more detailed content, please reference the CCSP and the provided attachment.

The electric overhead system is designed to operate until failure. Overhead systems shall be operated throughout the storm, unless a shutdown occurs as a result of de-energizing a substation supply, for the reasons indicated.

Given a forecast of tropical storm-force winds, the *Chief Distribution Engineer* and *Regional Engineers,* or their designees, in discussion with Electric Operations' *Regional General*

Managers, or designee(s), will determine if the electric overhead distribution system, or parts thereof, will be put into a radial mode of operation. Operating in this mode may contribute to public safety, limit damage to overhead and underground residential distribution ("URD") equipment and provide for a more expeditious restoration of the system after the storm has passed through the area.

- For feeders that emanate from substations that are not deemed to be in a flood zone (and as a result the substation bus will not be de-energized), making them radial can be accomplished by opening and blocking Tie Vacuum Recloser Switches ("TVRS") on auto-loops, and opening sectionalizing switches on the 4kV grids.
- For feeders that emanate from substations that are deemed to be in a flood zone (and as a result, the substation bus will be de-energized), sectionalizing switches and reclosers shall remain closed. The feeder can remain energized if one of the source substations is staying in service and can be isolated from the substation that will come out of service. In this case, isolate the feeder at the appropriate riser switches emanating from the substation that will come out of service.

Any pre-storm changes to the status of the overhead distribution system will be communicated to RECC personnel, the responsible operating authority by the Regional General Manager, or designee to the RECC.

In areas where there is widespread flooding, there may be impact to the customer equipment due to flooding. In those events, it is not un-common for the local fire agency or the authority having jurisdiction to request de-energization of portions of the overhead system to reduce the impact to the customers. Such requests will be handled by the respective *RECC Shift Manager,* or designee.

12. SERVICE RESTORATION

12.1. GUIDING PRINCIPLES

Guiding principles help to manage the resources necessary to expedite the restoration of service to customers. CECONY's guiding principles for service restoration include:

- maintain the safety of employees and the public as a primary objective[78] including but not limited to:
  - have all personnel comply with the *General Instructions Governing Work on System Electrical Equipment,* which provides guidelines to ensure safety to personnel, continuity of service to customers, and the prevention of damage to equipment;
  - have all personnel comply with *EO-4095, Distribution System Operation under Contingency Conditions*, which provides guidance for actions to be taken when unusual operating conditions (such as multiple contingencies above the design criteria and/or elevated system loading) arise on the distribution system; and
  - use existing processes, where applicable, to measure the extent of the damage to both the secondary and primary networks.
- have one approach to the management of a major electric system emergency incident that is scalable to match the magnitude of the incident[79] and allows for a reasonable restoration time;
- follow pre-determined restoration priorities[80] when developing the Restoration Work Plan, with a focus on restoring the most customers in the shortest amount of time;
- assign all outages an Estimated Time of Restoration[81]; and
- convey timely and reliable information pertaining to customer outages and estimated times of restoration ("ETRs") to:
  - customers;[82]
  - municipal/elected officials;[83] and
  - the news media.[84]

[78] ERP Section 1: Introduction
[79] ERP Section 4: Incident Classification and Staffing; ERP Section 5: Activation Roles, Responsibilities, and Org Charts
[80] ERP Section 12.2: Restoration Priorities and Public Safety
[81] ERP Section 12.5: Management and Communication of Estimated Times of Restoration
[82] ERP Section 8: Customer Communications and Methods
[83] ERP Section 7.2: Communications with Municipal and Elected Officials
[84] ERP Section 7.3: Communications with the Media

12.2. RESTORATION PRIORITIES AND PUBLIC SAFETY

The Company recognizes public safety as the primary concern during restoration. Insofar as practical, the responsible *RECC Unit Leader,* or designee, *Regional RPT Unit Leader* or designee, *Regional Operations Restoration Branch Director,* or designee, and, as applicable depending on the type of event, the *Regional Damage Assessment Unit Leader,* or designee, and *Regional Site Safety Unit Leader,* or designee, will organize restoration and recovery work into the following priorities:

- Downed Wires: Energized
- Manhole Fires / Explosions
- Downed Wires: Blocking Priority Roadways
- Transmission Lines
- Substations
- Critical Facilities[85]
- Distribution Feeders
- Other Primary Lines and Spurs
- Transformers, Secondary Circuits and Services
- Life Support Equipment Customers[86]
- Individual Services

12.2.1 Damage Assessment

Damage assessment is a process that provides the Company with detailed visual reports of damages that have occurred to the Company's OH distribution system and is conducted in accordance with the *Damage Assessment Guide (Attachment 10)* and 16 NYCCR II A § 105.4: Content of Electric Emergency Plans. Damage Assessment is notified of the need to mobilize by Regional Electric Control Centers and *Damage Assessors* are assigned field jobs by Damage Assessment Coordinators.

Activated *Damage Assessors* are assigned to either feeder patrol or individual area/wire-down assessments:

- *Damage Assessors* assigned to *feeder patrol* supplement Electric Operations' *Troubleshooters*, *Supervisors,* and Construction crews in providing broad preliminary damage assessment information on feeders identified to have the largest customer outages within the first 24 hours of Start of Restoration ("SOR");

[85] In Westchester County, the Company currently coordinates with each municipality to prioritize the restoration sequence of critical facilities, on a structured time schedule, so it can be considered when creating work packages for the next day. County and local officials will be asked to provide their input by 6 PM for potential inclusion into the next day's work packages. If the County's EOC is open, the Company will coordinate with the County for priority jobs as well.

[86] ERP Section 8.1: Defining Customer Types

- *Damage Assessors* assigned to *individual area assessments* provide more detailed damage assessment information within the first 48 hours of SOR; and
- *Damage Assessors* assigned to *individual wire-down tickets* provide the most granular level of damage assessment information throughout the response, as needed.

Wherever possible, *Damage Assessors* assigned to perform *feeder patrol* will assess their assigned locations and then proceed on with their patrol. The exception to this is when a location is determined to be a "Priority Level 1" location (see table below) that poses an immediate safety hazard to the public.

Table 12.2.1A – PSC-Defined Downed Wire Priority Levels

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

Notes

Priority Level 1:
- Reports of a wire down in high pedestrian areas are treated as a Priority Level 1 (regardless of the source)

Priority Level 3:
- Emergency Organizations include members of the 911-Call Center, police, fire, OEMs/EOC personnel, and Municipal Emergency Managers.
- Priority Level 3 also includes wires identified by *Damage Assessors* performing Feeder Patrol and made safe before moving on.

Priority Level 4:
- Priority Level 4 also includes requests from *Damage Assessors* for Site Safety relief.

In these cases (*i.e.*, Priority 1 cases, where a wire is arcing, burning, or sparking), the *Damage Assessor* performing *feeder patrol* will notify the respective RECC or emergency department of the situation so that they can prioritize response to the location accordingly. The *Assessor* also will request a *Site Safety Representative* via the Electric System Damage Assessment ("ESDA") mobile application (which appears in Site Safety's SSMS application as a "DMG" trouble type) as well as notify their assigned *Damage Assessment Coordinator* that they have requested site safety relief. This is so that the *Damage Assessment Coordinator* can coordinate with their *Site Safety Coordinator* counterpart to ensure that every effort is made to assign a *Site Safety Representative* to relieve the *Damage Assessor* as soon as possible (ideally within 8 hours).

Because the situation poses an immediate safety hazard, the *Damage Assessor* must remain on location until relieved by another employee (*e.g.,* dispatched by the RECC) or *Site Safety Representative.* Once the *Site Safety Representative* or another employee arrives, or the location has been made safe, the *Damage Assessor* may continue with their damage assessment duties.

Damage Assessors assigned to individual area assessments or individual wire-down tickets that encounter downed wires perform their assessments and complete the necessary reports that capture and transmit damage assessment information to the Outage Management System ("OMS") via the ESDA mobile application.

If for any reason the ESDA mobile application is experiencing a disruption or unable to transmit data, the *Damage Assessor* will contact his/her respective *Damage Assessment Coordinator* by phone to provide the damage assessment information. Information can also be shared via marked-up feeder prints.

12.2.2 Downed Wire Prioritization and Response

For events where outages are the result of significant impact to the Overhead ("OH") system (*e.g.*, major storms), downed wires that are not yet being addressed by repair crews are fielded by either *Damage Assessors* or *Site Safety Representatives*. These System Emergency Assignment ("SEA") roles are staffed in accordance with each OH region's minimum staffing matrices and, as outlined in Section 9.3 – Regional Pre-Storm/Event ICS Calls, the regional ICS staffing requirements are reviewed by the respective region's *General Manager, Electric Operations*, or designee, during the region's pre-storm/event ICS call.

Site Safety Representatives

Site Safety Representatives are dispatched to wire-down locations when resources that might normally respond are otherwise engaged in restoration efforts.

The primary responsibility of a dispatched *Site Safety Representative* is to ensure the safety of the public at the location of a potentially energized downed wire. Another important function of *Site Safety Representatives* is to relieve *Damage Assessors* (or restoration crews) who need to continue on from a downed-wire location in order to continue to perform the damage assessment function.

Site Safety Coordinators will focus on dispatching a *Site Safety Representative* to relieve a *Damage Assessor* who has requested site safety relief as soon as possible (ideally within 8 hours); however, it is not always possible to provide an immediate dispatch. Rather, the Company is required to dispatch *Site Safety Representatives* to respond to downed-wire locations in accordance with the prioritization levels shown in the Table 12.2.2A.

Table 12.2.2A – PSC-Defined Severity Levels

Severity Level	Conductor Type / Location	Responder Role
1 (Highest)	Wire down is a primary conductor that poses a high risk to public safety due to its location (*e.g.*, in a road or pedestrian-accessible area).	These situations require the responder to remain on-site and guard the wire until they can be relieved. The Wire Guard/Responder may leave after the wire has been made safe by a qualified employee or contractor.
2	Wire down is a primary conductor but is not on a main road or other easily accessible location.	These situations will also require the responder to remain on-site until the conductor can be verified as de-energized by a qualified employee or contractor. Once the wire is known to be de-energized, the Wire Guard/ Responder will barricade the area and then can move on to the next location.
3	Wire down is a secondary conductor.	Wire Guard/Responder will attempt to notify public in the immediate area and will barricade/tape off the area. If wire is in a public area and is either open wire secondary, or triplex service cable that has an exposed end (wire is broken), Wire Guard/Responder will remain on-site until a qualified employee or contractor has verified that the wire is not energized.
4 (Lowest)	Wire down is not an electric conductor and is not in contact with an electrical conductor, but is instead phone, cable or another communications property (NCI).	If the situation is safe, Wire Guard/Responder will inform their respective coordinator of this and move on to the next location.
Note: For all severity levels, the 'Remarks' section of Trouble Ticket needs to be updated accordingly in order to reflect the latest status.		

This table defines the order by which *Site Safety Representatives* are dispatched to different locations based upon different circumstances, with public safety as the most critical prioritization factor. Relief of *Damage Assessors* guarding a location is defined as a Priority Level 4. (An exception is when a restoration crew becomes stopped at a location that cannot be immediately repaired. In such cases, a damage assessment-qualified person or *Site Safety Representative* needs to be assigned to the location expeditiously so that the restoration crew can continue to respond to locations where immediate repairs are possible.) The table is also used to determine whether a *Site Safety Representative* must remain on location.

In addition, one of the primary tasks of a *Site Safety Representative* (if this has not yet been done by another Company responder, such as a *Damage Assessor*) is to establish a safe zone around the potential hazard using cones, barricades, wire guards and barricade tape, while maintaining a safe distance from the downed wire, as outlined in the Table 12.2.2A (below). Doing so will restrict public access to the area until the condition can be made safe by qualified personnel and/or the downed wire is determined to be "Non-Company Interest."

Table 12.2.2B – Safe Distances from Downed Primary Wires

Voltage	Safe Distance - Dry Conditions	Safe Distance - Wet Conditions
4kV/13kV	10 Feet	20 Feet
27kV	20 Feet	40 Feet
33kV	30 Feet	60 Feet

Note: For downed Secondary wires, a safe approach distance of 10 feet shall be maintained.

Site Safety Representatives are typically assigned to rotational 12-hour shifts. It is the responsibility of *Site Safety Representatives* to remain at their assigned location until they are relieved (*e.g.*, by a shift transfer) or until directed otherwise by their respective *Site Safety Unit Leader,* or designee.

Responding to Reports of Downed Wires from Municipal Emergency Officials

In accordance with the Commission Order[87], the Company must respond to reports of downed wires by Municipal Emergency Officials within the following time frames:

- For events where the restoration period lasts 3 to 5 days, response must be within 18 hours or less; and
- For events where the restoration period exceeds 5 days, response must be within 36 hours or less.

Response times are measured from the applicable operating region's Start of Restoration ("SOR") day/time.

In order to effectively manage the Company's response to these reported locations, as well as to track and monitor the Company's response times, tickets for wires that are down and reported by a Municipal Emergency Official receive one of the following codes in OMS:

- MW1: Municipality Reported Downed Wire. Municipality Standing By
- MW2: Municipality Reported Downed Wire. Municipality NOT Standing By
- MR8: Municipality Reported Road Closed with Downed Wire/Equipment. No Ingress / Egress
- MR9: Municipality Reported Road Closed with Downed Wire/Equipment. Municipality Standing By
- MRW: Municipality Reported Road Closed with Downed Wire/Equipment. Municipality NOT Standing By

[87] Case 13-E-0140 – Proceeding on Motion of the Commission to Consider Utility Emergency Performance Metrics – ORDER APPROVING THE SCORECARD FOR USE BY THE COMMISSION AS A GUIDANCE DOCUMENT TO ASSESS ELECTRIC UTILITY RESPONSE TO SIGNIFICANT OUTAGES (Issued and effective December 23, 2013).

Dispatching Codes

Table 12.2.2C shows how different dispatching codes are used in OMS.

Table 12.2.2C – Downed-Wire Dispatch Priority Levels / Trouble Codes

Reporting Source	Specifics of Downed Wires	Dispatch Priority Levels / Codes				
		Priority One Trouble Code	Priority Two Trouble Code	Priority Three Trouble Code	Priority Four Trouble Code	Priority Five Trouble Code
ALL	Burning / Arcing / Sparking *(regardless of what resource may be onsite)*	WBR Wire Burning WBL Wire Burning (Lights)				
	Municipal Emergency Official STANDING BY AT LOCATION		MW1 Downed wire reported			
Municipal Emergency Official (Fire, Police, 911, OEM, Public Works)	Municipal Emergency Official NOT STANDING BY AT LOCATION			MW2 Downed wire reported		
	Municipal Emergency Official ROAD CLOSURE	MR8 Road closed w/ downed wire /equipment; No Ingress / Egress (i.e., cul-de-sac)	MR9 Road closed w/ downed wire; Official Standing By	MRW Road closed w/downed wire; Official NOT Standing By		
Damage Assessment	DA NEEDING SITE SAFETY RELIEF				DMG DA Request for Site Safety Relief	
Others (Excluding Fire, Police and Municipality)	PRIMARY INDICATED				PRD Primary Wire Down	
	SECONDARY INDICATED				SCD Secondary Wire Down	
	HOUSE SERVICE INDICATED				SDN[88] Service Wire Down	SDL Service Down Lights On
	NO INDICATION OF WIRE TYPE					WDN, WDL Wire Down Unidentified WDL Wire Down (Lights)

[88] When a trouble job comes in as an SDN, the customer count is set to 1 with an ETR. If the comments on the ticket indicate that the service wire is down but the customer has lights, the operator will change the trouble type from SDN to SDL and remove the ETR. The customer count will change from 1 to 0. Although the customer count is set to 0, the job must be prioritized appropriately.

Non-Company Interest Wires

When a qualified Company representative (*e.g.*, *Damage Assessor*, *Crew Guide*) identifies a downed wire as Non-Company Interest ("NCI") (*e.g.*, it is the property of a phone/cable/other communications company), he/she will make a reasonable attempt to determine whether the wire is an electrical conductor and/or in contact with an electrical conductor in the nearby vicinity. If the NCI wire is determined to not be an electrical conductor and/or in contact with an electrical conductor in the nearby vicinity, the Company representative does not need to remain on-site/guard the location. The Company representative will enter no company interest (NCI) into the Damage Assessment App and the Network Management System (STAR) is then updated automatically.

When the downed wire is identified as a Non-Company Interest ("NCI") wire, a *Damage Assessor* does not need to remain on site and does not need to request a *Site Safety Representative* to be dispatched to the location. [Note: this also holds true for when the wire is a "service" wire (to an individual residence) that is entirely disconnected from the pole side and there is no customer generation that may cause the wire to be energized.]

If the Company representative who identifies the NCI is also qualified to perform a voltage test (*i.e.*, restoration crews only, not *Damage Assessors*) and, in doing so, determines that the wire is energized (by a primary or secondary electrical conductor), the location of the energized NCI wire is then cordoned off and reported to the respective RECC.

12.3. RESTORATION WORKFLOW

There are five general trouble ticket types that represent the majority received during a storm:

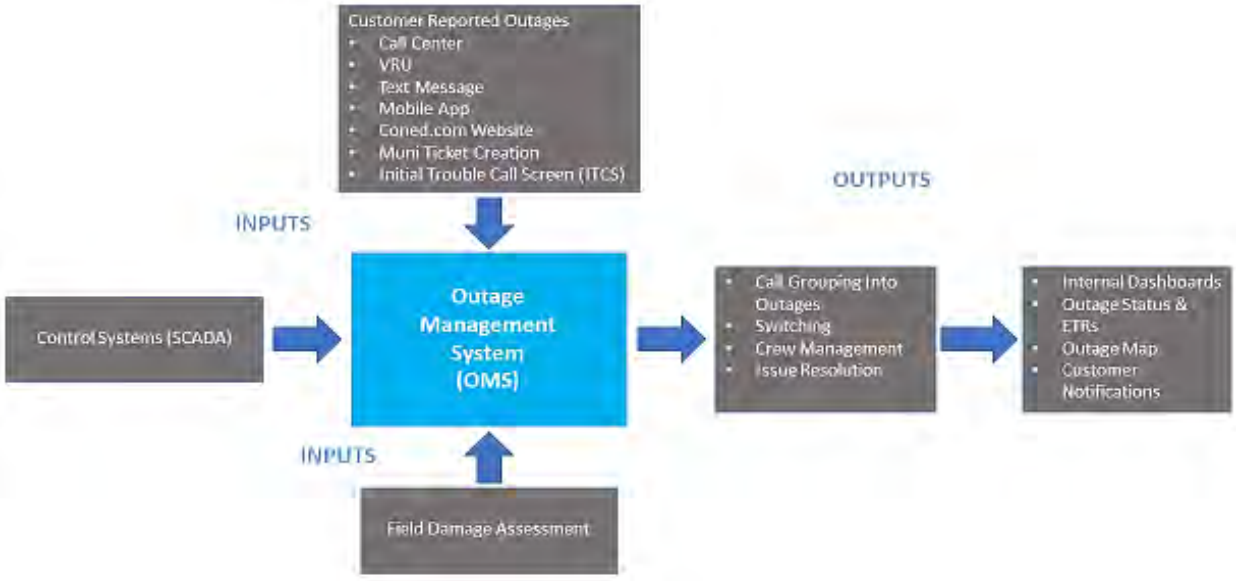
- Wires down
- No light (area or individual)
- Municipal[89] problems
- Wires burning
- Tree on wires

Regardless of whether the incident/outage is reported via the Company website, mobile app, text message, a Customer Service Representative, the IVR, or via the Muni Desk, once reported, an incident will become associated with a trouble ticket in the Company's Outage Management System (*a.k.a.*, "STAR"). System Trouble Analysis and Response ("STAR") automatically

[89] The MRG and Road Clearing Task Force work closely, in the field, with Departments of Public Works ("DPW"). CECONY crews do not make an area safe without someone from the municipality being physically present to whom we would convey that the wires have been secured and road clearing efforts can begin. Additionally, the condition that indicated a wire was down is removed from the ticket (which can be checked by the municipality) once the situation is resolved. When ICS is not active, unsafe locations reported by the municipality are guarded by PD/FD or DPW representatives. Once the CE crew has made the area safe, they would coordinate with the representatives on-site.

analyzes tickets as they relate to feeder circuits. Trouble-ticket flow is shown in Diagram 12.3A below.

Diagram 12.3A OMS Flowchart



The primary objective of the RECC and regional RPT Units is to compile individual trouble tickets into well-defined jobs that can be referred to the Operations Section for repairs. If additional field information is required, damage assessment will be dispatched to perform a visual inspection.

The scope and time associated with restoration work is determined by many factors, including crewing, extent and type of damage, and weather conditions. The mission of safe and rapid restoration of service may be accomplished via temporary measures, where possible.

Restoration progress will be managed through updates to STAR and the use of OMS. If these systems are unavailable, manual processes will be used, and periodic conference calls will be scheduled. In the event that OMS (STAR) was unavailable at CECONY, email notifications would be issued to all users by the Information Technology team and a manual process would be initiated. Customer Operations Call Center employees will then call, email, or communicate outage information in other applications to the Regional Command Staff and Response Planning Team (RTP) for further analysis or dispatch to the field. Outage information and requested next steps will be communicated via email, phone call or other application to the Branch Directors or delegates so that field crews can be dispatched accordingly. Field Services employees will acquire information from field employees and email, call or post comments regarding customer outage status in the same manner. RPT or delegates will document and track jobs via a spreadsheet or paper list. In addition, the Corporate Affairs Web Team will publish summary information on the overall recovery effort on the Company's website for the benefit of both internal and external parties (*i.e.,* customers, the media, municipal officials, and the DPS) twice daily.

As jobs are completed and job status entered into STAR (*e.g.*, by *Crew Guides, Cell Leads* or RECC personnel), customer callback lists are generated by identifying all trouble tickets related to the system job, and customer notifications are initiated via automated outbound calls or text messages through an external vendor.[90] The automated customer notification system is run and monitored by the Customer Experience Center of Excellence to ensure delivery. On the outbound call, customers are given the option to speak with a *Customer Service Representative*[91] in the event that they are still without service. Customers who receive notifications via text and indicate that they are still without power will have a new trouble ticket generated in STAR automatically.

12.4. CREW MANAGEMENT AND TRACKING

To maximize the efficiency of resource management throughout restoration events, CECONY uses both ARCOS (a resource management system) as well as OMS.

- ARCOS is used to *record* external mutual assistance/contractor resources that have been acquired, onboarded, and paired with a *Crew Guide* (see Attachment 18: *ARCOS Crew Roster Template*).

  Upon arrival, mutual assistance resources are physically checked in by the Mutual Assistance Branch Director, or designee, and their support team to participate in an onboarding process. This process includes manually completing a paper sign-in sheet with resource names, titles, Company affiliations, etc. This information will be used by CECONY to track mutual assistance crews if ARCOS becomes unavailable during the restoration process.

- The Company's OMS is the primary tool used to track the *physical location* of all crews [*i.e.,* internal Company crews (OH, LL, Tree) from all regions, Company Contractor crews, and/or mutual assistance crews] and their respective assignments throughout restoration events. Through OMS, the Company knows what crews have been assigned and dispatched to what jobs.

For internal crews, each region will complete its own restoration first before making its crews available to support the next hardest hit region. The decision process for how to allocate external crews is proportionally determined based upon regional impacts. When the event is not a CERC-level mobilization, this occurs via discussion with Local ICs. When the CERC is mobilized, this is discussed between Local ICs and the CERC Planning Section Chief.

[90] ERP Section 8.3.4: ETR Updates
[91] ERP Section 8.3.1: Customer Calls

12.5. MANAGEMENT AND COMMUNICATION OF ESTIMATED TIMES OF RESTORATION

The *ETR Protocol (Attachment 12)* provides the minimum requirements necessary for informing the public and DPS Staff of their Estimated Times of Restoration ("ETRs"), following any outage impacting of 5,000 or more customers within a county or borough, or 20,000 or more customers Company-wide, for more than 30 minutes. Global, Regional and Local ETRs are issued in accordance with the requirements and timeframes noted in the ETR Protocol.

ETR terms and definitions include:

- **Corporate Restoration Target:** The estimated time at which all affected customers will have been restored (≈100%);[92]
- **Global ETR (issued within 24 hours):** A refinement of the Corporate Restoration Target that represents the restoration of 90% of the total affected customers;[93]
- **Regional ETR (issued within 12 hours for events less than 48 hours; issued within 48 hours for events greater than 48 hours):** A refinement of the Global ETR that represents the restoration of the top 95% and final 5% of the total affected customers within an operating region (*i.e.,* the five boroughs of NYC and Westchester County);
- **Local ETR (issued within 60 hours for events greater than 48 hours):** The estimated restoration time representing the top 95% and final 5% of the total affected customers within a municipality/town; and
- **Customer-Specific ETR:** Identifies individual ETRs at the customer level.

12.5.1 ETR Protocol Assignments

When the *ETR Protocol* (Attachment 13) is triggered, Electric Operations' *Regional Department Manager,* or designee, has overall responsibility for assigning appropriate Electric Operations' personnel to develop ETRs in accordance with the protocol.

- During non-activations, it is typically the responsibility of the *RECC Shift Manager,* or designee, to develop ETRs;
- During Regional ICS activations, the *Regional ETR Officer* is responsible for developing ETRs (in coordination with the *Regional Operations* and *Planning Section Chiefs,* or designees); and
- During CERC activations, the *CERC Incident Commander* and/or *CERC Planning Section Chief,* or designee, is responsible for reviewing and approving the Company's ETRs. Once

[92] Assumes some customers will not be able to be restored due to circumstances beyond CECONY's control (*e.g.* damage to customer-owned equipment, no access to utility equipment on private property, seasonal accounts with no customer contact)

[93] Typically, a small number of customers, affected by an event, will be served by a segment of the electric distribution system that has sustained greater damage than the majority of the system. This refinement allows for the identification of those areas that will be out for the duration of the event.

an event becomes a CERC event, *Regional ETR Officers* will coordinate with the *CERC Planning Section Chief,* or designee.

12.5.2 Developing ETRs

Developing ETRs is a complex process that involves individual judgment, coupled with technological tools to calculate and communicate information to customers.

At the onset of a major outage event, the *Regional ETR Officer* begins the ETR development process by determining an approximate restoration target (*i.e*., an estimate of when approximately all impacted customers will be restored) in consultation with the *Regional Incident Commander* and *Regional Planning Section Chief*. That target then is used to develop ETRs that start off as geographically wide (*e.g*., systemwide, NYC-wide, County/borough-wide) and then become narrower (*e.g*., municipalities, and then, finally, to job-specific) as more detailed restoration information becomes available (*e.g*., via damage assessment or information reported by field crews).

To establish ETRs, the *Regional ETR Officer* (or *RECC Shift Manager,* during non-activations), or designee, uses a combination of OMS tools and daily Restoration Work Plans (assembled by the RPT Unit). This combination allows for improved calculation speed and accuracy for ETR development in the mandated timeframes and more timely communication of the information necessary to develop work plans that will ultimately streamline restoration resource assignments. This process includes streamlined ETR calculations, automation of damage assessment reporting through a near real-time mobile field application, and integration of daily Restoration Work Plan/scheduling functionality into OMS. The separation of work by County/Borough allows the Company to distinguish the hardest hit areas from less impacted areas. The output of the process allows for the preparation of outage incidents into daily Restoration Work Plans.

12.5.3 Communicating Initial ETRs

During ICS activations, once an ETR has been approved by the respective *Incident Commander,* or designee, the *Regional ETR Officer,* notifies the *RECC Shift Manager,* or designee, and publishes the approved ETR(s) on the Company's Outage Map (see ERP Section 7.4).

Once an *RECC Shift Manager,* or designee, has an approved ETR, he/she will notify the CIG Desk, which will then send out an InfoDashboard[94] alert that notifies all subscribed internal stakeholders, e.g., RCA, Customer Operations, of the ETR.

12.5.4 Ongoing ETR Oversight / ETR Modifications

[94] The Info Dashboard is CECONY's internal method of communicating incidents and status including Regional ETRs.

Throughout restoration, the *Regional ETR Officer* will:

- monitor ETR commitments*;*
- evaluate and prioritize embedded outages that may require ETR revisions; and
- work with the region's *RPT Unit Leader*, *RECC Unit Leader*, and *Operations Section Chief/Branch Directors,* or designee(s), on meeting or modifying ETRs (as necessary).

To accomplish this, throughout restoration, the *Regional ETR Officer* will initiate conference calls with the regional ETR team (including *ETR Supervisors* who are situated within Operations-based Cells), and work with the RPT Unit and Operations Section, to review ETRs. Typically, these calls are held every four to eight hours, depending on the severity of the event. The focus of these calls is on jobs with ETRs that are coming due and will not be met and jobs with no ETRs, to ensure timely and appropriate ETR actions are taken. ETRs are constantly reviewed throughout the day and updated as soon as the crew determines it will not be met. This can be as early as when the crew first arrives and completes their assessment, or after they begin repairs and the scope expands due to additional work not visible, i.e., internal issue with a transformer. CECONY strives to update ETRs no later than 2-3 hours before expiration.

Prior to, and in preparation for, these calls, the *Regional ETR Officer*, working in conjunction with the *ETR Supervisors* and/or Operations personnel, will review all dispatched and work planned for the day. Operations personnel will contact *Crew Leads/Crew Guides* to obtain status of restoration and any ETR updates, as applicable.

By 19:00 hours (7 PM), daily, the *Regional ETR Officer,* or designee, shall determine which jobs will not be restored that day and update those ETRs in OMS by 20:00 hours (8pm). This will allow time for an outbound notification (via text or automated call) to go out to customers who reported their outage to notify them of the updated ETR.

For those customers who did not report their outage/opt-in to Company-driven ETR updates, their updated ETR will also be reflected on the Company's Outage Map as well as available for confirmation via the IVR or a *CSR*.

In addition, when there is a significant change to a Local ETR, the *Regional ETR Officer* will notify the *Regional Communications Officer* in a manner than confirms receipt (*e.g*., phone call), so that the *Officer* can then relay that message to the appropriate Corporate Affairs groups (*i.e.*, Media Relations and Government Relations & Regional and Community Affairs).

In addition, for outages lasting longer than 48 hours, once the Regional ETR is established, the Global ETR will no longer be referenced in communications; instead, the Company will reference its longest Regional ETR in press releases and other communications channels to inform customers and municipal/elected officials of estimated times of restoration.

12.5.5 PSC Scorecard Events: ETR Analysis

Following PSC Scorecard events with a restoration period of greater than 72 hours, Electric Operations' *Regional Department Managers,* or designee(s), will complete an analysis of ETR performance relative to the *ETR Protocol and PSC Scorecard*. The results of this analysis will be incorporated into the PSC Scorecard that is provided to DPS Staff (see ERP Section 2.4: PSC Scorecard).

12.6. COORDINATION WITH OTHER UTILITIES

12.6.1 Electric Utility Coordination

In order to address outages impacting CECONY's borderline customers (which is only the case in the Bronx/Westchester operating region where some CECONY customers are supplied by NYSEG circuits), it is the responsibility of Electric Operations' *Regional Department Manger* (Bronx-Westchester), or designee, to maintain close communications with NYSEG's control center personnel during routine operations as well as major events. (Note: CECONY does not supply electricity to any neighboring utility customers.)

When an outage occurs to this subset of customers (which the *RECC Shift Manager* is able to distinguish based upon distinctly designated circuit numbers in OMS), the first step is verification of the outage and affected facilities, by an RECC-dispatched *Troubleshooter*. If the damage is found to be on CECONY's portion of the line, then it will be handled in accordance with our standard restoration process and priorities.

To assist in expediting restoration efforts with the other utilities in CECONY's service territory, critical facilities information has been requested to ensure that they are prioritized during restoration efforts, and this information is identified in CECONY's Emergency Operating System ("EMOPSYS").

If it is determined that the damage is not on CECONY's portion of the line (*i.e.*, it belongs to NYSEG), then the *RECC Shift Manager (B/W),* or designee, will call NYSEG's *Control Center Shift Manager,* or designee, to report the damage location (if known) and request a preliminary ETR. Beyond ETRs, additional information that may be requested by the *RECC Shift Manager (B/W),* or designee, includes but is not limited to crew location(s), escalated repairs, outage information, down wires, corporate and local contact information, locations where one company's facilities are interfering with the other's restoration, and telecommunication/cable company generator locations.

Once known, the ETRs for these outages will be entered into OMS (hard-coded) by the *RECC Shift Manager (B/W),* or designee, so that CECONY customers will be able to obtain this information via any of our standard communication channels. As the restoration period continues, the *RECC Shift Manager (B/W),* or designee, will continue to monitor these borderline outages and stay in regular contact with NYSEG's *Control Center Shift Manager,* or designee, (*e.g.*, checking in at a minimum once per shift, and escalating if it becomes apparent that they will not meet the ETRs).

12.6.2 Gas Utility Coordination

Furthermore, *RECC Shift Managers* (or *Emergency General Supervisors*) in other regions (Staten Island, Brooklyn/Queens) are responsible for communicating with neighboring gas companies (*e.g.*, National Grid), to coordinate restoration efforts or combined-commodity responses, or to notify them of potentially compromised equipment.

To facilitate this coordination and communication, the respective *RECC Shift Manager,* or designee, would either call National Grid directly, or CECONY's Emergency Gas Control Center, for a priority response. Note: *RECC Shift Managers* have an escalation list (for both National Grid and CECONY) to direct them to the correct point of contact, depending upon the event level and urgency of the needed response.

12.6.3 Telecommunications Utility Coordination

To facilitate communication and coordination between CECONY and telecommunications providers, the Company will invite neighboring telecommunications providers to send representatives (*e.g.,* Verizon, AT&T) to co-locate within a Company EOC (*e.g.*, regional EOC, or CERC). This will allow the telecommunications representative to interact with a Company representative with regard to information exchange and progress on applicable and mutually beneficial restoration efforts, issues, and/or priorities. Specifically, the *Regional Overhead Operations / Restoration Branch Director,* or designee, will coordinate pole-setting activities with telecommunications representatives.

Additional details can be found in ERP Section 6.4 – The Utility Liaison Program

12.7. POST-FLOODING RESTORATION AND JURISDICTIONAL AUTHORITIES

In the event of *extensive flooding that results in widespread damage to customer equipment*, (*i.e.*, similar to Superstorm Sandy), the Company would be in a Corporate level of ICS activation. When CERC is activated, it is the responsibility of the *CERC Planning Section Chief,* in coordination with the *Operations Chief / Branch Directors* and the *CERC Energy Services Officer,* to establish damage assessment strategies and restoration priorities for review and concurrence by the *CERC Incident Commander.* When CERC is activating, it is the responsibility of Energy Services' *General Manager,* or designee, for staffing the role of *CERC Energy Services Officer* and support staff (*i.e.*, Energy Services' *Customer Project Managers and Energy Services Representatives*).

Under the direction of the *CERC Energy Services Officer*, Energy Services' *Customer Project Managers and Energy Services Representatives* will coordinate with the relevant local jurisdictional authorities regarding the isolation of damaged buildings and/or customer electrical equipment. Consideration will be given to customer requests to isolate specific buildings prior to restoration of the distribution system.

In addition, the *CERC Energy Services Officer*, in coordination with the *CERC Incident Commander,* will assess whether it is appropriate to initiate implementation of the Company's *Simplified Certification Process*, which is applicable to both Westchester County and NYC.

12.7.1 Simplified Certification Process for Customers in Westchester County and NYC

The *Simplified Certification Process* is a process designed to simplify the steps needed for customers to expedite their own "turn-on" requests and restore service faster following a flooding event that causes damage to customer-owned equipment.

Because flood waters and winds can damage *privately-owned* electric and gas equipment, jurisdictional authorities require a licensed electrician or plumber to certify that systems can be re-energized before CECONY can turn the power back on. Outside of an emergency event, this certification process is typically managed through the customer's relevant jurisdictional authority *(i.e*., in Westchester, the process is coordinated through the local municipality's Underwriter; in NYC, the process is coordinated through NYC's Department of Buildings).

However, when a major utility, such as CECONY, is recovering from a significant Corporate-level flooding event that has impacted many customers, customers/contractors may be permitted to file a *Self-Certification Form* directly with the utility (*i.e*., bypassing their jurisdictional authority in NYC), in order to streamline this process and, in turn, restore their service faster.

During a CERC activation, the *CERC Energy Services Officer,* or designee, will initiate discussion around activation of the *Simplified Certification Process* with the *CERC Incident Commander.* (Note: If CERC were not activated, CECONY's *General Manager, Energy Services,* or designee, would consult with the *Vice President, Emergency Preparedness,* or designee.)

Once jurisdictional approval(s) is/are granted by the respective party(parties)[95], the respective Energy Services' *Customer Project Manager(s)* and/or *Energy Services Representative(s),* will update the *CERC Energy Services Officer,* or designee. The *CERC Energy Services Officer,* or designee, then provides updates regarding these approvals to the *CERC ICS Command and General Staff* during CERC conference calls (thereby informing the *CERC Communications Officer, CERC Customer Operations Officer, CERC Information Officer, CERC Liaison Officer,* and other interested parties) and reminds call participants that the most current *Self-Certification Forms* will be posted on the Company's website, included as a link in press releases, and made available to customers via any dispatched Customer Outreach representatives.

CECONY's *General Manager, Energy Services,* or designee, would also instruct Energy Services personnel to establish and/or verify the functionality and accessibility of the storm-specific email addresses.

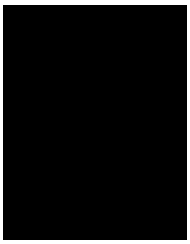
[95] In NYC, Dept. of Building's *Deputy Commissioner-Enforcement;* in Westchester, jurisdiction resides with the local municipalities.

The most current steps for a customer to engage in the *Simplified Certification Process* are detailed on the *Self-Certification Form(s)*; however, an example of the steps is detailed below:

1. Have your energy equipment inspected, cleaned, and repaired by a licensed contractor.
   - Have your contractor complete the Company's most current *Self-Certification Form* (examples of past forms are shown below).
   - In Westchester, you must also have the work signed-off by the municipality's Underwriter or Authorities Having Jurisdiction ("AHJ").
2. Email the complete *Self-Certification Form* (and, in Westchester, the Underwriter's Form) to the respective Westchester County or NYC email address (examples shown below):
   - Westchester: StormNameWestchester@conEd.com
   - Brooklyn: StormNameBrooklynQueens@conEd.com
   - Manhattan: StormNameManhattan@conEd.com
   - Queens: StormNameBrooklynQueens@conEd.com
   - Staten Island: StormNameStatenIsland@conEd.com
   - Bronx: StormNameBronx@conEd.com

   Or fax your form(s) to:

   - Westchester:
   - Brooklyn:
   - Manhattan:
   - Queens:
   - Staten Island:
   - Bronx:

   Or directly hand your completed form(s) to a CECONY employee staffing either a Mobile Command Center or Customer Outreach Van.

Once the form(s) are received and reviewed for acceptance/accuracy, an Energy Services' *Customer Project Manager* and/or *Energy Services Representative* will coordinate any further activities needed with the customer(s) so that a service turn-on can be scheduled.

Certification Form - NYC Certified Electrician (SAMPLE)

Certification by New York City Licensed Electrician

(Storm Name) Flood ELECTRIC INSPECTION/ REPAIR Form

Name of Electrician making repairs: _____

Customer/Business Name: _____

Customer/Business Address: _____

Master/Special Electrician License No.: _____

Electrician Cell Phone #: _____

Warning: Electric service will not be energized until after the customer's internal electrical service box and associated electrical equipment have been verified safe by a NYC Licensed Electrician.

I certify that, at the customer's request, I conducted an inspection and/or repairs of the electrical switchgear equipment and cable under the Department of Buildings Permit Application Number indicated below and inspected the electric meters and CT cabinet at the above address on the date(s) indicated. I certify that they are free of electrical defects and that the main service disconnect was exercised and is fully operational and may be energized at this time. I further state that all necessary documentation was submitted to the New York City Department of Buildings and that I will follow the Department's procedures regarding inspection and sign-off.

Inspection / Repair (circle one)
If repair, please list repair type.

Repair Type	Application Number	Date(s)

New York City Licensed Electrician Signature and License Seal (required):

Print Name _____ Signature _____ Seal _____

Customer/Owner Acknowledgement:

___(Customer Initial)___ I am fully aware, acknowledge potential safety concerns relative to the structural integrity of the gas plumbing/gas piping systems at the above-referenced address on the date(s) indicated above, and accept full responsibility. I will seek professional advice to ensure the piping is structurally sound before requesting gas service to be restored.

Customer/Owner (Print Name) _____ Customer/ Owner (Signature) _____

Customer/Owner Phone #: _____ Customer/Owner Email: _____

Certification Form - Westchester Certified Electrician (SAMPLE)

Certification by Westchester County Licensed Electrician

(Storm Name) Flood ELECTRIC INSPECTION/ REPAIR Form

Name of Electrician making repairs: _____

Customer/Business Name: _____

Customer/Business Address: _____

Master/Special Electrician License No.: _____

Electrician Cell Phone #: _____

Warning: Electric service will not be energized until after the customer's internal electrical service box and associated electrical equipment have been verified safe by a Westchester County Licensed Electrician.

I certify that, at the customer's request, I conducted an inspection and/or repairs of the electrical switchgear equipment and cable under the Authorities Having Jurisdiction indicated below and inspected the electric meters and CT cabinet at the above address on the date(s) indicated. I certify that they are free of electrical defects and that the main service disconnect was exercised and is fully operational and may be energized at this time. I further state that all necessary documentation was submitted to the Authorities Having Jurisdiction.

Inspection / Repair (circle one)
If repair, please list repair type.

Repair Type	Application Number	Date(s)

Westchester County Licensed Electrician Signature

Print Name _____ Signature _____

Customer/Owner Acknowledgement:

___(Customer Initial)___ I am fully aware, acknowledge potential safety concerns relative to the structural integrity of the gas plumbing/gas piping systems at the above-referenced address on the date(s) indicated above, and accept full responsibility. I will seek professional advice to ensure the piping is structurally sound before requesting gas service to be restored.

Customer/Owner
(Print Name)_____

Customer/ Owner
(Signature) _____

Customer/Owner Phone #: _____ Customer/Owner Email: _____

SAMPLE

12.8. DRY ICE PROCUREMENT, DISTRIBUTION, AND COMMUNICATIONS

Dry ice is particularly effective to address the need for keeping perishables safe during a prolonged outage event, as it has twice the cooling power of water or wet ice. Accordingly, New York utilities distribute dry ice (or wet ice, if dry ice is unavailable) during extended power outages to help minimize customers' loss of food, medication, or other perishable goods that require refrigeration. Specifically, CECONY distributes dry ice to members of the public when an event or system emergency will cause customers to be without electric service beyond 48 hours; to the extent possible (*i.e*., based upon product and distribution site availability), dry ice distribution will commence within 24 hours of the event's Start of Restoration.

12.8.1 Dry Ice Estimation and Procurement/Substitution

Dry ice is produced to order by a limited number of vendors in the tri-state area with a minimum production time of 24-72 hours.

For events with advanced warning, where there is the potential for restoration efforts to exceed 48 hours, the discussion regarding the need to procure dry ice is initiated by the *Department Manager, Customer Outreach,* or designee, on either the *Pre-Storm Regional* or *Interregional Call,* or via direct communications with the respective *Regional General Manager(s), Electric Operations,* or designee(s), and the *Section Manager, ESG,* or designee. In these discussions, it is the responsibility of the *Regional General Manager(s), Electric Operations,* or designee(s), to review the probable regional incident classification level(s) (or sub-levels, to the extent known) and to confirm whether restoration efforts are likely to exceed 48 hours. Per their determination, the *Section Manager, ESG,* or designee, will begin the dry ice procurement process. In general, a pre-storm order of dry ice will be based upon an estimate of the number of customers projected to potentially lose power, the assumption that 5 percent of impacted customers will desire dry ice, and that each interested customer will be apportioned approximately 5-10 pounds of ice at established distribution locations. Prior to placing a pre-storm order, the *Section Manager, ESG,* or designee, will review the proposed quantity of dry ice to be procured with the *Regional General Manager(s), Electric Operations,* or designee(s), for concurrence and authorization to proceed.

As an event progresses, discussions regarding the need to procure additional dry ice will shift to the *Department Manager, Customer Outreach,* or designee, the *Logistics Section Chief,* or designee, and the respective *Regional Incident Commander(s),* or designee(s). These discussions will tie in the current number of outages, the estimated usage rate at various distribution locations, and any logistical issues that may be occurring with the procurement of dry ice (Note: when dry ice is not immediately available, the Company will substitute with wet ice until sufficient quantities of dry ice can be received.

12.8.2 Ice Distribution Site Establishment

As detailed in ERP Section 3.7.2 – Site Establishment Requests, the request for dry ice is initiated by each *Regional General Manager, Electric Operations* (or *Regional Incident Commander*, if activated), or designee, to FFS's *Section Manager, ESG* (or *Logistics Section Chief,* if activated), or designee. Once the request is received, the *Section Manager, ESG* (or *LSC*, if activated), or designee, will begin to assess both product and distribution site availability. If the request is to establish sites in Westchester County, EP's on-duty *EP Liaison* (or *Liaison Officer,* if activated), or designee, will place a phone call to the *Director, Westchester County OEM* to communicate that the Company will be beginning the process of determining ice distribution site availability. If the County has any recommendations on which of the Company's pre-identified sites that they would like to assist CECONY in evaluating for availability (*e.g.*, County-managed parks), then the County should let CECONY know right away. A follow-up email will also be sent. If no response is received from the County within two hours of this contact, the *EP Liaison* (or *Liaison Officer,* if activated), or designee, will notify the *Section Manager, ESG* (or *Logistics Section Chief,* if activated), or designee, to proceed, independent of County coordination.

When ice distribution is needed in NYC, the *Section Manager, ESG,* or designee, (or *LSC,* or designee, during an activation), in conjunction with EP's Liaison to NYCEM, will work with NYCEM's Logistics Section (or the Logistics Center, if mobilized) to verify that publicly owned sites previously identified by NYCEM as sites for potential use (see ERP Section 3.7.1: Site Identification) are available for use. Because there are very few large, open spaces in NYC, NYCEM centrally coordinates and prioritizes their use, based upon availability and need. (In NYC, other privately-owned sites have also been pre-identified as potential locations for dry ice distribution.)

When ice distribution is needed in Westchester County, the *Section Manager, ESG,* or designee, will determine which of its pre-determined sites (see ERP Section 3.7.1: Site Identification) may be available for use through contact with the respective property managers.

When ice distribution is needed in both NYC and Westchester County, the Company will strive to establish at least one distribution site within each of the County/Boroughs affected by the outage event; to the extent possible and practical, the Company will establish multiple ice distribution sites to address the hardest hit areas of Westchester County while considering those affected customers' proximity to the distribution sites.

Site availability is not guaranteed for the following reasons:

- certain pre-identified sites may only be used if they are not needed as staging or material laydown areas for service restoration;
- certain pre-identified sites may only be available during certain periods of time (*e.g.*, off-season, time of day) due to the sites' normal business operations;
- pre-identified sites may be denied Company use by the property owners; and
- certain pre-identified sites may be inaccessible or unusable at the time of need (*e.g.*, due to storm-related road closures, down wires, debris, etc.).

If additional sites are needed, the *Section Manager, ESG,* or designee (or *LSC,* or designee, if activated) may solicit assistance from *EP's Director, Strategic Planning and Preparedness,* or designee, and/or RCA's *Director, Westchester*, or designee, in contacting municipal/government-owned sites (*e.g.,* schools, Metro-North Railroad) and Energy Services support personnel (under the direction of the *Energy Services Officer,* or designee) in contacting private property owners (*e.g.*, large managed accounts) to source additional potential locations in the desired distribution areas of the County. Distribution will also be coordinated with local and/or County officials, to the extent possible, based upon requests for dry ice distribution at locations that are in addition to the ones the Company initially secures.

12.8.3 Dry Ice Distribution

Once dry (or wet) ice has been procured and is available for distribution, the *Logistics Section Chief,* or designee(s), will arrange for the transportation of the product to the agreed-upon distribution locations.

In accordance with Customer Operations' internal procedure, *CSP 2-0-22 Customer Operations – General: Dry Ice Distribution (Attachment 6),* Customer Operations is responsible for staffing and supervising dry ice distribution locations, ensuring that distributed dry ice is properly packaged, and handling instructions are provided to the customer.

12.8.4 Dry Ice Information Sharing / Communications

As previously stated, the Company will share information regarding dry (or wet) ice distribution (to include at a minimum distribution locations, dates and times) as follows:

- Media Relations will issue a press release;[96]
- the Company website (conEd.com) will be updated;[97]
- customers who call 1-800-75-CONED can listen to a telephone broadcast IVR message or speak with a live *CSR* to obtain this information;[98] and
- if the Company is hosting elected/municipal conference calls (and/or participating on NYCEM's *Elected Official Calls)*, then the respective Corporate Affairs representative will share this information with call participants.[99]

The above methods will identify the type if ice being distributed such that the public has proper transport container.

[96] ERP Section 7.3.2: Press Releases
[97] ERP Section 7.4.1: Company Website
[98] ERP Section 8.3.1: Customer Calls
[99] ERP Section 7.2.2: Government Relations

12.9. SPOILAGE CLAIMS

For events where the restoration period is likely to exceed 72 hours, the *CERC Customer Operations Officer* and *CERC Communications Officer*, in coordination with Legal Services, will develop a communications plan to provide information to customers regarding spoilage claims for events where the Company fails to meet the restoration time set forth in the *ETR Protocol (Attachment 12)*.

Information related to food spoilage is located on the Company website (conEd.com) under File A Claim. Claim forms are available under Download a Claim Form for both residential and commercial customers in multiple languages.

For more information regarding the Company's responsibilities regarding claims, see *CI 730-2, Settlement of Claims for Spoilage of Food, Prescription Medicine, or Perishable Merchandise due to Power Outage (Attachment 17).*

12.10. PROLONGED OUTAGE CREDITS AND SUSPENSION OF COLLECTION-RELATED ACTIVITIES AND LATE PAYMENT CHARGES

Customers are eligible for an outage credit and a temporary suspension of collection-related activities and late payment charges if they experience an electric outage of 72 hours or more resulting from an emergency, in accordance with the NY PSC's November 13, 2013 Order Establishing Policies in Case 13-M-0061. This policy is also covered in the Company's electric tariff, PSC No. 10, General Rule 12.5. The detailed responsibilities and actions required to comply with this policy are outlined in Customer Service Procedure 2-2-115, *Customer Operations – Account Operations/Accounting: Electric Customer Outage Credits (Attachment 13).*

Residential customers are also eligible for electric and gas outage credits under the NY PSC July 14, 2022, Order to Implement Customer Credits and Reimbursements in Case 22-M-0159. In accordance with this order, eligible residential customers will receive electric and gas credits when there is a widespread prolonged outage event greater than or equal to 72 consecutive hours. A widespread event is defined as an event that causes an outage for at least 20,000 electric customers and/or 1,500 gas customers, who remain without energy for 72 consecutive hours. Detailed responsibilities and actions required by the Company to comply with this order are outlined in Case 22-M-0159 - Order for Prolonged Outage Credits (PSL 73).

For emergency events when CERC has been activated, the *CERC Planning Section Chief,* or designee, will determine if the criteria for customer outage credits have been met, as per the tariff. For non-CERC emergency events, CIG will determine if the criteria for customer outage credits have been met.

12.11. DEMOBILIZATION

Demobilization planning should begin as soon as reasonably practicable.

External Resources

The process for releasing mutual assistance crews, which is coordinated between Electric Operations and EP, is detailed in ERP Section 10.6.7: Demobilization of Mutual Assistance Resources.

Company Resources

During ICS activations with incident classifications of Serious or greater, the *Incident Commander,* or designee, is responsible for initiating demobilization. Each member of Command and General Staff (*e.g., Officers* and *Section Chiefs*) is responsible for overseeing the demobilization of their respective resources in accordance with the direction provided by the *Incident Commander,* or designee.

The regional ICS structure will typically be demobilized when:

- the factors for demobilization of mutual assistance crews have been reviewed and addressed;
- all incident-related jobs are assigned;
- the majority of incident-related customer outages have been restored; and
- after circuit/feeder sweeps are either performed and verified outages have been restored or after sweeps have been determined as not required, per the *Planning Section Chief,* or designee.

The *Planning Section Chief,* or designee, is responsible for notifying Company personnel of demobilization plans via either conference call(s) and/or email notification(s).

CIG also sends out email/text notifications to both internal and external recipients regarding ICS demobilization status, in accordance with the Company's Corporate Instruction on incident reporting.[100]

[100] *CI 260-2, Incident Reporting (Attachment 1)*

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ATTACHMENT 01:
CORPORATE INSTRUCTION 260-2: INCIDENT REPORTING

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Corporate Instruction

SUBJECT

260-2 CI Incident Reporting

1.0 PURPOSE -- To specify procedures and establish criteria for reporting incidents to System Operation's Central Information Group (CIG), System and Transmission Operations.

2.0 APPLICATION -- This Instruction applies to all organizations and employees of Consolidated Edison Company of New York, Inc. (CECONY). The term *Company* when used in this Corporate Instruction refers to CECONY.

3.0 DEFINITIONS --

3.1 Critical Facilities – In general, critical facilities are facilities from which essential services and functions for the continuation of public health and safety and disaster recovery are performed or provided. Examples include hospitals, water supply/treatment plants, fire houses, prisons, nursing homes, government agencies, research institutions, public transportation systems, and may include those locations deemed critical by New York City Emergency Management (NYCEM) or Westchester County Department of Emergency Services (DES) and other locations as identified by the New York State Department of Public Service (DPS).

3.2 Distribution Load Relief Program (DLRP) – A Company program that is designed to reduce the strain on transmission and distribution lines. Any customer within the CECONY electric service territory can participate if they conform to the eligibility requirements outlined in Rider T of the Electric Tariff.

3.3 New York Independent System Operator (NYISO) Targeted Demand Response Program (TDRP) – A NYISO program that is activated during periods of actual power shortages or other emergencies in certain defined sub-zones within the CECONY service territory (NYISO Zone J). When the Distribution Load Relief Program (DLRP) is not sufficient to reduce strain in specific local distribution areas, the Company can request that NYISO activate the NYISO TDRP in a specific sub-zone. NYISO will contact program participants in their respective Emergency Demand Response Program (EDRP) or Special Case Resource (SCR) programs, with a request to invoke curtailment measures. TDRP can also be dispatched independently during the off-peak season (between October 1 and April 30) if load relief resources are necessary and Con Edison's Demand Response programs are not active.

4.0 GENERAL PROVISIONS --

4.1 CIG is responsible for acquiring and disseminating information on reportable incidents (as covered in paragraphs 5.2 through 5.6) to all affected Company organizations as well as to specified regulatory and governmental agencies.

4.2 CIG is located at the Energy Control Center, is staffed at all times, and can be reached 24 hours a day, seven days a week, at primary phone number [redacted] and backup phone numbers [redacted]. CIG depends on accurate, thorough, and timely information from Company sources, which provides the basis of CIG's reports. Thus, Company personnel must provide CIG with complete, accurate, and timely reports of incidents as well as the necessary follow-up reports. Any initial reports received through e-mail or other system generated notification, shall be promptly followed up with a phone call to CIG from the responsible organization.

4.3 When an Incident Command Post is mobilized, the Incident Commander is responsible for assuring that information related to the incident is gathered, disseminated, and forwarded to CIG by the designated Communicator (the field person responsible for formal internal communications at the Field Command Post) in a timely manner. At a minimum, the following information is required: Incident Level (e.g., upgraded, serious), name of Incident Commander, name of the Communicator, Communicator's telephone number, location of command post, and location of staging area. All responses to incidents and emergencies must adhere to the guidelines provided in Corporate Instruction CI-260-4, "Corporate Response to Incidents and Emergencies."

4.4 CIG will utilize the Central Information Dashboard to disseminate notifications to subscribed parties.

5.0 PROCEDURES --

5.1 **Incident Reporting Responsibilities** – Each Company organization must identify types of incidents specific to its organization that are required to be reported to satisfy regulatory reporting requirements and develop procedural protocol, including information required, for reporting to CIG.

5.2 **Reportable Incidents** – Reportable incidents include those that impact Company operations or threaten degradation of service to a significant number of customers or critical customers; those that involve injuries to employees, contractors, or members of the public; and/or those that might result in media interest or impact the Company's image. The following incidents must be reported to CIG as soon as possible.

a. Incidents that affect transmission operation and capabilities on the Electric System, such as those described below, must be reported to CIG by the Senior System Operator and/or System Operator. This information will be

supplied for the CECONY system and for any other utility or other market participant that may affect the CECONY system. Note: Various incidents included in this section may be reportable to the North American Electric Reliability Corporation (NERC), Northeast Power Coordinating Council, Inc. (NPCC), and the U.S. Department of Energy (DOE). NERC Standard EOP-004, "Event Reporting," and Critical Infrastructure Protection Program CIP 008, "Cyber Security - Incident Reporting and Response Planning," include specific reporting requirements.

(1) Generators, boilers, and other generating station equipment that are removed from service for any reason, their effect on the generating station capacity, and estimated time of return.

(2) Transmission feeders, overhead transmission lines, and all feeders rated at 69kV and above removed from service for any reason.

(3) Interconnection ties that are out-of-service and operational impacts, if any, to the New York Independent System Operator (NYISO) control area or neighboring systems.

(4) Loss of transmission components/disturbances that affect the integrity of the interconnected systems operations, result in system separation/islanding/collapse, loss of generation, loss of firm system demands, loss of significant number of customers, or incidents resulting in a declaration of Condition Red/Condition Yellow.

(5) Actions that result in voltage excursions, major damage to power system components, or failure/degradation of protection schemes and operating systems.

(6) For bulk power events, voltage reduction of any type or magnitude and firm load shedding, including time of outage, location and/or load management block number, megawatt load of area affected, number of customers affected, and an estimate of the time of restoration.

(7) Appeals to the public by either NYISO or the Company for demand reduction or energy conservation as well as any declarations of a Major Emergency by the NYISO.

(8) Actual or attempted acts of terrorism, sabotage, vandalism, theft of Company vehicles, cyber-attacks/theft incidents involving critical cyber assets, physical threats, surveillance activities, or security breaches at a Company-owned or Company-occupied facility.

b. Incidents that affect the electric, gas, or steam distribution systems, such as those described below, must be reported to CIG by the appropriate emergency supervisor or responsible party.

(2) Incidents that meet certain defined criteria, as outlined in Gas Operations Standard G-11850, "Reporting Natural Gas Incidents, Evacuations, Major Service Interruptions, Exceeded MAOP and Carbon Monoxide Incidents," associated with gas main leaks, main shutdowns, customer interruptions, and property damage as well as pressure troubles, and/or gas related/carbon monoxide incidents involving injuries or evacuations.

(3) Electric, gas, or steam customer interruptions that meet the following predetermined thresholds:

(a) Electric Interruptions:

1) NYC ≥ 500 non network customers
2) NYC ≥ 250 network customers
3) Westchester County ≥ 1000 customers

(b) Gas Interruptions ≥ 10 services.

(c) Steam—any unscheduled interruption.

(d) Impacts critical facilities.

(4) Steam or water main breaks.

(5) Underground electric system troubles such as manhole fires, explosions, carbon monoxide evacuations, or transformer fires resulting in impact to the public and/or significant local impact to customers.

(6) Overhead electric system troubles, wires down, and/or damage to overhead equipment, resulting in significant impact to either the reliability of the system or resulting in significant local impact to customers.

(7) Complete loss and/or reduction of steam, electric, or gas supply or a major commodity shortage.

(8) Evacuation of any Company-owned or Company-occupied facility.

(9) Incidents relating to suspected or actual acts of terrorism, sabotage, vandalism, theft of Company vehicles, cyber-attacks/theft incidents involving critical cyber assets, physical threats, surveillance activities, or security breaches at a Company-owned or Company-occupied facility.

(10) Use of voltage reduction and/or implementation of other load relief programs including Distribution Load Relief Program (DLRP), NYISO targeted demand response programs, public appeals, and localized load shedding.

c. Incidents involving fatalities, personal injuries, or property damage relating to or caused by Company employees and/or Company equipment, such as those described below, must be reported to CIG by the appropriate emergency supervisor or responsible party. Note: The following incidents must be reported to CIG immediately as described in Corporate Environmental, Health and Safety Procedure (CEHSP) S08.00 - Notification, Reporting and Recording of Accidents, Injuries and Property Damage. Refer to this CEHSP for guidance on actual reporting requirements. The Company may be required to notify agencies within 60 minutes of the occurrence of any injury or accident.

(1) Fatalities of Company or Company contractor's employees.

(2) Work-related injuries to Company or contractor's employees requiring on-site treatment from emergency response personnel or result in transport to a hospital for evaluation and/or treatment. Note: A follow up phone call to CIG is required to provide an update on the injury (i.e., severity of injury, admission to hospital, released from hospital, treatment provided, etc.).

(3) Fatalities or any reports of injuries to the public as a result of Company operations or equipment.

(4) Building fires, explosions, storm, or water damage in which Company equipment may be involved.

(5) Reports of electric shocks regardless of whether an injury is reported or confirmed.

(6) Any damages to customer/private property caused by the unexpected release/failure of an energy commodity (electric, gas, or steam) or any damage caused by Company employees or operations resulting in damage reasonably expected to be in excess of $50,000.

d. Incidents involving civic obligations, such as those described below, must be reported to CIG by the appropriate emergency supervisor or other responsible parties. Note: CIG may initially be notified of these types of incidents via non-Company sources (e.g., Fire and/or Police Department). In these cases, CIG is responsible for notifying the appropriate Company organization, so it may respond and confirm the impact or potential impact to the Company and its facilities whether the facility is Company owned or Company occupied.

(1) Notification of aviation warning lights out-of-service.

(2) Noise and pollution complaints including conditions affecting the air, land, or water resulting from discharges of oil, smoke, etc.

(3) Bomb threats.

(4) Civil disturbances or disorders.

(5) Significant major incidents occurring within the CECONY service territory in which there may be Company involvement.

(6) Oil spills and fires involving Company equipment or operations. For specific requirements, refer to CEHSP E10.01 - Release Reporting.

(7) Releases of hazardous substances (including polychlorinated biphenyls [PCBs] and asbestos) into the environment from Company equipment or operations. For specific requirements, refer to CEHSP E10.01 - Release Reporting.

(8) Appeals by either NYISO or the Company to the general public, large customers, or critical customers to reduce electrical load for emergency reasons or network contingencies.

(9) Severe weather such as hurricanes or Nor'easters or other natural disasters that could or have affected the Company's equipment.

(10) Media presence at a Company-related incident.

(11) NYISO Threat Notices.

(12) Incidents relating to suspected or actual acts of terrorism, sabotage, vandalism, theft of Company vehicles, cyber-attacks/theft incidents

involving critical cyber assets, physical threats, surveillance activities, or security breaches at a Company-owned or Company-occupied facility.

5.3 **Gas or Steam Incidents** – Incidents affecting the gas or steam transmission/ distribution systems, such as those described below, must be reported to CIG by the appropriate Gas System Operator or Energy-Steam Dispatcher.

a. Gas or steam incidents that meet defined reporting criteria associated with gas/steam main leaks, gas-main shutdowns, steam-main shutoffs (Category 1 Emergency or Category 2 Emergency), customer interruptions, property damage, pressure-related troubles, and/or gas-related incidents/ carbon monoxide incidents involving injuries or evacuations.

b. Over pressurization problems which result in gas/steam pressures exceeding maximum allowable operating pressures.

c. Declaration and termination of gas or steam system emergencies.

d. Gas or steam interruptions as specified in paragraph 5.2b (3), subparagraphs (b) or (c).

e. Evacuation of any Company-owned or Company-occupied facility.

f. Incidents relating to suspected or actual acts of terrorism, sabotage, vandalism, theft of Company vehicles, cyber-attacks/theft incidents involving critical cyber assets, physical threats, surveillance activities, or security breaches at a Company-owned or Company-occupied facility.

5.4 **Electric Operations** – The following information must be reported to CIG by the Electric Operations Control Center Shift Managers whenever there is a multiple-feeder contingency, low-voltage condition, or customer outages on the distribution system as specified in paragraph 5.2b (3) (a):

a. Network and load area feeders out-of-service, time of outage, impact, next worst contingencies and any critical facilities affected.

b. Restoration time of feeders and associated alleviation of outages, impacts, and next worst contingencies.

c. Unit substation incidents resulting in significant damage to Company equipment that results in public/media attention and/or jeopardizes the overall reliability of the facility to provide electric service.

5.5 **Generating Station Operations** – The following information must be reported to CIG by Generating Station Shift Supervisors:

a. Notification of aviation warning lights out-of-service.

b. Notification of excessive stack emission, smoke, soot, or noise complaints by the public.

c. Fires involving Company equipment or operations.

d. Release of hazardous substances (including PCBs and asbestos) into the environment from Company equipment or operations.

e. Generators, boilers, and other generating station equipment that trip off-line, are removed from service or derate the unit, as well as the time of outage, cause, and estimated return date. Note: For Electric Units, these incidents are generally reported to CIG by the Energy Dispatcher at the Energy Control Center.

f. Actual or potential nitrogen oxide (NOx) emission violations.

g. Evacuation of any Company-owned or Company-occupied facility.

h. Incidents relating to suspected or actual acts of terrorism, sabotage, vandalism, theft of Company vehicles, cyber-attacks/theft incidents involving critical cyber assets, physical threats, surveillance activities, or security breaches at Company-owned or Company-occupied facilities.

i. Fuel inventories dropping below 50% of normal levels or other fuel-related issues that threaten the reliability of the plant's operation.

5.6 **Substation Operations** – The following information must be reported to CIG by Substation Operations:

a. Substation incidents resulting in significant damage to Company equipment that results in public/media attention and/or jeopardizes the overall reliability of the facility to provide electric service.

b. Fires involving Company equipment or operations.

c. Release of hazardous substances (including PCBs and asbestos) into the environment from Company equipment or operations.

d. Bus section outages in an area substation.

e. Evacuation of any Company-owned or Company-occupied facility.

f. Incidents relating to suspected or actual acts of terrorism, sabotage, vandalism, theft of Company vehicles, cyber-attacks/theft incidents involving critical cyber assets, physical threats, surveillance activities, or security breaches at Company-owned or Company-occupied facilities.

5.7 **CIG Notifications** – After receipt of an incident report, CIG will make required notifications as required to the appropriated organization including the following:

- U.S. Department of Energy (DOE)
- North American Electric Reliability Corporation (NERC)
- Northeast Power Coordinating Council, Inc. (NPCC)
- National Response Center (NRC)
- United States Coast Guard (USCG)
- United States Department of Transportation (DOT)
- New York State Department of Public Service (DPS) – Various Divisions
- New York City Emergency Management (NYCEM)
- New York City Police Department (NYPD)
- New York City Fire Department (FDNY)
- New York State Department of Environmental Conservation (NYSDEC)
- New York City Department of Environmental Protection (DEP)
- Westchester County Department of Emergency Services (DES)
- New York City Department of Health and Mental Hygiene (NYCDOHMH)
- Westchester County Department of Health
- Other regulatory agencies as required
- Affected Company organizations and individuals

Note: These notifications do not preclude or restrict any other required reporting requirements to these agencies by other Company organizations.

5.8 **Notifications to the New York State Department of Public Service (DPS) -** CIG will ensure that all required notifications to the Office of Electricity and the Office of Gas, Water, and Safety are made in compliance with all applicable codes, regulations, and DPS standards.

5.9 **Late Reporting** – In cases where an incident was not properly reported in a timely manner, based on existing regulations and/or internal protocols, as

covered in paragraph 5.1, the responsible organization must immediately notify CIG so that any required external or internal notifications can be made. In addition, the responsible organization must review the incident, including applicable procedures and protocols, to formulate areas for improvement and develop and conduct lessons learned in order to ensure accurate and timely reporting of future incidents.

6.0 **ADVICE AND COUNSEL** -- The General Manager, System Operation, System and Transmission Operations will provide advice and counsel on this Instruction.

7.0 **POLICY OWNER** – Section Manager – System & Transmission Operations Central Information Group.

8.0 **REVIEW CYCLE** – This Corporate Instruction is reviewed every two years.

9.0 **SUMMARY OF CHANGES** –

Approval Date	Summary of Changes
3/10/22	Section 3.2 – Revised DLRP definition, 3.3 – Added information to TDRP definition, 5.2.a. – Modified Note to state that various incidents "may be" reportable and not "are" reportable, 5.2 (8) – Modified verbiage to match CIP 008 reporting requirements, 7.0 – Added Policy Owner section, 8.0 – Added Review Cycle section, 9.0 – Added Summary of Changes section.

ATTACHMENT 02:
CORPORATE INSTRUCTION 260-4: CORPORATE RESPONSE TO INCIDENTS AND EMERGENCIES

conEdison

Corporate Instruction

SUBJECT

CORPORATE RESPONSE TO INCIDENTS AND EMERGENCIES

1.0 PURPOSE --

1.1 The purpose of this Corporate Instruction is to establish the process and to define the organizational structure used to prepare for, plan, and respond to incidents and emergencies ("incidents") involving Consolidated Edison Company of New York, Inc. (CECONY). The terms *Corporate* or *Company* when used in this Instruction refer to CECONY unless otherwise stated.

1.2 This Instruction establishes guidelines to determine the appropriate level of response and mobilize the appropriate Company and external resources in a timely manner in response to any incident. This instruction describes the Incident Command System (ICS), the ICS organizational structure, and it also outlines the role of the Incident Commander and staff. Its principles are used to manage any incident or emergency.

2.0 APPLICATION --

2.1 This Corporate Instruction is applicable to all Company departments and applies to all incidents in order to prevent or mitigate the impact on the public, Company employees, Company facilities, and the environment.

2.2 The Vice President, Emergency Preparedness, and the assigned staff provide assistance to Operations and support organizations for preparation of their emergency plans; facilitate preparations for response to incidents; and ensure that incident responses are successfully executed under the Incident Command System. Operations is responsible for responding to incidents and any recovery operations required.

3.0 DEFINITIONS --

3.1 **CERC –** The acronym stands for Corporate Emergency Response Center which is the Company's emergency operations center when mobilized for Full Scale incidents. The center may be located at 4 Irving Place, The Learning Center, or any other location deemed necessary to provide strategic management of an incident.

3.2 **Command Staff –** The ICS Command Staff could consist of the Information Officer; Environment, Health and Safety (EH&S) or Safety Officer; Liaison Officer; Communications Officer; Customer Operations Officer; Energy Services Officer; Corporate Security Officer; Information Technology Officer; Emergency Preparedness Officer and, in some instances, a Legal Officer. They report directly to the

Incident Commander (IC). In the field or facility application of the Command Post, an Emergency Response Group (ERG) or an Environment, Health and Safety Response & Reporting Team (ERRT) member may be part of the Command Staff.

3.3 **Communications Officer –** A member of the Command Staff, typically staffed by personnel from Corporate Affairs, who is responsible for communicating emergency recovery information to all relevant stakeholders including, but not limited to, governmental stakeholders (e.g., NYC Office of the Mayor or Westchester County Elected Officials). The Communications Officer also ensures the ongoing flow of communication, and consistent communications, between the regional ICS organization(s) and various Corporate Affairs groups (i.e., Regional & Community Affairs, Government Relations, Media Relations, Corporate Communications, etc.), as appropriate.

3.4 **Communicator –** Field person responsible for formal communications, both internal and external, at the field Incident Command Post. The Communicator works closely with the field Incident Commander to gather work status information, and establishes a formal communication structure with the Regional Control Center for the timely conveyance of work updates. The Communicator presents information to outside agencies at the scene, and also records and logs all major actions for current and future reference.

3.5 **Corporate Security Officer –** A member of the Command Staff responsible for coordinating security activities.

3.6 **Customer Operations Officer –** A member of the Command Staff responsible for the coordination of Customer Operations resources and providing assistance and information to customers adversely impacted by a Company event in accordance with Customer Service Procedure CSP 2-0-1, “Corporate Event Customer Response Plan,” and Corporate Instruction CI-490-2, “Customer Care Emergency Response Plan.” In addition, the Customer Operations/ Outreach Officer provides informational updates to the Senior Vice President, Customer Operations.

3.7 **Critical Facilities –** Customers who, for public health or safety reasons, require the special handling of Energy Services, Steam Operations Business Development, Engineering and Planning, and Customer Operations for communications, service restorations, and/or response to service needs in accordance with Customer Service Procedure CSP 4-5-4, ENERGY SERVICES–GENERAL, “Energy Services Responsibilities Associated with the Emergency Operating System (EMOPSYS).”

3.8 **EH&S Officer –** A member of the Command Staff responsible for developing and recommending measures for personnel and public safety, assessing and or anticipating hazardous and unsafe situations, and ensuring that assessment,

modeling, surveillance, monitoring, and permitting of environmental aspects related to the incident are accomplished. Only one primary EH&S Officer, per operational period, will be assigned to each incident. The EH&S Officer is responsible to ensure the overall EH&S incident objectives and resources necessary to accomplish them are addressed within the Operational Planning Cycle, Meetings, and Briefings. The EH&S Officer may have assistants. Assistants may have specific organizational responsibilities and/or be assigned specific functional areas such as personnel safety inspections, hazardous material, etc.

3.9 **Emergency Response Plan (ERP) –** The Company's Emergency Response Plan detailing an organization's response to incidents and events affecting an energy system.

3.10 **Finance/Administration Section –** The Section is responsible for all incident costs and financial considerations, and includes, Business Finance, Human Resources, Learning and Inclusion, and Legal Services.

3.11 **General Staff –** A group of incident management personnel organized according to function who report to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief.

3.12 **Incident –** An incident is an unexpected event caused by equipment, personnel, or other phenomena from which an undesired condition or situation results, requiring action by personnel to prevent or minimize loss of life or damage to property and/or natural resources, and/or maintain or restore the generation, transmission, or distribution of energy service.

3.13 **Incident Classification –** Incidents are classified into four levels as described below in subparagraphs a through d. EXHIBIT A provides an expanded discussion of the four incident levels.

a. Routine Level. An incident that is managed by the responsible operating organization usually using local assigned crews.

b. Upgraded Level. An incident that may require more than one response crew and management assistance is requested for more than routine guidance.

c. Serious Level. A more complex incident that involves a regional response of assigned crews diverted to the incident scene with Corporate support as needed. There may be a need for support from outside the Company (commonly referred to as mutual assistance) at this level.

d. Full-Scale Level. An incident that involves widespread need for Company forces in one or multiple service areas and which could include support from outside the Company.

3.14 **Incident Commander (IC) –** The individual responsible for the overall management of the incident. The IC should be trained to the appropriate level based upon the incident classification.

3.15 **Incident Command Post –** The location at which the primary command functions are executed.

3.16 **Incident Command System (ICS) –** A standardized emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries.

3.17 **Information Officer –** A member of the Command Staff responsible for gathering and sharing accurate and timely data required for critical communications during a corporate emergency, when CERC is activated, or during a regional incident, when the regional ICS is activated. At the regional level, the Regional Information Officer reports to the Regional IC, and works closely with the Communications Officer, Liaison Officer and other members of the ICS to gather and distribute information.

3.18 **Information Technology (IT) Officer –** A member of the Command Staff responsible for network, systems, applications, infrastructure, and other IT-related issues.

3.19 **Liaison Officer –** A member of the Command Staff responsible for coordinating activities with representatives from external agencies involved in the incident response. The Liaison Officer communicates inter-agency requests and helps with resource coordination between the company and agencies such as NYC Emergency Management, NYPD, FDNY, Westchester County and others. This position is typically staffed by a representative from Emergency Preparedness and may support Electric Operations at the regional level (as part of the regional ICS) or in the DESR or CERC.

3.20 **Logistics Section –** Responsible for providing facilities, services, and materials for the incident.

3.21 **Mutual Assistance –** A formal agreement among emergency responders to lend assistance across jurisdictional boundaries when required either by an emergency that exceeds local resources or a disaster.

3.22 **Operations Section –** Responsible for tactical operations at the incident.

3.23 **Planning Section –** Responsible for the collection, evaluation, and dissemination of tactical information related to the incident, and for the preparation and documentation of Incident Action Plans. This section also maintains information on the current and forecasted situation, and on the status of resources assigned to the incident. The Planning Section includes the Situation, Resource, Documentation, and Demobilization Units, as well as Technical Specialists.

3.24 **Qualified Individual –** A person who, by means of training and experience, is competent to perform necessary duties with respect to the commodity, incident, and function at issue.

3.25 **System Peak Load –** Is the maximum hour ending integrated electrical load in megawatts for a given day in the year.

3.26 **Unified Command –** A unified team effort that allows all agencies with responsibility for the incident, either geographically or functionally, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating any single organization's authority, responsibility, or accountability.

3.27 **White Hat –** The designation of "white hat" refers to the individual who assumes the role of IC during Routine and Upgraded incidents. As the incident escalates to a Serious or Full-Scale Incident, the White Hat may be transferred to higher levels of management. For the purposes of identification, this is typically a field designation.

4.0 **PROCEDURES --** This Instruction describes how the Company utilizes the ICS process to manage any incident or event within the Company's sphere of work.

4.1 **Emergency Preparation –**

a. This Instruction authorizes an Emergency Preparedness (EP) Program, as part of the Company's Corporate Emergency Management Strategy (CEMS), under the guidance of the Vice President of Emergency Preparedness, to ensure that emergency preparation and incident response capabilities and responsibilities are maintained and continuously improved.

b. Vice Presidents of Operations organizations and support organizations are responsible for ensuring that their organizations are prepared to respond to incidents within their areas of responsibility. This responsibility includes any or all of the following:

(1) Developing response plans and procedures based on appropriate hazards analysis.

(2) Reviewing response plans and procedures on an annual basis, or as specified in the document.

(3) Ensuring that personnel within their organizations are ICS trained and maintaining a roster of qualified personnel capable of responding to incidents.

(4) Reviewing, evaluating, and documenting exercises and responses to Serious and Full-Scale Incidents to identify and address areas for continuous improvement.

(5) Documenting, tracking, and closing out “Issues” (as defined in EM-PL-100, “Commitment and Corrective Action Tracking”) that result from Serious and Full-Scale Incidents and submitting this information to Emergency Preparedness for inclusion into the Con Edison Tracking System.

c. Support organizations that work under the rules, procedures, and protocols of an Operations organization in response to an emergency situation, need not comply with paragraph 4.1b, except they must maintain a roster of trained personnel capable of meeting the support requirements to which they have committed.

d. The Vice President, Emergency Preparedness, and staff have the responsibility for oversight of the EP Program and are responsible for facilitating the Company’s preparation for and response to incidents. Emergency Preparedness has specific responsibility for:

(1) Specifying common terminology and standards for communication that are necessary for the uniform effective preparation for and the response(s) to incidents.

(2) Establishing requirements for ICS (EXHIBIT B) and incident response training, qualification, and exercises.

(3) Review of Operations and support organization response plans and procedures implementing this Corporate Instruction.

(4) Establishing and maintaining the "Con Edison Exercise Development and Evaluation Guide" on the @conEdison intranet site.

(5) Establishing requirements for reporting and evaluating incidents and exercises.

(6) Participating in lessons-learned development and maintaining a commitment tracking system of the issues pertaining to exercises

and responses to Serious and Full-Scale Incidents to improve the emergency management process.

(7) Ensuring that there is continuing liaison between CECONY representatives and the external governmental organizations that have important functions in the preparation for and response to emergency incidents such as, but not limited to, police, fire, state, county, and local Offices of Emergency Management (OEMs).

(8) During multi-commodity incidents that involve Orange and Rockland Utilities, Inc. (O&R), request O&R to provide a liaison to coordinate activities and provide updates to the Incident Commander.

(9) Conducting and documenting annual assessments of the overall effectiveness of the EP Program.

(10) Responding to incidents to provide guidance and support to the operating organization(s) on ICS structure.

(11) Working with external organizations on emergency response preparations during non-emergency periods.

(12) Developing and maintaining personnel lists and conducting notification testing of individuals capable of responding to a Full-Scale Incident requiring Corporate Emergency Response Center (CERC) mobilization.

(13) Maintaining this Corporate Instruction and providing counsel for implementing procedures.

4.2 RESPONSE –

a. The Company's response to any incident, as defined in paragraph 4.2f, will be conducted under the structure of the ICS, as provided in EXHIBIT B. The appropriate level of the Company's response to an incident will be based on the size, type, and potential impact of the incident, as described in this paragraph.

b. The level of the incident directly affects the size of the ICS organization that will be mobilized. An incident, may involve one or two individuals performing their normal job or it may involve personnel drawn from many Company organizations, contractors, and government agencies.

c. Incident Identification and Reporting.

(1) Employees are responsible for identifying and reporting incidents to their supervisor or directly to the appropriate Control Center or to

System and Transmissions Operations Central Information Group (CIG) using the guidance in Corporate Instruction CI-260-2, “Incident Reporting,” and Corporate Environmental, Health and Safety Procedure CEHSP E10.01, “Release Reporting.”

(2) Incidents may be identified by employees directly or by members of the public informing the Customer Experience Center; Control Center(s); officials from other organizations such as police, fire, state, county, and local OEM’s; or other Company/Employee contacts.

d. Incident Evaluation. It is important to recognize the difference in incident levels in order to ensure that an appropriate response is mobilized and to ensure the safety of the public and Company employees, protection and repair of Company facilities, and protection of the environment.

(1) The appropriate operating employee (Senior System Operator, Operating Gas Supervisor, Shift Manager, etc.) on duty in the appropriate Control Center(s) evaluates each reported incident based upon severity level and urgency and formulates an incident classification level using the guidance provided in Corporate Instruction CI-260-2; Corporate Environmental, Health and Safety Procedure CEHSP S24.01, “Emergency Response Plan”; EXHIBIT A of this Instruction; the Electric Emergency Response Plan (ERP); Specification G-4905, “Guidelines for Major Contingencies on the Gas System”; StOP 5-0-16, “Steam Operations Response to Incidents and Emergencies”; StOP 5-0-19, “Steam Operations Incident Command System Emergency Response”; and applicable inputs from emergency investigation work crews.

(2) EXHIBIT A, Incident Levels, should be used for incident evaluation as it helps classify most types of incidents into four levels of severity based on situational criteria.

(3) Upon arrival at the incident, the Incident Commander (IC) may change the incident classification level if warranted. The IC or the Communicator shall call the appropriate Control Center with an update of:

(a) The Incident Name (usually a geographic location name)

(b) IC’s name

(c) Incident Command Post Location

(d) Incident Classification Level

(e) Field Communicator (name) along with the phone number of the Communicator at the Command Post

(4) Either the local Control Center or the onsite Field Communicator is required to provide CIG with the information outlined in paragraph 4.2d (3).

(5) The appropriate Control Center or Control Rooms shall inform the IC of any system condition that can affect the items specified in paragraph 4.2d (3).

e. Incident Mobilization Preparation. Mobilization consists of the designation, notification, and deployment of personnel and other resources. The magnitude and complexity of the mobilization increases with the severity and urgency of the incident.

(1) Each Operations organization shall maintain a capability to accept and evaluate information of incidents on a 24-hour seven-day a week basis and will establish procedures to mobilize personnel and associated resources in response to incidents within their service areas or to support responses to incidents elsewhere in the Company.

(2) Operations organizations are responsible for maintaining controlled notification lists of ICS trained personnel to respond to all levels of incidents.

(3) The CIG is responsible for maintaining call lists for notifications to regulatory and support agencies and necessary management and support personnel.

(4) The Vice President, Emergency Preparedness, is responsible for maintaining the call list and mobilization plan for Full-Scale Incidents requiring CERC mobilization.

f. Emergency Response and Incident Commander Actions. Upon determination that a response is warranted for a Routine through Full-Scale Incident (per guidance in EXHIBIT A), the Control Centers and the CIG will notify various internal and external organizations and personnel using pre-determined notification matrices. The Control Room Operator or other authorized person will promptly select and notify the IC, if one is not already on scene. In addition, for Full-Scale Incidents, System Operations Procedure CG 05-05, “CIG Notifications for Upgraded, Serious, and Full Scale Incident Command Systems (Non Weather Related) and Corporate Emergency (CERC) Activations,” will apply. This procedure specifies method(s) of notification for responders, including an IC, for regulatory and

support agency notifications and for notification of management and support personnel.

(1) The IC is responsible for the strategic management and the overall coordination of field response efforts of the Company. The first ICS trained qualified individual to arrive at the incident scene will put on a “white hard hat” and wear identification showing his/her name and assume the role of the IC. If more than one qualified individual is at a location, the most experienced individual in the commodity affected shall be the IC. The IC’s name and the command post location will be provided to the appropriate Control Center and CIG. (The White Hat is a designated symbol to outside agencies as the person-in-charge of the incident similar to the New York City Fire Department [FDNY].)

   (a) IMPORTANT: When the incident is managed at the field location, only one White Hat IC shall be present on the site at any one time. There are two exceptions to this rule—the first is if the Company has entered into a Unified Command with an outside agency such as the FDNY whose IC also wears a white-colored hat, and the second is when there is an incident at one the generating stations where there may be two White Hats within the station during an emergency. One of the White Hats is the communicator who will meet the responding outside agencies (i.e., FDNY) and the second White Hat is the person who is in charge of the plant operations.

(2) In the emergency phase of any incident when there is a threat to human health or safety, the IC from the appropriate on-scene emergency response agency (e.g., the FDNY) has over-all command authority and responsibility.

(3) During incidents that are anticipated to continue for an extended period of time, the IC will delegate his/her normal duties.

(4) Upon arrival on the scene or at the selected command post, the IC organizes communications and resources as necessary to:

   (a) Protect the responders, the public, and the environment.

   (b) Contain the incident or emergency condition.

   (c) Restore services and provide recovery from the incident working with the appropriate Control Center.

(5) Examples of other communications expected during an incident are provided in EXHIBIT C.

(6) The authority levels for IC's reflect the scope and severity of the specific incident. EXHIBIT D provides a summary of IC authority by incident classification level.

(7) The IC or Operations organization is responsible for notifying the Senior System Operator (SSO) at the Energy Control Center (ECC) of events or conditions that may require declaration of a Serious or Full-Scale Incident.

(8) The SSO, appropriate Control Center (s), and the IC are responsible for determining the extent of existing problems and potential contingencies and mobilizing the appropriate Company resources and coordinate with outside agencies to ensure that the event is resolved in a timely manner while minimizing its potential impact upon the system and the public.

(9) The SSO located at the ECC and/or the IC is responsible for declaring a Full-Scale Incident. The SSO will be notified prior to the declaration of a Serious or Full-Scale Incident.

(10) In the event of a major incident involving multiple commodities, the SSO will identify the involved operating department(s). If more than one department is involved, the SSO shall designate the lead organization. The SSO or the responsible Operations senior officer shall then select an IC as outlined in System Operations Procedure SO5-38, “System Operation Response to Corporate Emergencies and Major Events, including System Shutdown.”

(11) During Full-Scale Incidents where appropriate, Control Centers formulate operational decisions. Each Control Center should notify the IC of these major operational decisions prior to their implementation, if practical.

(12) The Senior Vice President, Corporate Affairs, determines if incidents warrant the implementation of the Corporate Affairs’ Crisis Communications Plan, as described in Corporate Policy Statement 810-2, “Corporate Affairs’ Crisis Communications Plan.”

(13) A Full-Scale Incident will be preemptively declared by the SSO in conjunction with the Vice President, Engineering and Planning, in the following situations:

(a) The National Weather Service (NWS) predicts that a major storm (e.g., Nor'easter/Hurricane) is expected to impact our operational area.

(b) The predicted temperature variable is greater than 86 degrees F for two or more consecutive days.

(14) A Full-Scale Incident may be preemptively declared at the discretion of a Senior Vice President (Band 74) or higher level when warranted by the circumstances with the concurrence of the Vice President of Emergency Preparedness and the SSO.

(a) NOTE: Additional specific IC responsibilities are described in EXHIBIT B.

g. Incident Command Post. The Incident Command Post is the facility where the IC, the IC's staff, and the Section Chiefs normally co-locate to manage the response to an incident. It is the IC's responsibility to designate the location of the Command Post. The size and location of the incident and the size of the ICS organization are primary factors in determining the location of the Command Post. The following list includes possible locations, which may be selected by the IC.

(1) On-scene (usually designated by the presence of a Portable Command Post)

(2) Mobile Command Center or Field Operations Center

(3) Off-site Command Post (e.g., hotels, local schools)

(4) 4 Irving Place

(5) The Learning Center

(6) A Regional Control Center

(7) Rye Headquarters

h. Demobilization. As plans are being implemented to address the incident, a plan shall begin to be formulated to demobilize employees, contractors, and equipment from the incident scene. The IC in consultation with the Planning Chief determines if or when the implementation of the demobilization plan is to occur and if the plan may be formally transferred to an operating department for completion. Transfers of responsibility for the recovery and completion of the recovery are reported to CIG.

4.3 **Training and Qualifications –** Personnel assigned to respond to incidents and emergencies must be qualified to perform the duties expected in these situations and are required to have the skills and capabilities needed to respond to service, system, and environmental incidents. It also requires the ability to fulfill their responsibilities within the ICS utilized for responding to incidents.

a. Organization – Specific Training. The Vice Presidents of each organization are responsible for establishing functional qualifications and formal training requirements for their employees to cover the operational portion of the responses to incidents that could occur within their areas of responsibility. The Vice President, Emergency Preparedness, will establish ICS training standards and a position training matrix. This includes training employees to serve as IC's and Section Chiefs (e.g., for the Operations and Planning sections) for Routine, Upgraded, Serious, and Full-Scale Incidents. The Learning Center and Emergency Preparedness staff will assist each operating department and support organizations in establishing appropriate training requirements. The Vice President, Emergency Preparedness, may specify additional qualifications for IC and Section Chiefs for handling Serious and Full-Scale Incidents.

b. ICS Training. The Director of The Learning Center, Learning and Inclusion, is responsible for ensuring that ICS courses are established and taught to Company employees who may participate in responses to incidents. This training must meet the requirements specified by the Vice President, Emergency Preparedness, and should include an ICS overview, as well as training for IC's, Section Chiefs, and Command Staff. Training courses will cover typical responses to Upgraded, Serious, and Full-Scale Incidents and Emergencies as defined in this Corporate Instruction.

(1) The Learning Center will maintain records of ICS training and qualifications successfully completed by each employee. On-line access is provided so that Emergency Preparedness or Operations organizations may verify individual qualifications.

4.4 **Exercise Requirements –** Exercises are crucial to ensuring the Company's readiness to respond quickly and effectively to incidents. Exercises are intended to drill personnel on established response procedures and to practice responding to realistic scenarios of system problems and/or environmental releases. Company organizations will follow the "Con Edison Exercise Development and Evaluation Guide" in the development and conduct of exercises.

a. General Requirements. The Vice President, Emergency Preparedness, is responsible for monitoring and recording the execution of response exercises for the Company in accordance with the Multi-Year Training and Exercise Plan (MYTEP). This document describes the broad range of training and exercise activities to be undertaken including those required by regulatory authorities (e.g., 16 NYCRR Part 105, Oil Pollution Act of 1990).

Emergency Preparedness also provides guidance in developing and conducting incident response exercises and their evaluation, as appropriate.

(1) Serious and Full Scale exercises will be documented by the organization conducting the exercise. Records will be maintained for five years where appropriate or as required by regulations and may be subject to review by federal or state regulatory agencies to confirm compliance with applicable regulations.

(2) All organizations with responsibility for conducting exercises are to utilize the "Con Edison Exercise Development and Evaluation Guide."

(3) The organization conducting the exercise working with Emergency Preparedness should invite appropriate stakeholders to participate or observe Serious and Full-Scale Level Exercises.

b. Required Company and Agency Exercises.

(1) System Exercises. Emergency Preparedness will initiate an annual Exercise in accordance with 16 NYCRR Part 105 that includes the mobilization of utility personnel with specific service restoration assignments and engages external stakeholders (e.g., local governments, other utilities).

(2) Operations Organization Exercises. Each Operations organization, with the exception of Customer Operations, will conduct at least two response exercises per year as specified in the MYTEP. If an actual Serious or Full-Scale Incident has taken place during the calendar year that meets the objectives of the planned exercise, it may be used in lieu of the exercise.

(3) The exercise will include the use of the ICS and must be based on a realistic risk-based scenario that tests the organization's capabilities to respond either to a system-related incident or an environment-related incident that would be classified at an Upgraded or Serious incident level. These exercises should ensure that support organizations are included to test their capabilities.

(4) In addition to the exercises required by paragraph 4.4b (1) and (2), all Company organizations must comply with any and all exercise requirements as prescribed by federal, state, and local laws and regulations and other Corporate Instructions and procedures.

5.0 RESPONSIBILITIES --

5.1 Responsibilities for all Organizations – Each organization, as appropriate, will:

a. Establish and maintain mobilization plans for incidents within the responsibilities of the originating organization.

b. Establish functional requirements and standards for designating and training employees to manage and support the operational portion of the emergency response activities.

c. Train employees on established standards.

d. Maintain a list of trained employees.

e. Utilize the "Con Edison Exercise Development and Evaluation Guide" when planning exercises within their organization.

f. Conduct or participate in response exercises at prescribed frequencies as specified by the MYTEP.

g. Classify incidents and select an Incident Commander to respond. Report the Incident Commander's name, Command Post location, and the Incident Classification level to the appropriate Control Center and to CIG (if a CIG notification is required by local procedure).

h. Conduct or participate in the after action process, following each exercise or after a Serious or Full-Scale Level Response, and follow-up with all responsible parties for implementation of opportunities for improvement.

i. Provide Emergency Preparedness with the list of opportunities for improvement and their responsible parties from the lessons learned for inclusion into a commitment tracking system.

5.2 Specific Organization Responsibilities –

a. Emergency Preparedness. The Vice President of Emergency Preparedness, in conjunction with the Emergency Preparedness organization, has the following responsibilities under this Corporate Instruction:

(1) Issue and maintain this Corporate Instruction.

(2) Review, monitor, and, as necessary, establish policy and procedures to improve the effectiveness of the Company's overall emergency management programs, resulting in enhanced service to our customers and the communities we serve.

(3) Conduct effective risk assessments for operating and related business functions, developing appropriate prevention or risk mitigation strategies, and implementing comprehensive emergency preparedness programs for the Company.

(4) Communicate the Company's emergency management strategies and principles to internal and external stakeholders.

(5) Facilitate the Company's preparation and response to incidents utilizing the Company's emergency management principles.

(6) Develop, plan, and implement emergency response activities that will achieve effective mitigation, efficient response, and timely restoration.

(7) Develop, in conjunction with Operations organizations, response strategies for contingencies using the Incident Command System (ICS) including the coordination of staffing and resources to support Company organizations during emergency responses.

(8) Provide advice and counsel to The Learning Center and to other departments, as requested, for the purpose of developing training to implement this Corporate Instruction.

(9) Liaison activities with external stakeholders including local public officials and agencies during exercises and actual events.

(10) Develop and maintain a list of ICS training levels required by IC's and Section Chiefs in order for them to manage Full-Scale Incidents requiring CERC mobilization.

(11) Establish and maintain the "Con Edison Exercise Development and Evaluation Guide."

(12) Maintain a commitment tracking system of the recommendations, lessons learned, and corrective actions pertaining to exercises and responses to Serious and Full-Scale Incidents and Emergencies.

(13) Communicate lessons learned.

(14) Monitor and evaluate annual Full-Scale Exercises.

(15) Provide oversight of the Corporate Emergency ICS Logistics training and responsibility for facilitating the Company's logistical preparation and response to incidents.

b. Learning and Inclusion. The Director of The Learning Center has the following responsibilities under this Corporate Instruction:

(1) Develop and provide training courses on the ICS and its application to incidents experienced by the Company.

(2) Maintain on-line access of training records for personnel trained in incident response and ICS.

c. Facilities and Field Services and Supply Chain. The Vice President of Facilities and Field Services and the Vice President of Supply Chain have the following responsibilities under this Corporate Instruction:

(1) Review mobilization and restoration plans prepared by Company organizations, and develop effective logistical plans to support these plans.

(2) Provide advice and counsel to the Vice President, Emergency Preparedness, and to other departments, as requested, for the purpose of developing the Corporate Logistical Response.

(3) Upon request, provide an ICS Logistics Representative for exercises and actual events involving CECONY organizations, and include this position when CECONY sends crews out for mutual assistance.

(4) Maintain a list of qualified Logistics Chiefs to support Serious and Full-Scale Incidents.

(5) Maintain a database of resources and vendor contacts pertaining to responses to incidents and emergencies.

6.0 EXHIBITS --

6.1 EXHIBIT A - Incident Levels

6.2 EXHIBIT B - Incident Command System Overview

6.3 EXHIBIT C - Emergency Response Communications

6.4 EXHIBIT D - Incident Commander (IC) Authority by Response Level

7.0 ADVICE AND COUNSEL -- The Vice President, Emergency Preparedness, shall provide advice and counsel on this Instruction.

EXHIBIT A

INCIDENT LEVELS

NOTE: Information in EXHIBIT B provides guidance for identifying the level of response to natural or man-made incidents that affect Company operations and service capabilities. The Incident Level assigned should be primarily based on the "Incident Response" column that identifies resource needs to manage the incident. The last column "Matching Guidance" provides additional examples of incidents that would normally fit within specific "Incident Levels" and may be used for guidance. The Company shall participate as requested by government agencies to support citywide or area-wide responses to incidents or events.

INCIDENT LEVEL	INCIDENT RESPONSE	ICS COMMAND AND CONTROL	MATCHING GUIDANCE
ROUTINE	Local-Assigned Crews (coordinated within a single Control Center or department)	INCIDENT COMMANDER IS NORMALLY ONE OF THE RESPONDING FIELD PERSONNEL	Routine Work
UPGRADED	Local-Assigned Crews plus Diverted Crews. 1. Automatically declared whenever more than one response crew is required and management assistance is requested for more than routine guidance.	INCIDENT COMMANDER MAY BE A LOCAL MANAGER OR A SUPERVISOR WITH A SEPARATE INDIVIDUAL WHO IS OPERATIONS CHIEF. REPORT: INCIDENT COMMANDER'S NAME, COMMAND POST LOCATION, INCIDENT CLASSIFICATION LEVEL TO THE APPROPRIATE CONTROL CENTER AND CIG FOR INCIDENTS INVOLVING MORE THAN ONE COMMODITY, INDIVIDUALS AT THE SCENE OR INITIATING CONTROL CENTER MANAGEMENT DETERMINES THE INCIDENT COMMANDER.	• ERRT is requested to respond to scene. • ERG is requested to respond to the scene to facilitate the ICS process. • Public Displacement or evacuation not requiring relocation. • Claims Department assistance required for property damage. • Minor Injuries without hospitalization. • Outside Agency on-site. • Contained hazardous material release or oil release with minimal public impact. • Steam System pressure below 100 psig in two telemetric locations due to supply deficiencies. • Potential loss of up to 15,000 electric customers. • Up to 7,000 electric customers out of service due to storm. • 50 to 400 residential homes / units out of Gas service. • 200 to 1,600 apartments out of Gas service • Facilities and Field Services support is expanded. • Critical customers affected for less than 1 hour and they are unable to serve their customers. • Street Closings and Transportation Disruption. • Low Commodity Availability forecast. • Hurricane or Natural Disaster forecast to impact the region within 72 hours.

EXHIBIT A (Cont'd)

INCIDENT LEVEL	INCIDENT RESPONSE	ICS COMMAND AND CONTROL	MATCHING GUIDANCE
SERIOUS	Regional Response assigned plus diverted crews and/or Corporate support necessary. 1. Automatically declared when significant resources from outside the region are requested or normal work is extensively interrupted. 2. May be initiated by a Senior Executive Officer without meeting other criteria.	INCIDENT COMMANDER MAY BE RETAINED FROM THE UPGRADED INCIDENT OR MAY BE CHANGED TO A GENERAL MANAGER. CONSIDER NAMING FULL ICS GENERAL & COMMAND STAFF. REPORT: INCIDENT COMMANDER'S NAME, COMMAND POST LOCATION, INCIDENT CLASSIFICATION LEVEL TO THE APPROPRIATE CONTROL CENTER AND CIG	• Public Evacuation or Displacement for relocation. • Serious injury or death occurs. • Outside Agency on site more than 4 hours. • Uncontained hazardous material or oil release; cleanup time to exceed 12 hrs. • Underground Electric Condition YELLOW. • 400 to 1,000 residential homes / units out of Gas service. • 1,000 to 4,000 apartments out of Gas service • Facilities and Field Services support is stretched to support single or multiple incidents. • Up to 10 Critical customers impacted; out of service for more than 1 hour. • Transportation disruption causing major commuter delays. • Critical commodity shortage. • Mobilization for natural disaster or serious threat to services. • Unit Substation shutdown more than one hour. • Gas transmission main outage. • Up to 15,000 people out of service in a storm. • Hurricane or Natural Disaster forecast to impact the region within 48 hours (Note: Forecasted storm strength should be considered).

EXHIBIT A (Cont'd)

INCIDENT LEVEL	INCIDENT RESPONSE	ICS COMMAND AND CONTROL	MATCHING GUIDANCE
FULL-SCALE	**Corporate Response:** Response expands to the full ICS structure, with a fully manned Incident Command Post, and other Mobile Command Posts as required. Incident Commander decides on Incident Command Post location. 1. Automatically declared if the resources of CECONY are not adequate to respond. 2. A Full-Scale Incident can be preemptively declared based on excessive heat as defined in paragraph 4.2 Response, sub-paragraph f (13), or major storm impacting the region.	INCIDENT COMMANDER IS NORMALLY A CORPORATE OFFICER ASSIGNED REPORT: INCIDENT COMMANDER'S NAME, COMMAND POST LOCATION, INCIDENT CLASSIFICATION LEVEL TO THE APPROPRIATE CONTROL CENTER AND CIG	• Major Environmental Incident involving multiple government regulators on-site. • Uncontrolled hazardous material or oil release with cleanup time extended and uncertain. • Greater than 1,000 residential homes / units out of Gas service. • Greater than 4,000 apartments out of Gas service • Loss of steam system. • Area substation shutdown and/or loss of electric network(s). • Major mutual assistance required for electric or gas outage (i.e., loss of more than 40,000 radial electric customers). • Facilities and Field Services unable to support incident with internal resources and requires significant external resources. • The predicted temperature variable is greater than 86 degrees F for two or more consecutive days. • The NWS predicts a major storm (i.e., Hurricane) is expected to impact our operational area within the next 36 hours.

EXHIBIT B

INCIDENT COMMAND SYSTEM OVERVIEW

A.1 General –

A) The response to an incident (Corporate or otherwise) shall be conducted using the Incident Command System (ICS) organizational structure. ICS consists of five major management activities, as shown in Figure A-1, consisting of the Incident Commander and Staff and the Operations, Planning, Logistics, and Finance/Administration Sections, which are described below. These five major management activities are the foundation upon which the ICS organization develops. They apply whether you are handling a Routine Incident or managing a major response to a Full-Scale Incident. On Routine Incidents, these major activities may all be managed by one person, the Incident Commander. Larger incidents usually require that these activities set up Sections within the organization as shown in Figure A-1. Local organizations are encouraged to tailor the size of this structure to meet their needs. This commonly understood command structure shall allow CECONY to participate in a seamless “Unified Command” with outside agencies when necessary.

B) A major feature of standard ICS is the Unified Command (UC) concept. UC is a team effort that allows federal, state, local agencies, and the Company to make consensus strategic decisions in responding to incidents. Whenever one or more organizations are actively involved in an incident response, and proposing strategic or tactical decisions to handle the response, the UC concept should be implemented.

A.2 Incident Commander (IC) and Staff –

A) The IC is responsible for the strategic management of an incident or emergency. Strategic management includes consulting with the appropriate electric, gas, or steam system operator before operating switches or valves that could affect continuity of service on the system.

B) If the function of the IC is transferred to a successor party, a formal turnover of incident related facts and planned actions is conducted. Such a turnover briefing includes a review of the Incident Action Plan; the status of site security; incident containment; internal and external notifications; resources or services requested and deployed; injuries; status of customers; traffic; regulators, government officials, and media personnel involved; the current plan of action; and associated progress of status. The briefing should also review staff and section chief assignments.

EXHIBIT B (Cont'd)

C) If the incident is classified as Serious or Full-Scale and it involves more than one energy commodity or Company department, the Senior System Operator (SSO) shall designate the lead organization. The SSO shall then work with the responsible operating department senior officer to select an Incident Commander. At the time when an Incident Commander is chosen, the IC at the field location will transfer command to the successor party. The field shall retain the White Hat and remain in charge of field operations.

D) The IC shall establish liaison with the NY City Office of Emergency Management (OEM), Westchester County Department of Emergency Services, police, fire, and other governmental representatives on the site, unless the IC designates a Liaison Officer under the Incident Command System (ICS) structure to perform this role.

E) The IC, designated field operations or control center scribe, or the Situation Unit in the Planning Section shall maintain a log showing the time of major events and actions including: evaluations of the situation; arrivals and departures of crews, successive ICs, and other Company representatives; and start and completion of assignments. This log shall be preserved and made available for incident After Action Review (AAR).

F) The Incident Commander, shall request Company representatives (emergency duty roster may be used) as required, who shall report to him/her upon arrival. All other Company personnel at the scene shall report to the IC, who may provide them with an ICS based position, or may direct them to leave the site, if their services are unneeded.

G) The IC, via the communicator, shall keep the appropriate Electric Operations Control Centers, the Gas Emergency Response Center, the Steam Desk, and CIG informed. Information provided should include the Incident Commander's name and the incident classification level.

H) The IC is responsible for ensuring that shift reliefs are implemented during extended incidents.

I) The IC shall wear the White Hat at incidents that take place on CECONY owned property regardless of who owns the equipment. In situations where Company equipment is involved in an incident located on a third party energy company's land (e.g., TransCanada's Ravenswood Generating Station), that company's representative shall wear the White Hat and act as IC. In both cases, a Unified Command should be established with external agencies and other energy companies involved to encourage open communications.

J) For Full-Scale Emergencies, the IC shall be selected from a list of trained Corporate officers and shall be the officer responsible for the energy commodity most affected, whenever possible.

K) The IC Command Staff consists of an Information Officer; Safety or EH&S Officer; Liaison Officer; Customer Operations Officer; Corporate Security Officer; Energy Services Officer; Emergency Preparedness Officer; Information Technology Officer; Legal Officer; and a Communicator (for field response).

L) The IC Command Staff is responsible for the content of external communications made during Serious and Full-Scale incidents. The Information Officer shall assure that external messages prepared by other Officers are consistent with the messages/talking points being delivered to the media and elected officials.

M) The Incident Management Assist Team (IMAT) supports the incident commander at CERC, regional control center, or field response, with complex incident/crisis management for all-hazard incidents and events.

A.3 Operations Section –

A) The Operations Section is responsible for managing the tactical response to the incident.

B) The Operations Section Chief, who is an appropriately trained individual from the responsible operating department, directs all activities of the Operations Section as well as assesses the resources and assistance required. The Operations Section Chief is generally based at the Incident Command Post.

C) The Field Supervisor(s) or Operations Section Branch Managers report to the Operations Section Chief and are located at the emergency site(s). The number and type of field supervisors is determined based on the size, magnitude, and disciplines of the affected facilities and areas, and the number of separate operations involved with the incident. The field supervisor(s) work in the field and are responsible for direct supervision of Company and contractor resources.

A.4 Planning Section –

A) The Planning Section is responsible for developing an Incident Action Plan (IAP) documenting the status of the response effort and projected requirements, maintaining the status of all resources involved in the incident, and providing engineering and technical support (such as resources at risk, resource damage assessments, alternative cleanup techniques, etc.). An outline of an initial incident briefing, ICS Form 201 – Incident Briefing Form, addressing the initial response which remains in force and continues to develop (updated) until the response ends or the Planning Sections generate the incidents first IAP, ICS Form 202 – Incident Action Plan Cover and Executive Summary.

B) The Planning Section Chief, who is an appropriately trained individual from the responsible operating department (for oil spills or hazardous substance releases this person could be a representative from Environment, Health and Safety), can direct these activities from the Incident Command Post or the emergency site depending upon the incident but is generally located at the Incident Command Post.

C) Planning Section personnel can be trained employees from the facility at the site of the initial incident or from other Company organizations or contractor-provided specialists, as appropriate.

D) For Full-Scale Incidents, Planning Branch Managers should report to their normal work location and then make contact with the Planning Section Chief in CERC.

A.5 Logistics Section –

A) The Logistics Section is responsible for providing services and supplies necessary to support the response operations.

B) The Logistics Section Chief is an individual from a Corporate support organization, with broad knowledge of the Company's support resources and activities. The Logistics Section is staffed with personnel from Facilities and Field Services and Supply Chain with other personnel assigned as required to provide appropriate functional support. The Logistics Section Chief is generally based at the Incident Command Post.

A.6 Administration/Finance Section –

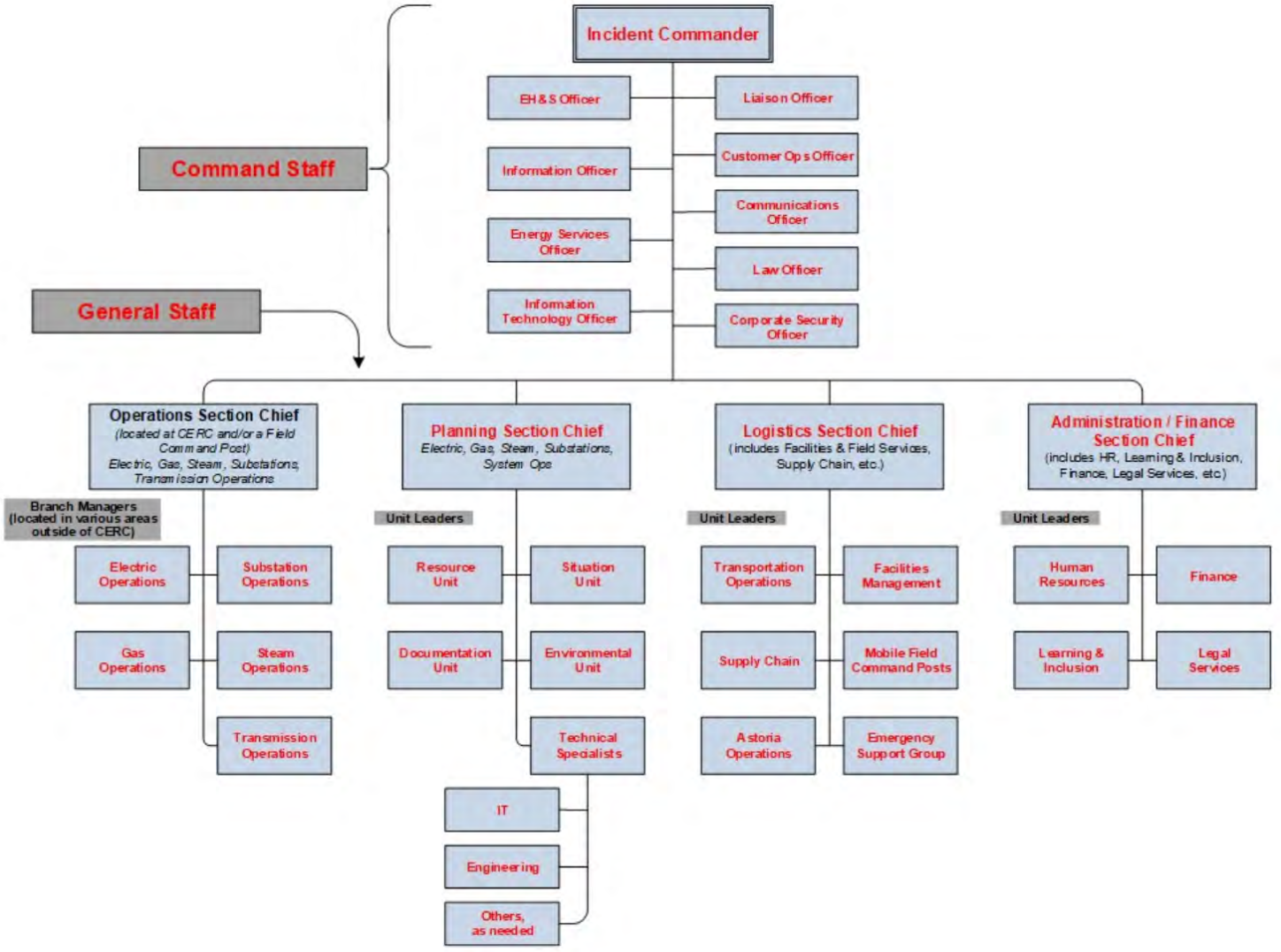
A) The Administration/Finance Section is responsible for financial and cost documentation and analysis for the incident, including claims and contract administration. This Section is generally based at the Incident Command Post and includes unit leaders from Information Technology, Human Resources, Corporate Security, Learning and Inclusion, Legal Services, and Business Finance and staff to perform cost analysis and to conduct internal reporting.

B) The Administration/Finance Section Chief, who directs these activities, should be an individual experienced in contract administration and project cost analysis.

EXHIBIT B (Cont'd)

FIGURE A-1

INCIDENT COMMAND STRUCTURE



* Response organization varies based upon incident. This is an example of a typical Full-Scale Incident

EXHIBIT C

EMERGENCY RESPONSE COMMUNICATIONS

The following events and conditions are normally expected to be communicated from the scene of an incident. These communications should be logged in and time noted at the applicable Local Control Center and at the Incident Command Post.

- Name of the Incident Commander (IC) arrived on-site.
- Location of the Command Post.
- Incident Level Classification.
- Name and phone number of the Communicator.
- Initial condition observations or assessment on-site by the Incident Commander.
- Periodic status updates and command post location changes.
- Requests for resources/resource arrival (Special problem support).
- Escalation criteria exceeded or escalation requested by the IC.
- Containment of the emergency condition.
- Resolution of the emergency condition.
- Changes of command including shift changes and demobilization.
- Special notifications or actions.
- Regulator or media on-site (and major status changes).
- Commencement and completion of “Recovery” phase.
- Aid to the public.
- Assistance to government agencies.
- Time of specific notifications or content of communications with regulators and agencies.
- VIP’s and executives arrival or departure from the incident scene.
- Customer impacts.

EXHIBIT D

INCIDENT COMMANDER (IC) AUTHORITY BY RESPONSE LEVEL

ROUTINE INCIDENT – The IC authority includes the following:

- Authority to have the local Control Center (CC) dispatch additional local resources.
- Authority to escalate the response to an Upgraded Incident.
- Authority to direct resources on-site and to dispatch resources available in local support and workout centers.
- Authority to dispatch logistics support.
- Authority to dispatch Environmental Response & Reporting Team(s) (ERRT).
- Authority to dispatch local Government Regional and Community Affairs representatives to the emergency site.

UPGRADED INCIDENT – The IC authority includes the following:

- All Authority of an IC assigned to a Routine Incident.
- Authority of the applicable operating organization Vice President for internal resources and/or external contracting or payment authorization.
- Authority to escalate the response to a Serious Incident.
- Authority to dispatch CECONY representative(s) to external agency site command(s) (e.g., OEM, New York Police Department [NYPD], FDNY, and Westchester County Department of Emergency Services [WCDES]).

SERIOUS INCIDENT – The IC authority includes the following:

- All Authority of an IC assigned to an Upgraded Incident.
- Authority to lead the implementation of an approved contingency plan or storm emergency plan.
- Authority to escalate the response to a Full-Scale Incident.
- Authority to direct response and recovery resources by requesting support of resources from all Operations organizations and Corporate headquarters or specialized support staff from outside the Company.

FULL-SCALE INCIDENT –

- All Authority of an IC assigned to a Serious Incident.
- The IC authority includes the Authority of the President and Chief Operating Officer of CECONY to temporarily allocate resources to contain the emergency condition.

ATTACHMENT 03:

CORPORATE INSTRUCTION 810-2:

CORPORATE AFFAIRS'

CRISIS COMMUNICATIONS PLAN

conEdison

Corporate Policy Statement

Note: This Corporate Policy Statement is being revised with regard to the Outage Notification Incentive Mechanism (ONIM), and is currently under review for approval.

SUBJECT

CORPORATE AFFAIRS' CRISIS COMMUNICATIONS PLAN

1.0 PURPOSE -- The purpose of this Corporate Policy Statement is to describe a plan of action that may be implemented, in whole or in part, during a Corporate event. This Corporate Policy Statement also provides timely and accurate information through the news media to the public, elected officials, and community organizations on system events or issues that could or have affected electric, gas and/or steam service, disrupt municipal services, have an impact on the environment, or otherwise have an impact on customers in the Consolidated Edison Company of New York, Inc. ("CECONY") service territory. This plan does not apply to major customers or special needs customers, who will be contacted directly by Energy Services, Engineering and Planning, or by the Quality Assurance and Communications Management Group (CMG), Customer Operations.

2.0 APPLICATION -- This Corporate Policy Statement applies only to CECONY. The term *Company* when used in this Corporate Policy Statement refers to CECONY unless otherwise stated.

3.0 GENERAL PROVISIONS --

3.1 Plan Implementation – The plan, or portions of it, will be implemented when system problems or Corporate events generate or have the potential to generate significant news media attention and/or have a major impact on customers. The Senior Vice President, Corporate Affairs, will determine if events warrant the full or partial implementation of the plan, irrespective of the implementation of the Incident Command System (ICS). (NOTE: For Information on the ICS refer to Corporate Instruction CI-260-4, "Corporate Response to Incidents and Emergencies.")

3.2 Notification to Media Relations – The Central Information Group (CIG), System and Transmission Operations; Distribution Engineering, Engineering and Planning; and/or the local Government Regional and Community Affairs offices or control centers will notify Media Relations, Corporate Affairs, or its designated off-hours duty officer of significant system events that have resulted in inquiries from the news media or are reasonably anticipated to attract media attention or inquiries. The Senior Vice President, Corporate Affairs, in consultation with the appropriate operating department(s), will decide whether public notification through the news media and/or notification of elected officials and community organizations is warranted. During off-hours, when the duty officer receives such notification, the duty officer will immediately notify the Director of Corporate Communications, Corporate Affairs, and the Director of Media Relations, or designee. The Director, Media Relations, or his or her designee determines whether the duty phone will be reassigned until the office and/or scene are staffed.

3.3 Press Release and Press Briefing Guidelines – Media Relations will issue a press release consistent with the following;

- ~~Outage Notification Incentive Mechanism~~
- ETR Protocol

APPROVED	APPROVED DATE	LAST REVIEWED DATE	NUMBER	SUPERSEDES	PAGE 1 OF
[redacted]	00/00/0000	Dec. 6, 2022	810-2	810-2 April 12th 2021	9 PAGES

- PSC Scorecard and/or
- Corporate Affairs Communications Matrix (Exhibit A).

In anticipation of a significant storm which may result in triggering any of the above, press releases will be distributed to local media providing information on the Company's outage and restoration procedures and emphasizing the steps customers should take in the event of a service outage.

In the event that the ~~Outage Notification Incentive Mechanism~~ thresholds for outage reporting are reached, Corporate Affairs has established guidelines for issuing press releases and for conducting press briefings as specified in paragraph 3.4.

3.4 Initial Press Briefing –

a. Once ~~the Outage Notification Incentive Mechanism is~~ outage thresholds are triggered, there are three ways to conduct an initial press briefing—in person, via web video or telephone conference call.

b. Once notified, the Company is required to provide the press with specific information such as the cause of the outage, geographic area affected, estimated number of customers impacted, and estimated time of restoration, if known.

c. The time periods for conducting the initial press briefing and subsequent briefing(s) are detailed in EXHIBIT A.

3.5 Press Release –

a. If ~~the Outage Notification Incentive Mechanism is~~ outage thresholds are triggered, the Company will issue a press release to all media that provides information on the Company's outage procedures and the restoration process, how the Company prioritizes restoration, and emphasizes the steps customers should take during a service outage.

b. Press releases during significant events will contain critical service-related information including, but not limited to: counties or municipalities where major customer impacts have occurred; the importance of contacting the Company if service is lost; alternate ways to contact the Company in the event telephones do not operate in an electric outage; safety during an outage or near hazardous equipment; where to learn about outage information and estimated times of restoration (ETR); suggested contingency plans for consumers; if appropriate, ice distribution and Customer Outreach Advocate locations; and, when activated, links to New York City and/or Westchester County cooling-center locations. Whenever possible, press releases will provide the most current ETR and will coincide with local news cycles or, at a minimum, be released once daily and will

include the most current and relevant information. (Reference Estimated Time of Restoration (ETR) Protocol). If ~~the Outage Threshold Incentive Mechanism is~~ outage thresholds are triggered, press releases must be issued in accordance with the time periods specified in EXHIBIT A and are determined by the number of customers affected and the duration for which they are out of service.

c. Con Edison will issue press releases and/or statements, based on information that is available and confirmed, as soon as practicable before and during load shedding events. The press releases/statements will confirm the load shed and include available information regarding the reasons for the load shed (such as failing equipment due to heat), the number of customers affected by the load shed and any other outages in the area, ETR information and revisions as they become available, and the number of customers restored. In some instances, it may be more efficient to distribute a short, concise statement, instead of a press release, because information is still developing. The Company's statements are distributed to the press, posted on our website and on social media channels. These are the same channels Con Edison uses for press releases.

4.0 RESPONSIBILITIES --

4.1 Responsibilities During Plan Implementation –

a. The Director, Corporate Communications, has overall responsibility for the implementation of the Company's website (http://www.coned.com) and Employee Communications portion of the plan.

b. The Vice President, Government Regional and Community Affairs, has overall responsibility for the notification of elected officials and community organizations portion of the plan.

c. Upon implementation, Media Relations and other Corporate Affairs staff as shown in EXHIBIT B will be assigned specific duties as described below.

4.2 Corporate Spokesperson –

a. The Director, Media Relations, will serve as the Corporate Spokesperson unless the Senior Vice President, Corporate Affairs, selects a subject-matter expert from an operating department or designates a Corporate officer to serve as Corporate Spokesperson.

4.3 Media Relations Staff –

a. The Media Relations staff will develop and distribute press releases and/or statements that provide timely and accurate information, as well as serving as the basis for the core Corporate message, regardless of the message's distribution channel, during an incident or Corporate event.

b. The Media Relations staff may provide information to the media from approved press releases and statements, and will schedule press interviews with appropriate company personnel.

c. When required, the Media Relations staff will organize and conduct press briefings within the time frames specified in paragraph 3.4 or EXHIBIT A.

d. Media Relations will maintain a contact list for media outlets in the Company's service area, and will update this list at least semi-annually, checking with news outlets for all appropriate e-mail addresses and phone numbers.

4.4 Control Room Liaisons –

a. The Director, Corporate Communications, may assign technical advisors to Media Relations, the Energy Control Center, the Regional Electric Control Center(s), the Gas Emergency Response Center, and/or other appropriate control centers upon implementation of this plan.

b. The technical advisors will provide the Media Relations staff with information necessary to draft written materials that include the desired message and facts concerning the event.

4.5 Press Release Writer –

a. The Press Release Writer gathers information, to be used in preparing written statements or press releases, from CIG, Incident Commander, Communications Officer, Information Officer and/or any appropriate Company personnel.

b. The Press Release Writer helps coordinate messages for use in response to customer calls and is responsible for ensuring that the message is distributed and received by appropriate Customer Operations personnel.

c. Prior to distribution, all press statements must be approved by the Senior Vice President, Corporate Affairs, or a designee, and the Incident Commander if the ICS has been implemented. When the situation permits, the Press Release Writer may use pre-approved template press releases for certain system events. Where appropriate and to ensure technical accuracy, the Press Release Writer may seek technical review of press releases from qualified and authorized control room personnel or the Incident Commander.

d. The Press Release Writer will also ensure that the Vice President of Government Regional and Community Affairs, the Government Regional and Community Affairs staff, the Employee Communications staff, Company Webmaster, and Customer Operations receive copies of press releases produced during the event.

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4.6 Government Regional and Community Affairs Liaison –

a. The Vice President of Government Regional and Community Affairs, or his or her designee, will direct Government Regional and Community Affairs staff and/or the appropriate Corporate Affairs Director in the affected customer service area to initiate notifications to elected officials and community boards.

b. Government Regional and Community Affairs staff will maintain a record of these communications made during large-scale events and emergencies. Notifications will be made by distributing approved press releases and/or statements via phone, fax, e-mail, and/or distribution of statements in the field. Updates will be provided on a timely basis.

c. Government Regional and Community Affairs staff will maintain a contact list for New York City and Westchester County local, state, and federal elected officials, and local community boards, and will update this list at least semi-annually by asking those officials and boards for contact information including district office locations, e-mail addresses, phone numbers, and fax numbers.

d. During large-scale events or emergencies, the Company will communicate with both the local and Washington, D.C. offices of federal officials. In addition, Government Regional and Community Affairs will use its contact list to distribute press releases, statements, updates, and ice distribution locations so that government officials receive the same information as the news media.

e. When the Bronx-Westchester region anticipates severe weather, during which an outage duration is expected to last more than 3 days (72 hours), operated-assisted phone calls, with line-muting capabilities, are held within the first 36 hours form the Start of Restoration ("SOR") and held daily, thereafter, until 90 percent of the affected customers are restored. Regional and Community Affairs will invite the municipalities and elected officials to these calls via email with a detailed agenda covering what will be discussed.

e. If ~~the Outage Notification Mechanism is~~ outage thresholds are triggered, Government Regional and Community Affairs will hold regular daily briefings for elected officials as specified in EXHIBIT A.

g. The Vice President, Government Regional and Community Affairs, has overall responsibility for maintaining and updating the contact list.

4.7 Employee Communications Liaison – The Employee Communications Liaison will gather information from Media Relations about the event and prepare materials for dissemination to appropriate Company personnel, as necessary. The information will be consistent with press releases and other written material

drafted by the Press Release Writer and will be disseminated using e-mail, Updates, Postmasters, and other internal communications vehicles.

4.8 Web Administrator –

a. During an outage event or emergency, the webmaster will post essential and up-to-date information on the homepage of the Company's website.

b. Customer-information messages, including the use of a web banner as needed, will be prominently displayed on the homepage so that all visitors to the site, including customers, elected and government officials, and the news media, can easily find information relevant to the emergency. Con Edison will deploy banners when it is necessary to disseminate brief critical status updates that are not already prominently displayed on the Company's website. Links to more robust content will be used when character limits are met. The information provided on the website will include, but is not limited to, outage restoration information, dry ice distribution and customer advocate locations, news releases, and claims information. All relevant news releases will be posted to the Company's website as soon as they are issued. News releases will include restoration times as well as a listing of the number of outages by municipality.

4.9 Social Media Staff –

a. Media Relations will designate staff members ("social media staff") to monitor the conversation taking place on various social media platforms (including but not limited to Blogs, Facebook, Twitter, YouTube) concerning the Corporate event.

b. Only individuals authorized to communicate on social media sites on behalf of the Company can disseminate official Company information on these platforms.

c. Social media staff will provide accurate and real-time messages and responses based on already approved press statements. Corporate Communications will communicate with social media staff and call center supervisors for guidance on issues that are sources of significant postings/phone calls. If appropriate, Media Relations will include the company's awareness of the issue(s) in a news release.

d. Con Edison's public social media channels are:

1. Facebook: www.facebook.com/ConEdison
2. Twitter: www.twitter.com/conedison
3. Instagram: www.instagram.com/conedison/
4. YouTube: https://www.youtube.com/user/ConEdisonNY
5. LinkedIn: www.linkedin.com/company/con-edison

e. The social media staff will follow the rules and guidelines outlined in the Corporate Affairs Social Media Policy (posted on the Corporate Affairs intranet).

4.10 Customer Operations –

a. CMG will advise Corporate Affairs when incident-related communications are made to life sustaining and other critical needs customers.

b. CMG will coordinate Voice Response Unit messages with the Director of Corporate Communications during incidents.

c. CMG will be provided with message-related information by Corporate Affairs to ensure that consistent event information is delivered to customers via the media, the Company's website, customer emails and telephone.

5.0 EXHIBITS --

5.1 EXHIBIT A - Corporate Affairs Matrix for Initiating Communications Activities

5.2 EXHIBIT B - Staff Assignments

6.0 ADVICE AND COUNSEL -- The Senior Vice President, Corporate Affairs, will provide advice and counsel on this Policy Statement.

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EXHIBIT A

Corporate Affairs Matrix for Initiating Communications Activities

Number of Customer Outages	Duration of Outage	Time for Initiating Communications	Type of Communication
20,000 or more in one network\load area	At least 3 hours	1 hour (3 during off hours)	a) Notify elected officials b) Press release
40,000 or more	At least 2 hours	2 hours (4 during off hours)	a) Notify elected officials b) Press Release c) Press Briefing
70,000 or more	At least 1 hour	3 hours (5 during off hours)	a) Notify elected officials b) Press Release c) Press Briefing
Entire network/load area	At least 1 hour	3 hours (5 during off hours)	a) Notify elected officials b) Press Release c) Press Briefing

Off hours are all day Saturday, Sunday and CECONY holidays as well as Monday through Friday from 5 p.m. to 9 a.m.

Matrix requirements meet or exceed PSC ~~Outage Notification Incentive Mechanism~~ thresholds.

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EXHIBIT B

STAFF ASSIGNMENTS

Corporate Spokesperson	--	Director, Media Relations; or as designated by the Senior Vice President, Corporate Affairs
Employee Communications Liaison	--	Employee Communications Manager or designee
Government Relations Liaison	--	Vice President, Government Regional and Community Affairs, or designee
Phone Spokespersons	--	Media Relations Managers
Press Release Writer	--	Media Relations Manager
Social Media Staff	--	As assigned by the Director, Corporate Communications and Director, Media Relations
Webmaster	--	Webmaster, Corporate Communications

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ATTACHMENT 04:

CORPORATE INSTRUCTION 490-2:

CUSTOMER CARE

EMERGENCY RESPONSE PLAN

conEdison

Corporate Instruction

Note: This Corporate Instruction is being revised with regard to the Outage Notification Incentive Mechanism (ONIM), and is currently under review for approval.

SUBJECT

CUSTOMER CARE EMERGENCY RESPONSE PLAN

1.0 PURPOSE --

1.1. The purpose of this Instruction is to establish guidelines to coordinate efforts that will provide customers with assistance (*i.e.*, "Customer Care"), ~~per the requirements of the Outage Notification Incentive Mechanism (ONIM) and/or~~ when deemed necessary by the Incident Commander (IC), following an electric, gas, or steam incident.

2.0 APPLICATION --

2.1 This Instruction applies to all organizations of Consolidated Edison Company of New York, Inc. (CECONY). The primary organizations involved with Customer Care are Corporate Affairs, Customer Operations, Electric Operations, Gas Operations, Legal Services, Steam Operations, Substation Operations, Supply Chain, and System and Transmission Operations. Support from Emergency Preparedness; Emergency Support Group; Energy Services, Engineering and Planning; and Environment,
Health and Safety (EH&S) may also be required.

2.2 When used in this Instruction, the term "Company" refers to CECONY.

3.0 PROCEDURES –

3.1 Declaring a Customer Care Emergency –

a. During Corporate-level emergency events, the CERC Incident Commander (or designee would be responsible for determining whether or not to implement the Customer Care Emergency Response Plan. The CERC Communications Officer or the Customer Operations Officer (or designee may make the recommendation to the CERC Incident Commander (or designee to consider enacting the Customer Care Emergency Response Plan, based on information that he/she is receiving from Customer Outreach personnel in the field.

b. The Customer Care Emergency Response Plan should be invoked if one of the following occurs:

(1) The health and safety of customers directly affected by the emergency are adversely impacted to a significant degree by an electric, gas, or steam system condition that cannot be corrected during the initial field response. This includes, but is not limited to, those events where heating and/or water systems have been damaged.

(2) Unforeseen and disruptive events that impact our service as a result of severe natural phenomena, environmental events, hazardous materials releases, or negative impacts from emergency response.

(3) A situation develops that responding Company personnel (IC and staff) determine may adversely affect customers and/or external stakeholders/agencies.

c. The factors to be weighed in determining whether to implement the Customer Care Emergency Response Plan include, but are not limited to:

(1) The Company's responsibility in the cause of customer damages and/or hardships.

(2) The cause of outage/displacement.

(3) The number of customers affected by the incident.

(4) The type of customer(s) affected [*e.g.*, life sustaining equipment (LSE) customers, critical facilities such as hospitals, etc.].

(5) Whether relocation/displacement is required.

(6) The estimated amount of time people will be displaced.

(7) The extent of any property damage caused and its impact on overall customer safety and well-being.

(8) Whether a government agency has requested assistance.

(9) The extent to which customers' needs are already being addressed via assistance from other local or regional agencies [*i.e.*, New York City Emergency Management (NYCEM), Westchester County Department of Emergency Services (WCDES), New York Police Department (NYPD), American Red Cross (ARC), etc.).

d When deemed necessary and/or appropriate, the IC and/or appropriate on-site emergency response personnel will declare a "Customer Care Emergency" and initiate the Customer Care Emergency Response Plan by notifying their respective control center [e.g., Regional Electric Control Center (RECC), Gas Emergency Response Center (GERC), Steam Trouble Desk, or Substation Operations Desk at the Energy Control Center (ECC)].

e. Upon request from an IC, and/or appropriate on-site emergency response person, to initiate the Customer Care Emergency Response Plan, the respective control center will contact CMG at [redacted] as well as Legal Services.

f Upon notification from a respective control center of the initiation of the Customer Care Emergency Response Plan, CMG will notify Customer Outreach.

g. Upon notification from CMG, Customer Outreach will confer with the respective control center(s), IC, and/or appropriate on-site emergency response personnel for additional information in order to determine an appropriate level of staffing for the response as well as to determine if deployment of a mobile Customer Information Center (CIC) ~~*(a.k.a., "mobile command center vehicle in the ONIM)*~~ is necessary.

(1) NOTE: Not every activation of the Customer Care Emergency Response Plan requires the mobilization of a CIC to the field location.

h When deemed necessary, Customer Outreach will contact CMG to arrange for the mobilization as described in paragraph 4.2b(5).

i. CMG is responsible for notifying the Central Information Group (CIG), System and Transmission Operations, that a request has been made to mobilize a CIC to a field location. CIG, in turn, will make notifications in accordance with Section 10 of Procedure CG05-05, "CIG Notifications for Upgraded, Serious and Full-Scale Incident Command Systems (non-weather related) and Corporate Emergency (CERC) Activations."

j. Immediately after the declaration of the Customer Care Emergency Response Plan being implemented, the on-site IC, or designee, will call CIG and request that a CNS message be issued to CNS-qualified individuals. Information will also be disseminated via the communications officer at CERC. Additional information will also be provided to

(1) The General Manager(s)/Control Center(s) of the operating organization directly involved with the incident.

(2) The on-site IC or Emergency Response Manager.

(3) Quality Assurance and Communications Management Group (CMG), Customer Operations.

(4) Government Relations & Regional and Community Affairs (GR&RCA), Corporate Affairs.

(5) Corporate Communications, Corporate Affairs.

(6) Duty Liaison, Emergency Preparedness.

(7) Legal Services.

(8) Emergency Support Group, Facilities and Field Services.

3.2 Customer Care includes –

a. Assisting customers in obtaining updated information during an emergency.

b. Providing assistance to affected customers in securing food, clothing, transportation, temporary housing, and/or other basic essentials, when necessary.

c. Addressing customers' concerns and providing assistance in those instances where significant property damage has been caused and this property damage is associated with customer safety and/or security.

d. Intervening on behalf of the affected customer with Company departments, governmental and social service agencies, and other agencies or bodies, when deemed necessary.

e. Maintaining an infrastructure of customer service resources to respond to the needs of affected customers.

f. Providing updated customer and incident information to the Quality Assurance and Communications Management Group (CMG).

3.3 Site Response –

a. All responding Customer Outreach personnel will report to the Incident Command Post (ICP) and communicate with the IC for additional instructions.

b. The level of response to the incident site depends on the extent of the incident and the duration that customers are displaced. Generally, if there are no outages and customers are not displaced from their homes or are estimated to be displaced for four hours or less, the operating organization will handle all customer concerns.

c. At the discretion of the Incident Commander, other Company organizations could be required to respond to the site, which may include but is not limited to: Customer Operations, Emergency Preparedness, Energy Services, EH&S, and Legal Services.

d. Corporate Affairs, in consultation with the IC, will evaluate the situation and decide whether personnel will respond to the site.

3.4 Post-Emergency Preparedness –

After the immediate emergency (that required invocation of the Customer Care Emergency Response Plan) has been brought under control or is resolved, remaining customer issues may require that the procedures outlined in the plan continue to be applied. The IC in charge of the initial emergency or his/her relief is responsible for maintaining contact with the Customer Outreach staff remaining on scene until such time that all outstanding customer issues are resolved.

a. The on-site IC will follow through and initiate the demobilization of the Customer Care Emergency Response Plan when customer care actions are completed and communicate the same to all responders, the operating department(s) on-site, the respective control center(s), and CIG. When customer care actions are needed beyond the time when on-site activities are required, customer care activities and demobilization will be determined by Customer Operations and Legal Services. Other departments will continue to assist as needed.

b. At all times, the operating organization having the greatest responsibility for the remediation of the overall incident will be responsible for monitoring all costs associated with the Customer Care Response by making sure receipts and/or cost estimates for all activities are collected. The on-site IC has the ultimate authority to assign someone to this role, and the assignment of this role will depend on the severity of the incident and the types of expenses that are incurred.

3.5 Post-Emergency Evaluation –

After all the customer issues have been resolved, the IC from the responsible organization led by the General Manager or his or her designee will hold an after actions review with all involved organizations to discuss the overall effectiveness of the Customer Care Emergency Response Plan, an evaluation of the Company's response, and specific changes and recommendations for improvement, where needed.

4.0 RESPONSIBILITIES --

4.1 Corporate Affairs –

Provides timely and accurate information to appropriate Company personnel; and the public through the news media, social media, and the Company website; and elected and municipal officials and community organizations, in accordance with Corporate Policy Statement 810-2, "Corporate Affairs Crisis Communications Plan."

4.2 Customer Operations –

a. Customer Outreach.

(1) Obtains the status of the incident from the IC upon responding to the site. (Reference Corporate Instruction CI-260-4, "Corporate Response to Incidents and Emergencies.")

(2) Communicates updated incident status to affected customers.

(3) Determines the needs of affected customers throughout the event.

(4) Maintains contact with affected customers throughout the event including the period when they are lodged.

(5) Performs as a liaison to other Company departments on behalf of customers.

(6) Keeps the IC apprised of all Customer Outreach activities and that all of these activities are appropriately recorded/logged with the documentation kept as part of the overall incident response.

(7) Arranges for bi-lingual personnel to respond, when needed, to address customer needs.

(8) Determines the needs of impacted customers and discusses these needs with the IC and Emergency response Group, Facilities and Field Services. Customer needs might include local transportation, personal vehicle fuel, food, lodging, dry and wet ice, prescriptions, and other personal items or services as deemed necessary to facilitate recovery from the incident.

a) NOTE: Procurement-Card (P-Card) charge policies are covered in Corporate Instruction CI-320-11, "Corporate Procurement Card (P-Card)."

(9) Tracks the number of customers interacting with Outreach personnel at the site.

(10) Documents the problems and questions customers present to Outreach personnel at the site and refers this information to the appropriate organizations as needed.

(11) Reports on the conditions/situation in the vicinity of a mobile CIC.

(12) Deploys appropriate signage to highlight the location of a mobile CIC.

(13) Notifies the on-call Emergency Preparedness Duty Liaison that appropriate signage has been deployed by either calling the 24-7 coverage line at [redacted] or by sending an email to [redacted]

(14) Calls Government Relations & Regional and Community Affairs to advise that appropriate signage has been deployed and provides the signage locations.

(15) Removes signage when the activity at the site ceases.

b. Quality Assurance and Communications Management Group (CMG) and Project and LAN Support.

(1) Notifies Customer Outreach personnel that there has been a request to activate the Customer Care Emergency Response Plan.

(2) Updates the CMG log with incident information.

(3) Updates the Off-Hours Call Center, Customer Operations, if customer billing adjustments are necessary.

(4) Provides timely updates on the event to the Customer Operations Customer Assistance Call Centers (*i.e.*, Bronx-Westchester CC/WICs, Customer Communications Center 1, Customer Communications Center 2, Staten Island Call Center, and/or Off-Hours Call Center), which ensures that a uniform, consistent message is conveyed to any customers who call for information and updates.

(5) Upon request by the IC and/or on-site emergency response representative, and with the concurrence of Customer Outreach, will mobilize a mobile CIC by calling a predetermined list of Customer Operations employees who will deliver the mobile CIC to the emergency site.

(6) Quality Assurance and Communications Management Group (CMG) is responsible for notifying CIG at [redacted], that a mobile CIC has been deployed to support the incident response.

4.3 <u>Electric Operations, Gas Operations, Steam Operations, Substation Operations, and/or System and Transmission Operations</u> –

a. The IC for the affected operating department or the IC for environmental incidents:

(1) Determines if the Customer Care Emergency Response Plan is to be implemented.

(2) Exercises overall authority over any Customer Care response.

(3) Coordinates the Customer Care response, determines the level of response, determines what organization(s) must respond, and determines if services, such as lodging and transportation, will be provided.

(4) Mobilizes Customer Outreach through the Quality Assurance and Communications Management Group (CMG), as required.

(5) Mobilizes, at their discretion, other Company organizations in accordance with paragraph 3.3.

b. Central Information Group (CIG), System and Transmission Operations.

(1) Makes notifications relating to the incident, including any reports of damage, injuries, evacuations, etc. according to existing notification protocol and based on information provided by the communicator, IC, or applicable control center.

(2) Based on the information provided by the IC or designee notifies involved Customer Care departments of scheduled conference call(s).

(3) For those Customer Care Emergency Response Plan activations that warrant the dispatching of a mobile CIC, makes the appropriate notification indicating this action.

4.4 Energy Services, Engineering and Planning –

a. When customers are relocated due to damage to their homes as a result of a problem with the CECONY system, Energy Services will follow up with the customers' electrical and/or plumbing contractor(s) performing service-related repairs for the sole purpose of expediting the restoration of the Company utility service(s).

4.5 EP/Duty Liaison, Emergency Preparedness –

a. Assumes the position of Liaison Officer to effectively communicate with NYCEM, NYPD, WCDES, and other external agencies such as the American Red Cross, if necessary.

4.6 Emergency Support Group, Facilities & Field Services –

a. Works with the IC to arrange for hotel accommodations and/or transportation for customers impacted by the emergency.

b. Uses designated P-Cards for the purchase of emergency items during Company-wide or locally declared emergencies. These cards will be permanently opened for all purchase categories and will be assigned to those individuals who are designated by their organizations to act in an emergency. Direct withdrawal of cash is not permitted. (Reference Corporate Instruction CI-320-11.)

4.7 Legal Services –

a. Provides advice and counsel to all involved parties as it relates to the payment of claims and distributes information to customers on claims and reimbursement.

b. Responds to any event where a mobile CIC has been deployed in order to review the incident, makes recommendations for the handling of claims, ensures that consistent guidance is provided to Customer Outreach personnel for dissemination to customers, and determines if Corporate Instruction CI-110-1, "Investigation of Serious Accidents, Incidents, or Other Occurrences," is implemented.

c. In consultation with the IC, establishes the appropriate protocols for addressing damaged customer property.

4.8 Supply Chain –

a. Under special circumstances, Supply Chain's Procurement Card Administrator (PCA) may raise the $5,000 per transaction limit for a specific one-time spot purchase with proper justification based on written approval from the General Manager/Director of the appropriate using department and the General Manager/Director, Supply Chain. Approval documents, such as e-mails sent from a General Manager/Director stating the one-time limit increase is approved, must be retained in the cardholder's monthly P-Card envelope.

(1) NOTE: P-Cards can be used for expenses such as meals, hotels, and transportation during system emergencies only. The cardholder may use the P-Card for these expenses only when so authorized in accordance with the provisions of Corporate Instruction CI-320-11.

b. Provides guidance on the use of P-Cards for unusual expenditures.

c. Makes an Emergency Buyer available after normal business hours who can assist with spot purchases.

5.0 ADVICE AND COUNSEL -- The Vice President, Emergency Preparedness will provide advice and counsel on this Instruction.

ATTACHMENT 05:

CUSTOMER SERVICE PROCEDURE 2-0-1:

CUSTOMER OPERATIONS:

CORPORATE EVENT

CUSTOMER RESPONSE PLAN

Customer Service Procedure 2-0-1

TITLE

CUSTOMER OPERATIONS – GENERAL: Corporate Event Customer Response Plan

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This procedure was revised on 3/24/2021. Changes are noted with a GRAY band.

1.0 PURPOSE -- This procedure describes the Customer Operations actions to ensure that customers and contact Customer Service Representatives receive consistent, timely and accurate information during the course of a corporate event.

2.0 DEFINITIONS --

2.1 Corporate Event: Any condition leading to the activation of Distribution Engineering Situation Room at Irving Place. Events may be related to severe weather such as a major heat wave, imminent tropical storm or major winter storm, or other emergency, regardless of source, having a potential of major adverse impact on the Company's distribution system.

2.2 Situation Room Liaison: Customer Operations will assign personnel as liaison to the Distribution Engineering Situation Room. The liaison is a conduit for information and action requests between Customer Operations and the Situation Room.

2.3 Life Support Equipment Customers (LSE) customers are defined as those who require electrically operated machinery to sustain basic life functions. This includes designated electrically operated medical equipment prescribed by a qualified physician to be used on a continuous basis or as circumstances require as specified by the physician to avoid the loss of life or serious medical complications requiring immediate hospitalization.

2.4 Critical Facilities: These may include hospitals, nursing homes, senior housing complexes and other housing developments that have been identified to us by appropriate municipal agencies such as the New York City Department for the Aging and Westchester County.

2.5 Special Needs Customers, as defined in the Electric Emergency Response Plan: Special Needs Customers are defined as our Medical Emergency, Elderly, Blind and Disabled customers (EBD), and the human service agencies representing these customers. A Medical Emergency customer is defined as a resident who suffers from a serious illness or a medical condition that severely affects their well-being. A medical emergency is often a temporary situation as described in 16 NYCRR § 11.5(4)(i) whereby a medical doctor or qualified official of the Local Board of Health states in writing to the utility the expected duration of the medical emergency and explains either the nature of the medical emergency or the reason why the absence of utility service would aggravate the medical emergency. An EBD customer is considered a residential customer who is known or identified to the utility to be 62 years of age or older, and all the remaining residents of the household are 62 years of age or older, 18 years of age or under, or blind or disabled. A

person shall be considered disabled if the person has a disability as that term is defined in the Human Rights Act (Executive Law 292[21]).

3.0 ANNUAL PREPAREDNESS

By May 30 of each year, the following actions will be taken.

3.1 Customer Operations Outreach will prepare literature for insertion with bills offering enrollment to residential customers in our special needs programs.

3.2 Customer Operations Outreach with support from Corporate Communications, will prepare information on summer and winter storm preparation, heat-related dangers and ways to stay cool (warm in the winter) for distribution to customers through Company publications such as, *SPOTLIGHT* and *Customer News*.

3.3 Customer Outreach will send pre-storm emails to Human Service Agencies serving Special Needs Customers to warn them about an imminent major storm, heat wave or other event.

3.4 Customer Operations Communications Management Group (CMG) will ensure that standardized messages are available for calling LSE customers in advance and as required during an event in accordance with CSP 3-1-8.

3.5 Media Relations will issue public appeals through the media. These announcements will be shared with CMG prior to distribution of such information to the media, public and/or Company website. CMG requires this information to ensure messages placed on the Call Center's telephone system are consistent and timely with information shared via media channels.

3.6 Customer Outreach will contact community and governmental groups that serve elderly, ill, and disabled constituencies, and ask them to distribute Company literature concerning heat-related dangers/emergency preparedness and Con Edison's special needs programs.

3.7 Field Operation will verify with Stores that a sufficient number of completed storm kits are available for Site Safety. (400 Storm Kits)

By June 15 of each year, the following actions will be taken

3.8 Energy Services will identify Critical Facilities using the EMOPSYS data system, including the name and phone numbers of a responsible person

for each location who can be contacted in case of an outage. Energy Services identifies the critical facilities customer accounts on the Customer Information System and requests that a Critical Location Indicator Code ("CLIC") be posted to the account.

4.0 **EMERGENCY ROSTERS** -- Emergency Duty Rosters, including home, work and cell phone numbers will be maintained as described below:

- Situation Room Liaison - Staffed by second band employees from various Customer Operations organizations. Specialized Activities personnel coordinates this list.
- Customer Experience Center Emergency Duty Lists - Each Customer Experience Center, including Staten Island, will update their emergency duty roster into the Performance Management Track System including work, home and cell phone numbers.
- Outreach Staffing – Schedule of Outreach employees and augmentees that will coordinate Outreach response and staff Customer Information Centers. Outreach coordinates this list.
- Field Operations Staffing - Field Operations contact and availability for Corporate Events is coordinated by the Site Safety Coordinator. Staffing includes wire guard and dry ice distribution. The Outreach van drivers are coordinated by Revenue Protection Unit management.

5.0 **NOTIFICATION ABOUT A CORPORATE EVENT** --

5.1 Distribution Engineering will notify that the Situation Room will be opened in advance of a Corporate Event via e-mail to dl – situation room activation. When the notification is received, CMG will advise the Situation Room Liaison representatives of the pending assignment confirm notification to the Senior Vice President, General Manager, Customer Outreach Manager or designee and coordinate Customer Experience Center Customer Service Representative and management staffing as required.

5.2 During a hot weather emergency (heat index forecast greater than 100 degrees), System Operations will notify the General Managers of Electric Operations, the General Managers of Customer Operations and Energy Service, the Customer Experience Center Managers, CMG Manager and duty person, Customer Outreach, the Field Operations Managers, the Law Department Collections Group, and the Public Affairs Managers no later than 7:00 a.m. on a day in which the heat index is expected to be at or over 100 degrees Fahrenheit.

6.0 **ACTIONS DURING A CORPORATE EVENT** -- The following actions are taken during the course of a corporate event.

6.1 Situation Room Liaison: The Customer Operations Distribution Engineering Situation Room Liaison's duties are as follows:

- The primary function is to be proactive in gathering information on system status, potential impact on customers, whether 1-800 COOLNY and/or Westchester County number(s) have been activated, or if Community Centers in housing projects opened for emergencies, and relay the information to CMG.
- Any outage or voltage reduction problems should be reported to CMG immediately.
- Obtain next worst-case impact information when there are networks in trouble.
- Notify Communications Management, Communications Management Group Manager, Senior Vice President Customer Operations, the General Manager of Customer Assistance, Customer Assistance Managers ( ), the Center of Excellence ( ), Digital Customer Experience ( ), and Customer Outreach ( ) of potential imminent problems (multiple feeder outages that may subsequently affect a particular network).
- Act as a conduit for information requests from CMG, the Senior Vice President Customer Operations, the General Manager of Customer Assistance and Customer Outreach.
- At the request of the CMG confirm information that it gets from other parties.

6.2 Communications Management Group: The actions by CMG include the following:

- Ensure that LSE, Medical Emergency and EBD customer records are extracted from CIS by borough/county on a weekly basis. These records will be used to contact, LSE, Medical Emergency and EBD customers. Phone numbers from these records will be uploaded to an automated outbound system and used to contact these customers before, and after an event.
- Implement the process to make automated outbound contacts to LSE, Medical Emergency and Critical Facilities customers to warn them about an imminent major storm, heat wave, or other event. Energy Services provides CMG with Critical Facilities customer contact information semi-annually.
- Implement the process to make outbound contacts to EBD customers in a weather event classified as a Level 2 Serious event or higher.

- Get information regarding daily telephone conferences with the NYCEM during a citywide event from Corporate Affairs and Emergency Preparedness and update Customer Operations management about the meeting results.
- Update Customer Service Representatives (CSRs) by Area Outage Updates on Microsoft Outlook with information obtained from the Distribution Engineering Situation Room Liaison concerning pending conditions, area outages, estimated restoration times, etc.
- Update Customer Assistance employees of messages about the event played to customers via the Call Center's communications system. Also ensure that appropriate messages reside on inbound and outbound calls provided by the high volume call answering service vendor we utilize.
- Advise customers about area outages, heat stress messages, estimated restoration time, etc., via the Call Center's telephone system. Refer to Attachment 22 (Order Approving Outage Notification Incentive Mechanism) of the Emergency Response Plan (ERP) for minimum response times allowed for the activation of County Specific / Broadcast messages, and LSE notification requirements.
- When unpredictable events cause all customers inbound lines to become busy or unavailable, inbound 800-75CONED calls will overflow automatically to a redundant automated IVR system provided by our high volume call answering service vendor. CMG will monitor inbound toll free and local trunks, and in the event of weather and/or network conditions that result in a rapid increase in customer calls that tie up 55-70% of all trunks, will take action to manually send overflow calls to high volume call answering service vendor we utilize, and ensure that customers who transfer out of our high volume call answering service system can connect with a CSR.
- Compile and distribute hourly reports of staffing, calls received and answered, percent answered and service level in accordance with the Storm Metric Card.
- Via the Outage Management Dashboard (Obvient) obtain information about LSE customers who are predicted to be without service. Follow procedures (including CSP 3-1-8) to ensure these customers are notified during outage events; Notifications to these customers during events should recommend that they seek medical or police assistance if required.
- Ensure that messaging on the telephone switch and customers, without service, are updated periodically as circumstances warrant.
- Respond to requests from the Situation Room as needed.
- Coordinate with Corporate Affairs where applicable to ensure that information provided to customers over the telephone is consistent

with information provided to the press and in individual Outreach efforts. (Reference CI 810-2 and CSP 2-1-3).

- Maintain an event log of all CMG actions throughout the event. Place all related back-up and supporting documentation in a shared folder on the department's resource server.
- Obtain information regarding restoration estimates, dry ice locations or any other pertinent information during outages.
- Ensure messaging heard by customers from our high-volume call answering service system provided by a vendor is appropriate for the circumstances.
- Record all hourly statistics and reports.

6.3 Customer Outreach: The actions by Customer Outreach include the following:

- Act as liaison and brief appropriate senior centers and/or social services organizations during the course of an event.
- In collaboration with Corporate Communications, Coordinate internal and external Outreach messaging such as e-mail blasts, post-event letters to customers, etc.
- Visit community sites during the course of an event as required and coordinate staffing for the Customer Information Center (Outreach van) as required during an event.
- Send pre-storm emails to Human Service Agencies serving Special Needs customers to warn them about an imminent major storm, heat wave or other event.

6.4 Customer Experience Centers: The following actions will be taken by Customer Experience Center management at the outset and during the course of an event:

- Ensure that the required staffing is available in accordance with the Electric Emergency Response Plan (Electric ERP)
- Monitor CSR performance.
- Implement storm/incident communications with LSE customers as described in the Electric ERP and the LSE Contact Procedure

6.5 Site Safety/ Wire Guarding

- Field Operations alerts all employees scheduled on the Duty Roster to inform them of the time and location to report for an event and ensures that the staffing requirements for the storm level are obtained.

- All equipment and supplies are ordered and/or verified at each location to meet the storm level.
- The Site Safety Coordinator and Regional Unit Leaders participate on the Corporate ICS calls and Regional ICS calls to report the status of Wire Guarding.
- Site Safety is mobilized when an Electric Region establishes an incident classification of Serious and above for an overhead storm, or as requested by the Regional Incident Commander
- Wire Guards receive their Safety Briefing and are dispatched to the field based on the Trouble Type prioritization table on the Site Safety Management System.
- Unit Leaders monitor the Site Safety Management System to ensure that we meet the Public Service Commissions Scorecard goals and any request from Emergency Preparedness, Electric Operations and Damage Assessment.
- Site Safety Supervisors continuously communicate with the Wire Guards in the field during an event to ensure their safety and that the wires down locations are properly staged to ensure public safety.
- When Necessary, Wire Guards assist in the distribution of dry ice to the public.
- All staffing records, arrival times and communications are recorded on the Site Safety Management System for an event as a point of reference.

6.6 Liaison Officer: The following actions will be taken by the Liaison Officer (Regional or CERC) during the course of an event:

- Request lists of potential cooling/warming centers from NYCEM and WCDES, as appropriate, and share the information gathered with the respective Communications Officer (so that this information may be relayed to Corporate Affairs for inclusion on the Company website), Regional Customer Operations Officer, Customer Outreach, and CMG.

7.0 **<u>SPECIAL ACTIONS DURING A HOT WEATHER EMERGENCY DAY</u> --** On such days, the following actions will be taken.

7.1 Customer Operations' Field Operations Management will expedite the completion of physical turn-ons, no service orders and reconnects, and suspend residential turn-offs for non-payment.

7.2 CMG will inform callers that it is important to stay cool and to check on relatives and neighbors who are elderly and/or have disabilities. (This will

be done through the use of a recorded message on the telephone switch.)

7.3 At its discretion, Media Relations will issue press releases and public service announcements to increase the public's awareness of heat-related dangers.

8.0 REFERENCES --

CSP 3-1-4: Medical Emergency Cases
CSP 3-1-8: Accounts Coded Life Support Equipment
Electric Emergency Response Plan (ERP)
CSP 2-1-3: Processing Emergency Calls
CSP 2-0-22: Dry Ice Distribution
CI 810-2: Corporate Affairs Crisis Communications Plan
CI 260-4: Corporate Response to Incidents and Emergencies
LSE Customer Contact Procedure

9.0 PROCEDURAL RESPONSIBILITY -- The Senior Vice President, Customer Operations, is responsible for this procedure. Assistance, as described in this document, will be provided by System Operations, Government Relations, Media Relations, Energy Services, Corporate Communications, Corporate Affairs, Electric Operations, and Distribution Engineering.

10.0 CEO CERTIFICATION REQUIREMENT NOTICE -- This procedure is relied upon for compliance with Public Service laws, rules and / or regulations as documented in connection with the PSL 65(15) CEO Certification Project. Any revisions to this procedure must be made with consideration to the requirements identified in Customer Operations' CEO Certification Matrix.

Log - Concurrences / Final Approvals

Department / Organization	VP/SVP	Date
Energy Services, Electric Ops	[redacted]	5/17/21
Distribution Engineering, Electric Ops	[redacted]	5/17/21
Corporate Affairs	[redacted]	5/24/21
System Operations	[redacted]	5/24/21
Emergency Preparedness	[redacted]	5/24/21

ATTACHMENT 06:
CUSTOMER SERVICE PROCEDURE 2-0-22
CUSTOMER OPS—GENERAL:
DRY ICE DISTRIBUTION

Customer Service Procedure 2-0-22

conEdison

TITLE

CUSTOMER OPERATIONS--GENERAL: Dry Ice Distribution

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This procedure has been revised on 12/7/2020. Changes are noted with a GRAY band.

1.0 **PURPOSE—** To document Customer Operations responsibilities and processes related to the distribution of dry ice to consumers whose electric service has been interrupted and are expected to be without service for 48 hours or more as a result of weather-related events or system emergencies.

2.0 **POLICY —** The dry ice procedure will be followed ***in preparation for and in response to a weather related event or system emergency*** as per Public Service Commission mandate 16 NYCRR 105.4 N.Y. Comp. Codes Rules & Regulations, Title 16, 105.4.

The company will commence dry ice distribution within 24 hours from the start of restoration for outages resulting from anticipated events, expected to last 48 hours or more. However, dry ice will not be distributed when the Company cannot obtain dry ice due to interruption or limitations of dry ice production, or when other conditions (e.g. road and bridge closures) and time of day beyond the Company's control, prevent distribution. When dry ice is unavailable, the company will attempt to substitute with wet ice until sufficient quantities of dry ice can be received. Customers will be distributed approximately 5-10 lbs. of dry ice (or wet ice) at established distribution locations.

Upon the declaration of a corporate emergency, dry ice requests and activities will be coordinated through the Corporate Emergency Response Center (CERC). When CERC is not active, dry ice needs will be coordinated through regional incident command structures (ICS). An assessment of dry ice requirements will be included as part of the inter-regional conference calls.

3.0 **PURCHASE, MANAGEMENT AND TRANSPORT OF ICE** – Supply Chain is responsible for establishing and monitoring agreements for dry ice. The LOCC is responsible for ordering dry ice during emergencies or when CERC is activated. Facilities and Field Services (FFS) will coordinate the purchase, receipt and transportation of dry ice to the selected location.

4.0 **CUSTOMER OPERATIONS RESPONSIBILITIES –**

Customer Operations is responsible for:

- Participating in discussions as part of CERC or the Regional ICS Organization during Incident Command Meetings or as part of an inter-regional call and subsequent discussions regarding dry ice distribution and initiating the discussion of dry ice distribution as necessary. For details see Paragraph 5.3.
- Staffing and supervising the dry ice distribution locations
- Ensuring that personnel involved in the handling and distribution of dry ice receive a job briefing as specified in the Training Guidelines for the Handling & Packaging of Dry Ice (Exhibit A). Ensuring that employees: comply with the rules

for handling and packaging of dry ice (Exhibit A); that the required PPE is correctly utilized including the use of gloves, long sleeves and long pants; and that employees prominently display their Company IDs.

- Ensuring that the dry ice distributed is properly packaged and that handling instructions are provided.
- Communicating information on dry ice distribution time(s) and location(s) to Customer Operations employees at the Call Center and other locations and customers who contact the Company and as per section 6.0 of this procedure.
- Discussing the need for relocation of the distribution site(s) if field conditions warrant with the IC, Logistics Section Chief, Information Officer, and the Liaison Officer prior to the relocation of the distribution site(s). t
- Providing hourly updates regarding the dry ice activities by location. Information will be reported by email for each location as shown in Exhibit B. The information will be provided to the Incident Commander, Logistics Section Chief, Information Officer, and the Liaison Officer when CERC is active and the regional Incident Commander when CERC is not active.
- Initiating discussions as necessary related to the demobilization of dry ice distribution locations.

5.0 DEPLOYMENT OF DRY ICE DISTRIBUTION LOCATIONS –

5.1 ***Customer Operations Outreach*** will represent Customer Operations in discussions related to the deployment of dry ice.

5.2 ***The Communication Management Group (CMG)*** will be responsible for contacting the ***Outreach Representative on Call*** when notification is received that advises that an Incident Command Meeting or inter-regional conference call is scheduled. CMG will notify the *Outreach Representative on Call* about when the call will take place.

5.3 It is the responsibility of Customer Operations Outreach, working with Facilities & Field Services, and Emergency Preparedness, to ensure that the discussion of the deployment of dry ice is initiated as part of the Agenda for the initial Incident Command Meeting or as part of an initial inter-regional or regional conference call(s). Discussions should take place between the Incident Commander (IC), the Logistics Section Chief, the Customer Operations Officer, the Liaison Officer, the Communications Officer and the Information Officer under the CERC or Regional ICS Organization to determine if dry ice will be distributed and if so where it will be distributed.

5.4 The ***Field Operations Duty Officer*** is responsible for staffing and ensuring supervision of dry ice distribution locations. The Field Operations Duty Roster

which lists duty assignments, will be posted on the Customer Operations Portal and provided to CMG.

The ***Field Operations Duty Officer*** is responsible for ensuring that personnel involved in the handling and distribution of dry ice receive a job briefing as specified in the Training Guidelines for the Handling & Packaging of Dry Ice (Exhibit A). The Field Operations Duty Officer is also responsible for ensuring that employees comply with the rules for handling and packaging of dry ice (Exhibit A) and that the required PPE is correctly utilized including the use of gloves, long sleeves, safety, glasses, safety vest and long pants and that employees prominently display their Company IDs.

5.5 The ***Field Operations Duty Officer*** or Field Operations on-site supervisor is responsible for providing an hourly count of bags of ice distributed. The Outreach Emergency Response Coordinator is responsible for hourly reporting to CERC or the regional IC ~~for~~ and ensuring that the Dry Ice Distribution Report (Exhibit B) is prepared and issued at the end of each day that ice is distributed on-site.

5.6 **Staffing Dry Ice Distribution Locations –** When it is determined that dry ice distribution locations will be set up, the ***Field Operations Duty*** will be contacted as follows:

5.6.1 **Staffing Dry Ice Distribution Locations During A CERC –** During a CERC the Customer Operations CERC Assistant will contact the ***Field Operations Duty Officer*** to provide information about the dry ice locations so that staffing can be arranged.

5.6.2 **Staffing Dry Ice Distribution Locations During Non-CERC Events –**

5.6.2.1 When ***CMG i***s contacted with a request for the deployment of dry ice, CMG will contact the ***Outreach Representative on Call (Duty Manager)***

5.6.2.2 ***Outreach*** will in turn contact the Incident Commander to discuss the dry ice deployment.

5.6.2.3 Once the dry ice distribution locations are confirmed, the ***Outreach Representative on Call*** will call CMG to provide CMG with this information.

5.6.2.4 CMG will in turn contact the ***Field Operations Duty Officer*** to provide information about the dry ice distribution locations so that the ***Field Operations Duty Officer*** can arrange staffing.

5.7 **Arranging for Staffing To Distribute Dry Ice –**

5.7.1 The ***Field Operations Duty Officer*** will contact Outreach as necessary to discuss staffing requirements and to determine the number of employees to be assigned to dry ice distribution based upon the anticipated traffic at the dry ice distribution location(s). A minimum of a two-person crew will be assigned to distribute dry ice at each distribution location. In addition the Field Operations Duty Officer will make arrangements for supervisory personnel, as necessary.

The Field Operations Duty Officer will be responsible for mobilizing personnel to the dry ice distribution locations. The Site Safety Duty Roster will be posted on Customer Operations Portal and will be used to identify Field Operation personnel that will be assigned to dry ice distribution for the event.

5.7.2 The ***Field Operations Duty Officer*** will contact CFRs to notify them of their dry ice distribution assignment. If sufficient resources are not available within Customer Operations, the ***Field Operations Duty Officer*** will arrange for additional staffing. During an event the ***Field Operations Duty Officer*** will either contact the HR representative at CERC, if activated, or contact Emergency Preparedness to request additional staffing to distribute the dry ice.

5.7.3 The ***Field Operations Duty Officer*** will arrange for necessary supervision at the location (s).

6.0 COMMUNICATING THE LOCATION OF THE DRY ICE DISTRIBUTION LOCATIONS –

6.1 During CERC events, once the dry ice distribution locations and distribution schedules have been determined, the CERC Assistant (if CERC is activated) or *Outreach Duty Manager* (in non-CERC) will advise CMG, who will then notify Customer Assistance representatives and supervisors of the dry ice distribution time(s) and location(s).

6.2 In non-CERC events, the Department Manager in Customer Outreach ~~officer~~ will notify Corporate Communications and regional Corporate Affairs of the dry ice distribution times and locations.

6.3 If field locations warrant the relocation of the distribution site(s) Customer Outreach will initiate a discussion with the Customer Operations Officer during a CERC and during a non-CERC event with the IC and Regional Corporate Affairs, *prior* to the relocation of the distribution site(s). If after discussion, the dry ice distribution time(s) and/or location(s) change, the updated information will be

provided to CMG for dissemination to Customer Operations employees at call center and other locations.

6.4 CMG will ensure the communication of dry ice distribution location(s) and time(s) to the Customer Operations employees at the Call Center and other locations.

7.0 DISTRIBUTION OF DRY ICE –

7.1 Dry ice will be distributed with handling instructions. Outreach will work with Facilities and Field Services to arrange for the printing of instructions in languages other than English and Spanish and ensure that sufficient quantities of instructions are provided to the dry ice distribution sites as needed.

Dry ice will be distributed to each customer (5-10 lbs.) in appropriate packaging. The Field Operations Duty Officer or Field Operations on-site supervisor will ensure that handling instructions are distributed to each customer with the dry ice.

8.0 SUPERVISING THE DRY ICE CREWS –

Field Operations will provide supervision of the crew assigned to distribute dry ice.

Supervisory responsibilities include:

- Ensuring that the dry ice is distributed to each customer in appropriate packaging with handling instructions.
- Ensuring that each employee assigned to dry ice distribution utilizes PPE as specified in the Training Guidelines for the Handling & Packaging of Dry Ice (Exhibit A) and prominently displays their ID.
- The supervisor will also be responsible for observing the level of dry ice distribution activity and determining whether additional CFRs and/or a dedicated supervisory employee are needed at the site. If additional support is needed, the ***Field Operations Duty Officer*** will be contacted.
- Ensuring that an hourly count of bags of ice distributed needed for the Dry Ice Distribution Report (Exhibit B) is maintained by the assigned CFRs at the dry ice distribution locations.

9.0 JOB BRIEFINGS – The *Field Operations Duty Officer* will ensure that employees assigned to dry ice distribution receive a job briefing as specified in the Training Guidelines for the Handling & Packaging of Dry Ice (Exhibit A).

10.0 COMMUNICATING UPDATES OF DRY ICE DISTRIBUTION ACTIVITY

10.1 Customer Operations is responsible for providing periodic updates regarding the dry ice activities by location to the Incident Commander. During a CERC, this information will be communicated from the field as described in sections 10.3 below to the Customer Operations CERC Assistant. During non-CERC events, this information will be communicated to the CMG.

10.2 Supervisors assigned to ice distribution will maintain an hourly count of bags of ice distributed needed for the Dry Ice Distribution Report (Exhibit B). This report provides information on the volumes of dry ice distributed during specific time periods.

10.3 The Customer Operations management employee responsible for overseeing the dry ice crew at each location will be responsible for reporting the information in the Dry Ice Distribution Report (Exhibit B) at the operational periods requested. Information will be forwarded to the CERC Assistant or CMG at the end of each operational period or more frequently if required. During a CERC, the CERC Assistant will provide this information to CMG.

During a non-CERC CMG will be responsible for communicating this information to the Incident Commander.

11.0 DEMOBILIZING THE DRY ICE LOCATIONS –

When necessary, the ***Outreach Duty Manager*** will initiate a discussion with the Incident Commander (IC), to determine when each dry ice location should be demobilized.

12.0 REFERENCES--

FFS 339-315: Dry Ice Procedure

CI 490-2: Customer Care Emergency Response Plan

13.0 PROCEDURAL RESPONSIBILITY--

The Senior Vice President, Customer Operations, is responsible for this procedure.

14.0 CEO CERTIFICATION REQUIREMENT NOTICE --

This procedure is relied upon for compliance with Public Service laws, rules and / or regulations as documented in connection with the PSL 65(15) CEO Certification Project. Any revisions to this

procedure must be made with consideration to the requirements identified in Customer Operations' CEO Certification Matrix.

15.0 EXHIBITS –

EXHIBIT A – Dry Ice Handling Training
EXHIBIT B – Dry Ice Distribution Report

Exhibit A – Training Guidelines for the Handling & Packaging of Dry Ice – Page 1 of 2

1) Applicability - This training is for employees who distribute dry ice to our customers. This training does not apply to employees who cut dry ice into blocks. Additional personal protective equipment (PPE) and training would be required for this activity.

2) Safety Data Sheet

a) Relevant Information on Dry Ice SDS

1. Dry Ice is extremely cold (-109F / -78.5C)
2. Avoid contact with skin and eyes since it may cause cold burns.
3. Asphyxiant - liberates heavy gas that displaces oxygen and may cause suffocation.
4. KEEP OUT OF THE REACH OF CHILDREN AND PETS.
5. Do not seal in glass or other tightly closed containers
6. Do not enter areas where dry ice is used or stored until area is properly ventilated.
7. Use heavy gloves, safety shoes, and protective clothing when handling.

b) SDS kept on each transportation vehicle.

3) Handling and Packing Procedure

a) Handling dry ice when in an enclosed truck. Enclosed areas such as closed box trucks before entering and close all vehicle windows. When transporting, windows shall be kept open.
b) Wear all appropriate PPE.
c) Avoid bringing exposed skin into contact with dry ice when handling.

PPE

a) Long sleeves – Fully buttoned at the cuffs
b) Long pants
c) Leather gloves or equivalent
d) Traffic Vest (if working in a high traffic area)
e) Safety Glasses

Exhibit A – Training Guidelines for the Handling & Packaging of Dry Ice – Page 2 of 2

4) Handling and Packing Procedure

1. Place 5-10 lb. blocks of dry ice (or Pellets) into brown paper bags.
2. Customer instructions are preprinted on handouts, noting use and handling instructions. Provide this copy to the customers.
3. Place brown paper bags into plastic bags to be carried by the customer. Provide the ice to the customer.
4. If pre-packing the dry ice (before customer's pickup), place the completed bags back into the dry ice plastic bins for future distribution to limit evaporation.

Exhibit B– Dry Ice Distribution Report

Dry Ice Distribution Report

Date: _____

Location:

Employee Name: _____

Date	Time	# of Pounds / Bags	Reported By	
			Employee Name	Employee Number

Log - Concurrences / Final Approvals

Department / Organization	VP/SVP	Date
Facilities and Field Services, Utility Shared Services	[redacted]	12/7/2020
Supply Chain, Utility Shared Services	[redacted]	12/3/2020
Emergency Preparedness	[redacted]	12/3/2020

ATTACHMENT 07:

CUSTOMER SERVICE PROCEDURE 2-1-3
CUSTOMER OPS—CUSTOMER COMMS:
PROCESSING CUSTOMER EMERGENCY REPORTS

conEdison

Customer Service Procedure 2-1-3

TITLE

CUSTOMER OPERATIONS – CUSTOMER COMMUNICATIONS – Processing Customer Emergency Reports

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This procedure has been revised on 11/24/2020. Changes are noted with a GRAY band.

1.0 PURPOSE -- To provide guidelines for processing and responding to customer reported emergencies.

2.0 BASIC POLICY-- Customers may report electric service problems by speaking with a Customer Service Representative. Customers may also self-initiate an electric trouble report through the IVR, SMS or through the trouble reporting application on the Con Edison website or native mobile application using any web-enabled device such as a computer or Smartphone. Customers are provided with an estimated restoration time when available.

3.0 DEFINITIONS--

3.1 EMERGENCY - A report or contact relating to Company service that indicates:

- Danger to a customer, the general public, or a Company employee
- Damage to property
- A service problem affecting a customer or the distribution system
- Assistance requested from Police, Fire, EMS or other emergency organizations during emergencies
- Other hazardous conditions

3.2 CUSTOMER EXPERIENCE CENTER- An organization responsible for answering and documenting service related emergency calls.

3.3 HIGH VOLUME CALL ANSWERING SERVICE- A contracted service company which offers automated inbound (High Volume Call Answering service – HVCA) and outbound high volume contact call center solutions. Such services are utilized during corporate emergencies and other events, like storms and heat events. Specifically, these services allow customer inbound calls to be handled in a redundant automated interactive voice response (IVR) system during times when customer inbound lines become busy or unavailable –see Exhibit E– HVCA provides a high inbound port capacity allowing customers to report service troubles and obtain outage information. In addition, HVCA allows for CMG to broadcast pre-defined/adhoc event and outage notification messages to customers, including LSE, Medical Emergency, and Critical Care (nursing homes and hospitals).

The automated outbound system can be access via the Internet or by phone 24x7.

HVCA call flows and inbound and outbound announcements/messages can be obtained by contacting the Communications Management Group via email ([redacted]) or phone ([redacted]) or ([redacted]).

3.4 **RECORDED ANNOUNCEMENT-** Announcements are used to advise callers about an emergency event, status of an emergency event, or electric distribution system.

4.0 EMERGENCY REPORTING CHANNELS –

- Customer Service Representative
- Web
- Mobile Application
- Text (SMS)
- IVR

5.0 PROCESSING EMERGENCY REPORTS

5.1 **CUSTOMER SERVICE REPRESENTATIVES** - Use the Desktop Emergency Application to document customers' electric service Problems see EXHIBIT A. The Emergency Application prompts Customer Service Representatives to solicit information about the service problem from the customer. A trouble report with a specific trouble type is generated based on the customer's verbal response to the questions asked by the representative.

5.2 **SPEECH INTERACTIVE VOICE RESPONSE (IVR)** - Customers that Call Con Edison may report electric troubles by using the IVR see EXHIBIT B. The IVR will proactively provide concise, comprehensive and accurate information. The speech IVR solicits information about the electric service problem from the customer. A trouble report with a specific trouble type is generated based on the customer's verbal response to the questions asked by the speech IVR.

5.3 **WEB -** Customers may visit www.coned.com to self-report electric service problems. An emergency ticket with a specific trouble type is generated based on the Customers' selection see EXHIBIT D.

5.4 **MOBILE APPLICATION** - Customers may use the Con Edison's mobile application self-report electric service problems. An emergency ticket with a specific trouble type is generated based on the Customers' selection.

5.5 **TEXT (SMS)** - Customers may text (SMS) to self-report electric service problems. An emergency ticket with a specific trouble type is generated based on the Customers' selection.

6.0 **RESTORATION RELATED COMMUNICATION** – Customers may obtain an estimated restoration time and/or check status for electric service problems by speaking with a Customer Service Representative, through the IVR, on www.coned.com, native application and by text. Customers may also obtain information through the Outage Map.

6.1 The electric emergency department assesses the condition causing the electric service problem and assigns an estimated restoration time to the job.

6.2 An automated outbound communication is made to customers who have reported an outage upon assignment of an ETR.

6.3 An automated restoration outbound communication via text or call is made to customers upon completion of the job. On the restoration call, customers are given the option to speak to a Customer Service Representative if they are still experiencing service problems. If a customer responds to a restoration text, a new outage ticket will be opened.

6.4 During specific outage events which require outbound messaging, the IVR messaging will be consistent with the information contained in press releases and updated within one hour of the issuance of a press release.

6.5 The Electric Emergency department addressed trouble reports to restore service or address hazardous conditions.

6.6 For Smoking Manhole Contacts, customers are directed to speak to a CSR when reporting a smoking manhole situation because of high safety concerns. When a fire in a manhole is reported, CSRs must call 911 emergency services.

7.0 **GAS EMERGENCY CONTACTS** – Due to the volatility of the commodity, all gas service trouble reports are processed by Customer Service Representatives. Customer Service Representatives use the Desktop Emergency Application to

document customers' gas service problems, see EXHIBIT C. The gas trouble reports are addressed by the Gas Emergency department to restore customers' service or address the reported hazardous condition.

8.0 **STEAM EMERGENCY CONTACTS -** Customer Service Representatives use ECS (the Emergency Control System) to issue trouble reports for customers calling with a steam emergency. The steam trouble reports are addressed by the Steam Emergency department to restore customers' service or address the reported hazardous condition.

9.0 **REFERENCES.**

Trouble_Codes

Automated Outbound ETR and Restoration Call Process

10.0 **PROCEDURAL RESPONSIBILITY --** The Senior Vice President, Customer Operations, has responsibility for this procedure.

11.0 **CEO CERTIFICATION REQUIREMENT NOTICE--** This procedure is relied upon for compliance with Public Service laws, rules and / or regulations as documented in connection with the PSL 65(15) CEO Certification Project. Any revisions to this procedure must be made with consideration to the requirements identified in Customer Operations' CEO Certification Matrix.

12.0 **PII NOTICE --** The business operation(s) described in this procedure may require access to customers' personally identifiable information (PII) in order to be completed. All employees implementing this procedure must adhere to Corporate Policy Statement 310-2, Computer Data Security, as well as all departmental policies and practices governing access to, use and treatment of customer PII. Any revisions to this procedure must be made with consideration to the aforementioned requirements, and must be approved by the General Manager of Strategic Applications.

13.0 **EXHIBITS**

EXHIBIT A: DESKTOP ELECTRIC EMERGENCY FLOWCHART



TRBLFlow - Electric Only.pdf

EXHIBIT B: SPEECH INTERACTIVE VOICE RESPONSE ELECTRIC EMERGENCY



EXHIBIT C: DESKTOP GAS EMERGENCY FLOWCHART



EXHIBIT D: INTERNET ELECTRIC SERVICE PROBLEM APPLICATION

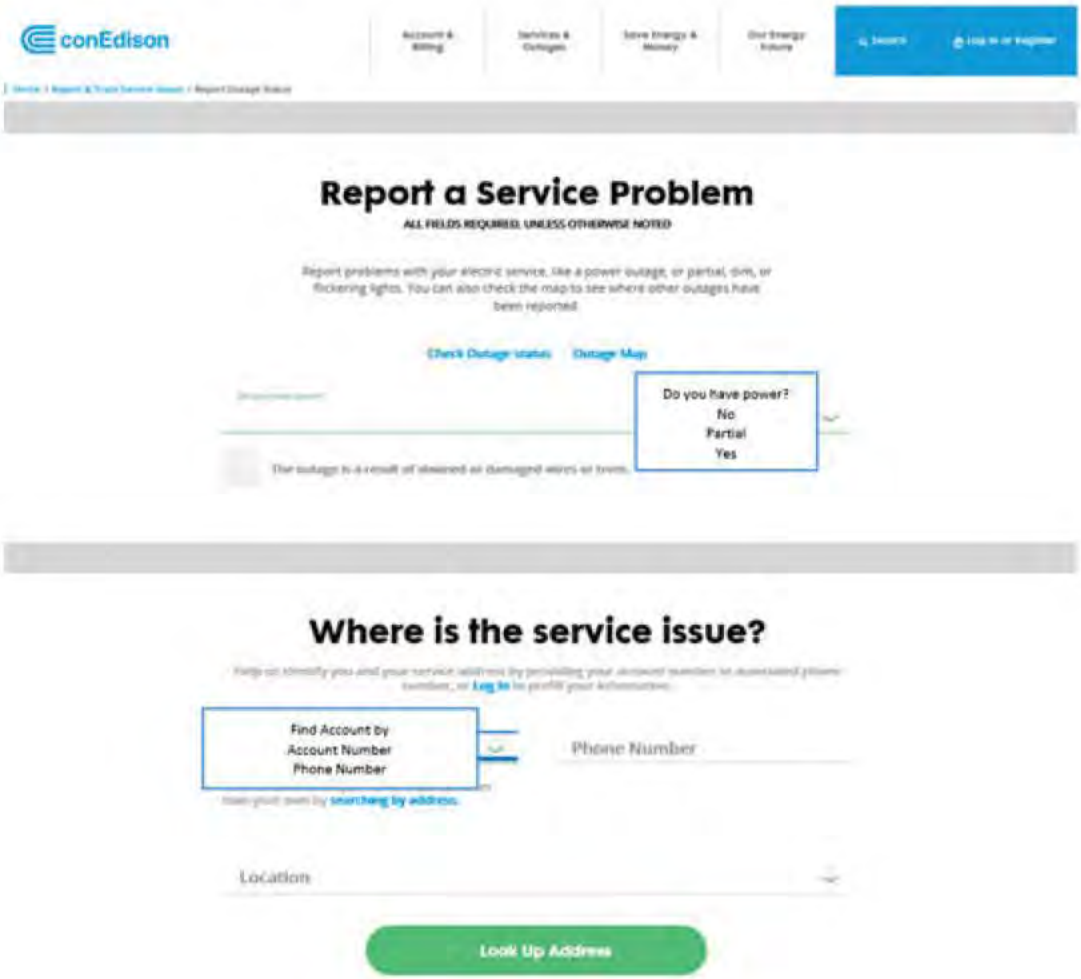

EXHIBIT E: HVCA FLOWCHART

HVCA Flowchart.pdf

ATTACHMENT 08:

CUSTOMER SERVICE PROCEDURE 3-1-8:

CUSTOMER OPS: CREDIT AND COLLECTIONS – ACTIVE ACCOUNTS CODED LIFE SUPPORT EQUIPMENT

conEdison

Customer Service Procedure 3-1-8

TITLE

CUSTOMER OPERATIONS – CREDIT AND COLLECTIONS—ACTIVE ACCOUNTS: Accounts Coded Life-Support Equipment

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This procedure has been revised on 12/13/2021. Changes are noted with a GRAY band.

1.0 **POLICY**--An account will be coded on CIS (Customer Information System) as LSE (Life Support Equipment) when electric service is provided to a residential premise, including a multiple dwelling, or household where a resident has a medically certified condition requiring utility service to operate a life-support device. In addition, any meter supplying electric service to an account coded as LSE will have a white LSE seal affixed to the meter to ensure that utility service is provided and not turned-off.

2.0 **DEFINITION**--If utility service is needed to operate medical equipment certified as life support by a medical doctor, nurse practitioner or physician's assistant or local board of health official, the account will be classified as LSE. LSE equipment is limited to:

- Tank-type Respirator (Iron Lung)
- Curaisse-type Respirator (Chest)
- Rocking-bed Respirator
- Electrically Operated Respirator
- Infant Apnea Monitor (generally used up to age two)
- Hemodialysis Equipment
- Other equipment that a medical doctor, local board of health official, nurse practitioner or physician's assistant certifies as required for life preservation

3.0 **WHEN A REPORT IS RECEIVED THAT LSE EQUIPMENT IS IN USE**--

Any contact employee can be made aware that a medical situation exists that requires the use of LSE either during a field visit, through a letter or return of a Company form, during a telephone contact, electronic mail, website or through return of the Application for Special Services. If any of these are received by any employee, they should be sent to the Priority Customer Group and the Priority Customer Group will issue a LSE to PER referral.

When a call center CSR is made aware of a medical situation, they must issue an LSE referral to PER (Personal Service) on the customer's account.

When the information is obtained by a field employee, such as a Collector or Non-Routine CFR (Customer Field Representative), they will input the information into his or her handheld device. The employee who reviews the FRR (Field Result Referral) will then issue the LSE referral to PER. Special Forces or other Collections employees that do not have a handheld device should call their local CSR (Customer Service Representative) within Credit and Field Operations (CFO) to issue a LSE to PER referral.

Specific details of individual customer LSE conditions should not be input on notes on accounts on CIS nor entered in free form comments in the handheld device.

4.0 CERTIFICATION REQUIREMENTS-- Accounts will not be established as LSE on CIS unless written certification, which meets all requirements of paragraph 4.1, has been received.

4.1 Written Certification Requirements. Written certification of the medical condition requiring utility service to operate a life-support device must be submitted on the stationery of the medical doctor, local board of health official, nurse practitioner or physician's assistant. This certification (which can be for either the initial or subsequent certification) shall include:

- The name, address and phone number of the certifying medical doctor, local board of health official, nurse practitioner or physician's assistant qualified to make a medical judgment.
- The doctor's State registration number.
- The name and address of the person requiring the life support device.
- The nature of the serious illness or medical condition.
- An affirmation that the illness or condition requires the use of specified electronically powered equipment in order to support life and a reason why the absence of utility service would pose a threat to life.
- The signature of the medical doctor, local board of health official, nurse practitioner or physician's assistant qualified to make a medical judgment.

4.2 Follow-up On Certification. If written certification is not made within 21 business days, the customer will be advised that the account cannot be established on the LSE program and that the account will be subject to normal collection action. A letter confirming this will be mailed to the customer. The referral withholding credit action(s) will be held open an additional 10 business days and then completed with the appropriate remarks.

When a customer has been turned off for non-payment (TONP), as part of the LSE TONP procedure, the CSR must issue the appropriate reconnect order even if a payment has not been received and the Priority Customer Group will be responsible for contacting the customer within one hour of receiving notification that possible LSE is in use. The Priority Customer Group explains to the customer the documents required. If documents are received and approved, the Priority Customer Group will follow the LSE certification process and code the account accordingly. If documents are not approved and/or not received by the 21st day, the Priority Customer Group will contact the customer to advise of current account status and discuss possible further steps needed to enroll onto the program.

5.0 ESTABLISHING AN LSE DESIGNATION ON AN ACCOUNT--

5.1 LSEP ARCO (Account Record Change Order). Once it is determined that an account should be designated as LSE, the Priority Customer Group will process the LSEP ARCO (Exhibit A) to establish the LSE designation on CIS.

The LSEP ARCO is used to add, change, or delete information on CIS related to the presence of LSE at the account premises.

Once the LSEP ARCO is posted on CIS, LSE will appear in the header line display. In addition, the CIS Part Supplied Directory will display a designation of E (LSE) in the color red in the 'TYPE' field for all accounts coded LSE. If a landlord account ('TYPE' L) is coded LSE, the Part Supplied Directory will display a 'B' designation in the color red on the Part Supplied directory (Exhibit B). Posting this information on the Part Supplied Directory alerts contact employees of accounts that are coded both LSE and Landlord at a glance when taking a 'No Service' type call.

5.2 ATEL ARCO. The Priority Customer Group will ask the customer of record on an LSE account to provide an alternate telephone number during the initial recertification process. This information will be used in the event of an emergency when contact with the customer of record or LSE user ~~is~~ could not be made. If an alternate telephone number is provided, the Priority Customer Group will process the ATEL (Alternate Telephone Number) ARCO to record contact information on CIS for emergency purposes. A valid entry for this field is a ten-digit number. If an alternate number cannot be obtained, the field should be left blank.

5.3 Coding LSE in Master-Metered Buildings. The Priority Customer Group will process the LSEP ARCO to establish the LSE designation on the master-metered account. In order to identify the LSE user (tenant) who resides in a master-metered building the following steps are required:

- Process a MRST (Master Record Set Up-Type 8) using the service address for the master-metered account and the individual apartment for the LSE customer as the Part-Supplied. A separate MRST must be issued for each LSE customer who resides in a Master-Metered Building. The master meter will be LSE tagged as summarized in paragraph 6.2.

- Enter LSE in the first three positions of the Customer Name field and enter the customer's name in the Name Overflow field.

• Issue the LSEP, TELE, ATEL, and TPNA ARCO's. The Priority Customer Group applies the TPNA ARCO when obtaining contact information, such as the building manager or landlord.

Using the identifier of 'LSE' in a fixed position on the Name field will enable the Communication Management Group to run a simple query to obtain up-to-date information. In addition, the Part Supplied Directory will indicate the presence of LSE customers within a multiple dwelling if an account is accessed on CIS by address.

6.0 FIELD ACTIONS--

6.1 MOP Actions. Whenever the LSEP ARCO is processed to remove or add the LSE notation, an AIL MSG #8001-510, LSE ADDED / REMOVED FROM ACCT-ISSUE RMOP TO INSTALL / REMOVE LSE SEAL, is produced. Upon receipt of this AIL, the Priority Customer Group will contact the customer, schedule an appointment for access to the electric meter and issue a RMOP – Appointment (no fee) referral to MOP (Meter Operations) to ensure that the white LSE seal is removed or affixed to the meter as a precaution to avoid a TOIE (turn-off-in-error). An attempt to affix the LSE seal on the meter will be made within 30 days or at the customer's request. If a CT (Current Transformer) meter is supplying the LSE customer, MOP will affix an LSE seal to the meter and to the CT cabinet. Once the appointment referral is issued, MOP will be responsible for ensuring that the seal is installed or removed as required including resolving no access conditions or missed appointments caused by the CFR with the customer. In instances where the customer refuses the CFR access to the meter to either install or remove a LSE seal, the account will be referred back to the Priority Customer Group group who will be responsible for resolving the matter with the customer.

6.2 Priority Customer Group Actions - All new LSE Removals and new additions of LSE seals are tracked on a SharePoint site that is reviewed monthly by Field Operations and Priority Customer Group.

The following information is included on the SharePoint site:

- Customer account number
- LSE User Name
- LSE Verification Date
- Seal #
- Date Seal was Installed
- LSI/LSM Pending (to determine if an RMOP is pending)

The Purpose of this reconciliation is to ensure that Meter Operations has removed or affixed the LSE Seals and that they have removed or added the LSE Seal numbers to CIS.

6.3 **Electric Operations Actions.** Whenever an LSE notation is added to CIS, the Priority Customer Group will immediately notify Engineering and Maps & Records from all regions in Electric Operations via the LSE Revision Form to annotate the M&S Plates and Feeder Maps to show the locations of LSE customers. Once completed, an e-mail is sent to the Priority Customer Group to confirm that the change was made.

In the event that an LSE account is closed or an account is removed from LSE status, the Priority Customer Group will immediately notify Electric Operations and Engineering and Maps & Records, via the LSE Revision Form to update their M&S Plates, Feeder Maps, and Control Center (#9) Maps as needed.

Priority Customer Group will send a list of all accounts that were added or removed from the LSE Program to Electric Operations via SharePoint to ensure maps and records are up to date. On a monthly basis, Electric Operations will conduct a reconciliation of all LSE Accounts on maps and records with the Priority Customer Group. Electric Operations will send confirmation of receipt to Priority Customer Group to confirm that all maps and records have been updated.

6.4 **Ensuring the Integrity of the LSE Meter Seal.** HEFPA (Home Energy Fair Practice Act) 11.5 Termination of Residential Service- Special Procedures (5) Special rule for life support systems requires us to maintain appropriate identification on the meters of LSE customers for ensuring that utility service is provided for the duration of the customer's condition.

Any organization (i.e., Revenue Protection, Customer Operations, I&A, Construction, Control Center (#9), Meter & Test) that removes a meter which has an LSE seal affixed is responsible for ensuring that a new LSE meter seal is reinstalled on the meter. If a CT meter is removed, a meter seal will be attached to the new CT meter and the CT cabinet.

The CSS (Customer Service System) Masters will be updated to include two new master fields for the "LSE Seal Number" and the Date of the last LSE Seal change. When running a Microsoft Access query against The DB2 tables an LSE Seal Number of all zeroes indicates that a LSE seal number is not on record and a seal potentially has not been installed. An LSE seal verification will be performed by CFO.

To ensure that meters are properly identified after a meter has been exchanged, there will be a Post Exchange validation process to ensure that the seal was affixed to the newly set meter. The Priority Customer Group will issue a referral to MOP to verify the LSE meter seal when they receive information that a meter exchange has been processed during the prior month.

7.0 ANNUAL CONFIRMATION REQUIREMENTS—

Each year, the spring edition of the Company's Customer News bill insert includes an article that directs customers to contact the Call Center or log into Coned.com to report any LSE use. In addition, sent annually and to new customers, an Application for Special Services is included with the brochure entitled "Your Rights and Responsibilities as a Customer Billed Under Residential or Religious Rates" and a Life Support is in use form is included with the brochure "Your Rights and Responsibilities as a Non-Residential Customer".

The following additional actions are taken each year in order to encourage LSE enrollment:

- Owners and agents of master metered buildings are requested in writing to assist in identification of LSE users among their tenants. Owners / managing agents of buildings with elevators are also reminded in writing of the importance of having emergency preparedness and evacuation plans in place.
- Community organizations, equipment distributors and health care providers are requested in writing to assist in identification of LSE users by informing clients who use life-support equipment about the program.
- Enrolled LSE users are informed in writing about the recertification process and asked to confirm whether LSE is still in use and to provide updated contact information (telephone number and email), including primary and secondary emergency contact information to the Company, if applicable.
- Once an account is certified as LSE, certification remains in effect for the life of the account until terminated by approval of the Public Service Commission (PSC) or its designee.
- The Priority Customer Group will review all LSE accounts on an annual basis to confirm whether LSE remains in use. The LSE VERF'D DATE field on the LSEP ARCO will be updated whenever the LSE has been confirmed.

8.0 UPDATING LSE CONTACT INFORMATION - Currently, the Company verifies and updates LSE contact information twice annually. In preparation for the summer, customers enrolled in the Company's LSE program are contacted annually via direct mail to request they provide update contact information. On an annual basis a letter is sent to all LSE customers to request recertification of whether LSE is still in use and provide updated contact information (telephone number and email), including emergency

contact information to the Company, if applicable. In addition, whenever an LSE customer contacts the Call Center, CSRs will be prompted by our Customer Information System to obtain/update LSE customer information, including alternate contact information (note: LSE customer accounts can have up to two alternate emergency contact telephone numbers).

The Company will submit a letter, in the form of email, to the Director of Consumer Services, within 90 days after the end of each calendar year, to certify that LSE customers were sent at least two requests for updated information during the prior year.

9.0 **REMOVING AN LSE DESIGNATION**--When a customer informs the Company that LSE is no longer in use and we obtain written documentation, or we determine and have documentation that the LSE is no longer used, the Priority Customer Group will prepare case papers for submission to Specialized Activities to be provided to the Commission for review and approval to remove the LSE indicator. If the Priority Customer Group is unable to obtain a document from the customer stating that LSE is no longer in use, a field visit to the LSE premises should be made.

Once the documentation is submitted, the Public Service Commission (PSC) will issue a letter to the customer of record to advise that the Company will contact the PSC for approval to remove or change the LSE designation to MEDC (medical hardship). In addition, a NOTE will be entered to record the accounts taken by the Priority Customer Group, including the date the account will be sent to the PSC.

The Priority Customer Group will petition the PSC for authorization to remove or change the LSE designation. If the PSC authorizes the removal of the LSE designation, Specialized Activities will issue an LSE to CRE (Credit) referral and will return all case papers, including the PSC approval letter, to the Priority Customer Group. After 15 days have elapsed from the issue date of the PSC letter, it is appropriate to remove the LSE notation using the LSEP ARCO delete function. The Priority Customer Group must ensure that a subsequent PSC case involving the LSE removal or new LSE information has not been received in the interim when using the delete function. Cases involving a change from LSE to a MEDC designation can be processed immediately. The LSEP ARCO should be used to delete the LSE notation and the MEDC ARCO should be issued to establish the medical hardship notation. The Priority Customer Group should also review meter reading instructions and remove any reference to LSE using the MTRI ARCO when it has been confirmed that LSE is no longer in use. For CCG accounts the removal of the LSE designation ARCO is handled by Specialized Activities.

If a turn-off order is received for an LSE account, the Priority Customer Group should be contacted to process the T/OF since the Priority Customer Group employees have a D class enabling them to process the order. In the event that an LSE user is deceased and the account is in the name of the LSE user, a T/OF must be processed followed by a T/ON. This is required so that the responsible party can be established on CIS. Cases involving T/OF orders do not require PSC approval. However, meter reading instructions

are passed to the updated customer number so it is important to use the MTRI ARCO to delete any LSE references.

10.0 **LSE ACCOUNT IN ARREARS**--Whenever an LSE account has credit arrears, if a customer does not meet the HEAP guidelines, then the customer must complete a Financial Statement Form (FSF) and return it to us within 10 business days. We are permitted to ask the customer to complete a FSF form on a quarterly basis, if the account remains in arrears. If LSE is no longer in use, follow the procedure for removal of the LSE designation outlined in paragraph 8.0.

Once the FSF is returned, we are required to determine whether the customer's liquid assets and current income are sufficient to pay utility bills, considering other necessary and reasonable expenses of the customer such as food, shelter, and medical expenses.

10.1 **FSF Review/Customer Has Insufficient Assets.** If LSE is still in use and the customer cannot commit to a payment agreement, the customer should be asked to apply for an emergency grant. Once we have determined that assets are insufficient, a referral to HRA or DSS must be made, if the customer discloses that they are home bound, the referral should indicate that the customer needs assistance in filling out the application. When the customer is referred to HRA or DSS the HRA/DSS reps will encourage the customer to apply for Public Assistance, fill out the LSE application with the customer and fax the application back to the Priority Customer Group.

Customers who are already receiving Public Assistance are eligible to apply for an advance against future checks and should be encouraged to apply.

10.2 **FSF Review/Customer Has Sufficient Assets.** A customer, who has not demonstrated an inability to pay and has sufficient assets, will be asked to make full payment of the arrears or will be offered a deferred payment agreement. If the customer does not pay or fails to enter into a deferred payment agreement, we are required to notify the customer in writing that they have not demonstrated an inability to pay. We must also advise the customer of their right to a review of our decision by the PSC.

10.3 **FSF Not returned, Or HRA/DSS Determines Customer Not Eligible for Assistance, Or Customer Refuses To Apply For Assistance**. When a customer fails to return the FSF form, or refuses to apply for assistance, or when HRA/Department of Family Assistance determines they are not eligible for assistance, they will be asked to make

payment or will be offered a deferred payment agreement. If the customer still does not pay or fails to enter into an agreement, we are required to notify the customer in writing that an inability to pay has not been demonstrated. We must also advise the customer of their right to a review of our decision by the PSC.

10.4 **Law Department Assistance.** When payment or a deferred payment agreement is not made, we may obtain a Confession of Judgment or place a lien on the customer's real property, if any. In such a case, if the arrears are over $2,000, we can refer the account to the Law Department to secure a lien. If the arrears increase, a subsequent lien will be instituted. We only seek to attempt to secure a lien when the customer is also the owner of the property.

11.0 MAINTAINING A LISTING OF ELIGIBLE LSE CUSTOMERS—

CMG (Communication Management Group) will maintain up-to-date lists of active LSE customers.

Accordingly, the Communication Management Group (CMG) in Customer Operations will make available to the Control Centers via SharePoint a new listing of LSE and Medical Emergency-customers each week sorted by operating area for its use.

CMG will prepare and distribute these updated listings. Additional data reporting / support will be provided as requested by the OEM contact to the control center as needed.

12.0 **RETENTION OF DOCUMENTATION -** Medical documentation received are scanned to Workdesk and all physical copies are shredded. Scanned copies are kept according to the record retention policy.

13.0 ELECTRIC OPERATIONS AND ENGINEERING OPERATIONS ACTIONS--

- Annotate the M&S and Feeder Maps showing the locations of LSE customers.
- Ensure the ELSI ARCO has been processed.
- Arrange to refer the LSE customer to local (City and Municipality) emergency service bureaus to assist as may be necessary.

14.0 **ACTIONS IN CASE OF SERVICE INTERRUPTIONS**--When conditions, such as an imminent storm, warrant customer notification prior to the storm, procedures outlined in EOP 5-0-2 Overhead System Emergency Plan, will be followed. In the event of a significant voltage reduction, Electric Operations personnel will notify or request Customer Operations to notify the affected LSE customers of the outage and the Company's intent to restore service as quickly as possible. These customers will be advised to use backup equipment or go to the nearest hospital emergency room for assistance.

When an LSE is suspected to be out of service due to a feeder or other area outage problem, CMG will identify the LSE accounts via the Obvient Outage Management Dashboard. The LSE accounts are sent to designated CSRs and Supervisors in the Specialized Customer Experience Center (XCEC) on a spreadsheet, via email to 'DL – XCEC LSE', who will contact these customers.

It is expected that 80% of affected LSE customers be contacted within 12 hours from the start of their electric service interruption and 100% of affected LSE customers be contacted, or referred to an emergency service agency (e.g., police or fire) for emergency assistance, within 24 hours of the start of their electric service interruption Call Center personnel must make at least one additional attempt, within the same 12-hour period, to contact any LSE customer who was not contacted on the first attempt. During an event, and on a daily basis for the duration of an event, Call Center personnel will attempt to reach LSE customers by phone when they are predicted to be out of service. In cases where there is no answer to the primary, alternate, or third party number that is on record for an LSE customer, and service is suspected to be out, a second attempt is made within12 hours.

For customers that were not contacted with two attempts, the XCEC Supervisor will email a completed worksheet with customer contact information to [redacted]'. This distribution list includes the email addresses for NYPD (New York Police Department), OEM (Office of Emergency Management) and Con Ed personnel. The supervisor will also follow-up with a telephone call from a recorded line to verify that both agencies have received the emailed worksheet. The contact telephone number for NYPD is [redacted] and OEM is [redacted]. In cases where no contact has been made with a customer, NYPD will dispatch an officer to the LSE customers' location and report back with results. Should NYPD or Westchester Municipalities respond that they are unable to dispatch police to a location, Con Ed will dispatch internal resources to the LSE customers' residence as follows:

Electric Emergency Department will coordinate and arrange for the dispatching of internal resources to conduct welfare checks. The XCEC Call Center CSR will issue a trouble ticket (LSC) to the appropriate Electric Emergency Department and follow up via

phone call from a recorded line. Once the welfare check has been completed, the ticket will be closed out by the Electric Emergency Department, with the appropriate findings.

14.1 FOR EVENTS CLASSIFIED AS CATEGORY 2 OR HIGHER:
XCEC Supervisor will alert the Site Safety Unit Leader and the Section Manager of Accounting & Personal Service on duty (Based on the Site Safety Emergency Duty Schedule provided) when outbound LSE calls are made advising LSE customers that there is an outage in their area. The XCEC supervisor will call the Site Safety Unit Leader and the Section Manager of Accounting & Personal Service on duty to initiate a field visit to an LSE customer during an outage when OEM/NYPD or Westchester Municipalities are unable to make the field call, providing the account numbers and addresses that require field visits. (See Customer Assistance LSE Contact Procedure)

Electric Operations personnel will keep Customer Operations updated on the status of the service interruption so that if the outage approaches the 12-hour mark, XCEC personnel will re-contact the customer before that time and advise the customer of the situation.

In the event the Obvient Outage Management Dashboard is not available, Information Technology will generate a list of LSE customers who are predicted to be out of service via the Outage Management System and notify CMG accordingly.

15.0 AIL'S (Account Investigation Listing) ASSOCIATED WITH LSE CASES--

15.1 MASTER CREDIT SYMBOL M, W OR WW RECVD ON T/ON (AIL MSG # 8001-410). This AIL is generated on commercial turn-on's when the credit symbol change is equal to M (Major); W (LSE) or WW (CAG).

15.2 LSE ACCOUNT IN ARREARS (AIL MSG # 8001-419). This AIL is produced when an LSE account has two or more credit arrears items. The AIL is also produced when an LSEP ARCO is input to add LSE information and the account has an active credit notice. The Priority Customer Group will contact the customer for payment of the arrears, or arrange a deferred payment agreement, or obtain an FSF.

15.3 LSE ACCOUNT FINALLED (AIL MSG # 8001-421). This AIL is issued when an LSE account is closed (turn-off order posted). This AIL is produced to ensure that the turn-off was appropriate and to determine if the LSE customer is using service at a new address. If so, an LSEP ARCO should be processed if necessary for the new location.

15.4 **BROKEN AGREEMENT – MEDICAL HARDSHIP ACCOUNT (AIL MSG#8001-447).** This AIL is issued upon generation of the BNS (Broken Agreement Medical Hardship) Notice. The Priority Customer Group is required to contact the customer to discuss the broken agreement and make arrangements for payment.

15.5 **LSE ADDED/REMOVED FROM ACCOUNT- ISSUE RMOP TO INSTALL/REMOVE LSE SEAL (AIL MSG #8001-510).** This AIL requires the Priority Customer Group to issue a referral to MOP to install or remove an LSE meter seal. HEFPA, section 11.5, requires that every utility provide appropriate identification on the meters of LSE customers for the purpose of ensuring that utility service is provided for as long as the LSE account exists.

15.6 **APNEA MONITOR AT PREMISES 1 YEAR REVIEW FOR LSE REMOVAL (AIL MSG # 8001-511).** Infants using apnea monitors are usually taken off this equipment before they are 12 months of age. This AIL, which is issued on a quarterly basis, serves as an alert to review an apnea monitor coded account for removal from the LSE program. This AIL will continue to be issued on a quarterly basis until either the LSE designation is removed, changed, or the LSE VERF'D DATE field is updated.

16.0 **REFERENCES**—
The Home Energy Fair Practices Act, Part 11.5 (a). See sections on Termination of Residential Service, Special Procedures, and Medical Emergencies.

Applications for special services:

- Rights and Responsibilities As a Customer Billed Under Residential or Religious Rates
- Life Support is in use form - Your Rights and Responsibilities as a Non-Residential Customer

The following corporate procedures reference various emergency plans and actions that support customers and provide additional information during emergency situations:

- CSP 2-0-1 Customer Operations Event Procedure
- CSP 3-1-4 Medical Hardship Cases
- EOP 5023 Communication Guidelines in the Event of an Electric Emergency
- CI 490-2 Customer Care Emergency Response Plan

17.0 **PROCEDURAL RESPONSIBILITY**--The Senior Vice President, Customer Operations is responsible for this procedure.

18.0 **CEO CERTIFICATION REQUIREMENT NOTICE** – This procedure is relied upon for compliance with Public Service laws, rules and / or regulations as documented in connection with the PSL 65(15) CEO Certification Project. Any revisions to this procedure must be made with consideration to the requirements identified in Customer Operations' CEO Certification Matrix.

19.0 **PII NOTICE** -- The business operation(s) described in this procedure may require access to customers' personally identifiable information (PII) in order to be completed. All employees implementing this procedure must adhere to Corporate Policy Statement 310-2, Computer Data Security, as well as all departmental policies and practices governing access to, use and treatment of customer PII. Any revisions to this procedure must be made with consideration to the aforementioned requirements, and must be approved by the General Manager of Strategic Applications.

20.0 **APPLICABILITY:** This procedure has applicability to the following Organizations, Departments or Sections in whole or in part:

- Electric Operations
  - Engineering Operations
- Law Department

21.0 **EXHIBITS**

EXHIBIT A: LSEP (LIFE SUSTAINING EQUIPMENT PROGRAM) ARCO
EXHIBIT B: CSS PART SUPPLIED DIRECTORY
EXHIBIT C: CUSTOMER ASSISTANCE LIFE SUPPORT EQUIPMENT (LSE) CONTACT PROCEDURE

----LSEP- LIFE SUSTAINING EQUIPMENT PROGRAM ARCO----
SEQ DATE: FUNCTION: (A-ADD OR D-DELETE)
NEW LSE TYPE: STANDBY EQUIP CD:
LSE VERF'D DATE: NEW LSE HOSP:

(NOTE: ANY LSE FIELDS ARE ALREADY ON THE ACCOUNT ARE PRESET IN THE ABOVE ENTRY FIELD)

FIELD NAME	VALID DATA	EXPLANATION
SEQ DATE	MMDDYY	EFFECTIVE DATE
FUNCTION	A	TO ADD NEW LSE INFORMATION
	D*	TO DELETE EXISTING LSE INFORMATION *NO FURTHER ENTRIES REQUIRED
NEW LSE TYPE	01	TANK-TYPE RESPIRATOR (IRON LUNG) CURAISSE-TYPE RESPIRATOR (CHEST) ROCKING-BED RESPIRATOR
	04	ELECTRICALLY OPERATED RESPIRATOR
	05	APNEA MONITOR
	06*	OTHER * 96-056 pending to allow value 06
	51	HEMODIALYSIS EQUIPMENT (KIDNEY MACHINE)
STANDBY EQUIP CD	0	UNKNOWN
	1	PORTABLE GENERATOR
	2	BATTERY
	3	MANUAL
	4	OTHER
	5	NONE
LSE VERF'D DATE	MMMDDYY	LSE VERIFIED DATE
NEW LSE HOSP	1-21	HOSPITAL NEAREST ACCOUNT LOCATION (ALPHA/NUMERIC POSITIONS)

EXHIBIT B:
CSS PART SUPPLIED DIRECTORY

PART SUPPLIED DIRECTORY FOR 138-20 BOWNE ST

TYPE	SEL	PART	CUSTOMER NAME
B	01	ENTM	UNITED PLACE
E	02	232	LSE CUSTOMER HERE
E	03	311	LSE CUSTOMER THERE
E	04	1207	LSE CUSTOMER EVERY WHERE

EXHIBIT C:
CUSTOMER ASSISTANCE LIFE SUPPORT EQUIPMENT (LSE) CONTACT PROCEDURE

Link: LSE Contact Procedure

Log - Concurrences / Final Approvals

Department / Organization	VP/SVP	Date
Information Technology	[redacted]	11/17/2020
Distribution Engineering, Electric Ops	[redacted]	11/18/2020
Law Department	[redacted]	11/17/2020

ATTACHMENT 09:
ACQUISITION AND ALLOCATION OF MUTUAL ASSISTANCE AND EXTERNAL RESOURCES

ACQUISITION AND ALLOCATION OF MUTUAL ASSISTANCE AND EXTERNAL RESOURCES GUIDELINE

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1.0 PURPOSE

The purpose of this document is to provide guidance on the staffing assessment, resource acquisition, and ongoing re-allocation of mutual assistance and external contractor resources[1]. Mutual assistance and contractor resources may include overhead line, service crews, vegetation management, damage assessment, logistic support, site safety, substation maintenance, underground splicing, underground network, or other resources deemed necessary by the operating organizations. This guideline outlines the required actions and responsibilities for situations where it is deemed necessary to request mutual assistance or external contractor resources for incidents on the electric transmission and distribution system.

2.0 APPLICATION

This guideline applies to storm or other emergencies requiring mutual assistance on the electric transmission and distribution systems. It applies to employees of both Consolidated Edison of New York ("CECONY") and Orange and Rockland ("O&R"), collectively referred to as the "Companies" or "CEI", and to all departments involved in the acquisition, distribution, and deployment of resources during the preparation and response to incidents on the electric transmission and distribution system including Electric Operations, Facilities and Field Services, Construction, Energy Services, Emergency Preparedness, etc.

3.0 PROCEDURES

3.1 The Decision Process

a. Each day, the Companies' meteorologists will review the weather forecast and impact for a six-day period and alert all stakeholders, including the Vice President ("VP") of Emergency Preparedness, if there is a potential for extreme weather to impact the Companies' service areas.

b. For those situations where the risk of severe weather is low and/or the threat is not imminent, the VP of Emergency Preparedness, or designee, the CECONY VP of Engineering and Planning, or designee, and the O&R VP of Operations, or designee will maintain situational awareness regarding the weather forecast. If/when the weather forecast indicates moderate-to-high potential for extreme weather within the review period, the VP of Emergency Preparedness, or designee, will convene periodic conference calls or meetings (as necessary) with the CECONY VP of Engineering and Planning, or designee, and the O&R VP of Operations, or designee, to review the weather forecast and determine if external resources are required.

c. Factors to consider in determining if external resources are required include:

- the likelihood of the event occurring;
- the expected timeframe (if a weekend or holiday will impact the ability to obtain resources);
- if another event will require mutual assistance or contractor resources during the predicted timeframe (for example, a hurricane in the Gulf of Mexico and another storm or hurricane moving up the east coast at the same time); and
- the potential for the event to cause widespread damage (for example, a weather event that impacts other utilities in the region).

d. In the case of an unanticipated event, the Director of Emergency Preparedness, or designee, will communicate with the operating organizations in the Companies to determine the number and type of resources needed.

[1] The provision of mutual assistance is documented in *Guidelines for Release of Company Personnel to Provide Mutual Assistance to Outside Utilities*.

e. For limited-impact events (*i.e.*, those instances in which the forecasted weather is anticipated to have a limited impact on a specific region, county, or local area), the decision to secure additional resources will involve the CECONY Regional VPs of Electric Operations, or designee(s), and the O&R VP of Operations, or designee. In those instances, the Director of Emergency Preparedness, or designee, will initiate communication with the VP of Emergency Preparedness, or designee, the Regional VPs of Electric Operations, or designee(s), and the O&R VP of Operations, or designee.

f. For large-scale events (*e.g.*, a major hurricane forecasted to directly impact part, or all, of the service territory), or if it is predicted that the event may lead to a CERC or Full-Scale response, then the decision to secure additional resources will include and/or be made by senior executives of the two Companies, and the Senior Vice President of Utility Shared Services will be notified.

3.2 Acquisition of Resources

a. Once it has been determined by either or both Companies that external resources are required, (based on the respective emergency response plans and the predicted impact), the Director of Emergency Preparedness, or designee, is responsible for reviewing the resource requests, considering the anticipated impact, obtaining the external resources through the mutual assistance process or through direct contact with contractors, and for communicating the decision and status of acquired external resources (typically, this is done on the *Interregional Conference Call,* which includes representatives from both CECONY and O&R (*i.e.,* Emergency Preparedness, Electric Operations, Customer Operations, Corporate Affairs, Facilities and Field Services, etc.).

b. In addition to engaging contractors directly, the Director of Emergency Preparedness, or designee, can request a North Atlantic Mutual Assistance Group ("NAMAG") call and communicate the resource needs to the member companies. If the resource needs cannot be met within the NAMAG, then the neighboring Regional Mutual Assistance Groups ("RMAGs), as well as the New York State Municipalities and Coop Utilities, will be requested to canvass their members for available resources. If the needs still cannot be met, then a national RMAG call will be requested through the Edison Electric Institute ("EEI"). In the event that a National Response Event[2] ("NRE") is declared, the Director of Emergency Preparedness, or designee, will coordinate the acquisition of resources through the NRE process.

c. Contractor crews are also routinely on the property to support work activities on the overhead distribution system (*e.g.*, overhead line crews and vegetation management crews). Given the negotiated agreements and the existing contractual relationships, contractors may be able to provide additional crews in support of an emergency response. Initially, for operational efficiency, the additional crews may be assigned within the same operating organization and will be counted as part of their total available resources.

d. In parallel with the process for obtaining resources through the mutual assistance process, the operating organizations in both CECONY and O&R may seek to obtain additional contractor resources through the Companies' existing contracts. Emergency contracts have been pre-established to support both overhead and underground emergencies, which are categorized into zones based on the estimated travel time to our service territory from their home offices. Operating organizations that acquire resources during the preparation and response to incidents will coordinate their efforts with Emergency Preparedness to avoid duplication of effort, and to leverage the relationships that the operating organizations have with contractors and vendors.

e. **Canadian Border Crossing of Crews**

[2] The National Response Event ("NRE") process was developed in 2013 by a team of executives from EEI member utilities and is designed to augment the normal RMAG process for the allocation of resources during storms that cause widespread damage to the electric distr bution system.

To facilitate the acquisition of Mutual Assistance and contractor crews from Canada, a procedure for crossing the US/Canada border has been developed by the New York State Office of Emergency Management. This procedure must be followed or assistance will not be allowed to cross the border. Effective passage through the border requires coordination with the Port of Entry (POE), the New York State Office of Emergency Management, and New York State Department of Public Service as described in the NYS Border Crossing Procedure for Mutual Assistance Crews (Addendum). It is the responsibility of the requesting utility, collaborating with the responding entity, to comply with this procedure.

f. **Flying-in Crews**

(1) If conditions warrant, senior executives of the Companies will instruct the Director of Emergency Preparedness, or designee, to obtain additional resources by flying-in crews.

(2) Once the Company determines the need to arrange for crews to be flown in, the Director of Emergency Preparedness, or designee, will obtain these resources. Contact between the contractors and the Company must be facilitated by Emergency Preparedness.

(3) Operating organizations will coordinate their efforts with Emergency Preparedness in order to facilitate the onboarding and coordination process for the crews that are flown in.

(4) Emergency Preparedness and the contractor(s) will determine, and mutually agree, whether:

(a) the Companies will arrange the travel plans through the established travel agency contracts, or

(b) the contractor(s) will make their own arrangements to fly in their crews, which is the preferred method for mobilizing fly-in crews. If the contractor cannot make these arrangements, Logistics representative will be contacted to coordinate.

(5) Flying-in crews will also entail the Companies providing the work trucks for the crews to use upon their arrival. In most cases, the contractors will manage their travel to / from work trucks.

(6) See Exhibit A for additional requirements and details specific to flying-in crews.

3.3 Allocation of Resources

a. All resources obtained, including any crews flown-in, will be considered CEI resources and allocated in accordance with this guidance document.

b. If the combined contractor outreach and mutual assistance process fails to meet the needs of the Companies, a meeting or conference call will be held between the O&R VP of Operations, or designee, CECONY VP of Engineering and Planning, or designee, and the VP of Emergency Preparedness, or designee, to distribute the available resources in accordance with internal decision-making processes. During large-scale events (such as hurricanes), the distribution of additional resources will be made by senior executives of the Companies based on information provided to them by the O&R VP of Operations, or designee, CECONY VP of Engineering and Planning, or designee, and the VP of Emergency Preparedness, or designee. The Director of Emergency Preparedness, or designee, will maintain a record of the pre-event distribution, and ongoing re-allocation of resources.

c. Prior to the arrival of a storm where the number of resources secured is not sufficient to meet the requirements of the Companies, and based on a forecast of equal impact to both Companies' systems, the distribution will be split after discussion by the VP of Emergency Preparedness, or designee, VP of Electric Operations, or designee, and the O&R VP of Operations, or designee. Although O&R has approximately 25% of the total customer population supplied by the non-network system (CECONY / O&R overhead), consideration is given to the number of poles (46%)

and transformers (51%) on the O&R system, as well as the geographical expanse of the O&R service territory for the initial distribution of resources. In some cases, the resources are distributed with approximately 60% assigned to CECONY, and 40% assigned to O&R.

d. Once the storm has passed, and the damage has been assessed, daily meetings or conference calls will be coordinated by the Director of Emergency Preparedness or designee with the O&R VP of Operations or designee, CECONY VP of Engineering and Planning, or designee, and the VP of Emergency Preparedness, or designee, to determine if additional resources are needed and the distribution ratio for both the staged and the arriving resources. The post-event resource allocation is based upon the two most significant variables: the number of customers out-of-service, and the number of cases of trouble. Furthermore, consideration will be given to the extent and type of damage, the number of downed wires, the type of available resources, estimated time of arrival for additional external resources, the predicted estimated restoration time(s), and the difficulty travelling in each service area. The aforementioned parameters will be reviewed daily, and resources re-allocated, as necessary.

e. Mutual assistance workers and contractors will be released as soon as possible to assist in the restoration efforts of other utilities, or to return to their home utility or company.

4.0 REFERENCE DOCUMENTS

4.1 NYS Border Crossing Procedure for Mutual Assistance Crews

Note: This file will be added as an Addendum to this Guideline when the ERP is filed.

5.0 ADVICE & COUNSEL

The Director of Emergency Preparedness, Support Services & Preparedness, or designee, will provide advice and counsel on this procedure.

EXHIBIT A - Requirements and Details Applicable to Flown-in Crews and Trucks Assignments

A) Guidelines:

Prior to mobilizing contractor crews for the purposes of flying them in to operate Company owned equipment, Emergency Preparedness will work with Supply Chain and Law to ensure that all terms and conditions are agreed upon by both parties. Included in the agreement are:

a) insurance/liability requirements;

b) number of FTEs to be included as part of the agreement;

c) list of provided tools and material;

d) confirmation that all Commercial Driver's License requirements are met; and

e) confirmation that all safety requirements are met, e.g. Health and Safety Plans

B) General Requirements for Flown-in Crews:

1. Contractor(s) to provide Emergency Preparedness with complete ARCOS rosters that include the following resource information:
   a) Full name of each member of the crew
   b) Working title / class of each member of the crew / union or non-union
   c) Confirmation that CDL requirements were met
   d) Primary employing contractor (if sub-contractors are used)
   e) Crew's supervisor, or primary contact, phone number
   f) State departing from
   g) Itinerary details:
      - ❑ Departure date, time, airport, airline, and flight number
      - ❑ Arrival date, time, and airport
2. Upon receipt of the resource information from the contractor(s), Emergency Preparedness to provide Electric Operations' Work Management ("Gateway") Team, and Logistics, with the rosters and estimated arrival times. More accurate times will be tracked and reported out via the use of the sMART application, which each contractor will be requested to utilize. It is the contractor's responsibility to report and update Emergency Preparedness with changes to arrival times
3. Transportation of crews from airport to assigned destination will be determined at the time of activation. The preferred way for having crews reach their assigned destination would be the contractor managing all logistics involved with getting the requested number of resources to the designated location. Modes of transportation can include contractor provided accommodations (buses, vans, etc.), individual taxies, etc. If the contractor is unable to coordinate, the Logistics representative will be contacted to assist.
4. Electric Operations' Work Management Team, and Environment, Health and Safety, will conduct the on-boarding session(s) for all flown-in resources. There may be times when onboarding documents will be sent in advance of arrival and, if sent, the onboarding team will verify that all contractors completed upon arrival.
5. Crews that are flown in will operate under one of two scenarios:

a) Crews will be provided with a truck for day shift use only. Operational areas will coordinate the distribution of trucks.

b) Crews may be required to work a night shift where they will continue working jobs by relieving day shift crews. This process will be coordinated through the Regional Incident Command Operations groups.

Both scenarios will be managed through the roster validation conducted by the Gateway Team in conjunction with the Regional Incident Command Operations group during the onboarding process as to which crews are swapping/relieving each other.

6. All resources are responsible for being ready to work upon arrival, and for bringing their own PPE with them. CEI is not responsible for providing PPE to any contractor. At a minimum, flown-in crews are to carry:
   a) Personal Protective Equipment (hard hat, safety glasses, steel-toe boots, hearing protection)
   b) FR Clothing
   c) High-voltage gloves
   d) Sleeves
   e) Face shield
   f) Climbing hooks
   g) Harness
   h) Face masks / hand sanitizer
7. All Company-provided trucks will be stocked with list of safety, and class & stock material. Material list for those items can be found in the attached file.



tools & material on trucks.xlsx

C) Truck Assignment:

1. The Company has purchased an allotment of trucks for use during emergencies. Electric and Transportation Operations maintains the latest inventory counts of these purchased trucks [buckets and diggers], and they will be available for use by the flown-in crews, as well as any Company personnel that has the appropriate permission from an Electric Operations General Manager. Executives from both CECONY and O&R will decide on the allotment of trucks assigned to CECONY and O&R.
   a) Trucks are to be stored and maintained throughout the year (see “Truck Requirements” section below):
      (1) Maintenance and testing of trucks and equipment will be conducted by a selected vendor
      (2) Trucks will be stored on Company-owned or leased property, or on designated vendor property.
   b) Trucks are for the use of contractor resources, and the Companies for emergency use only.
2. If the trucks are stored at a vendor’s property, CEI will contact the vendor with a pre-determined lead time for delivery of trucks.

a) The trucks will be delivered by the vendor to the designated location where the onboarding process will take place. If feasible or necessary, alternate arrangements can also be coordinated with the vendor so that the flown-in crews can access the trucks at an agreed-upon alternate location.

3. If the trucks are stored at a Company-owned or leased property, responding contractors will be required to meet at the designated property as outlined in the Authorization to Proceed.

4. All Company trucks that will be utilized for flown-in crews will be stocked with basic materials as determined by Electric Operations (see section B-7 above) that are to be dispersed based on jobs prior to being deployed for an event.

   a) Trucks will be fueled with Ultra Low Sulfur Diesel (ULSD), standard at any fuel station. They will be maintained at 3/4 tank minimum.

   b) Electric Operations will maintain a vehicle checklist that will be provided to the vendor within their contract.

5. **Safety Requirements:**

   a) Trucks will maintain a hi-pot schedule to be readily available (vendor will provide CEI with access to online records).

   b) DOT forms will be in each vehicle.

   c) A JSA (Job Site Analysis) will be done with visual indication of where everything is stored in the truck.

   d) Safety/vehicle operations video for the various truck models will be provided for all to see during onboarding:

      (1) The video will go over operation of vehicle, bucket, and digger derrick, as well as where equipment and safety equipment, fire extinguisher are located on the vehicles.

   e) When trucks are returned:

      (1) The Crew Guide will conduct an inspection to ensure the truck is returned in working condition, and maintain an inventory on vehicle take-out/return.

      (2) Both the contractor resource and the Crew Guide will sign off on the vehicle inspection findings, and resolve and/or report any differences found.

   f) Once the restoration work is completed, EH&S will conduct an audit of the CDL requirements for a random sampling of employees operating Company trucks, and communicate their findings to Emergency Preparedness. In accordance with DOT requirements, the contractor is required to submit all documentation within 48 hours.

D) Night Shift Swap:

1. Flown-in resources assisting with storm restoration efforts can be placed on both day or night shifts. Crews working the day shift will hand off their trucks to the night shift for their work use.

2. Based on the number of resources secured, the Operational area(s) will determine whether crews will be required to work the night shift swap option. Contractor contacts will be informed prior to their crews arriving on Company property as part of the Authorization to Proceed that their crews could work night shifts.

3. Electric Operations will determine shifts and notify crews of their schedules and assignments.

   a) Crews assigned to the night shift will be involved in restoration work.

   b) Typical schedule for night shift swap is 9 PM – 5 AM.

c) The preferred method is for crews to be swapped in the field, where they can be bused to a job location to relieve the working crew(s) if a job is being continued. Otherwise, crews can be swapped at the hotel or staging area.

d) For field swap, the preferred method is that the contractor will provide busing services. CEI could also arrange busing through Logistics, if rental cars are not procured:

(1) Electric Operations will coordinate with Logistics on point of locations for busing.

(2) Arrange for a suitable vehicle or vehicle(s) to pick up / drop off crews between the hotel and the field locations.

(3) Incoming crew(s) will be picked up at the hotel, transported to the job location(s) for their briefing/turnover, complete their work, and be transported back to the hotel at the end of their shift.

(4) If a job is completed and the crew does not need to be relieved in the field, the crews will return to the staging area to swap the trucks and be bused back to their hotel.

e) For continuity, the day and night shift crews should be kept the same and paired together so they are designated to relieve each other.

f) When applicable, transport the crew and tools to their assigned truck, and complete the job briefing/turnover in the field.

g) Electric Operations and Logistics will coordinate fueling trucks in order to re-fuel the trucks in the field at the various job locations and staging areas.

h) Stores will coordinate a supply truck to replenish materials in the field at the various job locations, as needed, so the night shift crews have sufficient materials to continue working.

i) Electric Operations will determine appropriate work that can be performed at night (e.g., replacing poles/transformers, localized primary/secondary damage, secondary work, etc.)

j) Electric Operations and Stores will ensure that trucks have sufficient materials needed for the night shift work.

4. **Crew Guides:**

a) Crews guides are required for both day/night shift crewing.

b) Electric Operations will provide qualified crew guides (ensure compliance with all training and provide any necessary reference materials).

c) Electric Operations and/or the Gateway team will arrange with the crew guides and the contractor to ensure accurate timesheets are collected on a daily basis

5. **Safety Requirements:**

a) As part of the job briefing and turnover process, safety should always be the primary focus. Crew guides should be involved to ensure all relevant job information is clearly disseminated to all contractor crews.

b) Electric Operations will coordinate with Logistics to supply the necessary lighting for the crews working the night shift, or contractors could supply their own lighting upon approval from CEI.

E) Demobilization:

1. Electric Operations will notify Emergency Preparedness with advanced notice prior to demobilization / release times and locations (for truck return).

2. Emergency Preparedness will notify vendor(s) of demobilization plans. Electric Operations and Transportation will ensure that the vehicles are safely transported to the designated location.

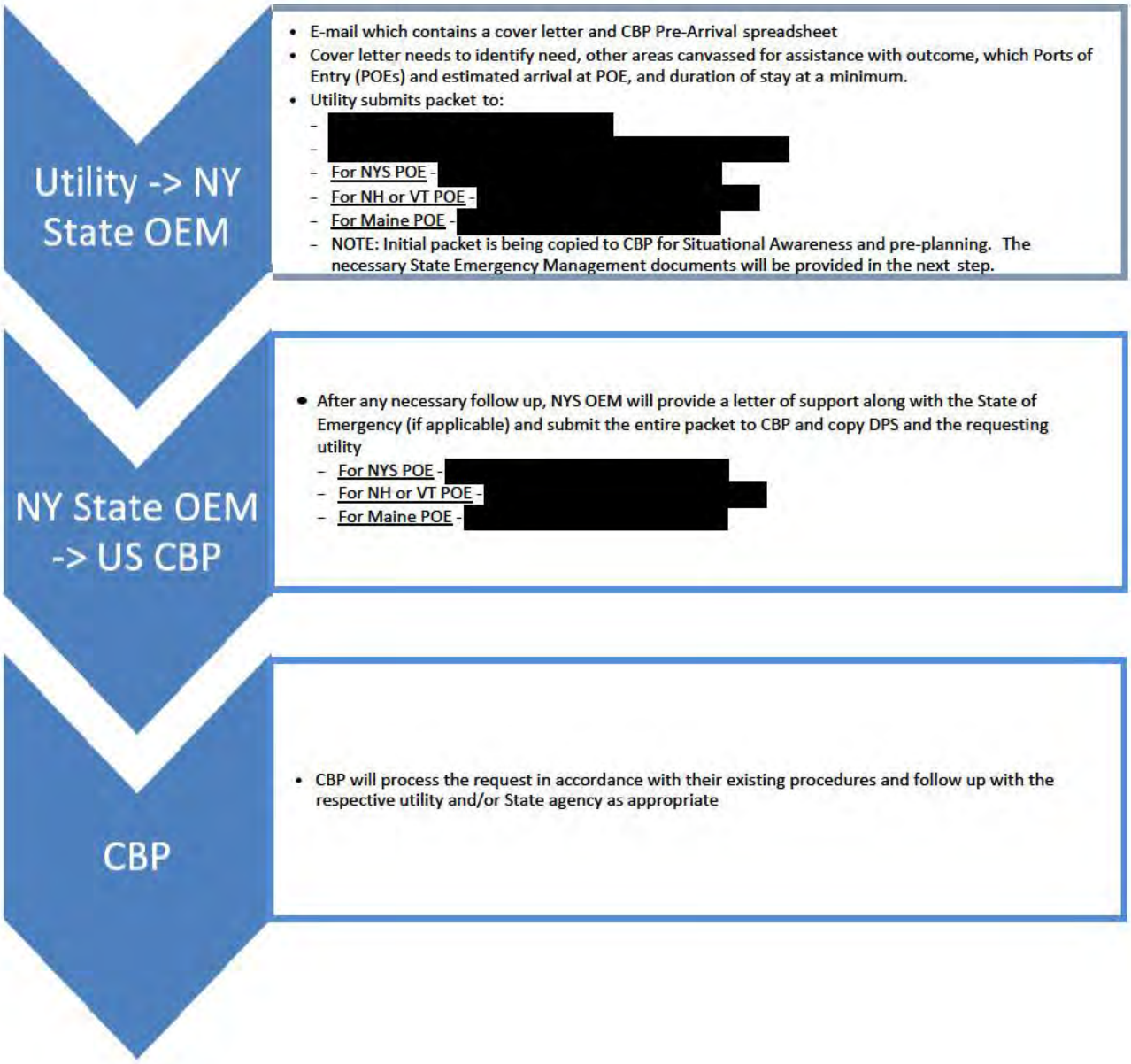
F) Truck Requirements:

1. The trucks will be inspected and maintained so that the trucks are deemed cleared to work in the field and available for use to both CECONY/O&R personnel, or flown-in crews.
2. The truck vendor will complete all hi-pot testing of trucks and equipment (vendor will provide CEI with access to online records for review).

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

ADDENDUM TO EP's ACQUISITION AND ALLOCATION OF MUTUAL ASSISTANCE AND EXTERNAL RESOURCES GUIDELINE

To ensure compliance with U.S. Customs and Border Protection Guidelines for Activating Canadian Utility Contract Assistance for Buffalo and New England (dated December 2019 and May 2018 respectively and attached below), the following procedures will be used by utilities within New York State. These procedures have been reviewed by the New York State Office of Emergency Management and the New York State Public Service Commission. For further details, please see the **Guidelines for Activating Canadian Utility Contractor Assistance During Extended Power Outage Events.**



New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

Important Notes:

1. CBP recommends using staggered arrival times and several ports of entry for large movements of crews in order to expedite processing.
2. The New York utility company who reassigns any previously paroled Canadian utility company crew is responsible for notifying the original paroling Port of Entry of their assignment location and a roster of the employees being reassigned AND notify the New York State Watch center of the re-assignment.
3. If a Canadian Utility Crew that was originally requested by a New York utility company is released and then reassigned to any other utility either within New York State or outside NYS, then the "receiving" NY utility company must seek an additional letter of support from that receiving State's Emergency Management Director and the accompanying declaration of a State of Emergency from that State.

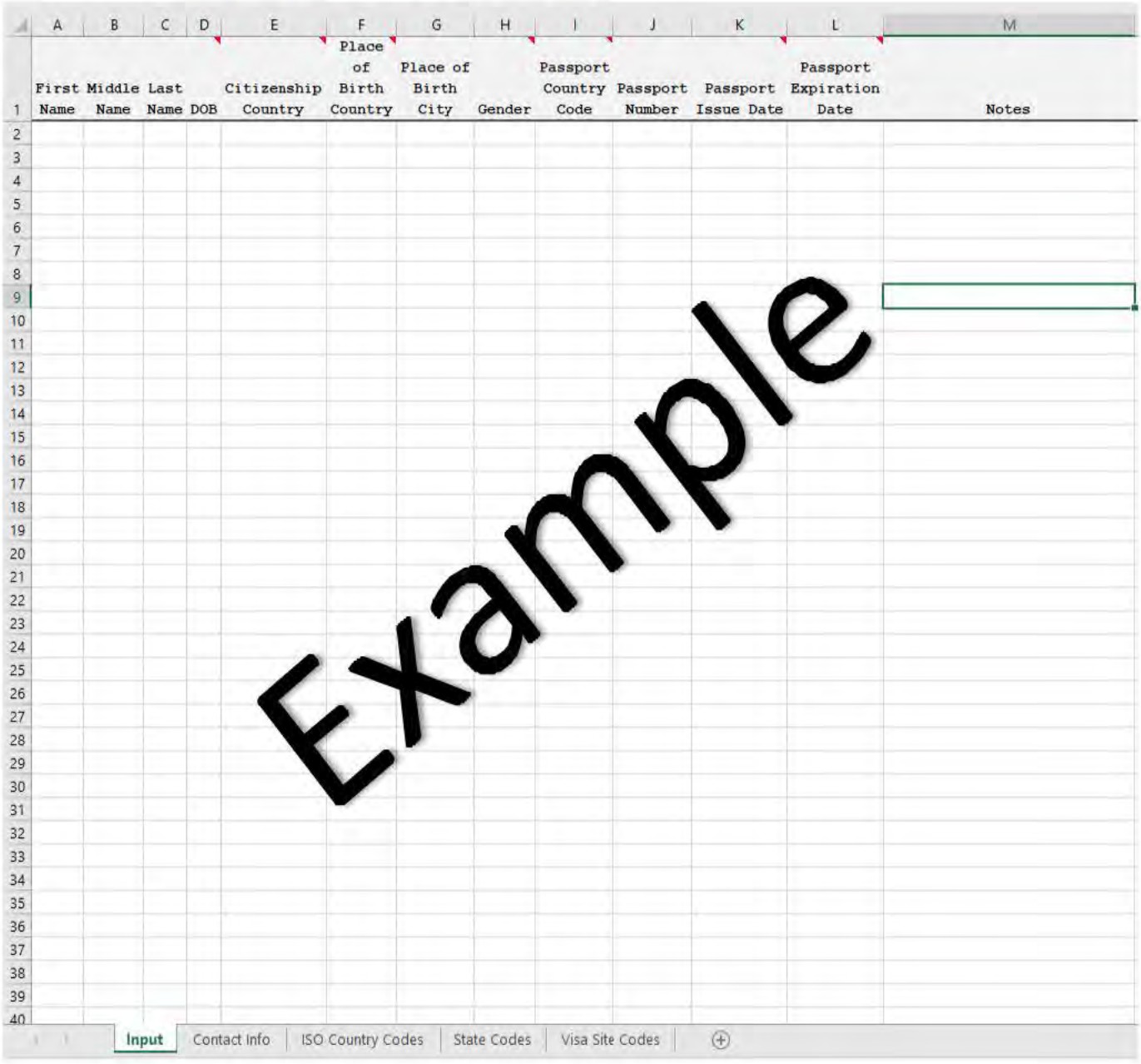
Contact Information:

Agency	Phone Number	E-Mail
New York State		
New York State Office of Emergency Management	[redacted]	[redacted]
New York State Dept of Motor Vehicles		
CBP Buffalo Area of Responsibility		
CBP Buffalo Field Office	[redacted]	[redacted]
Buffalo, NY Area Port		[redacted]ov
Alexandria Bay, NY Area Port		
Champlain, NY Area Port		
CBP Vermont Area of Responsibility		
CBP Vermont Field Office		[redacted]
New Hampshire Homeland Security and Emergency Management	[redacted]	[redacted]
New Hampshire State Police Commercial Vehicle Unit	[redacted]	
New Hampshire Bureau of Motor Vehicles	[redacted]	
Vermont Emergency Management Agency		[redacted]
Vermont Bureau of Motor Vehicles		
St. Albans, VT Area Port		
CBP Maine Area of Responsibility		
CBP Maine Field Office		[redacted]
Maine Emergency Management Agency	[redacted]	[redacted]
Maine State Police Commercial Vehicle Unit		
Maine Bureau of Motor Vehicles		
Portland, ME Area Port		

For any questions, please contact the NYS Office of Emergency Management at [redacted].

New York State Procedure for NY Based Utilities Activating
Canadian Utility Contractor Assistance During Extended Power Outage Events
(January 2020)

Exhibit A-1 – CBP Pre-Arrival Spreadsheet



	A	B	C	D	E	F	G	H	I	J	K	L	M
1	First Name	Middle Name	Last Name	DOB	Citizenship Country	Place of Birth Country	Place of Birth City	Gender	Passport Country Code	Passport Number	Passport Issue Date	Passport Expiration Date	Notes
2													
3													
4													
5													
6													
7													
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Example

Input | Contact Info | ISO Country Codes | State Codes | Visa Site Codes

New York State Procedure for NY Based Utilities Activating
Canadian Utility Contractor Assistance During Extended Power Outage Events
(January 2020)

Exhibit A-2– Guidelines for Activating Canadian Utility Contractor Assistance During Extended Power Outage Events

Buffalo Field Office

December 2019

United States utility companies, such as National Grid, NYSEG etc., routinely contract for additional workers and equipment assets from Canadian companies when weather conditions indicate a possible large-scale or long duration, power outage. This is done on a contractual basis between private entities; however, state and federal agencies are notified and take steps to help facilitate the deployment of Canadian resources into the United States.

When a specific utility company recognizes the need for supplemental crews and requests assistance from Canadian contractors, the process for providing advance notice of Canadian utility crews coming into the United States should be as follows:

1. The utility company which is requesting Canadian crews or to pre stage personnel and equipment in response to a specific emergency situation sends a letter of request to the State Emergency Management Director (EMA) and the Area Port Director at the Port of Entry at which they propose to have crews enter the U.S. The letter should identify a need for foreign utility workers and equipment to enter the United States and the letter should state the specific period of time for which assistance is needed.
2. The request should include the following information and it should be entered on the CBP Pre-Arrival-Name List spreadsheet.

   On the Contact Info tab enter:

   a. Utility Company Name;
   b. Contact Person;
   c. Contact Phone Number;
   d. Event Reason;
   e. Date;
   f. Port of Entry at which processing is requested;
   g. Requested time of arrival at the Port of Entry. Note: the Port of Entry will confirm the time of arrival. CBP recommends utilizing staggered arrival times and several ports of entry for large movements of crews in order to expedite processing.

   On the Input tab enter for each subject:

   a. First and last name;
   b. Date of birth (MM-DD-YYYY)
   c. Two letter code for the person's country of citizenship (There is a searchable list of country codes on the spreadsheet)
   d. Gender
3. The request should be sent via email using the address which corresponds to the state in which the Port of Entry is located.

   State of New York:

[redacted]

- This email is monitored twenty-four hours a day for all ports within the Buffalo Field Office.
  - Port of Buffalo
  - Area Port of Alexandria Bay
  - Area Port of Champlain

4. Prior to CBP making a determination whether the workers will be allowed to enter, Emergency Management Directors must forward documentation to CBP in support of the utility's request. Acceptable documentation includes either a State of emergency (SOE) for the impending weather/event or a letter from the respective State's Emergency Management Director on behalf of the Governor. This letter will indicate that the U.S. utility company requesting the Canadian utility workers has canvassed a reasonable area and is unable to locate sufficient US workers to support their backfill requirements.
   a. The Governor of the State requesting Canadian utility workers may or may not have declared a State of Emergency (SOE) for the impending weather/event.
   b. If declared, the SOE may only waive the US Federal Motor Carrier Safety Administration rules on Hours of Service, or may waive additional restrictions if explicitly noted in the SOE text.
   c. The SOE will never waive regulations on subjects such as CDL requirements, drug/alcohol, hazardous materials, size/weight limitations, federal registration/taxes, etc.
   d. If a SOE has been declared in a specific state, the contractor is generally required to keep a copy of the SOE text in the vehicle at all times to prove the vehicle/personnel are responding in direct support to the State's declared emergency.
   e. If the contractor is responding to assist a State for which they are being processed, then it is recommended that each vehicle keep a copy of the requesting State's SOE to prove the vehicle/personnel are responding in direct support to that State's declared emergency
   f. This SOE does not negate any Federal Laws or Regulations enforced by CBP.
   g. If a Canadian Utility Crew that was originally requested by a U.S. utility company is released and then reassigned to another State or to another U.S. utility company located in another State, then an additional letter of support must be obtained from that receiving states Emergency Management Director or a declaration of a SOE from that State. The U.S. Utility Company who reassigns any previously paroled Canadian utility company crew is responsible to notify the paroling Port of Entry of their assignment location and a roster of the employees being reassigned.

5. The Area Port Director or respective Port Director will make a determination on the request to allow foreign workers to operate in the US for the specified length of time. In order to provide sufficient time for this determination, the United States utility company is encouraged to make the request with as much advance notice to CBP as possible.

6. Canadian utility workers and vehicles must carry appropriate documentation when they arrive at the US Port of Entry.
   a) For **individuals**, a passport, NEXUS card or other Western Hemisphere Travel Initiative compliant travel document is required.
   b) For **vehicles**, it is strongly recommended that vehicles be registered with the International Registration Plan (IRP) and carry appropriate International Fuel Tax Agreement (IFTA) licensing.
   c) Other arrangements for temporary permitting of vehicles may be made through the specific

State Police Commercial Vehicle Unit and the Bureau of Motor Vehicles, however this is time consuming and more difficult to procure outside of normal business hours or on holidays.

New York State Procedure for NY Based Utilities Activating
Canadian Utility Contractor Assistance During Extended Power Outage Events
(January 2020)

Helpful Reference Information:

1. NYS Emergency Management: [redacted]
2. NYS Department of Motor Vehicles: [redacted]
3. CBP Buffalo Field Office: [redacted]
4. Buffalo, NY Area Port: [redacted]
5. Alexandria Bay, NY Area Port: [redacted]
6. Champlain, NY Area Port: [redacted]

7. Other CBP Contacts.

Below are contact emails and telephone numbers for our surrounding areas of responsibility. Please be advised that ports outside of the Buffalo Field Office may have different processing procedures and that this document only pertains to ports within the Buffalo Field Office.

State of Maine:
[redacted]

States of Vermont and New Hampshire:
[redacted]

State of Michigan
[redacted]

New York State Procedure for NY Based Utilities Activating
Canadian Utility Contractor Assistance During Extended Power Outage Events
(January 2020)

Exhibit A-3 – Guidelines for Activating Canadian Utility Contractor Assistance During Extended Power Outage Events

New England

May 2018

United States utility companies, such as National Grid, Ensource, Green Mountain Power, Vermont Electric, CMP and Emera, routinely contract for additional workers and equipment assets from Canadian companies when weather conditions indicate a possible large-scale or long duration, power outage. This is done on a contractual basis between private entities; however, state and federal agencies are notified and take steps to help facilitate the deployment of Canadian resources into the United States.

When a specific utility company recognizes the need for supplemental crews and requests assistance from Canadian contractors, the process for providing advance notice of Canadian utility crews coming into the United States should be as follows:

1. The utility company which is requesting Canadian crews or to pre stage personnel and equipment in response to a specific emergency situation sends a letter of request to the State Emergency Management Director (EMA) and the Area Port Director at the Port of Entry at which they propose to have crews enter the U.S. The letter should identify a need for foreign utility workers and equipment to enter the United States and the letter should state the specific period of time for which assistance is needed.
2. The request should include the following information and it should be entered on the CBP Pre-Arrival-Name List spreadsheet.

   On the Coversheet tab enter:

   a. Utility Company Name;
   b. Contact Person;
   c. Contact Phone Number;
   d. Event Reason;
   e. Date;
   f. Port of Entry at which processing is requested;
   g. Requested time of arrival at the Port of Entry. Note: the Port of Entry will confirm the time of arrival. CBP recommends utilizing staggered arrival times and several ports of entry for large movements of crews in order to expedite processing.

   On the Input tab enter for each subject:

   a. First and last name;
   b. Date of birth (MM-DD-YYYY)
   c. Two letter code for the person's country of citizenship (There is a searchable d. list of country codes on the spreadsheet)
   e. Gender
3. The request should be sent via email using the address which corresponds to **the state in which the Port of Entry is located**

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

State of Maine:

[redacted]

States of New Hampshire and Vermont:

[redacted]

4. Prior to CBP making a determination whether the workers will be allowed to enter, Emergency Management Directors must forward documentation to CBP in support of the utility's request. Acceptable documentation includes either a State of emergency (SOE) for the impending weather/event or a letter from the respective State's Emergency Management Director on behalf of the Governor. This letter will indicate that the U.S. utility company requesting the Canadian utility workers has canvassed a reasonable area and is unable to locate sufficient US workers to support their backfill requirements.
    a. The Governor of the State requesting Canadian utility workers may or may not have declared a State of Emergency (SOE) for the impending weather/event.
    b. If declared, the SOE may only waive the US Federal Motor Carrier Safety Administration rules on Hours of Service, or may waive additional restrictions if explicitly noted in the SOE text.
    c. The SOE will never waive regulations on subjects such as CDL requirements, drug/alcohol, hazardous materials, size/weight limitations, federal registration/taxes, etc.
    d. If a SOE has been declared in a specific state, the contractor is generally required to keep a copy of the SOE text in the vehicle at all times to prove the vehicle/personnel are responding in direct support to the State's declared emergency.
    e. If the contractor is responding to assist a State for which they are being processed, then it is recommended that each vehicle keep a copy ofthe requesting State's SOE to prove the vehicle/personnel are responding in direct support to that State's declared emergency
    f. This SOE does not negate any Federal Laws or Regulations enforced by CBP.
    g. A SOE must be enacted in order for these utility companies and contractors to be in compliance with federal immigration laws.
    h. If a Canadian Utility Crew that was originally requested by a U.S. utility company is released and then reassigned to another State or to another U.S. utility company located in another State, then an additional letter of support must be obtained from that receiving states Emergency Management Director or a declaration of a SOE from that State.
5. The Area Port Director or respective Port Director will make a determination on the request to allow foreign workers to operate in the US for the specified length of time. In order to provide sufficient time for this determination, the United States utility company is encouraged to make the request with as much advance notice to CBP as possible.
6. **Canadian utility workers and vehicles must carry appropriate documentation when they arrive at the US Port of Entry.**
    a) For **individuals**, a passport, NEXUS card or other Western Hemisphere Travel Initiative compliant travel document is required.
    b) The POE may make exceptions in unique circumstances; however this should not be expected and will also delay the crossing of people and equipment through the border.
    c) For **vehicles**, it is strongly recommended that vehicles be registered with the International Registration Plan (IRP) and carry appropriate International Fuel Tax Agreement (IFTA) licensing.
    d) Other arrangements for temporary permitting of vehicles may be made through the

specific State Police Commercial Vehicle Unit and the Bureau of Motor Vehicles, however this is time consuming and more difficult to procure outside of normal business hours or on holidays.

Helpful Reference Information:

1. MEMA [redacted] toll free (in-state
2. Maine SP Commercial Vehicle Unit: [redacted]
3. Maine Bureau of Motor Vehicles: [redacted]
4. New Hampshire HSEM: [redacted]
5. New Hampshire SP Commercial Vehicle Unit: [redacted]
6. New Hampshire Bureau of Motor Vehicles: [redacted]
7. Vermont EMA: [redacted]
8. Vermont Bureau of Motor Vehicles: [redacted]
9. CBP Boston Field Office: [redacted]
10. Portland, Maine Area Port [redacted]
11. St. Albans, Vermont Area Port [redacted]

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

Exhibit A-4 - Utility to DHSES Letter Template for Border Crossing

[Company Letterhead]

[Date]
[redacted]
New York State Office of Emergency Management
1220 Washington Avenue
Building 22, Suite 101
Albany, NY 12226-2251

(*via electronic mail*)

Re: Request for Assistance in Facilitating Border Crossing

Dear [redacted],

EXAMPLE:
[Utility] is currently preparing for the [Type of event] expected to begin, [Month Day, 202X]. As part of our preparation efforts to ensure we are able to quickly address anticipated power outages, we are seeking the assistance of electrical workers from Canada. [Contractor] is crossing at the [Point of Entry] on the [State] border and will be working in [Utility]'s [Identify service location or divisions]. We have determined that the nearest available US electrical workers reside in states further away and/or are not readily available to support the power restoration effort.

[Utility] requests the New York Emergency Management Agency to contact US Customs and Border Protection and request they allow entry of these Canadian electrical workers into the US for the mutual assistance support of [Utility] in New York. Attach is the CBP Pre-Arrival spreadsheet. It is expected that the electrical workers will be crossing the border between [Time and Time] on [Month Day, 202X]. It is also our expectation that the Canadian electrical workers will assist in storm restoration efforts, ending their assignment by [Month Day, 202X], or earlier.

Sincerely,

[Name and title of signatory]

CC: [redacted], New York State Department of Public Service
[redacted], New York State Department of Public Service
[Point of Entry]

Exhibit A-5 - CBP Pre-Arrival Name Spreadsheet – New York Port of Entry



CBP Pre-Arrival
Name Spreadsheet - N

Exhibit A-6 - CBP Pre Arrival Name Spreadsheet – Maine and Vermont Port of Entry



CBP Pre-Arrival
Name Spreadsheet - N

Note: Samples of all sheets in the two Excel files attached above are provided on the following pages.

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

Exhibit A-7 CBP Pre-Arrival Name Spreadsheet – New York Port of Entry – Input Sheet **SAMPLE**

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	First Name	Middle Name	Last Name	DOB	Citizenship Country	Place of Birth Country	Place of Birth City	Gender	Passport Country Code	Passport Number	Passport Issue Date	Passport Expiration Date	Notes
2													
3													
4													
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9													
10													
11													
12													
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SAMPLE

Input | Contact Info | ISO Country Codes | State Codes | Visa Site Codes

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

Exhibit A-8 - CBP Pre-Arrival Name Spreadsheet – New York Port of Entry – Contact Info Sheet **SAMPLE**

	A	B	C	D	E	F	G
1	Utility Company	Contact Person	Contact Phone #	Event Reason	Date Crossing	Time Crossing	Port Crossing At
2							
3							
4							

SAMPLE

Input | Contact Info | ISO Country Codes | State Codes | Visa Site Codes

Exhibit A-9 CBP Pre-Arrival Name Spreadsheet – New York Port of Entry – ISO Country Codes Sheet **SAMPLE**

	A	B	C	D	E	F	G	H
1	ISO Alpha-2 Code	Country Name						
2	AB	ARUBA ISLAND (SEE ALSO AW)						
3	AD	ANDORRA						
4	AE	UNITED ARAB EMIRATES						
5	AF	AFGHANISTAN						
6	AG	ANTIGUA & BARBUDA						
7	AI	ANGUILLA						
8	AL	ALBANIA						
9	AM	ARMENIA						
10	AN	NETHERLANDS ANTILLES						
11	AO	ANGOLA						
12	AP	APO - CUSTOMS MAIL ENTRY ONLY						
13	AQ	ANTARCTICA						
14	AQ	FRENCH SOUTHERN ANTARCTIC LANDS						
15	AR	ARGENTINA						
16	AS	AMERICAN SAMOA						
17	AT	AUSTRIA						
18	AU	AUSTRALIA						
19	AW	ARUBA						
20	AX	ALAND ISLANDS						
21	AZ	AZERBAIJAN						
22	BA	BOSNIA-HERZEGOVINA						
23	BB	BARBADOS						
24	BD	BANGLADESH						
25	BE	BELGIUM						
26	BF	BURKINA FASO (UPPER VOLTA)						
27	BG	BULGARIA						
28	BH	BAHRAIN						
29	BI	BURUNDI						
30	BJ	BENIN						
31	BL	SAINT BARTHELEMY						
32	BM	BERMUDA						
33	BN	BRUNEI						
34	BO	BOLIVIA						
35	BQ	BONAIRE, SAINT EUSTATIUS AND SABA						
36	BR	BRAZIL						
37	BS	BAHAMAS						
38	BT	BHUTAN						
39	BU	BURMA						
40	BV	BOUVET ISLAND						
41	BW	BOTSWANA						
42	BY	BELARUS						
43	BZ	BELIZE						
44	CA	CANADA						
45	CC	COCOS (KEELING) ISLANDS						
46	CD	DEMOCRATIC REPUBLIC OF CONGO (ZAIRE)						
47	CF	CENTRAL AFRICAN REPUBLIC (EMPIRE)						
48	CG	REPUBLIC OF CONGO (BRAZZAVILLE)						
49	CG	CONGO (BRAZZAVILLE)						
50	CH	SWITZERLAND						
51	CI	IVORY COAST						
52	CK	COOK ISLANDS						
53	CL	CHILE						
54	CM	CAMEROON						
55	CN	CHINA(MAINLAND)						
56	CO	COLOMBIA						
57	CR	COSTA RICA						
58	CS	CZECHOSLOVAKIA						
59	CT	KIRIBATI (CANTON AND ENDERBURY IS?)						

Input | Contact Info | **ISO Country Codes** | State Codes | Visa Site Codes

SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)



	A	B	C	D	E	F	G	H
1	ISO Alpha-2 Code	Country Name						
59	CT	KIRIBATI (CANTON AND ENDERBURY IS?)						
60	CU	CUBA						
61	CV	CAPE VERDE, REPUBLIC OF						
62	CW	CURACAO						
63	CX	CHRISTMAS ISLAND(INDIAN OCEAN)						
64	CY	CYPRUS						
65	CZ	CZECH REPUBLIC						
66	DD	GERMANY, DEM. REPUBLIC (EAST)						
67	DD	GERMANY						
68	DE	GERMANY						
69	DJ	DJIBOUTI						
70	DK	DENMARK						
71	DM	DOMINICA						
72	DO	DOMINICAN REPUBLIC						
73	DZ	ALGERIA						
74	EC	ECUADOR						
75	EE	ESTONIA						
76	EG	EGYPT						
77	EH	WESTERN SAHARA						
78	EN	ESTONIA						
79	ER	ERITREA						
80	ES	SPAIN						
81	ET	ETHIOPIA						
82	EU	EUROPEAN ECONOMIC COMMUNITY						
83	FI	FINLAND						
84	FJ	FIJI						
85	FK	FALKLAND ISLANDS						
86	FM	MICRONESIA, FEDERATED STATES						
87	FO	FAROE ISLANDS						
88	FP	FPO - CUSTOMS MAIL ENTRY ONLY						
89	FR	FRANCE						
90	FX	METROPOLITAN, FRANCE						
91	GA	GABON						
92	GB	UNITED KINGDOM						
93	GD	GRENADA						
94	GE	GEORGIA						
95	GF	FRENCH GUIANA						
96	GG	GUERNSEY						
97	GG	GEORGIA						
98	GH	GHANA						
99	GI	GIBRALTAR						
100	GL	GREENLAND						
101	GM	GAMBIA						
102	GN	GUINEA						
103	GP	GUADELOUPE						
104	GQ	EQUATORIAL GUINEA						
105	GR	GREECE						
106	GS	SOUTH GEORGIA AND THE SOUTH SANDWICH ISLANDS						
107	GT	GUATEMALA						
108	GU	GUAM						
109	GW	GUINEA-BISSAU						
110	GY	GUYANA						
111	GZ	GAZA STRIP						
112	HK	HONG KONG						
113	HM	HEARD AND MCDONALD ISLANDS						
114	HN	HONDURAS						
115	HR	CROATIA						
116	HT	HAITI						

Input | Contact Info | **ISO Country Codes** | State Codes | Visa Site Codes

SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

	A	B	C	D	E	F	G	H
1	ISO Alpha-2 Code	Country Name						
116	HT	HAITI						
117	HU	HUNGARY						
118	HV	BURKINA (FORMER UPPER VOLTA, SEE BF)						
119	ID	INDONESIA						
120	IE	IRELAND						
121	IL	ISRAEL						
122	IM	ISLE OF MAN						
123	IN	INDIA						
124	IO	BRITISH INDIAN OCEAN TERRITORY						
125	IQ	IRAQ						
126	IR	IRAN						
127	IS	ICELAND						
128	IT	ITALY						
129	JE	JERSEY						
130	JM	JAMAICA						
131	JO	JORDAN						
132	JP	JAPAN						
133	JT	JOHNSTON ISLAND						
134	KE	KENYA						
135	KG	KYRGYZSTAN						
136	KH	CAMBODIA						
137	KI	KIRIBATI						
138	KK	KAZAKSTAN						
139	KM	COMOROS						
140	KN	ST. KITTS-NEVIS ISLANDS						
141	KP	NORTH KOREA						
142	KR	KOREA, REPUBLIC OF						
143	KV	KOSOVO						
144	KW	KUWAIT						
145	KY	CAYMAN ISLANDS						
146	KZ	KAZAKHSTAN						
147	LA	LAOS						
148	LB	LEBANON						
149	LC	ST. LUCIA						
150	LI	LIECHTENSTEIN						
151	LK	SRI LANKA						
152	LR	LIBERIA						
153	LS	LESOTHO						
154	LT	LITHUANIA						
155	LU	LUXEMBOURG						
156	LV	LATVIA						
157	LY	LIBYA						
158	MA	MOROCCO						
159	MC	MONACO						
160	MD	MOLDOVA						
161	ME	MONTENEGRO						
162	MF	SAINT MARTIN						
163	MG	MADAGASCAR (MALAGASY)						
164	MH	MARSHALL ISLANDS						
165	MI	MIDWAY ISLANDS						
166	MK	MACEDONIA (SKOPJE)						
167	ML	MALI						
168	MM	MYANMAR (BURMA)						
169	MN	MONGOLIA						
170	MO	MACAO (MACAU)						
171	MP	NORTHERN MARIANA ISLANDS (SAIPAN)						
172	MP	NORTHERN MARIANA ISLANDS						
173	MQ	MARTINIQUE						

Input | Contact Info | **ISO Country Codes** | State Codes | Visa Site Codes

SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)



	A	B	C	D	E	F	G	H
1	ISO Alpha-2 Code	Country Name						
173	MQ	MARTINIQUE						
174	MR	MAURITANIA						
175	MS	MONTSERRAT						
176	MT	MALTA AND GOZO						
177	MU	MAURITIUS						
178	MV	MALDIVE ISLANDS						
179	MW	MALAWI						
180	MX	MEXICO						
181	MY	MALAYSIA						
182	MZ	MOZAMBIQUE						
183	NA	NAMIBIA						
184	NC	NEW CALEDONIA						
185	NE	NIGER						
186	NF	NORFOLK ISLAND						
187	NG	NIGERIA						
188	NI	NICARAGUA						
189	NL	NETHERLANDS						
190	NO	NORWAY						
191	NP	NEPAL						
192	NQ	FRENCH S ANTARCTIC (DRONNING MAUD LAND)						
193	NR	NAURU						
194	NT	IRAQ-SAUDI ARABIA NEUTRAL ZONE						
195	NU	NIUE						
196	NZ	NEW ZEALAND						
197	OB	ZAIRE						
198	OM	OMAN						
199	PA	PANAMA						
200	PE	PERU						
201	PF	FRENCH POLYNESIA						
202	PG	PAPUA NEW GUINEA						
203	PH	PHILIPPINES						
204	PK	PAKISTAN						
205	PL	POLAND						
206	PM	ST PIERRE AND MIQUELON						
207	PN	PITCAIRN ISLAND						
208	PR	PUERTO RICO						
209	PS	PALESTINE						
210	PT	PORTUGAL						
211	PW	PALAU						
212	PY	PARAGUAY						
213	QA	QATAR						
214	RE	REUNION (ISLAND, FRENCH)						
215	RO	ROMANIA						
216	RS	SERBIA						
217	RU	RUSSIA						
218	RW	RWANDA						
219	SA	SAUDI ARABIA						
220	SB	SOLOMON ISLANDS						
221	SC	SEYCHELLES						
222	SD	SUDAN						
223	SE	SWEDEN						
224	SG	SINGAPORE						
225	SH	ST HELENA						
226	SI	SLOVENIA						
227	SJ	SVALBARD AND JAN MAYEN ISLANDS						
228	SK	SLOVAKIA						
229	SL	SIERRA LEONE						
230	SM	SAN MARINO						

Input | Contact Info | ISO Country Codes | State Codes | Visa Site Codes

SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

	A	B	C	D	E	F	G	H
1	ISO Alpha-2 Code	Country Name						
230	SM	SAN MARINO						
231	SN	SENEGAL						
232	SO	SOMALIA						
233	SQ	SLOVAKIA						
234	SR	SURINAME						
235	SS	SOUTH SUDAN						
236	ST	SAO TOME AND PRINCIPE						
237	SU	UNION OF SOVIET SOCIALIST REPS						
238	SV	EL SALVADOR						
239	SX	SINT MAARTEN (DUTCH PART)						
240	SY	SYRIA						
241	SZ	SWAZILAND						
242	TC	TURKS AND CAICOS ISLANDS						
243	TD	CHAD						
244	TF	FRENCH SOUTHERN TERRITORIES						
245	TG	TOGO						
246	TH	THAILAND						
247	TJ	TAJIKISTAN						
248	TK	TOKELAU ISLANDS						
249	TL	EAST TIMOR (TIMOR-LESTE)						
250	TM	TURKMENISTAN						
251	TN	TUNISIA						
252	TO	TONGA						
253	TP	TIMOR-LESTE (EAST TIMOR)						
254	TR	TURKEY						
255	TT	TRINIDAD AND TOBAGO						
256	TV	TUVALU						
257	TW	CHINA(TAIWAN)						
258	TZ	TANZANIA, UNITED REPUBLIC OF						
259	UA	UKRAINE						
260	UG	UGANDA						
261	UK	UNITED KINGDOM (SEE GB)						
262	UM	UNITED STATES MINOR OUTLYING ISLANDS						
263	US	UNITED STATES OF AMERICA						
264	UY	URUGUAY						
265	UZ	UZBEKISTAN						
266	VA	VATICAN CITY						
267	VC	ST. VINCENT AND THE GRENADINES						
268	VE	VENEZUELA						
269	VG	BRITISH VIRGIN ISLANDS						
270	VI	VIRGIN ISLANDS OF THE U.S.						
271	VN	VIETNAM						
272	VU	VANUATU						
273	WE	WEST BANK						
274	WF	WALLIS AND FUTUNA						
275	WK	WAKE ISLAND						
276	WS	SAMOA						
277	XK	KOSOVO						
278	XX	UNKNOWN						
279	XZ	INSTALLATIONS IN INTERNATIONAL WATERS						
280	YD	YEMEN (ADEN)						
281	YE	YEMEN (SANA REPUBLIC OF)						
282	YE	YEMEN						
283	YE	REPUBLIC OF YEMEN						
284	YM	YEMEN, REPUBLIC OF (SANAA)						
285	YO	SERBIA AND MONTENEGRO						
286	YT	MAYOTTE						
287	YU	YUGOSLAVIA						

Input | Contact Info | **ISO Country Codes** | State Codes | Visa Site Codes

SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)



	A	B	C	D	E	F	G	H
1	ISO Alpha-2 Code	Country Name						
287	YU	YUGOSLAVIA						
288	ZA	REPUBLIC OF SOUTH AFRICA						
289	ZM	ZAMBIA						
290	ZR	ZAIRE						
291	ZW	ZIMBABWE						
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Input | Contact Info | **ISO Country Codes** | State Codes | Visa Site Codes

SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

Exhibit A-10 CBP Pre-Arrival Name Spreadsheet – New York Port of Entry – State Codes Sheet **SAMPLE**

	A	B	C	D	E	F
1	State Code	State Name	Country			
2	AK	Alaska	US			
3	AL	Alabama	US			
4	AM	American Samoa	US			
5	AR	Arkansas	US			
6	AZ	Arizona	US			
7	CA	California	US			
8	CO	Colorado	US			
9	CT	Connecticut	US			
10	DC	District of Columbia	US			
11	DE	Delaware	US			
12	FL	Florida	US			
13	GA	Georgia	US			
14	GM	Guam	US			
15	HI	Hawaii	US			
16	IA	Iowa	US			
17	ID	Idaho	US			
18	IL	Illinois	US			
19	IN	Indiana	US			
20	KS	Kansas	US			
21	KY	Kentucky	US			
22	LA	Louisiana	US			
23	MA	Massachusetts	US			
24	MD	Maryland	US			
25	ME	Maine	US			
26	MI	Michigan	US			
27	MN	Minnesota	US			
28	MO	Missouri	US			
29	MS	Mississippi	US			
30	MT	Montana	US			
31	NB	Nebraska	US			
32	NC	North Carolina	US			
33	ND	North Dakota	US			
34	NH	New Hampshire	US			
35	NJ	New Jersey	US			
36	NM	New Mexico	US			
37	NV	Nevada	US			
38	NY	New York	US			
39	OH	Ohio	US			
40	OK	Oklahoma	US			
41	OR	Oregon	US			
42	PA	Pennsylvania	US			
43	PR	Puerto Rico	US			
44	RI	Rhode Island	US			
45	SC	South Carolina	US			
46	SD	South Dakota	US			
47	TN	Tennessee	US			
48	TX	Texas	US			
49	UT	Utah	US			
50	VA	Virginia	US			
51	VI	Virgin Islands	US			
52	VT	Vermont	US			
53	WA	Washington	US			

Input | Contact Info | ISO Country Codes | **State Codes** | Visa Site Codes

SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

	A	B	C	D	E	F
1	State Code	State Name	Country			
53	WA	Washington	US			
54	WI	Wisconsin	US			
55	WV	West Virginia	US			
56	WY	Wyoming	US			
57	AB	Alberta	CANADA			
58	BC	British Columbia	CANADA			
59	IC	Canadian Indian Nations	CANADA			
60	MB	Manitoba	CANADA			
61	NL	Newfoundland	CANADA			
62	NB	New Brunswick	CANADA			
63	NS	Nova Scotia	CANADA			
64	NT	Northwest Territory	CANADA			
65	NU	Nunavut	CANADA			
66	ON	Ontario	CANADA			
67	PE	Prince Edward Island	CANADA			
68	QC	Quebec	CANADA			
69	SK	Saskatchewan	CANADA			
70	YT	Yukon Terrotory	CANADA			
71	AGU	AGUASCALIENTES	MEXICO			
72	BCN	BAJA CALIFORNIA	MEXICO			
73	BCS	BAJA CALIFORNIA SUR	MEXICO			
74	CAM	CAMPECHE	MEXICO			
75	CHP	CHIAPAS	MEXICO			
76	CHH	CHIHUAHUA	MEXICO			
77	COA	COAHUILA	MEXICO			
78	COL	COLIMA	MEXICO			
79	DIF	DISTRITO FEDERAL	MEXICO			
80	DUR	DURANGO	MEXICO			
81	GUA	GUANAJUATO	MEXICO			
82	GRO	GUERRERO	MEXICO			
83	HID	HIDALGO	MEXICO			
84	JAL	JALISCO	MEXICO			
85	MEX	MEXICO	MEXICO			
86	MIC	MICHOACAN	MEXICO			
87	MOR	MORELOS	MEXICO			
88	NAY	NAYARIT	MEXICO			
89	NLE	NUEVO LEON	MEXICO			
90	OAX	OAXACA	MEXICO			
91	PUE	PUEBLA	MEXICO			
92	QUE	QUERETARO	MEXICO			
93	ROO	QUINTANA ROO	MEXICO			
94	SLP	SAN LUIS POTOSI	MEXICO			
95	SIN	SINALOA	MEXICO			
96	SON	SONORA	MEXICO			
97	TAB	TABASCO	MEXICO			
98	TAM	TAMAULIPAS	MEXICO			
99	TLA	TLAXCALA	MEXICO			
100	VER	VERACRUZ	MEXICO			
101	YUC	YUCATAN	MEXICO			
102	ZAC	ZACATECAS	MEXICO			
103						
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Input | Contact Info | ISO Country Codes | **State Codes** | Visa Site Codes

SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

Exhibit A-11 CBP Pre-Arrival Name Spreadsheet – New York Port of Entry – Visa Site Codes Sheet **SAMPLE**

	A	B	C
1	Issuing Post Code	Issuing Post Name	Issuing Country
2	ABC	ABCO	UNITED STATES OF AMERICA
3	ABD	ABU DHABI	UNITED ARAB EMIRATES
4	ABJ	ABIDJAN	IVORY COAST
5	ABU	ABUJA	NIGERIA
6	ACC	ACCRA	GHANA
7	ACK	AUCKLAND	NEW ZEALAND
8	ACN	A CORUNA	SPAIN
9	ACP	ACAPULCO	MEXICO
10	ADA	ADANA	TURKEY
11	ADD	ADDIS ABABA	ETHIOPIA
12	AGA	AGANA, GUAM	UNITED STATES OF AMERICA
13	AKD	ASHGABAT	TURKMENISTAN
14	ALB	ALBANY, NY	UNITED STATES OF AMERICA
15	ALG	ALGIERS	ALGERIA
16	ALQ	ALBUQUERQUE, NM	UNITED STATES OF AMERICA
17	AMM	AMMAN	JORDAN
18	AMS	AMSTERDAM	NETHERLANDS
19	ANC	ANCHORAGE, AK	UNITED STATES OF AMERICA
20	ANK	ANKARA	TURKEY
21	ANT	ANTANANARIVO	MADAGASCAR (MALAGASY)
22	APA	APIA	SAMOA
23	APC	ARKANSAS PASSPORT CENTER	UNITED STATES OF AMERICA
24	ASM	ASMARA	ERITREA
25	ASN	ASUNCION	PARAGUAY
26	AST	ASTANA	KAZAKHSTAN
27	ATA	ALMATY	KAZAKHSTAN
28	ATG	ANTIGUA	ANTIGUA & BARBUDA
29	ATH	ATHENS	GREECE
30	ATL	ATLANTA, GA	UNITED STATES OF AMERICA
31	BAL	BALTIMORE, MD	UNITED STATES OF AMERICA
32	BAM	BAMAKO	MALI
33	BAN	BANJUL	GAMBIA
34	BAT	BATHURST	UNITED KINGDOM
35	BCH	BUCHAREST	ROMANIA
36	BDP	BUDAPEST	HUNGARY
37	BEJ	BEIJING	CHINA(MAINLAND)
38	BEN	BERN	SWITZERLAND
39	BGH	BAGHDAD	IRAQ
40	BGI	BANGUI	CENTRAL AFRICAN REPUBLIC (EMPIRE)
41	BGN	BRIDGETOWN	BARBADOS
42	BGT	BOGOTA	COLOMBIA
43	BIS	BISSAU	GUINEA-BISSAU
44	BKK	BISHKEK	KYRGYZSTAN
45	BKU	BAKU	AZERBAIJAN
46	BLF	BELFAST	UNITED KINGDOM
47	BLG	BELGRADE	SERBIA AND MONTENEGRO
48	BLM	BELEM	BRAZIL
49	BLZ	BELMOPAN	BELIZE
50	BLZ	BELIZE	BELIZE
51	BMB	MUMBAI (BOMBAY)	INDIA
52	BNK	BANGKOK	THAILAND
53	BNS	BUENOS AIRES	ARGENTINA
54	BOS	BOSTON, MA	UNITED STATES OF AMERICA
55	BRA	BRASILIA	BRAZIL
56	BRC	BARCELONA	SPAIN

SAMPLE

Input | Contact Info | ISO Country Codes | State Codes | **Visa Site Codes**

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

	A	B	C
1	Issuing Post Code	Issuing Post Name	Issuing Country
56	BRC	BARCELONA	SPAIN
57	BRD	BORDEAUX	FRANCE
58	BRL	BERLIN	GERMANY
59	BRN	BREMEN	GERMANY
60	BRR	BARRANQUILLA	COLOMBIA
61	BRS	BRUSSELS	BELGIUM
62	BRT	BEIRUT	LEBANON
63	BRZ	BRAZZAVILLE	REPUBLIC OF CONGO (BRAZZAVILLE)
64	BSB	BANDAR SERI BEGAWAN	BRUNEI
65	BTS	BRATISLAVA	SLOVAKIA
66	BUF	BUFFALO, NY	UNITED STATES OF AMERICA
67	BUJ	BUJUMBURA	BURUNDI
68	BUR	INS - EASTERN REGIONAL OFFICE, BU	UNITED STATES OF AMERICA
69	CA	CONSULAR AFFAIRS BUREAU	UNITED STATES OF AMERICA
70	CAC	CIUDAD ACUNA	MEXICO
71	CAL	CALEXICO	UNITED STATES OF AMERICA
72	CBU	CEBU	PHILIPPINES
73	CCH	COCHABAMBA	BOLIVIA
74	CDJ	CIUDAD JUAREZ	MEXICO
75	CHE	CHENGDU	CHINA(MAINLAND)
76	CHI	CHICAGO, IL	UNITED STATES OF AMERICA
77	CHN	CHIANG MAI	THAILAND
78	CHS	CHISINAU	MOLDOVA
79	CLA	CIA, LANGLEY	UNITED STATES OF AMERICA
80	CLC	KOLKATA	INDIA
81	CLE	CLEVELAND, OH	UNITED STATES OF AMERICA
82	CLG	CALGARY	CANADA
83	CLM	COLOMBO	SRI LANKA
84	CNB	CANBERRA	AUSTRALIA
85	CNC	CANCUN	MEXICO
86	COT	COTONOU	BENIN
87	COW	INS CENTRAL OFFICE WASHINGTON	UNITED STATES OF AMERICA
88	CPA	CONNECTICUT PASSPORT AGENCY, NORWALK CT	UNITED STATES OF AMERICA
89	CPC	CHARLESTON PASSPORT CENTER	UNITED STATES OF AMERICA
90	CPN	COPENHAGEN	DENMARK
91	CPT	CAPE TOWN	REPUBLIC OF SOUTH AFRICA
92	CRC	CURACAO	NETHERLANDS ANTILLES
93	CRO	CAIRO	EGYPT
94	CRS	CARACAS	VENEZUELA
95	CRY	CONAKRY	GUINEA
96	CSB	CASABLANCA	MOROCCO
97	CSF	CONSULAR SUPPLIES FACILITY	UNITED STATES OF AMERICA
98	CSL	CABO SAN LUCAS	MEXICO
99	CZC	CUZCO	PERU
100	CZM	COZUMEL	MEXICO
101	DAL	DALLAS, TX	UNITED STATES OF AMERICA
102	DBL	DUBLIN	IRELAND
103	DEN	DENVER, CO	UNITED STATES OF AMERICA
104	DET	DETROIT, MI	UNITED STATES OF AMERICA
105	DHB	DUSHANBE	TAJIKISTAN
106	DHK	DHAKA	BANGLADESH
107	DHR	DHAHRAN	SAUDI ARABIA
108	DIL	DILI	EAST TIMOR (TIMOR-LESTE)
109	DJI	DJIBOUTI	DJIBOUTI
110	DKR	DAKAR	SENEGAL

Input | Contact Info | ISO Country Codes | State Codes | **Visa Site Codes**

SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

	A	B	C
1	Issuing Post Code	Issuing Post Name	Issuing Country
110	DKR	DAKAR	SENEGAL
111	DLS	INS - SOUTHERN REGIONAL OFFICE, D	UNITED STATES OF AMERICA
112	DMS	DAMASCUS	SYRIA
113	DNP	DENPASAR (BALI)	INDONESIA
114	DOH	DOHA	QATAR
115	DPT	DEPARTMENT OF STATE	UNITED STATES OF AMERICA
116	DPT	DEPARTMENT	UNITED STATES OF AMERICA
117	DRB	DURBAN	REPUBLIC OF SOUTH AFRICA
118	DRS	DAR ES SALAAM	TANZANIA, UNITED REPUBLIC OF
119	DSS	DUSSELDORF	GERMANY
120	DUB	DUBAI	UNITED ARAB EMIRATES
121	EAC	INS EASTERN REGIONAL CENTER	UNITED STATES OF AMERICA
122	EDN	EDINBURGH	UNITED KINGDOM
123	ELP	EL PASO, TX	UNITED STATES OF AMERICA
124	ERB	ERBIL	IRAQ
125	FCC	FBI, CRYSTAL CITY	UNITED STATES OF AMERICA
126	FDF	FORT-DE-FRANCE	MARTINIQUE
127	FDI	FORENSIC DOCUMENT DESIGN INTEGRITY	UNITED STATES OF AMERICA
128	FKK	FUKUOKA	JAPAN
129	FLR	FLORENCE	ITALY
130	FNC	FUNCHAL	PORTUGAL
131	FOR	FORTALEZA	BRAZIL
132	FRN	FRANKFURT	GERMANY
133	FSI	FOREIGN SERVICE INSTITUTE	UNITED STATES OF AMERICA
134	FTN	FREETOWN	SIERRA LEONE
135	FUE	FUENGIROLA (MALAGA)	SPAIN
136	GAB	GABORONE	BOTSWANA
137	GDL	GUADALAJARA	MEXICO
138	GEN	GENOA	ITALY
139	GEO	GEORGETOWN	GUYANA
140	GGT	GEORGE TOWN	CAYMAN ISLANDS
141	GPO	GOVERNMENT PRINTING OFFICE	UNITED STATES OF AMERICA
142	GTM	GUATEMALA CITY	GUATEMALA
143	GUZ	GUANGZHOU	CHINA(MAINLAND)
144	GVA	GENEVA, SWITZERLAND	SWITZERLAND
145	GYQ	GUAYAQUIL	ECUADOR
146	HAG	HAGUE, THE	NETHERLANDS
147	HAG	THE HAGUE	NETHERLANDS
148	HAI	HAIFA	ISRAEL
149	HAN	HANOI	VIETNAM
150	HAR	HARTFORD, CT	UNITED STATES OF AMERICA
151	HAV	HAVANA	CUBA
152	HCM	HO CHI MINH CITY	VIETNAM
153	HEL	HELENA, MT	UNITED STATES OF AMERICA
154	HER	HERMOSILLO	MEXICO
155	HHW	HONOLULU, HI	UNITED STATES OF AMERICA
156	HLF	HALIFAX	CANADA
157	HLG	HARLINGEN, TX	UNITED STATES OF AMERICA
158	HLS	HELSINKI	FINLAND
159	HMB	HAMBURG	GERMANY
160	HML	HAMILTON	BERMUDA
161	HMM	HAMMOND, IN	UNITED STATES OF AMERICA
162	HNK	HONG KONG	HONG KONG
163	HON	HONIARA	SOLOMON ISLANDS
164	HOU	HOUSTON, TX	UNITED STATES OF AMERICA

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SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

	A	B	C
1	Issuing Post Code	Issuing Post Name	Issuing Country
164	HOU	HOUSTON, TX	UNITED STATES OF AMERICA
165	HRE	HARARE	ZIMBABWE
166	HYD	HYDERABAD	INDIA
167	INS	INS/ CENTRAL OFFICE	UNITED STATES OF AMERICA
168	ISB	PORT ISABEL, TX	UNITED STATES OF AMERICA
169	ISL	ISLAMABAD	PAKISTAN
170	IST	ISTANBUL	TURKEY
171	IXT	IXTAPA	MEXICO
172	IZM	IZMIR	TURKEY
173	JAK	JAKARTA	INDONESIA
174	JBA	JUBA	SOUTH SUDAN
175	JDD	JEDDAH	SAUDI ARABIA
176	JHN	JOHANNESBURG	REPUBLIC OF SOUTH AFRICA
177	JRS	JERUSALEM	ISRAEL
178	KAN	KANSAS CITY	UNITED STATES OF AMERICA
179	KAO	KAOHSIUNG	CHINA(TAIWAN)
180	KBL	KABUL	AFGHANISTAN
181	KBO	OSAKA-KOBE	JAPAN
182	KCC	KENTUCKY CONSULAR CENTER	UNITED STATES OF AMERICA
183	KDU	KATHMANDU	NEPAL
184	KEV	KYIV	UKRAINE
185	KGL	KIGALI	RWANDA
186	KHF	KHARTOUM FILES	UNKNOWN
187	KHT	KHARTOUM	SUDAN
188	KIN	KINSHASA	CONGO (KINSHASA) FORMALLY ZAIRE
189	KLL	KUALA LUMPUR	MALAYSIA
190	KMP	KAMPALA	UGANDA
191	KNG	KINGSTON	JAMAICA
192	KOL	KOLONIA	MICRONESIA, FEDERATED STATES
193	KOR	KOROR	PALAU
194	KRC	KARACHI	PAKISTAN
195	KRK	KRAKOW	POLAND
196	KWT	KUWAIT	KUWAIT
197	LEI	LEIPZIG	GERMANY
198	LGS	LAGOS	NIGERIA
199	LHR	LAHORE	PAKISTAN
200	LIB	LIBREVILLE	GABON
201	LIL	LILONGWE	MALAWI
202	LIN	INS NORTHERN REGIONAL CENTER	UNITED STATES OF AMERICA
203	LJU	LJUBLJANA	SLOVENIA
204	LMA	LIMA	PERU
205	LND	LONDON	UNITED KINGDOM
206	LOM	LOME	TOGO
207	LOS	LOS ANGELES, CA	UNITED STATES OF AMERICA
208	LPZ	LA PAZ	BOLIVIA
209	LSB	LISBON	PORTUGAL
210	LSP	LAS PALMAS	SPAIN
211	LUA	LUANDA	ANGOLA
212	LUS	LUSAKA	ZAMBIA
213	LXM	LUXEMBOURG	LUXEMBOURG
214	LYN	LYON	FRANCE
215	MAJ	MAJURO	MARSHALL ISLANDS
216	MAN	MANAUS	BRAZIL
217	MAP	MAPUTO	MOZAMBIQUE
218	MAS	MASERU	LESOTHO

SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

	A	B	C
1	Issuing Post Code	Issuing Post Name	Issuing Country
218	MAS	MASERU	LESOTHO
219	MAZ	MAZATLAN	MEXICO
220	MBA	MBABANE	SWAZILAND
221	MBO	MALABO	EQUATORIAL GUINEA
222	MCL	MEXICALI	MEXICO
223	MDD	MADRID	SPAIN
224	MDR	CHENNAI (MADRAS)	INDIA
225	MEM	MEMPHIS, TN	UNITED STATES OF AMERICA
226	MER	MERIDA	MEXICO
227	MEX	MEXICO CITY	MEXICO
228	MIA	MIAMI, FL	UNITED STATES OF AMERICA
229	MIL	MILWAUKEE, WI	UNITED STATES OF AMERICA
230	MLB	MELBOURNE	AUSTRALIA
231	MLN	MILAN	ITALY
232	MNA	MANAMA	BAHRAIN
233	MNG	MANAGUA	NICARAGUA
234	MNL	MANILA	PHILIPPINES
235	MOS	MOSCOW	RUSSIA
236	MRC	MARACAIBO	VENEZUELA
237	MRL	MARSEILLE	FRANCE
238	MRV	MONROVIA	LIBERIA
239	MSK	MINSK	BELARUS
240	MST	MUSCAT	OMAN
241	MTB	MONTEGO BAY	JAMAICA
242	MTL	MONTREAL	CANADA
243	MTM	MATAMOROS	MEXICO
244	MTR	MONTERREY	MEXICO
245	MTV	MONTEVIDEO	URUGUAY
246	MUN	MUNICH	GERMANY
247	NCS	NICOSIA	CYPRUS
248	NDJ	N'DJAMENA	CHAD
249	NEW	NEWARK, NJ	UNITED STATES OF AMERICA
250	NGL	NOGALES	MEXICO
251	NGY	NAGOYA	JAPAN
252	NHA	NAHA	JAPAN
253	NHM	PORTSMOUTH, NH	UNITED STATES OF AMERICA
254	NMC	NATL CNTR FOR MISSING AND EXPLOITED CHILDREN	UNKNOWN
255	NMY	NIAMEY	NIGER
256	NOL	NEW ORLEANS, LA	UNITED STATES OF AMERICA
257	NOR	NORFOLK, VA	UNITED STATES OF AMERICA
258	NPL	NAPLES	ITALY
259	NRB	NAIROBI	KENYA
260	NSS	NASSAU	BAHAMAS
261	NUK	NOUAKCHOTT	MAURITANIA
262	NVC	NATIONAL VISA CENTER	UNITED STATES OF AMERICA
263	NVC	VISA OFFICE	UNITED STATES OF AMERICA
264	NVL	NUEVO LAREDO	MEXICO
265	NWD	NEW DELHI	INDIA
266	NYC	NEW YORK CITY, NY	UNITED STATES OF AMERICA
267	OAX	OAXACA	MEXICO
268	OCI	CONSULAR AFFAIRS/ OFFICE OF CHILDREN ISSUES	UNITED STATES OF AMERICA
269	OCS	CONSULAR AFFAIRS/ OFFICE OF CITIZEN SERVICES	UNITED STATES OF AMERICA
270	OMA	OMAHA, NE	UNITED STATES OF AMERICA
271	OSI	OFFICE OF SPECIAL INVESTIGATIONS, DOJ	UNITED STATES OF AMERICA
272	OSL	OSLO	NORWAY

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SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

	A	B	C
1	Issuing Post Code	Issuing Post Name	Issuing Country
272	OSL	OSLO	NORWAY
273	OTT	OTTAWA	CANADA
274	OUG	OUAGADOUGOU	BURKINA FASO (UPPER VOLTA)
275	PAY	PUERTO AYORA	ECUADOR
276	PDM	PALMA DE MALLORCA	SPAIN
277	PDN	PIEDRAS NEGRAS	MEXICO
278	PGO	PAGO PAGO	AMERICAN SAMOA
279	PHI	PHILADELPHIA, PA	UNITED STATES OF AMERICA
280	PHO	PHOENIX, AZ	UNITED STATES OF AMERICA
281	PHP	PHNOM PENH	CAMBODIA
282	PIA	PRAIA	CAPE VERDE, REPUBLIC OF
283	PIT	PITTSBURGH, PA	UNITED STATES OF AMERICA
284	PLR	PALERMO	ITALY
285	PNM	PANAMA CITY	PANAMA
286	POD	PODGORICA	SERBIA AND MONTENEGRO
287	POM	PORTLAND, ME	UNITED STATES OF AMERICA
288	POO	PORTLAND, OR	UNITED STATES OF AMERICA
289	POZ	POZNAN	POLAND
290	PPD	PASSPORT DIRECTORATE	UNITED STATES OF AMERICA
291	PRA	PRETORIA	REPUBLIC OF SOUTH AFRICA
292	PRG	PRAGUE	CZECH REPUBLIC
293	PRI	PRISTINA, KOSOBO	SERBIA AND MONTENEGRO
294	PRM	PARAMARIBO	SURINAME
295	PRS	PARIS	FRANCE
296	PRT	PERTH	AUSTRALIA
297	PRV	PROVIDENCE, RI	UNITED STATES OF AMERICA
298	PSH	PESHAWAR	PAKISTAN
299	PTA	PORTO ALEGRE	BRAZIL
300	PTC	PITCAIRN ISLANDS	PITCAIRN ISLAND
301	PTD	PONTA DELGADA	PORTUGAL
302	PTL	PORT LOUIS	MAURITIUS
303	PTM	PORT MORESBY	PAPUA NEW GUINEA
304	PTP	PORT AU PRINCE	HAITI
305	PTS	PORT OF SPAIN	TRINIDAD AND TOBAGO
306	PTV	PUERTA VALLARTA	MEXICO
307	PUC	PUNTA CANA	DOMINICAN REPUBLIC
308	PUP	PUERTO PLATA	DOMINICAN REPUBLIC
309	QBC	QUEBEC	CANADA
310	QTO	QUITO	ECUADOR
311	RBT	RABAT	MOROCCO
312	RCF	RECIFE	BRAZIL
313	RDJ	RIO DE JANEIRO	BRAZIL
314	REN	RENO, NV	UNITED STATES OF AMERICA
315	REY	REYNOSA	MEXICO
316	RGA	RIGA	LATVIA
317	RIC	RICHMOND, VA	UNITED STATES OF AMERICA
318	RID	RIYADH	SAUDI ARABIA
319	RKJ	REYKJAVIK	ICELAND
320	RME	ROME	ITALY
321	RNG	RANGOON	BURMA
322	RNN	RENNES	FRANCE
323	RPC	WASHINGTON REFUGEE PROCESSING CENTER	UNITED STATES OF AMERICA
324	RUS	RUSSIAN FEDERATION	RUSSIA
325	SAA	SANAA	YEMEN, REPUBLIC OF (SANAA)
326	SAL	SAN JUAN, PR	PUERTO RICO

SAMPLE

Input | Contact Info | ISO Country Codes | State Codes | **Visa Site Codes**

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

	A	B	C
1	Issuing Post Code	Issuing Post Name	Issuing Country
326	SAJ	SAN JUAN, PR	PUERTO RICO
327	SAK	SAKHALIN	RUSSIA
328	SAR	SARAJEVO	BOSNIA-HERZEGOVINA
329	SDB	SALVADOR DA BAHIA	BRAZIL
330	SDG	SAN DIEGO, CA	UNITED STATES OF AMERICA
331	SDO	SANTO DOMINGO	DOMINICAN REPUBLIC
332	SEA	SEATTLE, WA	UNITED STATES OF AMERICA
333	SEO	SEOUL	KOREA, REPUBLIC OF
334	SFR	SAN FRANCISCO, CA	UNITED STATES OF AMERICA
335	SGE	ST GEORGES	GRENADA
336	SGP	SINGAPORE	SINGAPORE
337	SHG	SHANGHAI	CHINA(MAINLAND)
338	SIA	SPECIAL ISSUING AGENCY -- WASHINGTON PASSPORT	UNITED STATES OF AMERICA
339	SKO	SKOPJE	MACEDONIA (SKOPJE)
340	SLC	SALT LAKE CITY, UT	UNITED STATES OF AMERICA
341	SLP	SAN LUIS POTOSI	MEXICO
342	SLZ	SALZBURG	AUSTRIA
343	SMA	SAN MIGUEL DE ALLENDE	MEXICO
344	SNA	SAN ANTONIO, TX	UNITED STATES OF AMERICA
345	SNJ	SAN JOSE	COSTA RICA
346	SNS	SAN SALVADOR	EL SALVADOR
347	SNT	SANTIAGO	CHILE
348	SNY	SHENYANG	CHINA(MAINLAND)
349	SOF	SOFIA	BULGARIA
350	SPD	INS - WESTERN REGIONAL OFFICE, SA	UNITED STATES OF AMERICA
351	SPL	SAO PAULO	BRAZIL
352	SPM	ST. PAUL, MN	UNITED STATES OF AMERICA
353	SPN	SAIPAN, NORTHEN MARIANAS IS.	UNITED STATES OF AMERICA
354	SPP	SAPPORO	JAPAN
355	SPS	SAN PEDRO SULA	HONDURAS
356	SPT	ST PETERSBURG	RUSSIA
357	SRB	SURABAYA	INDONESIA
358	SRC	INS SOUTHERN REGIONAL CENTER	UNITED STATES OF AMERICA
359	STA	ST. ALBANS, VT	UNITED STATES OF AMERICA
360	STK	STOCKHOLM	SWEDEN
361	STM	STAMFORD, CT	UNITED STATES OF AMERICA
362	STP	INS - NORTHERN REGIONAL OFFICE, S	UNITED STATES OF AMERICA
363	STR	STRASSBOURG	FRANCE
364	SUV	SUVA	FIJI
365	SVL	SEVILLE	SPAIN
366	SYD	SYDNEY	AUSTRALIA
367	TAH	TAHITI	FRANCE
368	TAI	TAIPEI	CHINA(TAIWAN)
369	TAL	TALLINN	ESTONIA
370	TBL	TBILISI	GEORGIA
371	TES	THESSALONIKI	GREECE
372	TFO	TASK FORCE OPERATIONS	UNITED STATES OF AMERICA
373	TGG	TEGUCIGALPA	HONDURAS
374	THT	TASHKENT	UZBEKISTAN
375	TIA	TIRANA	ALBANIA
376	TJN	TIJUANA	MEXICO
377	TJT	TIJUANA TPF	MEXICO
378	TKY	TOKYO	JAPAN
379	TLV	TEL AVIV	ISRAEL
380	TNS	TUNIS	TUNISIA

SAMPLE

Input | Contact Info | ISO Country Codes | State Codes | **Visa Site Codes**

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

	A	B	C	D
1	Issuing Post Code	Issuing Post Name	Issuing Country	
380	TNS	TUNIS	TUNISIA	
381	TOU	TOULOUSE	FRANCE	
382	TPC	TUCSON PRINT CENTER	UNITED STATES OF AMERICA	
383	TRP	TRIPOLI	LIBYA	
384	TRS	TRIESTE	ITALY	
385	TRT	TORONTO	CANADA	
386	TSC	TERRORIST SCREEENING CENTER	UNITED STATES OF AMERICA	
387	ULN	ULAANBAATAR	MONGOLIA	
388	USN	USUN-NEW YORK	UNITED STATES OF AMERICA	
389	VAC	VANCOUVER	CANADA	
390	VAT	VATICAN CITY	VATICAN CITY	
391	VIL	VILNIUS	LITHUANIA	
392	VLA	VLADIVOSTOK	RUSSIA	
393	VLC	VALENCIA	SPAIN	
394	VLL	VALLETTA	MALTA AND GOZO	
395	VNN	VIENNA	AUSTRIA	
396	VNT	VIENTIANE	LAOS	
397	VOS	VOIS RECORD CREATION	UNITED STATES OF AMERICA	
398	VTR	VICTORIA	UNKNOWN	
399	WAC	INS WESTERN REGIONAL CENTER	UNITED STATES OF AMERICA	
400	WAS	WASHINGTON D. C.	UNITED STATES OF AMERICA	
401	WHK	WINDHOEK	NAMIBIA	
402	WLL	WELLINGTON	NEW ZEALAND	
403	WNN	WINNIPEG	CANADA	
404	WRW	WARSAW	POLAND	
405	WSF	DOMESTIC	UNITED STATES OF AMERICA	
406	WUH	WUHAN	CHINA(MAINLAND)	
407	WWW	ACS INTERNET REGISTRATION SITE	UNITED STATES OF AMERICA	
408	XDB	OSAM NETWORK OPERATIONS LAB	UNITED STATES OF AMERICA	
409	XGZ	GAZA STRIP	GAZA STRIP	
410	XQA	ORKAND QA LAB	UNITED STATES OF AMERICA	
411	XVV	CSD IV&V	UNITED STATES OF AMERICA	
412	XVY	CSD IV&V POST 2	UNITED STATES OF AMERICA	
413	XVZ	CSD IV&V POST 3	UNITED STATES OF AMERICA	
414	XWB	WEST BANK	UNKNOWN	
415	YDE	YAOUNDE	CAMEROON	
416	YEK	YEKATERINBURG	RUSSIA	
417	YRV	YEREVAN	ARMENIA	
418	YTC	YEMENIS TO CAIRO	YEMEN	
419	ZGB	ZAGREB	CROATIA	
420	ZRH	ZURICH	SWITZERLAND	
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Input | Contact Info | ISO Country Codes | State Codes | **Visa Site Codes**

SAMPLE

Exhibit A-11 CBP Pre Arrival Name Spreadsheet – Maine and Vermont Port of Entry – Coversheet **SAMPLE**

Border Pre-Arrival List of Names for Emergency Events for USCBP & CBSA

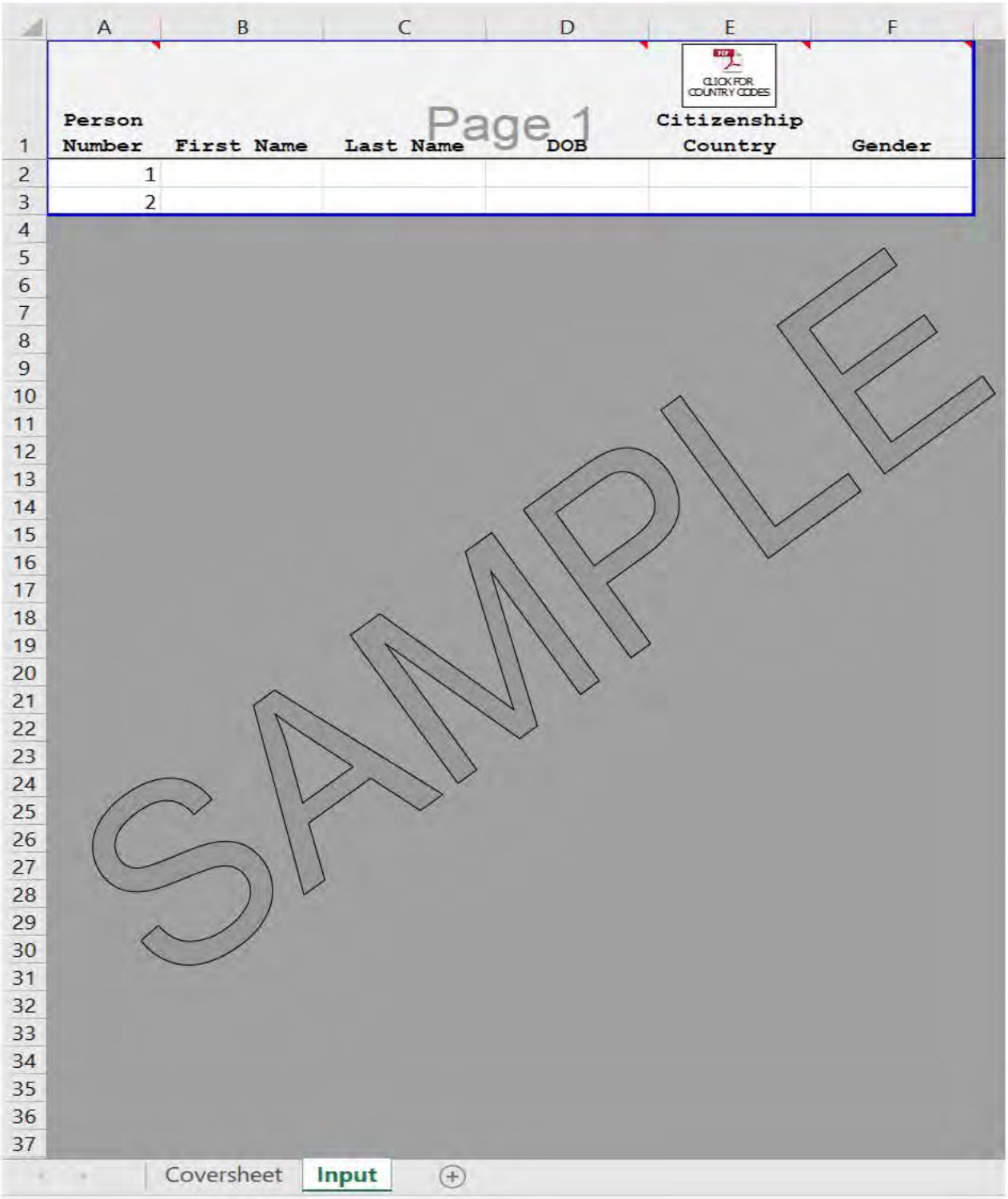
Department / Utility Company Name:	**Email Completed Form(s) to:**
Contact person:	**Requests for State of Maine:** BOSCAN-UW-Maine@cbp.dhs.gov
Contact Phone #:	**Requests for State of Vermont and New Hampshire:** BOSCAN-UW-Vermont@cbp.dhs.gov
Event Reason:	***Note: Please forward this as far in advance as possible***
Date:	**CBSA**
CBP / CBSA Confirmation Number:	**Entering New Brunswick at Route 95, Woodstock, NB** **Fax Form To: 506-325-3276 (Phone: 506-325-3160)**
Port of Entry Name (Arrival Location):	**Entering New Brunswick at 3rd Bridge, St. Stephen, NB** **Fax Form To: 506-465-2029 (Phone: 506-465-2244)**
Estimated time of arrival:	**Entering Quebec at Highway 15, St.-Bernard-de-Lacolle, PQ** **Fax Form To: 450-###-#### (Phone: 450-###-####)**
	Entering Quebec at Highway 133, Saint Armand, PQ **Fax Form To: 506-###-#### (Phone: 450--###-####)**

SAMPLE

Canada Border Services Agency | Agence des services frontaliers du Canada | U.S. Customs and Border Protection

Coversheet | Input

Exhibit A-12 CBP Pre Arrival Name Spreadsheet – Maine and Vermont Port of Entry – Input Sheet **SAMPLE**



New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

Exhibit A-13 CBP Pre Arrival Name Spreadsheet – Maine and Vermont Port of Entry – Country Codes**SAMPLE**

ISO Alpha-2 Code	Country Name
AB	ARUBA ISLAND (SEE ALSO AW)
AD	ANDORRA
AE	UNITED ARAB EMIRATES
AF	AFGHANISTAN
AG	ANTIGUA & BARBUDA
AI	ANGUILLA
AL	ALBANIA
AM	ARMENIA
AN	NETHERLANDS ANTILLES
AO	ANGOLA
AP	APO - CUSTOMS MAIL ENTRY ONLY
AQ	ANTARCTICA
AQ	FRENCH SOUTHERN ANTARCTIC LANDS
AR	ARGENTINA
AS	AMERICAN SAMOA
AT	AUSTRIA
AU	AUSTRALIA
AW	ARUBA
AX	ALAND ISLANDS
AZ	AZERBAIJAN
BA	BOSNIA-HERZEGOVINA
BB	BARBADOS
BD	BANGLADESH
BE	BELGIUM
BF	BURKINA FASO (UPPER VOLTA)
BG	BULGARIA
BH	BAHRAIN
BI	BURUNDI
BJ	BENIN
BL	SAINT BARTHELEMY
BM	BERMUDA
BN	BRUNEI
BO	BOLIVIA
BQ	BONAIRE, SAINT EUSTATIUS AND SABA
BR	BRAZIL
BS	BAHAMAS
BT	BHUTAN
BU	BURMA
BV	BOUVET ISLAND
BW	BOTSWANA
BY	BELARUS
BZ	BELIZE
CA	CANADA
CC	COCOS (KEELING) ISLANDS
CD	DEMOCRATIC REPUBLIC OF CONGO (ZAIRE)
CF	CENTRAL AFRICAN REPUBLIC (EMPIRE)
CG	REPUBLIC OF CONGO (BRAZZAVILLE)
CG	CONGO (BRAZZAVILLE)
CH	SWITZERLAND
CI	IVORY COAST
CK	COOK ISLANDS
CL	CHILE

SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

CM	CAMEROON
CN	CHINA(MAINLAND)
CO	COLOMBIA
CR	COSTA RICA
CS	CZECHOSLOVAKIA
CT	KIRIBATI (CANTON AND ENDERBURY IS?)
CU	CUBA
CV	CAPE VERDE, REPUBLIC OF
CW	CURACAO
CX	CHRISTMAS ISLAND(INDIAN OCEAN)
CY	CYPRUS
CZ	CZECH REPUBLIC
DD	GERMANY, DEM. REPUBLIC (EAST)
DD	GERMANY
DE	GERMANY
DJ	DJIBOUTI
DK	DENMARK
DM	DOMINICA
DO	DOMINICAN REPUBLIC
DZ	ALGERIA
EC	ECUADOR
EE	ESTONIA
EG	EGYPT
EH	WESTERN SAHARA
EN	ESTONIA
ER	ERITREA
ES	SPAIN
ET	ETHIOPIA
EU	EUROPEAN ECONOMIC COMMUNITY
FI	FINLAND
FJ	FIJI
FK	FALKLAND ISLANDS
FM	MICRONESIA, FEDERATED STATES
FO	FAROE ISLANDS
FP	FPO - CUSTOMS MAIL ENTRY ONLY
FR	FRANCE
FX	METROPOLITAN, FRANCE
GA	GABON
GB	UNITED KINGDOM
GD	GRENADA
GE	GEORGIA
GF	FRENCH GUIANA
GG	GUERNSEY
GG	GEORGIA
GH	GHANA
GI	GIBRALTAR
GL	GREENLAND
GM	GAMBIA
GN	GUINEA
GP	GUADELOUPE
GQ	EQUATORIAL GUINEA
GR	GREECE
GS	SOUTH GEORGIA AND THE SOUTH SANDWICH ISLANDS

SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

GT	GUATEMALA
GU	GUAM
GW	GUINEA-BISSAU
GY	GUYANA
GZ	GAZA STRIP
HK	HONG KONG
HM	HEARD AND MCDONALD ISLANDS
HN	HONDURAS
HR	CROATIA
HT	HAITI
HU	HUNGARY
HV	BURKINA (FORMER UPPER VOLTA, SEE BF)
ID	INDONESIA
IE	IRELAND
IL	ISRAEL
IM	ISLE OF MAN
IN	INDIA
IO	BRITISH INDIAN OCEAN TERRITORY
IQ	IRAQ
IR	IRAN
IS	ICELAND
IT	ITALY
JE	JERSEY
JM	JAMAICA
JO	JORDAN
JP	JAPAN
JT	JOHNSTON ISLAND
KE	KENYA
KG	KYRGYZSTAN
KH	CAMBODIA
KI	KIRIBATI
KK	KAZAKSTAN
KM	COMOROS
KN	ST. KITTS-NEVIS ISLANDS
KP	NORTH KOREA
KR	KOREA, REPUBLIC OF
KV	KOSOVO
KW	KUWAIT
KY	CAYMAN ISLANDS
KZ	KAZAKHSTAN
LA	LAOS
LB	LEBANON
LC	ST. LUCIA
LI	LIECHTENSTEIN
LK	SRI LANKA
LR	LIBERIA
LS	LESOTHO
LT	LITHUANIA
LU	LUXEMBOURG
LV	LATVIA
LY	LIBYA
MA	MOROCCO
MC	MONACO

SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

MD	MOLDOVA
ME	MONTENEGRO
MF	SAINT MARTIN
MG	MADAGASCAR (MALAGASY)
MH	MARSHALL ISLANDS
MI	MIDWAY ISLANDS
MK	MACEDONIA (SKOPJE)
ML	MALI
MM	MYANMAR (BURMA)
MN	MONGOLIA
MO	MACAO (MACAU)
MP	NORTHERN MARIANA ISLANDS (SAIPAN)
MP	NORTHERN MARIANA ISLANDS
MQ	MARTINIQUE
MR	MAURITANIA
MS	MONTSERRAT
MT	MALTA AND GOZO
MU	MAURITIUS
MV	MALDIVE ISLANDS
MW	MALAWI
MX	MEXICO
MY	MALAYSIA
MZ	MOZAMBIQUE
NA	NAMIBIA
NC	NEW CALEDONIA
NE	NIGER
NF	NORFOLK ISLAND
NG	NIGERIA
NI	NICARAGUA
NL	NETHERLANDS
NO	NORWAY
NP	NEPAL
NQ	FRENCH S ANTARCTIC (DRONNING MAUD LAND)
NR	NAURU
NT	IRAQ-SAUDI ARABIA NEUTRAL ZONE
NU	NIUE
NZ	NEW ZEALAND
OB	ZAIRE
OM	OMAN
PA	PANAMA
PE	PERU
PF	FRENCH POLYNESIA
PG	PAPUA NEW GUINEA
PH	PHILIPPINES
PK	PAKISTAN
PL	POLAND
PM	ST PIERRE AND MIQUELON
PN	PITCAIRN ISLAND
PR	PUERTO RICO
PS	PALESTINE
PT	PORTUGAL
PW	PALAU
PY	PARAGUAY

SAMPLE

New York State Procedure for NY Based Utilities Activating Canadian Utility Contractor Assistance During Extended Power Outage Events (January 2020)

QA	QATAR
RE	REUNION (ISLAND, FRENCH)
RO	ROMANIA
RS	SERBIA
RU	RUSSIA
RW	RWANDA
SA	SAUDI ARABIA
SB	SOLOMON ISLANDS
SC	SEYCHELLES
SD	SUDAN
SE	SWEDEN
SG	SINGAPORE
SH	ST HELENA
SI	SLOVENIA
SJ	SVALBARD AND JAN MAYEN ISLANDS
SK	SLOVAKIA
SL	SIERRA LEONE
SM	SAN MARINO
SN	SENEGAL
SO	SOMALIA
SQ	SLOVAKIA
SR	SURINAME
SS	SOUTH SUDAN
ST	SAO TOME AND PRINCIPE
SU	UNION OF SOVIET SOCIALIST REPS
SV	EL SALVADOR
SX	SINT MAARTEN (DUTCH PART)
SY	SYRIA
SZ	SWAZILAND
TC	TURKS AND CAICOS ISLANDS
TD	CHAD
TF	FRENCH SOUTHERN TERRITORIES
TG	TOGO
TH	THAILAND
TJ	TAJIKISTAN
TK	TOKELAU ISLANDS
TL	EAST TIMOR (TIMOR-LESTE)
TM	TURKMENISTAN
TN	TUNISIA
TO	TONGA
TP	TIMOR-LESTE (EAST TIMOR)
TR	TURKEY
TT	TRINIDAD AND TOBAGO
TV	TUVALU
TW	CHINA(TAIWAN)
TZ	TANZANIA, UNITED REPUBLIC OF
UA	UKRAINE
UG	UGANDA
UK	UNITED KINGDOM (SEE GB)
UM	UNITED STATES MINOR OUTLYING ISLANDS
US	UNITED STATES OF AMERICA
UY	URUGUAY
UZ	UZBEKISTAN

SAMPLE

VA	VATICAN CITY
VC	ST. VINCENT AND THE GRENADINES
VE	VENEZUELA
VG	BRITISH VIRGIN ISLANDS
VI	VIRGIN ISLANDS OF THE U.S.
VN	VIETNAM
VU	VANUATU
WE	WEST BANK
WF	WALLIS AND FUTUNA
WK	WAKE ISLAND
WS	SAMOA
XK	KOSOVO
XX	UNKNOWN
XZ	INSTALLATIONS IN INTERNATIONAL WATERS
YD	YEMEN (ADEN)
YE	YEMEN (SANA REPUBLIC OF)
YE	YEMEN
YE	REPUBLIC OF YEMEN
YM	YEMEN, REPUBLIC OF (SANAA)
YO	SERBIA AND MONTENEGRO
YT	MAYOTTE
YU	YUGOSLAVIA
ZA	REPUBLIC OF SOUTH AFRICA
ZM	ZAMBIA
ZR	ZAIRE
ZW	ZIMBABWE

SAMPLE