Orange and Rockland Utilities, Inc. Electric Emergency Response Plan (ERP)

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Table of Contents

EXECUTIVE SUMMARY 4

GLOSSARY OF ACRONYMS 5

1. INTRODUCTION 7

1.1 Overview 7

1.2 Corporate Emergency Preparedness Strategy 8

1.3 Plan Compliance and Responsibilities 9

2. STORM RESPONSE PHILOSOPHY AND STRATEGY 11

2.1 Incident Command System ("ICS") 11

2.2 Preparedness 12

2.3 Communications 15

2.4 Estimated Time of Restoration ("ETR") 27

2.5 Trouble Call Process 29

2.6 Restoration Models 32

2.7 Restoration Strategy 34

2.8 Flood Response Plan 36

2.9 Mutual Assistance 36

2.10 Communication and Coordination Among Utilities 44

3. STORM RECOVERY 46

3.1 Pre-Event Preparations 46

3.2 Event Classification 47

3.3 Notification and Mobilization 47

4. STORM RECOVERY ORGANIZATIONS 48

4.1 Distribution Control Center ("DCC") 48

4.2 System Emergency Restoration Team ("SERT") 49

4.3 Damage Assessment and Wire Guarding 52

4.4 Customer Assistance Center 54

4.5 Special Response Team ("SRT") 57

4.6 Regional & Community Affairs 62

5. SUPPORT ORGANIZATIONS 65

5.1 Supporting Organizations 65

5.2 Facilities and Field Services 66

5.3 Transportation 66
5.4 Lodging/Meals 66
5.5 Corporate Security 67
5.6 Supply Chain 67
5.7 Dry Ice 68
5.8 Corporate Communications 68
5.9 Environment, Health & Safety ("EH&S") 71
5.10 Information Technology End User Services 72
5.11 Information Technology Planning ("ITP") – Telecommunications 73
5.12 Human Resources and Labor Relations 74
6. ADVICE AND COUNSEL 75
7. ATTACHMENTS 75

Attachment 1 Typical ICS Organization Chart 76
Attachment 2 Minimum ICS Training Requirements 77
Attachment 3 Estimated Time of Restoration Protocol 79
Attachment 4 Restoration Priorities Matrix 84
Attachment 5 Site Safety Response and Recovery Guide 85
Attachment 6 Downed Wires Guideline 118
Attachment 7 Flood Cut/Restoration Response and Recovery Guide 125
Attachment 8 Acquisition and Allocation of Mutual Assistance and External Resources 141
Attachment 9 NAMAG/EEI Mutual Assistance Agreements 152
Attachment 10 National Guard Capabilities and Power Restoration Roles 182
Attachment 11 Joint Use Response and Recovery Guide 184
Attachment 12 Storm Classification and Staffing Matrix 191
Attachment 13 Priority Response Group Response and Recovery Guide 192
Attachment 14 Regional & Community Affairs Response and Recovery Guide 203
Attachment 15 ETR/IAP Response and Recovery Guide 219
Attachment 16 Outreach Programs 226
Attachment 17 Part 105 Matrix 228
Attachment 18 ICS Position Descriptions 230
Attachment 19 General Definitions 240
Attachment 20 New York State Public/Private Utility Mutual Aid Protocol 243
Attachment 21 Mutual Assistance Crew Roster Template 264
Attachment 22 PSC Storm Scorecard and Performance Guide 265
Attachment 23 Sample Municipal Call Agenda 284

EXECUTIVE SUMMARY

Orange and Rockland Utilities, Inc. ("O&R", "Orange and Rockland" or the "company") recognizes the importance of an integrated emergency response plan to manage and respond to emergency events that impact electric service to customers in its service territory.

When an emergency occurs, response actions are guided by O&R's corporate objectives that drive its operations year-round: Safety, Operational Excellence and the Customer Experience.

This Electric Emergency Response Plan ("ERP" or the "Plan") outlines O&R's philosophy and procedures for managing major emergencies and provides guidance for declaring appropriate incident classification levels and for coordinating and deploying resources[1].

Utilizing the Incident Command System ("ICS"), the Plan establishes the structure, processes and protocols for the company's emergency response and identifies department and individual roles directly responsible for that response and critical support services.

The Plan is made available to all employees on the company's intranet website, Conor[2], under Policies and Procedures.

[1] In the event of a catastrophic failure of critical Company system(s) (e.g., OMS, Call Center (telephony), SCADA), O&R personnel will consult the relevant business continuity plans which are available on the Company's Business Continuity Repository.

[2] Conor is the company's intranet site where all policies and procedures are located. Note: there are links within the Plan that are intended for employee use and, in turn, lead to Conor. Conor is not accessible by the public, as it contains information that is frequently updated, highly technical in nature, and/or confidential.

GLOSSARY OF ACRONYMS

Acronym	Term
AAM	After-Action Meeting
AAR/IP	After-Action Report / Improvement Plan
AHC	All Hazards Consortium
AMI	Advanced Metering Infrastructure (a.k.a. Smart Meters)
ARCOS	Automated Roster Callout System (Employee Notification System)
CECONY	Consolidated Edison Company of New York, Inc.
CEI	Consolidated Edison, Inc.
CERC	Corporate Emergency Response Center
CG	Crew Guide
CGC	Crew Guide Coordinator
CIMS	Customer Information Management System
Conor	Company's Intranet website
CRT	Community Response Team
CSR	Customer Service Representative
DCC	Distribution Control Center
DESR	Distribution Engineering Situation Room
DSCADA	Distribution Supervisory Control and Data Acquisition
eBoards	Electronic Bulletin Boards
eDNA	Electronic-DNA; application used to report on SCADA data
EEI	Edison Electric Institute
EH&S	Environment, Health and Safety
EHV	Extra High Voltage
EMO	Emergency Management Officer
EORS	Electric Outage Reporting System
EP	Emergency Preparedness
ERP	Emergency Response Plan
ETR	Estimated Time of Restoration
IAP	Incident Action Plan
IBEW	International Brotherhood of Electrical Workers
IC	Incident Commander
ICS	Incident Command System
IRM	Incident Restoration Model
IT	Information Technology
IVR	Interactive Voice Response Unit
LSE	Life Support Equipment
MARS	Mutual Assistance Routing System
MEUA	Municipal Electrical Utilities Association

Acronym		Term
NAMAG		North Atlantic Mutual Assistance Group
NJ BPU		New Jersey Board of Public Utilities (a.k.a. the Board)
NMART		National Mutual Assistance Resource Team
NRE		National Response Event
NYAPP		New York Association of Public Power
NYMSG		New York Material Sharing Group
NYS		New York State
NYS DPS		New York State Department of Public Service
NYS PSC		New York State Public Service Commission (a.k.a. the Commission)
O&R		Orange and Rockland Utilities, Inc.
OEM		Office of Emergency Management
OMS		Outage Management System
PD/FD		Police Department/Fire Department
PPE		Personal Protective Equipment
PRG		Priority Response Group
RCAM		Regional & Community Affairs Manager
RCAUL		Regional & Community Affairs Unit Leader
RECO		Rockland Electric Company
RL		Regulatory Liaison
RMAG		Regional Mutual Assistance Group
RPM		Restoration Priority Matrix
SCADA		Supervisory Control and Data Acquisition
SEA		System Emergency Assignment
SERT		System Emergency Restoration Team
SOR		Start of Restoration
SRM		Substation Restoration Model
SRT		Special Response Team
STORM		Support Tool for Outage Restoration Management

1. INTRODUCTION

1.1 Overview

Orange and Rockland is a wholly-owned subsidiary of Consolidated Edison, Inc. ("CEI") (NYSE: ED), and an affiliate of Consolidated Edison Company of New York, Inc. ("CECONY"), one of the nation's largest investor-owned energy companies.

Orange and Rockland and its wholly owned New Jersey utility subsidiary, Rockland Electric Company ("RECO"), provide electric and gas service to approximately 745,000 people in six counties in New York and northern New Jersey, as shown in Figure 1 below. The company employs approximately 1,200 employees.

Orange and Rockland serves approximately 234,000 electric customers and 135,000 natural gas customers in New York. RECO serves approximately 73,000 electric customers in northern New Jersey (see Table 1 below).

Figure 1: *Company Service Territory*



Table 1: Approximate *Customer Breakdown by State*

	Electric	Gas
New York	234,000	135,000
New Jersey	73,000	0
Total	307,000	135,000

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

The company's response to customer outages caused by extreme weather events is predicated on assessing the magnitude of the event, as well as resource availability, to support the restoration process. The Plan is designed to provide a systematic and organized process for the purpose of facilitating a safe and efficient restoration.

The Plan is constructed to provide O&R management with a trained workforce and an operational process that can be employed as required to deal with the unique aspects of each extreme weather event.

The effectiveness of the Plan is based on the company's commitment to prepare, implement and review procedures after each implementation of the Plan. The After-Action process (After-Action Meetings ("AAM") and the preparation of an After-Action Report / Improvement Plan ("AAR/IP")) facilitate continuous improvement in the company's response and restoration processes. See Section 2.2 for more information on the After-Action process.

Execution of the appropriate response to effect rapid and safe recovery is dependent upon the scalability of the Plan. The magnitude of an extreme weather event and the number of customers affected vary, but the operational concept remains consistent. The company adjusts the level of recovery resources as needed.

1.2 Corporate Emergency Preparedness Strategy

O&R strives to use effective emergency preparedness principles that enhance the company's ability to provide safe and reliable energy services and its ability to communicate timely and accurate information to our customers, employees, and other stakeholders by:

- Implementing comprehensive emergency preparedness programs;

- Conducting effective risk assessments for operating and business functions;
- Developing appropriate prevention and risk mitigation strategies e.g. (hazardous tree/limb removal);
- Responding with appropriate resources to address the emergency;
- Recovering from events expeditiously;
- Communicating with customers and other stakeholders with timely and accurate information using voice, internet, media, and other appropriate methods; and
- Improving continuously.

1.3 Plan Compliance and Responsibilities

The Plan meets the requirements set forth in Public Service Law §66(21)(a), 16 NYCRR §105.3, and 16 NYCRR §105.4 for the submission and content of Electric Emergency Response Plans in organizing the response to storms.

Annual Review and Updates

The Plan shall be reviewed annually in order to be filed on or before December 15,[3] or on such other date as the New York State Public Service Commission ("NYS PSC" or the "Commission") may prescribe. When the company files the Plan, it will also file with the New York State Department of Public Service ("NYS DPS") Records Access Officer confidential lists of its critical facilities, media listings, and mutual assistance contractors.

As required by Public Serivce Law Section 66(21)(f) of the Public Service Law, O&R will provide a copy of the Plan to each New York State County Office of Emergency Preparedness and County Executive and municipal officials (e.g., Mayors, Town Supervisors, Village Managers) located within the O&R service territory.

Emergency Preparedness ("EP")'s Section Manager, Plans and Regulatory or designee[4] will initiate the annual review of the Electric ERP. All organizations with roles and responsibilities herein submit edits to EP, who will incorporate any changes before filing with the Commission. Each response organization is required to maintain their specific contact information, procedures, checklists and instructions needed to support the Plan.

EP's Section Manager, Plans and Regulatory or designee will review past events so that the criteria and assumptions used as the basis for the Plan are applicable. Material changes being considered during the year will be submitted to the Commission for approval before being incorporated into the official version of the ERP.

The Plan further meets the requirements set forth by the New Jersey Board of Public Utilities ("NJ BPU" or the "Board").[5]

[3] Public Service Law §66(21)(a)
[4] Whenever the term "designee" is used in this ERP, it means an employee that the Company designates in its discretion to perform the task identified.
[5] *In the Matter of the Board's Review of the Utilities' Response to Hurricane Irene*, Docket No. EO11090543, dated January 23, 2013 ("Irene Order")

Semi-Annual Updates

At least semi-annually, all responsible organizations with restoration responsibilities will issue updated lists of known changes to its employees that have Plan implementation responsibilities. Owners of these lists 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. Pursuant to the requirements set forth in the Commission's regulations (16 NYCRR §105.4(b)(5)), the company will update at least semiannually all of the contact data included in the Plan.

Semi-annually, each functional area of the ERP that has responsibilities in the Plan will review and update their respective contact lists, as set forth in 16 NYCCR II A § 105.4 Content of Electric Emergency Plans: The review will include:

- All utility personnel assigned to emergency response;
- Mutual assistance companies and contractors;
- Life support equipment ("LSE") and other special needs customers;[6]
- Human Service agencies;
- Print and broadcast media;
- Operators and managers of lodging facilities and restaurants;
- State, County and local elected officials;
- Law enforcement and other emergency response personnel;
- Critical facilities (Section 2.5);
- Pertinent material and supply vendors; and
- Telephone and other third-party utility and Joint Use contacts.

Any changes to this database will be communicated to EP for inclusion in the next update of the ERP.

Utility Scorecard ("PSC Scorecard")

Following Superstorm Sandy in 2012, the NYS PSC issued an order[7] approving the use of a scorecard (emergency performance metrics) to assess electric utility response to significant outages.

Within 30 calendar days of the completion of customer restoration following any event during which the outage duration (i.e., time period between the start of the event and customers restoration) lasts more than three days, the company will be required to complete and submit the NYS PSC Scorecard to the NYS PSC.[8]

[6] O&R's joint procedure (JP-0003-LSE) outlines the handling of LSE customers on a blue sky day in accordance with of the Home Energy Fair Practices Act (i.e., 16 NYCRR §11.5).

[7] 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 December 23, 2013).

[8] NYS DPS Staff may require the NYS PSC 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.

The NYS PSC Scorecard is available on the EP intranet site on Conor. EP's Director, Support Services and Preparedness Section Manager, Plans and Regulatory or designee initiates and oversees the process to complete and submit the NYS PSC Scorecard to the Secretary of the NYS PSC, as required.

Commission Preparation and System Restoration Performance Report ("Part 105 Report")

As set forth in 16 NYCRR §105.4(c), within 60 calendar days following completion of service restoration in an emergency where the restoration period exceeds three days, each electric corporation shall submit a review of all aspects of its preparation and system restoration performance to the NYS PSC. EP's Director, Support Services and Preparedness, or designee, initiates and oversees the process to complete and submit the Part 105 Report to the Secretary of the NYS PSC, as required.

BPU Major Event Report

As set forth in N.J.A.C. 14:5-8.8, within 15 business days after the end of a major event,[9] RECO must submit a report to the Board.

2. STORM RESPONSE PHILOSOPHY AND STRATEGY

2.1 Incident Command System ("ICS")

The company's response to all emergency events will utilize ICS (Attachment 1 – *Typical ICS Organization Chart*). The Plan is designed to operate and incorporate ICS principles and all company employees with an assigned emergency role within the ICS structure will receive appropriate ICS training (Attachment 2 – *Minimum ICS Training Requirements*). This training will allow these employees to be knowledgeable of the ICS structure, operating philosophy, and terminology, so that they can fulfill their responsibilities within the ICS structure.

The ICS structure is built around five major functions that are applied to any incident regardless of size or scope and provides the scalability to fill those parts of the organization that are required to respond. ICS establishes lines of supervisory authority, formal reporting relationships, and maintains reasonable spans of control at each level. At a minimum, all Command and General ICS positions will have primary and secondary staffing responsible for:

- Mobilizing/demobilizing their organization as directed by the Incident Commander or designee;
- Making available a well-trained workforce to staff their respective function;
- Identifying appropriate training;
- Adhering to all applicable environment, health and safety rules, regulations and

[9] "Major Storm Event" is defined as a sustained interruption of electric service resulting from conditions beyond the control of the electric utility, which may include but is not limited to, thunderstorms, tornadoes, hurricanes, heat waves or snow and ice storms, which affects at least 10 percent of the customers in an operating area. For RECO, the 'operating area' is considered to be the entire RECO service territory

procedures; and
- Overseeing the deployment and direction of their staff in the performance of the specific tasks associated with their respective function.

In the event that a gas and electric system emergency event takes place concurrently, the Gas ERP (available on Conor under Policies and Procedures) and the Plan will be executed under a unified ICS structure. A Unified Command allows both electric and gas operating organizations to manage the event by establishing a common set of objectives and strategies. This is accomplished without abdicating either organization's authority, responsibility or accountability.

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

2.2 Preparedness

System Emergency Assignments ("SEA") are emergency assignments (e.g., Site Safety, Damage Assessment) that facilitate effective utilization of employees should an event (weather or otherwise) occur that impacts our facilities, equipment, or systems whereby the company's line(s) of business require augmentation of their normal resources in order to restore operations. EP's Section Manager, Plans and Regulatory or designee, will work with the Functional Coordinator(s) to assign employee SEAs.

O&R employees with designated SEAs, receive appropriate training as required (e.g., ICS, functional and cross-functional).

On "blue sky" days, the Functional Coordinator(s), is the employee(s) that oversees and maintains the emergency assignment function. On "gray-sky" days (i.e., when an ICS classification has been declared), the Functional Coordinators are referred to in their ICS Command and General Staff role (i.e., Officer, Section Chief, Unit Leader, Branch Director).

ICS Training
EP's Section Manager, Plans and Regulatory or designee is responsible for reviewing and maintaining ICS training standards (Attachment 2 – *Minimum ICS Training Requirements*). ICS training records are maintained in eTrain, a learning management system for companywide training records.

Functional Training
Employees can be responsible for various assignments. For employees whose SEA activities are those primarily of their normal daily job functions, training is provided as part of their normal skills training/core curriculum. Employees whose SEA activities differ from their normal job functions will receive additional training as required by the respective Functional Coordinator and outlined in the respective Response and Recovery Guides. Training will familiarize

employees with their roles/responsibilities and the procedures associated with the function.

Training programs include a review of the ERP and applicable *Response and Recovery Guides*. Employees with secondary storm assignments also will receive functional training in those secondary assignments. Training formats may consist of initial, refresher and just-in-time training.

EP's Section Manager, Plans and Regulatory or designee will collaborate with Functional Coordinators regarding function-specific training requirements. SEA role specific training records are maintained in eTrain.

Periodic exercises are conducted throughout the year to allow employees to practice and fine-tune their emergency functions during non-emergency conditions so they are better prepared for an actual response. Exercises also allow each organization to test their functions and procedures to identify areas of improvement.

Upon completion of training, Functional Coordinators maintain training documentation and provide the necessary refresher and cross-training. It is also the Functional Coordinators' responsibility to maintain the training requirements for all employees under their purview. As staffing needs or personnel assignments change, Functional Coordinators shall adjust training requirements so that appropriate training is completed to meet new and changing processes.

Exercise Program

Exercises are a key component of preparedness. A well-designed exercise provides a low-risk environment, for both internal and external stakeholders, to assess capabilities, familiarize personnel with roles and responsibilities, and foster meaningful interaction and communication across organizations. Further, exercises are designed to enhance planning and identify both capability gaps and areas for improvement.

In accordance with 16 NYCRR § 105.2, EP's Director, Strategic Planning and Preparedness or designee, will conduct an annual storm exercise, prior to June 1st 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. Exercise scenarios will periodically include topics such as severe flooding and the catastrophic failure of critical systems (e.g., OMS, Call Center)

Numerous organizations, from company operating departments involved directly in an emergency incident to company support organizations, are invited to participate in exercises. Regulatory representatives and first responders, such as fire, law enforcement, and local Office of Emergency Management ("OEM"), as well as telecommunication providers and other electric distribution companies, will be invited to participate/observe in at least one exercise per year. In addition, private sector organizations may be invited to participate/observe in the exercise(s) as appropriate. EP's Section Manager, Plans and Regulatory or designee will determine whom to invite.

EP's Section Manager, Plans and Regulatory or designee will notify the NYS DPS a minimum of two weeks[10] (and provide copies of exercise documents) prior to a scheduled corporate-wide exercise and will notify the NJBPU Staff a minimum of 30 days[11] prior to a scheduled annual exercise.

In accordance with 16 NYCCR § 105.2, the Vice President of Emergency Preparedness may waive these exercises 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, the VP of EP shall provide written notification to the NYS DPS Director of the Office of Resilience and Emergency Preparedness or designee of the Company's intent to waive this exercise by no later than two weeks prior to the June 1st exercise deadline. The company, in accordance with 16 NYCCR § 105.3, shall certify that all requirements of 16 NYCCR § 105.2 were met.

The company will use the *Exercise Development & Evaluation Guide* (available on the Storm Central intranet site) to assist in the design, delivery and review of emergency response exercises. EP's Section Manager, Plans and Regulatory or designee will also facilitate periodic exercises throughout the year involving various key ERP functions. These exercises may be performed in advance of, or in preparation for, the annual operations exercise. EP's Section Manager, Plans and Regulatory or designee will track all exercises conducted in O&R's exercise training calendar.

After-Action Process (In Relation to Exercises)

The After-Action process is a learning tool that evaluates an incident or exercise with the goal of improving performance.

As soon as practicable following an EP-facilitated exercise (*e.g.*, annual 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).

After-Action Process (Following Events)

Whenever one or more operating regions experience significant impacts caused by weather or

[10] 16 NYCRR § 105.4(b)(4)
[11] I/M/O the Board's Review of the Utilities' Response to Hurricane Irene (Docket No. EO11090543; BPU-7) effective February 1, 2013

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 AAM(s). Prior to the 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 of improvement; lessons-learned and areas of improvement gathered during organizational AAMs then will be shared at the Company-wide AAM.

Once all AAMs are performed, 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 items 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). Process enhancements and/or corrective actions, will be incorporated into the ERP and applicable *Response and Recovery Guides*, as appropriate. Material changes made during the year will be submitted to the NYS DPS Director of the Office of Resilience and Emergency Preparedness or designee, who will determine if the changes require Commission approval. EP's Section Manager, Plans and Regulatory or designee will verify that all enhancements and changes, unless noted otherwise, will be in place prior to the next submittal of the ERP.

Checklists and Response and Recovery Guides

As appropriate, each storm function has a *Response and Recovery Guide* with appropriate checklists. When alerted to the potential for extreme weather by the Company's meteorologist that threatens the company's service territory, Branch Directors/Unit Leaders will review their respective pre-storm, shift transition, and demobilization checklists. Upon activation of an ICS structure, Branch Directors/Unit Leaders will implement their respective checklists, procedures and have support staff readily available for mobilization.

Functional Coordinators are responsible for maintaining and updating their respective *Response and Recovery Guides*. These guides are located on O&R's Storm Central intranet site.

2.3 Communications

The company's communications strategy is structured so that all stakeholders receive accurate, timely and consistent information, with the overall message of safety first, for the public, company employees and contractors. When an emergency occurs, the Information Officer will be responsible for overseeing communications with the news media, social media, customers, employees, and contractors to set expectations and address emergency issues. If business operations or households are disrupted, customers expect to be notified as to how long they will be impacted. Thus, as the ETR Branch Director or designee in coordination with the Planning Section Chief or designee and the Operations Section Chief or designee, develop

and adjust estimated restoration times, and will communicate the Estimated Time of Restoration (ETR) to the Information Officer or designee, who will oversee communicating this information to all stakeholders. This information will be provided through various communication channels (see Section 2.3.1 Outbound Communications Strategy below).

Regulators and local government officials will be notified of any updates on outages/restoration, based on press releases and internal discussions/decisions regarding the impact to individual communities, by the Storm Officer or designee and the Liaison Officer or designee, respectively. The company provides detailed information about the priorities it follows to restore service (see Section 2.5 for a listing of critical facility types).

O&R's overall emergency response communications offer preparedness tips so that customers can better respond to the hardships associated with an extreme weather event, including the loss of electric service. The company recognizes the need for accurate and timely information while also managing customer expectations for service restoration (Section 4.4 - Customer Assistance Center).

2.3.1 Outbound Communications Strategy

As described below, the Storm Officer or designee or the Incident Commander or designee, initiates communications throughout an event to one or more target audiences.

The Information Officer is responsible for ensuring that the company is:

- Employing consistent and frequent multi-channel communication messages that leverage and reinforce one another in disseminating important information (Public Information Business Unit Leader, Corporate Communications Business Unit Leader);
- Engaging traditional media by updating reporters on a frequent basis, and making key company representatives available to speak with them (Public Information Business Unit Leader);
- Using Web-based applications on the company's website to provide outage status information (Corporate Communications Business Unit Leader);
- Using social media venues to relay critical information (e.g., fire, downed wires) and any trends (e.g., customers in one area have no ETRs) to the Public Information Business Unit Leader; engage customers in conversations, quickly disseminate important information, correct misinformation and/or dispel rumors (Public Information Business Unit Leader);
- Providing a dedicated information portal for municipalities (Corporate Communications Business Unit Leader);
- Providing an outage map that includes an administrative console to facilitate consistent, timely and effective updates depending on the size and nature of the event (Corporate Communications Business Unit Leader);
- Providing timely storm-related information primarily in timestamped press releases

(Public Information Business Unit Leader);
- Using e-mail blast capability to communicate with customers who are signed up to receive e-mails regarding key developments before, during and after a storm, along with safety information (Corporate Communications Business Unit Leader);
- Providing ETR, as defined in Section 2.4, as they become available, on the outage map as well as a summary of outages in each municipality (Public Information Business Unit Leader and Corporate Communications Business Unit Leader);
- Updating employees and contractors using the company intranet site, e-mail blasts, eLine (O&R's Employee Information Phone Line), which offers periodic updates, and eBoards (electronic Bulletin Boards) (Information Officer and Corporate Communications Business Unit Leader);
- Displaying a website banner on ORU.com noting any deficiencies or issues related to ETRs or any other important information (e.g., Dry/Wet Ice locations; Beware of Downed Power Lines; Emergency Cooling/Warming Centers) for customers and when updated information may be available, as appropriate (Information Officer and Corporate Communications Business Unit Leader);
- Updating the outage map, available to the public, hourly with timestamps; as needed, producing additional timestamped storm-related pages (Information Technology Director, BSD); and
- Updating applicable timestamps on storm-related webpages at least every eight hours, even if no new information is available to assure customers that the information is accurate. (IT Director, BSD)

The Customer Operations Officer is responsible for ensuring that the company is:
- Conducting outbound telephone calls to Special Needs customers prior to any forecasted major storms (Category 3a event or greater) to provide them with information regarding the forecasted event;
- Conducting outbound telephone calls to LSE and Medical Emergency customers. In addition, O&R will call Special Needs customers prior to any forecasted major storms (Category 3a event or greater). These messages will provide them with information regarding the forecasted event;
- Through social media, informing customers of the option to report their outage via text or sign up for proactive text alerts;
- In a forecasted event Category 3a event or greater, sending a text alert to all customers enrolled in proactive text notifications, to provide them with information regarding the forecasted event;
- Conducting restoration callbacks to confirm restoration of service when SERT requests assistance; and
- Providing timely updates to customers via upfront messaging on our telephone lines.

The Liaison Officer will:
- Verify that the Regional & Community Affairs Coordinator ("RCAC") has adequate resources (personnel and equipment to perform the Regional & Community Affairs function);

- Upon notification from the Storm Officer, alert the RCAC to notify all municipal officials and police departments via blast e-mail;
- Monitor and if appropriate participate in Municipal Conference Calls;
- Verify that the RCA function has conducted outreach and communicated with stakeholders including municipal and elected officials; and
- Share feedback from elected officials and municipalities with the Incident Commander. In cases where particular areas have significantly more impact, the Liaison Officer and the Incident Commander will determine the need for an on-scene Incident Commander to affect communications with local stakeholders, communicate the company's plan for restoration, and respond to inquiries from company personnel and local stakeholders.

The Priority Response Group ("PRG") Branch Director will verify that the company is:

- Contacting critical facilities (see Section 2.5 – Critical Facility Types) prior to any forecasted major storms and providing them with the company contact information in the event of a service disruption.

In the event OMS or other information technology outage reporting applications are being impacted during an event, IT End User Services Unit Leader or designee, will notify the Information Officer or designee, to explain whether the technical issues are causing any disruption to the information visible to the customer and/or public visitors of O&R's website/Outage Map. In most instances, O&R's built-in continuity systems will result in there being no practical impact to external stakeholders. For example, if the Company's website 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 was affected, the Company has developed an additional backup webpage that allows IT personnel to update and display outage counts manually. The IT End User Services Unit Leader or designee would activate this backup page.

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

2.3.2 Inbound Communications Strategy

Depending upon the classification of the storm, the company will either use its normal complement of Customer Service Representatives ("CSRs") in the Call Center to handle incoming calls and inquiries or will increase staffing by using the internal and external supplemental CSRs (e.g., Alorica). At the onset of an emergency event, the IVR Team under the direction of the Customer Operations Officer will route calls coming into its toll-free number to a third-party vendor, Interado Inc. By using Interado's Interactive Voice Response ("IVR")

platform, the company's call handling capability increases to 30,000 concurrent calls per hour. Customers receive a recorded message from O&R with information about the event and have the opportunity to report their outage and receive ETR information for their accounts, as such information becomes available.

The Customer Operations Officer or designee, will use various communications mediums – incorporating technologies such as the IVR, internet- based applications, social media, text messaging, and the company's outage map to provide customers with information regarding the status of incidents on the O&R system. Internet-based applications, including the mobile application, will be used to receive outage and other types of information from customers. social media, such as Facebook and Twitter, allows customers to obtain information, provide the company with feedback, and ask questions.

The Information Officer or designee, will share information with customers on the company's social media pages (e.g., Twitter and Facebook) including but not limited to:

- Links to all event news releases;
- Ways to report outages (e.g., website, mobile app, 800#, text);
- Safety information;
- Dry ice/water distribution information;
- Shelter locations;
- Restoration progress;
- ETRs;
- Contact information; and
- Information obtained from County Emergency Operation Centers ("EOCs") or other officials as warranted.

2.3.3 Public Information

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

- Informing employees, contractors, mutual assistance partners and the public regarding the company's planning efforts and storm forecast (Information officer and Public Information Business Unit Leader);
- Communicating ETRs as per the *ETR Protocol* (Attachment 3) (Information Officer, Public Information Business Unit Leader and Corporate Communications Business Unit Leader);
- The company will issue at least one morning and one evening press release each

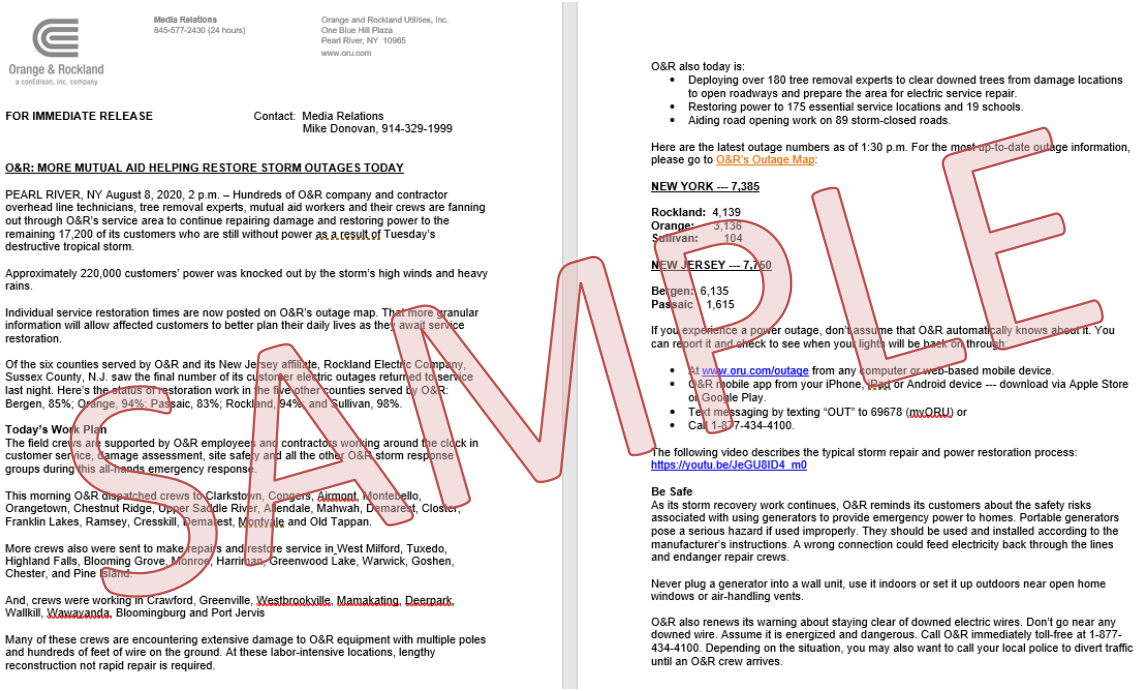
day during a storm event classified 2A or above to coincide with local news cycles and will include the most current and relevant information. For storms classified below 2A, the company will issue press releases as needed (Information Officer and Public Information Business Unit Leader);

- Press releases will contain information pertaining to storm safety, preparedness tips and the company's storm preparedness, response and recovery efforts; as well as notifying customers who remain without power. For storms classified as 3A or above, press releases will also contain daily goals and workplans, and expectations for restoration. Information Officer will disseminate such information via press releases posted to the website and social media within one hour of issuance (Information Officer; Public Information Business Unit Leader);
- At minimum, press releases will contain the following information as available: social media links/handles, details of the storm and damage occurring or occurred, area specific restoration information, ETRs, affected number of customers, affected areas, dry ice/bottled water distribution information, shelter information, contact information, website address, how to report an outage, and relevant safety tips (See Figure 2: Sample Press Release) (Public Information Business Unit Leader);
- The company will distribute additional press releases if significant changes occur or events warrant their release (Public Information Business Unit Leader);
- Updating storm information notices on the website (Corporate Communications Business Unit Leader) and social media platforms (Public Information Business Unit Leader) within one hour (see Section 2.3 – Communications) of a press release.
- Arranging media interviews and press conferences, as appropriate (Public Information Business Unit Leader);
- Issuing dry/wet ice distribution announcements, as needed (Public Information Business Unit Leader);
- Activating advertising with local print, broadcast and digital media, when necessary and appropriate (Information Officer);
- Activating eLine, the company’s employee information phone line, as needed, prior to storm mobilization and maintaining it throughout the event, to heighten situational awareness of weather conditions as well as inform employees of advance preparations and possible mobilization; eLine is available for employees through a toll-free phone number and employees will be notified (e.g., phone call, email, text) when eLine is updated with relevant information (Information Officer); and
- Advising employees of restoration status and other pertinent information through the intranet site, eLine, and eBoards (Information Officer).

Outage Credits/Reimbursements Customer Communications

In accordance with the new credit law (Public Service Law Section 73), when the company has experienced a widespread prolonged outage (defined as 20,000 electric customers or 1,500 gas customers experiencing an outage due to utility-owned equipment being unable to provide power, with at least one customer being out of service for more than 72 hours), the company will distribute a press release (Public Information Officer), plus customer emails, social media posts, and IVR messaging (Corporate Communications Unit Leader) by no later than noon the next day following the day that the requirements of a widespread prolonged outage have been met, notifying customers that they may apply for reimbursement for food or prescription spoilage. If necessary, these communications can be partially segmented, based on geographic media and social media coverage of the counties we serve. This information will also be shared on ORU.com in the section about claims.

Figure 2: *Sample Press Release (pre- and post-storm)*



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Media Relations
845-577-2430 (24 hours)

Orange and Rockland Utilities, Inc.
One Blue Hill Plaza
Pearl River, NY 10965
www.oru.com

FOR IMMEDIATE RELEASE

Contact: Media Relations
Mike Donovan, 914-329-1999

O&R: MORE MUTUAL AID HELPING RESTORE STORM OUTAGES TODAY

PEARL RIVER, NY August 8, 2020, 2 p.m. – Hundreds of O&R company and contractor overhead line technicians, tree removal experts, mutual aid workers and their crews are fanning out through O&R's service area to continue repairing damage and restoring power to the remaining 17,200 of its customers who are still without power as a result of Tuesday's destructive tropical storm.

Approximately 220,000 customers' power was knocked out by the storm's high winds and heavy rains.

Individual service restoration times are now posted on O&R's outage map. That more granular information will allow affected customers to better plan their daily lives as they await service restoration.

Of the six counties served by O&R and its New Jersey affiliate, Rockland Electric Company, Sussex County, N.J. saw the final number of its customer electric outages returned to service last night. Here's the status of restoration work in the five other counties served by O&R: Bergen, 85%; Orange, 94%; Passaic, 83%; Rockland, 94%; and Sullivan, 98%.

Today's Work Plan
The field crews are supported by O&R employees and contractors working around the clock in customer service, damage assessment, site safety and all the other O&R storm response groups during this all-hands emergency response.

This morning O&R dispatched crews to Clarkstown, Congers, Airmont, Montebello, Orangetown, Chestnut Ridge, Upper Saddle River, Allendale, Mahwah, Demarest, Closter, Franklin Lakes, Ramsey, Cresskill, Demarest, Montvale and Old Tappan.

More crews also were sent to make repairs and restore service in West Milford, Tuxedo, Highland Falls, Blooming Grove, Monroe, Harriman, Greenwood Lake, Warwick, Goshen, Chester, and Pine Island.

And, crews were working in Crawford, Greenville, Westbrookville, Mamakating, Deerpark, Wallkill, Wawayanda, Bloomingburg and Port Jervis

Many of these crews are encountering extensive damage to O&R equipment with multiple poles and hundreds of feet of wire on the ground. At these labor-intensive locations, lengthy reconstruction not rapid repair is required.

O&R also today is:

- Deploying over 180 tree removal experts to clear downed trees from damage locations to open roadways and prepare the area for electric service repair.
- Restoring power to 175 essential service locations and 19 schools.
- Aiding road opening work on 89 storm-closed roads.

Here are the latest outage numbers as of 1:30 p.m. For the most up-to-date outage information, please go to O&R's Outage Map:

NEW YORK --- 7,385

Rockland: 4,139
Orange: 3,136
Sullivan: 104

NEW JERSEY --- 7,750

Bergen: 6,135
Passaic: 1,615

If you experience a power outage, don't assume that O&R automatically knows about it. You can report it and check to see when your lights will be back on through:

- At www.oru.com/outage from any computer or web-based mobile device.
- O&R mobile app from your iPhone, iPad or Android device --- download via Apple Store or Google Play.
- Text messaging by texting "OUT" to 69678 (myORU) or
- Call 1-877-434-4100.

The following video describes the typical storm repair and power restoration process: https://youtu.be/JeGU8ID4_m0

Be Safe
As its storm recovery work continues, O&R reminds its customers about the safety risks associated with using generators to provide emergency power to homes. Portable generators pose a serious hazard if used improperly. They should be used and installed according to the manufacturer's instructions. A wrong connection could feed electricity back through the lines and endanger repair crews.

Never plug a generator into a wall unit, use it indoors or set it up outdoors near open home windows or air-handling vents.

O&R also renews its warning about staying clear of downed electric wires. Don't go near any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.

SAMPLE

Important Safety Tips

- Maintain a distance of at least 50 feet from downed wires and anything they are in contact with including puddles of water and fences. Supervise your children so that they are not in the vicinity and keep pets on a leash or otherwise secure.
- If a fallen wire is draped over a car, do not approach the car and make rescue attempts. Remain a safe distance away and try to keep the occupant of the vehicle calm. If possible, emergency personnel should handle the situation.
- Pole-top transformers – those small grey-colored metal drums attached to the wires at the tops of most utility poles – also should be avoided when they have been knocked to the ground.
- Have emergency equipment within reach – portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R's toll-free number 1-877-434-4100 near the phone to report power outages.
- Remember: if the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.

As an added safety precaution, O&R personnel have been instructed to practice social distancing with each other and members of the public when responding to emergency calls to keep everyone safe from the coronavirus. O&R asks members of the public to maintain appropriate social distancing when they encounter O&R employees working in the field, to provide for mutual safety.

About Orange & Rockland

Orange and Rockland Utilities, Inc. (O&R), a wholly owned subsidiary of Consolidated Edison, Inc., one of the nation's largest investor-owned energy companies, is a regulated utility. O&R provides electric service to approximately 300,000 customers in southeastern New York State (where its franchise name is Orange & Rockland) and northern New Jersey (where it's Rockland Electric Company) and natural gas service to approximately 129,000 customers in New York.

O&R serves the following communities in New York: Airmont, Bloomingburg, Blooming Grove, Chester Town, Chester Village, Chestnut Ridge, Clarkstown, Crawford, Deerpark, Florida, Forestburgh, Goshen Town, Goshen Village, Grand View, Greenwood Lake, Greenville, Harriman, Haverstraw Town, Haverstraw Village, Highland Falls, Highlands, Hillburn, Kaser, Kiryas Joel, Lumberland, Mamakating, Middletown, Minisink, Monroe Town, Monroe Village, Montebello, Mount Hope, New Hempstead, New Square, Nyack, Orangetown, Otisville, Palm Tree, Piermont, Pomona, Port Jervis, Ramapo, Sloatsburg, South Blooming Grove, South Nyack, Spring Valley, Stony Point, Suffern, Tuxedo Town, Tuxedo Park, Unionville, Upper Nyack, Wesley Hills, Wallkill, Warwick Town, Warwick Village, Washingtonville, Wawayanda, West Haverstraw, Woodbury, Woodbury Village, Wurtsboro.

O&R, as Rockland Electric Company, serves the following communities in New Jersey: Allendale, Alpine, Closter, Cresskill, Demarest, Franklin Lakes, Harrington Park, Mahwah, Haworth (part), Montague, Montvale, Northvale, Norwood, Oakland, Old Tappan (part), Ramsey, Ringwood, Rivervale (part), Rockleigh, Saddle River (part), Upper Saddle River, Wantage (part), Vernon (part), West Milford (part), Wyckoff (part).

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News Media contact:
Mike Donovan
(914) 329-1999

O&R RAMPS UP ITS STORM RESPONSE AS IDA STRENGTHENS ACROSS THE REGION

PEARL RIVER, NY, September 1, 2021, 1:15 p.m. – Orange & Rockland (O&R) is preparing to deploy its emergency response team to repair damage and restore power to electric service outages that could result from severe thunderstorms potentially developing across the area tonight as the remnants of tropical depression Ida push through the region.

O&R company and contractor overhead line crews and tree removal experts are preparing to mobilize early this evening as are site safety, customer service operations and the wide array of O&R teams that support those functions.

Weather
The remnants of Ida will strengthen as they move across the area tonight. Expect cloudy skies with scattered showers through late afternoon today. Showers will be more numerous by evening today, becoming moderate to heavy at times between 8 p.m. tonight and 4 a.m. Thursday.

Isolated thunderstorms are likely across the area tonight, and some have the potential to become severe between 8 p.m. tonight and 1 a.m. Thursday.

A severe thunderstorm is defined as packing wind gusts of 57 m.p.h. or more, hail of one inch or more in diameter and heavy rains. The predicted potential severe storms could damage trees, utility poles, and overhead electric wires, causing power outages.

In addition, winds will become gusty after 8 p.m. tonight while Ida's remnants become stronger as they cross the area. Those winds will remain gusty through 7 a.m. Thursday when this system is expected to exit the area. Sustained winds are predicted to range from 15-25 m.p.h. with gusts of between 35 and 45 m.p.h. In total, 3-6 inches of rain is likely to fall today into Thursday morning.

Be Safe
O&R urges its customers to stay clear of downed electric wires. Don't go near any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. If the situation requires urgent action, call your local police at 911 to divert traffic until an O&R crew arrives.

How to report an outage
If you experience a power outage, don't assume that O&R automatically knows about it. You can report it and check to see when your lights will be back on through:

- At www.oru.com/ReportOutage from any computer or web-based mobile device.
- O&R mobile app from your iPhone, iPad or Android device --- download via Apple Store or Google Play.
- Text messaging by texting "OUT" to 69678 (myORU) or
- Call 1-877-434-4100.

Restoring Service
Once the weather clears enough to safely assess damage and begin electric service restoration, crews will give priority to clearing downed wires blocking roads and making repairs to critical and emergency facilities (police and fire stations, and hospitals, for example) and to those locations that will provide power to the most customers quickly. Then, crews will restore smaller outages and individual customers' outages.

The following video describes the typical storm repair and power restoration process: https://youtu.be/JeGU8ID4_m0

Important Safety Tips

- Maintain a distance of at least 50 feet from downed wires and anything they are in contact with including puddles of water and fences. Supervise your children so that they are not in the vicinity and keep pets on a leash or otherwise secure.
- If a fallen wire is draped over a car, do not approach the car and make rescue attempts. Remain a safe distance away and try to keep the occupant of the vehicle calm. If possible, emergency personnel should handle the situation.
- Pole-top transformers – those small grey-colored metal drums attached to the wires at the tops of most utility poles – also should be avoided when they have been knocked to the ground.
- Portable generators pose a serious hazard if used improperly. They should be used and installed according to the manufacturer's instructions. A wrong connection could feed electricity back through the lines and endanger our repair crews. Never plug a generator into a wall unit, use it indoors or set it up outdoors near open home windows or air-handling vents.
- Have emergency equipment within reach --- portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R's toll-free number 1-877-434-4100 near the phone to report power outages.
- Remember: if the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.

Health Watch
O&R and contractor personnel have been instructed to follow all safety protocols when responding to emergency calls to keep everyone safe from the coronavirus. O&R asks members of the public to maintain appropriate social distance when they encounter O&R employees working in the field, to provide for mutual safety.

Who We Are
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News Media contact:
Mike Donovan

O&R CREWS WORKINGTHROUGH THE NIGHT RESTORED SERVICE TO 14,500; EFFORTS CONTINUE TO RETURN SERVICE TO 2,500 WHO REMAIN OUT

PEARL RIVER, NY, September 2, 2021, 6:45 a.m. – Power to approximately 17,000 O&R customers was knocked out overnight as a result of high gusty winds and heavy rains from Tropical Depression Ida. O&R crews restored power to about 14,500 of those customers overnight and continue to work to restore electric service to the remaining approximately 2,500 who remain out.

As of 5:45 a.m., here's a breakdown of the latest numbers and the top three outage locations in each county affected:

Rockland County 1,481 total
Chestnut Ridge – 755
Piermont -- 172
Upper Nyack -- 163

Orange County 587 total
Blooming Grove --126
Monroe -- 121
Woodbury -- 76

Sullivan County 173 total
Lumberland -- 75
Mamakating -- 10

Bergen County 374 total
Montvale -- 196
Oakland -- 61
Cresskill -- 54

Passaic County 128 total
West Milford -- 105
Ringwood -- 23

For the most up-to-date outage information, please go to O&R's Outage Map

Safety Tips
For safety's sake, don't touch or approach any downed wire. Strong winds may knock trees and branches onto power lines, causing customers to lose service.

Restoring Service
Once it is safe to assess damage and begin restoration, crews will give priority to making repairs to critical and emergency facilities (police and fire stations, and hospitals, for example) and to those locations that will provide power to the most customers quickly. Then, crews will restore smaller outages and individual customers' outages.

Health Tip
As an added safety precaution, O&R personnel have been instructed to practice social distancing with each other and members of the public when responding to emergency calls in an attempt to keep everyone safe from the coronavirus. O&R asks members of the public as well to maintain appropriate social distancing when they encounter O&R employees working in the field, to provide for mutual safety.

Reporting an outage
If you experience a power outage, don't assume that O&R automatically knows about it. You can report it and check to see when your lights will be back on through:

- At www.oru.com/ReportOutage from any computer or web-based mobile device.
- O&R mobile app from your iPhone, iPad or Android device --- download via Apple Store or Google Play.
- Text messaging by texting "OUT" to 69678 (myORU) or
- Call 1-877-434-4100.

The following video describes the typical storm repair and power restoration process: https://youtu.be/JeGU8ID4_m0

Important Safety Tips

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- Pole-top transformers – those small grey-colored metal drums attached to the wires at the tops of most utility poles – also should be avoided when they have been knocked to the ground.
- Portable generators pose a serious hazard if used improperly. They should be used and installed according to the manufacturer's instructions. A wrong connection could feed electricity back through the lines and endanger our repair crews. Never plug a generator into a wall unit, use it indoors or set it up outdoors near open home windows or air-handling vents.
- Have emergency equipment within reach --- portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R's toll-free number 1-877-434-4100 near the phone to report power outages.
- Remember: if the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.

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FOR IMMEDIATE RELEASE **CONTACT**: Media Relations [redacted]

AS BACK-TO-BACK STORMS LOOM, ORANGE & ROCKLAND OFFERS SEVERE WEATHER TIPS

PEARL RIVER, NY, January 17, 2019 1:00 p.m. -- To help its customers better cope with the back-to-back wintry mix weather systems bearing down on the region -- one moderate Thursday night, and one more severe Saturday night – Orange & Rockland offers some tips to better weather the storms.

Storm activity, particularly the high wind gusts, heavy snow and thick ice predicted for Saturday's storm, has the potential to cause power line damage and electric service interruptions. O&R crews will be ready to repair damage and restore service as needed in both storms.

The following video describes the typical storm repair and power restoration process: https://youtu.be/JeGU8ID4_m0

To help its customers prepare to weather a storm, O&R offers these tips:

- For safety's sake, don't touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- Maintain a distance of at least 50 feet from downed wires and anything they are in contact with including puddles of water and fences. Supervise your children so that they are not in the vicinity and keep pets on a leash or otherwise secure.
- If a fallen wire is draped over a car, do not approach the car and make rescue attempts. Remain a safe distance away, and try to keep the occupant of the vehicle calm. If possible, emergency personnel should handle the situation.
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- Portable generators pose a serious hazard if used improperly. They should be used and installed according to the manufacturer's instructions. A wrong connection could feed electricity back through the lines and endanger our repair crews. Never plug a generator into a wall unit, use it indoors or set it up outdoors near open home windows or air-handling vents.
- When temperatures dip and you're without power, don't use a natural-gas-powered oven or range to heat a room, and do not use a charcoal grill inside your home. Doing so could create either a fire hazard or a life-threatening exposure to carbon monoxide gas.
- Have emergency equipment within reach --- portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R's toll-free number 1-877-434-4100 near the phone to report power outages.
- If you experience a power outage, don't assume that O&R automatically knows about it or that someone else will report it. To be sure the outage is reported, please call O&R toll-free at 1-877-434-4100 to let O&R know what happened. The more information you can provide, the more O&R can help you.
- Remember: if the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.

There are several ways customers can report outages and check service restoration status:

- Go to the O&R website from any computer or web-enabled mobile device;
- Use the O&R mobile app from your iPhone, iPad or Android device;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

For more information, visit O&R's Storm Center at www.oru.com.

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FOR IMMEDIATE RELEASE **CONTACT**: Media Relations [redacted]

O&R: BIGGEST OUTAGE AREAS TO GET MOST POWER BACK BY MIDNIGHT

PEARL RIVER, NY, February 25, 2019 4:30 p.m. --- More than 10,500 O&R electric customers have lost power as a result of the severe windstorm that has pummeled the region since early last evening.

O&R has made repairs to return electric service to approximately 8,000 of those customers, and is working to restore power to the remaining nearly 2,500 who are still without power as the winds continue to roar.

O&R expects that the areas with the largest concentration of outages in each county O&R serves should see virtually all those outages returned to service by midnight tonight.

That means that in:

Orange County, with approximately 750 customers out, will see: Florida, Tuxedo Park Village, Warwick Town, Deer Park, Wallkill and Monroe virtually all restored by midnight tonight.

Rockland County, with about 600 customers out, will see: Stony Point, Ramapo, Clarkstown and Orangetown virtually all restored by midnight tonight.

Passaic County, with over 400 customers out, will see West Milford virtually all restored by midnight tonight.

Sullivan County, with about 330 customers out, will see Mamakating and Lumberland virtually all restored by midnight tonight.

Bergen County, with approximately 100 customers out, will see Mahwah virtually all restored by midnight tonight.

These figures are as of 3:45 p.m. today. For the latest storm outage numbers, please go to O&R's outage map.

Weather forecasters expect that the storm's high winds will begin to taper off this evening.

To help its customers weather the storm, O&R offers these tips:

- For safety's sake, don't touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- Maintain a distance of at least 50 feet from downed wires and anything they are in contact with including puddles of water and fences. Supervise your children so that they are not in the vicinity and keep pets on a leash or otherwise secure.
- If a fallen wire is draped over a car, do not approach the car and make rescue attempts. Remain a safe distance away, and try to keep the occupant of the vehicle calm. If possible, emergency personnel should handle the situation.
- Pole-top transformers --- those small grey-colored metal drums attached to the wires at the tops of most utility poles --- also should be avoided when they have been knocked to the ground.
- Portable generators pose a serious hazard if used improperly. They should be used and installed according to the manufacturer's instructions. A wrong connection could feed electricity back through the lines and endanger our repair crews. Never plug a generator into a wall unit, use it indoors or set it up outdoors near open home windows or air-handling vents.
- When temperatures dip and you're without power, don't use a natural-gas-powered oven or range to heat a room, and do not use a charcoal grill inside your home. Doing so could create either a fire hazard or a life-threatening exposure to carbon monoxide gas.
- Have emergency equipment within reach --- portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R's toll-free number 1-877-434-4100 near the phone to report power outages.
- If you experience a power outage, don't assume that O&R automatically knows about it or that someone else will report it. To be sure the outage is reported, please call O&R toll-free at 1-877-434-4100 to let O&R know what happened. The more information you can provide, the more O&R can help you.
- Remember: if the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.

There are several ways customers can report outages and check service restoration status:

- Go to the O&R website from any computer or web-enabled mobile device;
- Use the O&R mobile app from your iPhone, iPad or Android device;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100
- The following video describes the typical storm repair and power restoration process: https://youtu.be/JeGU8ID4_m0

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2.3.4 Communications Quality Control

The Communications Quality Control ("CQC") Unit Leader or designee, verifies that all external storm communications are consistent and accurate with respect to information, including contact telephone numbers, outage numbers, ETRs, and any company public service announcements that may be posted (e.g., dry ice locations and public safety messages). The CQC Unit is also responsible for monitoring the availability of the company website and outage reporting mechanisms such as the OMS dashboard, Outage Map and CIMS InfoCentral. If any inconsistencies are found, the CQC Unit Leader or designee, will promptly notify the group responsible for the inconsistency, obtain estimated completion times of corrective actions, log and follow-up to verify completion.

2.4 Estimated Time of Restoration ("ETR")

Depending upon the magnitude of an event, the damage assessment process may take several hours or days. Customers who have lost service need to have an estimate of the outage duration in order to allow them to make alternate arrangements for lodging, meals and in the case of businesses, work hours. The company's protocols used to establish all levels of ETRs meet the expectations of the NYS PSC and the NJ BPU (*Attachment 3 - Estimated Time of Restoration Protocol*). The company's objective is to provide more geographically accurate ETRs as new information becomes available.

The company calculates ETRs for all incidents that are categorized as a No-Power event. A No-Power event is an OMS incident where a customer's electric service has been interrupted and the customer has no electric power serving their facility/residence. A No-Power event may consist of multiple customer services that are affected or single service incidents where one customer is affected.

For "Blue Sky" incidents, OMS will automatically calculate an ETR based on such criteria as the time of day and geographic region (among other criteria). Once the company classifies a storm event as Upgraded or above, the Operations Section Chief will consult with the Incident Commander regarding the Automatic ETRs produced by OMS[12]. If the number of outage jobs has surpassed available crews, or at the discretion of the Incident Commander or designee, the Operations Section Chief or designee, will direct the OMS/NRG Unit to suspend automatic ETRs. This prevents OMS from producing inaccurate ETRs and allows the ETR process to be handled manually by the DCC and Electric Operations (smaller scale events) or by the ETR Unit (large scale events).
ETRs are defined as follows:

- Corporate Restoration Target[13] – the estimated time at which all affected customers will have been restored (≈100%);
- Global ETR – A refinement of the Corporate Restoration Target that represents the estimated time at which 90% of all affected customers will have been restored;

[13] Assumes some customers will not be able to be restored due to circumstances beyond O&R's control (e.g., damage to customer owned equipment, no access to utility equipment on private property, seasonal accounts with no customer contact).

- Regional and Local ETRs – the estimated times at which 95% of all customers affected by the event on countywide basis (Regional) or Town/Municipality basis (Local) will have been restored; and
- Customer/Incident Specific ETR – identifies individual ETRs at the customer level.

To assist customers in understanding the various ETRs, the Public Information Unit or designee, will update the outage map to display a banner in which the customer can click to open a reference box describing the ETR types.

The Incident Commander will review and approve a Corporate Restoration Target for the event for communication to both internal and external stakeholders. All ETRs will be communicated using the ETR Protocol as described in Attachment 3. As more detailed and relevant information becomes available, the Corporate Restoration Target will be re-evaluated to determine the Global ETR for the customers that represents 90% of the total customers affected. The Global ETR will replace the Corporate Restoration Target on the O&R Website. As restoration work plans are developed in conjunction with SERT personnel, Regional (County) and, Local (Town/Municipal) ETRs are determined for the top 95% of customers affected will have been restored, respectively. As outlined below and explained in full detail in Attachment 3, ETRs will be published within the following parameters:

- For events lasting less than 48 hours:
  - The Global ETR will be published within 24 hours post-Start of Restoration ("SOR"), along with any available regional/county and local/town ETRs.

- For events lasting more than 48 hours:
  - The Global ETR will be published within 24 hours post-SOR;
  - Regional/county ETRs will be published within 48 hours post –SOR; and
  - Local/town ETRs will be published within 60 hours post-SOR

These ETRs are then updated in OMS and are then available on the company's Internal OMS Dashboard and the O&R Outage Map (external). Once all Regional ETRs have been populated, all references to the Global ETR will be eliminated. The customer specific ETRs will be updated when the restoration crew arrives onsite and indicates when the restoration will be complete.

The ETR forecast modeling tools allow for: (1) improved calculation speed and accuracy for ETR development in the mandated timeframes; (2) more timely communication of the information necessary to develop work plans that streamline restoration resource assignments; and (3) automated enhancements to the ETR forecast model itself.

The ETR process includes streamlined ETR calculations, automation of damage assessment reporting through a near real-time mobile field application, and integration of daily work plan/scheduling functionality into OMS. Standardized spreadsheets and preprocessing of historic data are used in a top-down process to generate ETRs from a total company perspective, as well as for each operating division in the company. The separation of work by division 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. The company then employs a bottom-up analysis to prioritize each of the jobs in the daily work plans. As restoration crews arrive on site and assess each specific job, further refinement of the ETRs is affected where and when possible.

During the course of restoration, all ETRs are monitored by the ETR Unit and the SERT Work Planners (WP). As part of the updated ETR process, early morning (4:00 a.m.) and afternoon (4:00 p.m.) tactics meetings between the Planning Section (ETR, Work Plans) and the Operations Section (SERT, Ops Section Chief) take place. These meetings are facilitated by the Ops Section Chief and the topics discussed are inclusive of, but not limited to the following:

- Review overall progress towards ETR goals (ETR Unit Leader)
- Review progress of the current operational period plan;
  - Review ETR status of current jobs being worked (ETR Unit Leader)
  - Develop mitigation plan for any ETRs at risk of being exceeded (SERT Work Planner (WP));
- Develop the plan for the next operation period;
  - Crewing by division (SERT WP);
  - First and second dispatch for the next operational period (SERT WP); and
  - Review ETRs for next operational period (ETR Unit Leader, SERT WP).

ETR updates occur (within four hours) after the tactics meetings. These updated ETRs will be reflected in OMS and customers who have reported an outage (including LSE and Special Need/Medical Emergency Customers) will receive a text message with their ETR.[14] Customers can then stay up to date on their ETR via CSRs, the IVR, text messages, and the company website (see Section 2.3 – Communications).

Post-restoration, the ETR/IAP Unit Leader or designee will review ETR accuracy reports and, if needed, will determine opportunities for improvement and implement corrective actions. EP's Section Manager, Plans and Regulatory will provide the NYS DPS Director of the Office of Resilience and Emergency Preparedness with the results of the Company's review, as well as any improvement measures to be undertaken.

2.5 Trouble Call Process

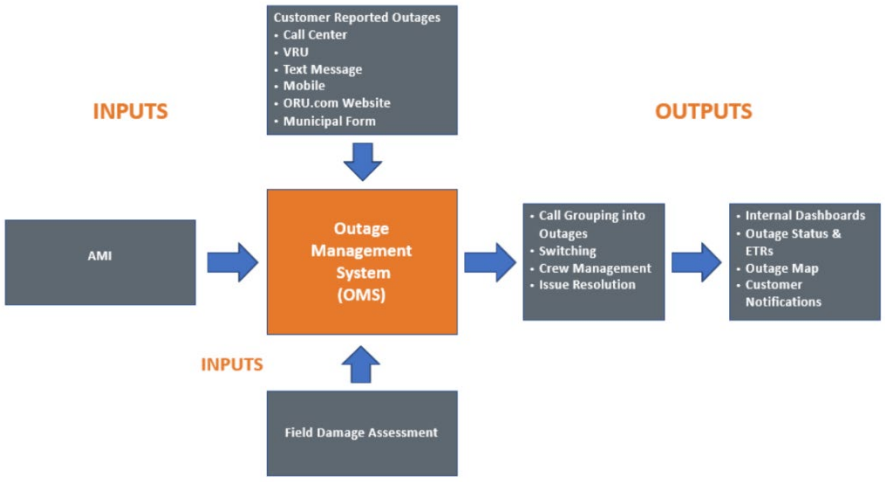
The company follows a strict set of priorities in responding to outages and other trouble calls. The order in which the company responds to individual incidents will be dependent upon the incident's priority rating.

Priority ratings are based upon a number of factors including public safety considerations,

[14] Customers who have signed up for proactive texting will receive outage notifications including ETR updates on their mobile devices.

measures that restore power to the largest number of customers, municipal infrastructure disruptions, and critical facilities (e.g., hospitals, police/fire stations, and water/sewer pumps) (see Attachment 4 – *Restoration Priorities Matrix*).

Figure 3: *OMS Flowchart*



Critical Facility Types

The following is a listing of facility types, designated as "Critical Facilities," in priority order, that the company has identified as having critical service needs. When the company files this Plan, it will also file with the NYS DPS Records Access Officer a confidential list of its critical facilities. In the event of forecasted major storms and potential outages to these accounts, the PRG will notify the customer (see Section 2.3.1 Outbound Communications).

- Critical Facility Level 1 are those facilities 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 Facilities;
  - Critical Utility and Communications Facilities;
  - Fuel Transfer and Fuel Loading Facilities (ports);
  - Mass Transit (tunnels, bridges, ferry terminals, major rail facilities);

  - Airports;
  - Military Bases; and
  - Critical Flood Control Structures.

- Critical Facility Level 2 are those facilities that provide significant public services but are considered to some extent less critical by government agencies, including:
  - Nursing Homes and Dialysis Centers;
  - Facilities to support other critical government functions;
  - Prisons and Correctional Facilities; and
  - Communications (e.g., radio, TV).

- Critical Facility Level 3 are those facilities which provide public services but are considered to some extent less critical than Level 2 by government agencies, including:
  - 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 (as identified by the County); and
  - Any other facilities identified as being of special concern given the circumstances associated with a particular event.

The New Business department will invite County officials to meet annually, to review their identified County-level critical facilities and critical roads, circuit maps, as well as update contact information. All modifications to critical facilities and roads (additions, deletions) will be captured and incorporated into revised lists, maintained by the New Business department, and provided back to the County.

During a major storm event (ICS Classification: Serious 3A and above) the PRG will coordinate with County and Local officials, on a structured time schedule, to solicit their input regarding critical facility priorities. County and Local officials will be asked to provide their input by 6:00 PM for potential inclusion into the next day's work packages. PRG Branch Director is responsible for the coordination of dispatching crews for cutting and clearing roadways and monitoring critical facilities. The PRG Branch Director or designee, monitors critical facilities for internal and external coordination to support restoration efforts providing real time information. The process of coordinating with county officials on the prioritization of critical facility restoration during a major storm event will be incorporated into future exercises (i.e., the annual exercise discussed in Section 2.2 of the Plan).

For more information on the company's outreach programs pertaining to Critical Facilities refer to Attachment 16.

Downed Wires and Site Safety Response (Wire Guard)

During an emergency event, the company may receive trouble calls requiring response to primary and service lines down throughout its service territory. Downed wire response is integrated into the company's restoration strategy.

Where possible, a restoration crew will make the location safe. If unable to make the location safe due to other restoration priorities, a wire guard representative will be dispatched to the location. In addition, a damage assessor may encounter a location with primary and service lines down. Depending on the severity of the downed wire, and its proximity to high pedestrian areas, the damage assessor may remain at the location until a wire guard or restoration crew arrives.

The Site Safety Branch Director or designee, will respond to downed wires that are reported by municipal emergency officials in less than 18 hours for events with a 3- to 5-day customer restoration or less, or in less than 36 hours for events with over a 5-day customer restoration. All response times are from the SOR.

The Site Safety Branch Director or designee, will monitor response times to these reports by using a special incident code in the OMS. These resources are assigned by the Site Safety Branch Director or designee, to specific down wire locations and are required to follow the protocols outlined in the *Site Safety Response and Recovery Guide* (Attachment 5). During the first 24 hours of a major event the company's restoration priorities are downed wires in high pedestrian areas and blocked roads, as set forth in the *Restoration Priority Matrix* (Attachment 4). The Site Safety Branch Director or designee will assign higher priority to calls involving wires blocking main highways or wires down on buildings or vehicles.

Wires down that are visibly burning, located in or near high pedestrian areas or are identified as being primary distribution line voltage will receive top priority. In addition to wire guard personnel, any O&R employee, contractor or mutual assistance responder that responds to a location involving downed wires will be required to follow the *Downed Wires Guideline* (Attachment 6).

2.6 Restoration Models

The Distribution Control Center ("DCC") is the sole operating authority over all electrical distribution equipment on the system. Operating authority can be transferred to an authorized person by the Distribution System Operator ("DSO") within pre-determined boundaries including isolation, energization, and repairs. The control authority of the DCC is unaffected by ICS activation but responsibilities for certain activities are decentralized based on the ICS hierarchy, once the company establishes the ICS. Under normal operating conditions, such as blue sky days and minor emergencies, the DCC is responsible for:

- Issuing switch orders to the field and recording execution and completion steps;
- Maintaining and operating from the OMS model to produce accurate outage counts and

trigger appropriate downstream outage information;
- Prioritizing outage restoration;
- Promptly dispatching resources to all trouble and public safety locations; and
- Monitoring and updating ETRs.

O&R operates under an ICS structure once the company declares a storm classification in accordance with the storm classification matrix. The DCC is embedded in the System Emergency Restoration Team ("SERT") within the Operations Section during these events.

O&R leverages two restoration models: the Incident Restoration Model ("IRM") and the Substation Restoration Model ("SRM").[15] The restoration model employed depends on the magnitude and location of the damage. Each model is described below. The Electric Operations Section Chief or designee, with input from the Incident Commander and SERT Branch, will determine which restoration model will be used.

Incident Restoration Model

The IRM is normally implemented during smaller scale events, generally Category 1 - 3 events, but could be applied during higher level events, specifically during the final stages of the event. This model is based on the dispatch of crews to individual incidents using the Restoration Priority Matrix ("RPM") (Attachment 4).

The organization of restoration crews in the IRM, is such that one Crew Guide ("CG") will manage one or several crews. A CG coordinator will manage one or several CGs.

Dispatch and Restoration - IRM

The IRM allows crews and CGs to operate on an incident-by-incident basis, based on customer count and damage assessment, in accordance with the Restoration Priorities Matrix (Attachment 4). The CG and assigned crews work in designated areas and are only responsible for isolated areas of damage at a time. A Crew Guide Coordinator ("CGC") will dispatch crews and CGs via OMS. CGs and crews may be moved from municipality to municipality after completing an incident.

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

Substation Restoration Model

The SRM, or decentralized approach, can be implemented during large scale events, generally Category 4, 5 and 6 events, and can also be applied during lower-level events in concentrated areas of damage.

[15] These are the terms O&R uses for "Decentralization."

The organization of restoration crews in the SRM, is such that the CG will be the field Operating Authority for an assigned substation and service provided by that substation.

Dispatch and Restoration – SRM
The SRM allows CGs, CGCs and crews to operate within a specific substation service area based on damage assessment. The CGC will establish a command post at or near the substation and then dispatch assigned CGs to work individual circuits emanating from that substation. Multiple substations could be assigned to one CG. However, span of control shall be considered before deciding to assign multiple substations to one CG.

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

CGCs use OMS as the central repository for recording and retrieving information pertaining to the incident. The following information is available in OMS: location of incident with various events times (e.g., start of outage), distribution circuit information, circuit designation, wire transformer sizes, nearest protective or switching devices, types of damage, customer counts, customer information, material lists to affect repairs and mark out information. This information is captured in OMS from a wide array of users (e.g., dispatchers, distribution system operators, work planners, and damage assessors). The CGCs will use this OMS information to assist CGs in work assignments, logistical needs and reporting and tracking incident level restoration times.

Estimated Time of Restoration - SRM
ETRs are maintained at an individual local level for each substation. As situations dictate, ETRs may also be managed for a geographic area (e.g., divisional, municipal or county level). ETR communications, whether using a centralized or decentralized model (see Section 4.2 – System Emergency Restoration Team), are managed through the same process (Section 2.4 and Attachment 3 – *ETR Protocol*).

2.7 Restoration Strategy

In accordance with the priorities established for individual incidents and the Plan's trouble call response strategy, restoration crews will be dispatched by the SERT Branch Director or designee, to emergency calls that require an immediate response. This includes make-safe work for downed wires, major thoroughfares blocked by damaged facilities, critical facilities, and incidents where distribution switching can rapidly restore large blocks of customers. Trouble locations that involve extensive re-construction may be isolated for follow-up crews to perform.

As critical facility incidents are addressed, crews will be transitioned to restoration work on a priority basis. That is, outages that affect high voltage or sub-transmission facilities and substations that serve a large number of customers will be addressed first, followed by substation main line circuit outages, other primary lines, transformer malfunctions, downed service wires, and finally, non-essential services such as billboards or streetlights.

Advanced Metering Infrastructure ("AMI" or "Smart Meters") detects the loss and restoration of electric power to customers and provides this information in near real-time to O&R to augment the other forms of customer outage notifications and help to clarify the scope of any outages. This improves outage identification and management by reducing the number of "false outages," helping to identify nested outages and enabling the company to target restoration activities more efficiently. During storms, the company has integrated AMI data to improve the accuracy of OMS. This includes integration of AMI meter last gasps/power on to the OMS, at the transformer level or higher. O&R's Smart Meters are able to receive commands to verify power status. These pings indicate customers' current power status and are used to improve the dispatching of resources and, in turn, improve the efficiency of the Company's restoration efforts following a storm or storm-like emergency.

The Restoration Analysis ("RA") Unit Leader which reports to the Planning Section is responsible for conducting an analysis of outage information from multiple sources (e.g., OMS, DA, DSCADA, eDNA, STORM) and updating OMS throughout the event. The RA Unit Leader and the roles within (i.e., RA Analysts, AMI Analysts, DSCADA Analysts, Close-out Clerks) support restoration planning activities, in collaboration with the SERT, and facilitate an efficient and safe restoration. Specifically, the RA Unit will, among other tasks:

- Analyze general area incidents and associate them in OMS (RA Analysts);
- Validate and incorporate damage assessment intel with the restoration plan (RA Analysts);
- Analyze crew optimization (RA Analysts);
- Review single service outages (RA Analysts); and
- Ping AMI meters and verify power status (RA Analysts).

Transmission Lines

At the direction of the Transmission Restoration Branch Director or designee, all open transmission lines will be patrolled by Line Supervision and/or qualified line crews to determine the cause of the outages, if not already known. Aerial patrols may be performed, weather permitting, based on helicopter availability. If aerial patrols are not viable, a ground-based patrol will be performed. Extra High Voltage ("EHV") crews are dispatched by the Transmission Restoration Branch Director or designee, based on known right-of-way conditions with all-wheel drive trucks, track machines, or all-terrain vehicles.

If thunderstorms are present, and the cause of an open line can be traced to a potential lightning strike, the System Operator will enter the GPS coordinates into a weather application

which will map proximity lightning strikes to determine direct or close strikes on the affected lines. Once causes and locations are determined, crews will be assigned by Line Supervision to make repairs.

The Transmission Restoration Branch Director will develop a priority restoration plan with joint input from System and Transmission ("S&T") Engineering, EHV, and Substation Operations, so that variables impacting transmission restoration are considered. In general, a top-down approach will commence beginning with the priority restoration of Bulk Electric System ("BES") facilities and interconnection points to help stabilize and rebuild the 138-kV backbone system. Restoration of transmission lines providing interconnection points for available generation will also receive high priority. Critical load restoration will be used to control voltage as restoration of transmission lines commences.

Primary Distribution Mainline

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

2.8 Flood Response Plan

When it becomes necessary to disconnect electric and/or gas service to isolate an area due to flooding, the company will follow its comprehensive *Flood Cut/Restoration Response and Recovery Guide* (Attachment 7). When flooding is present or appears imminent in an area, the Incident Commander will request the implementation of a pre-mobilization checklist and procedures with respect to the *Flood Cut/Restoration Response and Recovery Guide*. The process involves the mobilization of several O&R departments including New Business, Customer Meter Operations, Customer Service, Electric Operations, Gas Operations and Corporate Affairs.

The Incident Commander and/or Operations Section Chief in conjunction with the PRG Branch Director may consider, on a case-by-case basis, the preemptive curtailment of electric and/or gas service that might present an imminent danger to the life and safety of the public or property damage to homes or businesses in an affected area. The decision to cut electric power and/or gas service in an area is communicated and documented through the Unified Command structure which is usually established under local fire department jurisdiction. All appropriate internal and external stakeholders such as Fire, Police, County OEM and public officials are involved in the process. The restoration process is detailed within Attachment 7.

2.9 Mutual Assistance

This section describes the process for acquiring mutual assistance 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.

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 ("Requesting Company"). When called upon, 'Responding Companies' will send skilled restoration workers (i.e., both company employees and contractors), along with specialized equipment, to assist the Requesting Company with restoration efforts.

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 Emergency Preparedness as one consolidated request for CEI. During both anticipated and unanticipated severe weather (or other incidents) the Vice President of Emergency Preparedness or designee will initiate a call between the CECONY Vice President of Engineering & Planning or designee, and the O&R Vice President – Operations or designee to review the projected or actual customer outages, outage jobs and the general scope of damage; and the amount and type of mutual assistance resources needed. Resource needs will be periodically assessed and re-allocated as necessary. Mutual assistance resources acquired are then allocated between the two companies based on the *Acquisition and Allocation of Mutual Assistance and External Resources Guideline* (Attachment 8).

Mutual assistance resources may be pre-staged, taking into consideration the forecasted 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.

The most common resource request is for overhead line resources, damage assessors and wire guards. The need for supplemental resources is determined based upon the *Storm Classification and Staffing Matrix.* The Operations Section Chief will periodically review system status and, after conferring with the Incident Commander, may re-allocate resources as necessary. The Planning Section Chief, in consultation with the Operations Section Chief and the Incident Commander, determines the number and type of mutual assistance crews and equipment required. 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 type of available resources (e.g., company crews versus small groups of contractor crews), the estimated restoration times, and the difficulty travelling within the service area.

Emergency Preparedness maintains a database of overhead contractors and the listing is kept up-to-date with information regarding contractor capabilities, storm rates, union affiliation, and emergency contact information. Upon the need for resources, the Incident Commander (or designee) will notify Emergency Preparedness to acquire those resources. Emergency Preparedness will begin the resource acquisition process by contacting the database of contractors and concurrently, may also seek regional mutual assistance support (see 'Regional

Mutual Assistance' below).

Other types of resource needs through external contracts (e.g., damage assessment, service restoration and wire guarding) are managed by the respective coordinator.

Additionally, the company entered into a contract with West Interactive Services which allows the company to install a call center Mutual Assistance Routing System ("MARS") functionality into the company's call handling solution. MARS allows utilities to support each other's call centers with live agents during extended outages and emergencies by enabling virtual call center support. This service enables the company to request call center mutual assistance to support customer calls and inquiries (Section 4.4 - Customer Assistance Center).

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 EP's Director, Support Services and Preparedness or designee, in consultation with EP's Vice President or designee, O&R's Vice President – Operations, and the Electric Operations' Vice President(s) or designee(s). One consolidated request will be made for both companies so as to provide for 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 Emergency Preparedness Guideline, *Acquisition and Allocation of Mutual Assistance and External Resources (Attachment 8)*.

Post-impact, EP's Vice President or designee, will initiate a call between the CECONY's Vice President, Engineering & Planning or designee, and the 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 re-allocated as necessary.

Regional Mutual Assistance

The 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 personnel with 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") to which CEI (CECONY and O&R are both represented by CECONY Emergency Preparedness) is a member (Attachment 9 – *NAMAG/EEI Mutual Assistance Agreements*).

Participation in NAMAG requires that, even if the company is not expected to be impacted by a given incident (e.g., storm), the Director of Emergency Preparedness or designee, will participate in all NAMAG mutual assistance conference calls to which the company is invited.[16]

Once the Incident Commander or designee, determines that external resources are needed, the mutual assistance process is implemented in a manner consistent with the terms set forth within *NAMAG's North Atlantic Mutual Assistance Agreements* (Attachment 9). Such terms include but are not limited to:

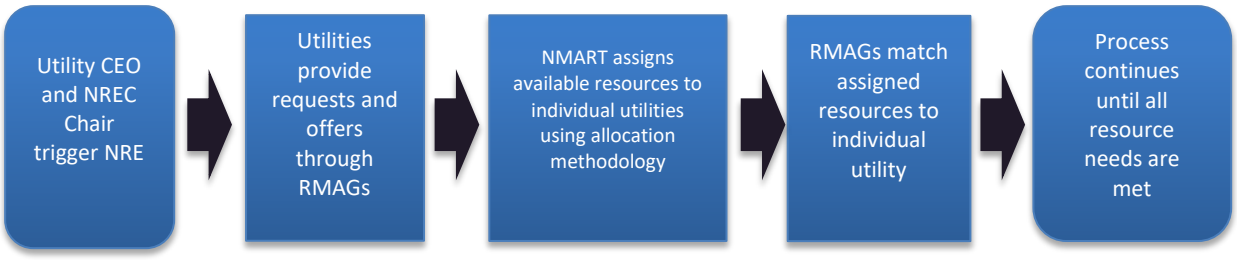
- The Requesting Company will initiate a NAMAG conference call;
- The weather forecast will be presented by the Requesting Company(s) to provide all members an opportunity to understand the emergency situation;
- An estimate of actual or predicted impact / damage and when these are expected to occur 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.

National Response Events ("NRE")

If the request for resources for two RMAGS cannot be fulfilled from within their RMAG, an 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 so that industry resources are seamlessly allocated in the most efficient manner possible. A simplified flow chart of the NRE process is shown below:

Figure 4: *NRE Process*

[16] As required by NYS DPS Staff's report on utility performance in the October and December 2008 Winter Storms affecting National Grid, NYSEG and Central Hudson.



New York State Public/Private Utility Mutual Assistance Protocol Coordination

The *New York 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 because 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 requests mutual assistance through the NAMAG process, a formal notification will be made to the Chairperson of the New York State Public/Private Utility Mutual Assistance Protocol (Attachment 20) by EP's Director, Support Services & Preparedness or designee, 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, but rather to provide a supplemental source of additional potential resources within NYS.

If the resource needs cannot be met from within the NAMAG, the request may be expanded to encompass neighboring RMAGs, as well as members of the Municipal Electrical Utilities Association ("MEUA") 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.

New York Material Sharing Group ("NYMSG")

The NYMSG was established in accordance with the NYS PSC'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 principals/procedures. In the event that material or equipment mutual assistance is required, the Logistics Section Chief or designee, will request the designated NYMSG company representative to initiate the NYMSG protocol (a copy of the protocol may be found on the Emergency Preparedness and Storm Central intranet sites).

EP's Section Manager, Weather Tech and Resource Acquisition or designee, will adhere to the procedures and protocols developed, including attending meetings and exercises, participating in storm conference calls, and providing materials to requesting members whenever possible.

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 in *National Guard Capabilities and Power Restoration Roles* (Attachment 10).

If the Incident Commander, with input from Command and General Staff, determines 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 NYS DPS Director of the Office of Resilience and Emergency Preparedness or designee. Requests from all of the electric utilities will be coordinated through the NYS DPS Director of the Office of Resilience and Emergency Preparedness or designee and forwarded to the NYS Power Restoration Working Group[17] 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 NYS DPS, EP shall also submit their request to the respective County OEM(s). Once deployed, State assets are managed by the receiving County OEM.

[17] The NYS Power Restoration Working Group consists of representatives from each of the affected electric utilities, NYS OEM and NYS DPS.

Onboarding Process

As soon as practicable after arrival, EHS&Q staff shall check in and onboard Mutual Aid resources. The onboarding process includes a safety and operational briefing during which questions from the Mutual Aid resources are addressed. Once onboarded, the MA Branch Director or designee links the crews up with their assigned crew guides who provide further instructions, including contact information, first reporting location and job package, and material laydown locations.
The organizations set forth in Table 2 are responsible for receiving, allocating and integrating mutual assistance/contractor resources into the restoration effort.

Table 2: *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 retainers • 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 Guideline.(see Attachment 8 for more detailed information). • Verify that periodic calls between the VP of Emergency Preparedness (CECONY), VP of Engineering & Planning (CECONY), and VP of 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
Finance/ Admin.	• Receive contractor(s) roster from EP • Collect daily contractor(s) 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	• Perform a visual confirmation of contractor resources/equipment received (compared with information entered into ARCOS), and identify any discrepancies, • Check in mutual assistance vehicles and equipment • Provide and assign Crew Guides for the mutual assistance teams • Identify assets, skill sets, equipment, restoration crews, ladder line crews, and vegetation crews needed • 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 • In conjunction with Emergency Preparedness, release mutual assistance crews
EH&S Unit Leader or designee	• In coordination with Electric Operations, co-facilitate the *Safety & Technical Briefing* as detailed in *Electric Operations' Handbook for Mutual Assistance Workers* • Forward Safety Briefing Sign-In Sheets to Electric Operations for entry into system for completion of the on-boarding process • Conduct safety reviews and safety talks • Check in, verify and onboard all mutual assistance crews and support staff
Logistics	• Coordinate meals, vehicle fuel, lodging, water supply, and crew transportation • Work with the regional Staging Area/Base Camp Branch Director to establish staging area sites, as necessary, and provide appropriate staff • Discuss and coordinate with Stores Operations to mobilize material at the site • Coordinate site demobilization
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

Demobilization

The Incident Commander or designee, in conjunction with the Operations and Planning Section Chiefs or designees, will evaluate and determine the release of mutual assistance resources. Some of the factors they will consider include: ETR status, outstanding requests in NYS and NAMAG, distances to travel to home office, type of crews (e.g., distribution, service, vegetation), and size of contingent. Once the company determines that mutual assistance resources are no longer needed, the Incident Commander or designee, Operations Section Chief or designee, notifies EP's Section Manager, Plans and Regulatory or designee. EP's Section Manager, Plans and Regulatory or designee, sends 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 notified of their release by the Mutual Assistance Branch Director or designee, and/or EP's Section Manager, Plans and Regulatory 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 directed to be brought back to the designated location.

Travel Expediting

In order to help minimize the travel times of mutual assistance resources, Emergency Preparedness, working with the All Hazards Consortium ("AHC"), a 501(c) (3) non-profit group focused on homeland security and emergency management issues, and the Multi-State Fleet Response Group, has developed a process for expediting the movement of vehicles through the E-Z Pass toll systems in 14 states along the east coast and expediting the process for utility crews when crossing the US-Canadian border. For more detailed information on the border-expediting process, see Attachment 8 - "Acquisition and Allocation of Mutual Assistance and External Resources".

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 NYS OEM. 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"), NYS OEM, and NYS DPS as described in the border crossing procedure included in Exhibit A of the Acquisition and Allocation of Mutual Assistance and External Resources Guideline (Attachment 8). It is the responsibility of the requesting utility, in this case EP's Director, Support Services & Preparedness, or designee to collaborate with the responding entity to comply with this procedure.

2.10 Communication and Coordination Among Utilities

During declared events, the SERT Work Planner ("WP") or designee, will identify incidents involving borderline customers and distribution ties with neighboring utilities. The WP or designee will maintain close communication and coordination with neighboring electric utilities throughout the event. If the outage cause is on the neighboring utility's equipment, the WP or designee will contact the neighboring electric utility's dispatcher to report the damage location (if it is known) and attempt to obtain an ETR to be used for updating the company's OMS. The WP or designee will continue to monitor the incident and contact the neighboring electric utility for regular repair and ETR updates. The WP or designee will update the ETR and damage assessment notes within OMS for these borderline customers. If the outage cause is on the company's facilities, affecting customers within the company service territory or outside the company's service territory but fed by company equipment, the outage case will be prioritized in OMS and repaired as part of the restoration activity. Upon initial notification, or by request, from a neighboring electric utility regarding customers which the company supplies but reside outside the company's service territory, the WP or designee will share ETR and restoration information with the neighboring electric utility. Upon significant changes to crew dispatch/arrivals, ETRs, and/or work scope affecting such customers, the WP will update the associated neighboring electric utility. To the extent the company becomes aware of such information and has information to provide, the company will notify the neighboring electric utility.

The WP or designee will communicate with the neighboring utilities and share information such as fault location, extent of the damage, crew status (e.g., assigned, en route, on-site), and ETRs. The WP or designee will update this information within OMS, as needed. The RA will also discuss the incident with the Operating Supervisor to assist in providing clearance points necessary to expedite repairs. If assistance is needed, the WP or designee will pass along the contact information to the appropriate Operating Supervisor to be used for distribution switching.

Borderline customers are denoted by circuit nomenclature within the company's OMS. The mapping department maintains the accuracy of circuit labels in the NRG mapping system. In the Customer Information Management System ("CIMS") the address line of a customer's account denotes their borderline status. Customer service is responsible for maintaining this information in CIMS.

Upon becoming aware of a gas event in a neighboring utility, the company's Electric Operations Section Chief or Gas Branch Director will reach out to the appropriate contacts and provide assistance as needed. This assistance will include, but is not limited to, the de-energization of electric distribution and the coordination of re-energization of electric distribution facilities. In addition, when there is a potential for significant flood damage and/or impact, EP will initiate discussions with non-O&R gas utilities in its electric service territory about a potential coordinated flood restoration response, if applicable, five days prior to an event (or as reasonably permitted based on the timing of Orange and Rockland's advanced warning of the event).

During a declared event (typically Serious or greater), the Joint Use Manager or designee is responsible for coordinating efforts and sharing information with neighboring telecommunications utilities relative to out-of-service and damaged critical infrastructure.

During a declared event, the Joint Use Manager or designee will perform the following functions:

- Share information and prioritize restoration efforts relative to utility critical infrastructure that is out of service;
- Coordinate with the appropriate telecommunications utility to set poles;
- Notify the various telecommunications and cable utilities of downed communication wires; and
- During a Serious 2C event or greater, the Joint Use Manager or designee will invite neighboring telecommunications utilities to co-locate within the company EOC (or other company facility) in order to interface with EOC staff through their assigned Joint Use representative (who may be the Joint Use Manager). The Joint Use Manager, or a Joint Use representative, will be the point of contact and will coordinate with telecommunications and cable utilities.

O&R has developed processes to communicate with telecommunication (including landline, fiber and wireless providers), and cable television utilities that operate in its service territory to coordinate and enhance restoration efforts. Specifically, the company developed a *Joint*

Use Response and Recovery Guide (Attachment 11) to establish coordination with these services and define the processes for sharing information with the following telephone, cable, and wireless utilities operating in O&R's service territory:

- Altice – NY;
- Altice – NJ;
- AT&T – Wireless Provider
- Charter Communications;
- Frontier Communications; T-Mobile – Wireless Provider; Verizon – NY;
- Verizon – NJ;
- Warwick Valley Telephone– NY; and
- Warwick Valley Telephone– NJ.

The *Joint Use Response and Recovery Guide* includes the process for identifying critical company telecommunication, cable television, and wireless facilities that are in need of immediate restoration; sharing information regarding downed telecommunication and cable television wires; and coordinating with the various telephone companies to set poles. Contacts at the neighboring telecommunications utilities are available on the company's Storm Central intranet site. The Joint Use Manager shall initiate these duties under the SERT Branch Director.

The Joint Use Manager or designee will coordinate with EP's Section Manager, Plans and Regulatory or designee and will exercise the communications and pole installation process as part of its annual exercise (Section 2.2).

3. STORM RECOVERY

3.1 Pre-Event Preparations

EP, Electric Operations and the Control Center continuously monitor real-time weather and long-range forecasts received from the company's meteorologists, meteorological consultant and other external weather services, including the National Weather Service. The company's meteorologists use 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.

Typically, for events less than a Category 1 (Upgraded), the Distribution Control Center ("DCC"), in conjunction with Electric Operations and the Customer Assistance Center, will manage the response. If any augmentation of normal company staffing or resources is required, the DCC Control Center Manager (and/or Chief System Operator, if applicable) will confer with the General Manager of Electric Operations, the General Manager of Control Center and Substation Operations and EP's Section Manager, Plans and Regulatory or designee, to determine the appropriate level of augmented response or the event classification.

When there is a reasonable probability that a major storm could impact the O&R service

territory, the DCC Section Manager or designee, will initiate a conference call with Electric Operations managers or designee(s). The purpose of the call will be to discuss weather data, anticipated system impact, anticipated event classification, available resources, and initial resource allocations. Following the DCC conference call, EP's Section Manager, Plans and Regulatory or designee will schedule a conference call for all ICS Officers, Section Chiefs, and Branch Directors/Unit Leaders to discuss weather and preparatory efforts.

3.2 Event Classification

The *Storm Classification and Staffing Matrix* (Attachment 12) will be used by the General Manager of Electric Operations, General Manager of Control Center and Substation Operations, Section Manager of EP, and the Section Manager of the DCC to declare the appropriate storm response classification and required staffing levels. The matrix relates forecasted weather conditions and system impact with other parameters such as:

- Projected restoration range from start of restoration;
- Projected number of outage jobs;
- Projected number of customer outages; and
- Other variables such as wind, foliage condition, or ground saturation.

Branch Directors/Unit Leaders will be notified of an ICS mobilization and requested to determine availability and provide updated contact information to the DCC. Once the initial storm classification is determined and the mobilization time is established, the ERP is officially activated. The General Manager of Electric Operations, General Manager of Control Center and Substations Operations, EP's Section Manager, Plans and Regulatory or designee, and the Section Manager of the DCC or designee, will conduct a continuous review of current resources, system status, and weather forecasts, so as to provide adequate response. If changing conditions require a re-classification of the storm, the storm staffing matrix will be reviewed by each department involved in storm restoration reviewing their plans and the staffing matrix to see what new minimum staffing requirements are needed, and appropriate resource changes made based upon the criteria listed for each classification level.

3.3 Notification and Mobilization

EP's Section Manager, Plans and Regulatory or designee, will make the initial notification of a declared mobilization via email to a specified distribution list. The company also will employ an automated notification system (e.g., ARCOS) to notify the same distribution list via phone contact (typically employed during off-hours). The company will make further notification of a declared mobilization to employees by the respective Command and General Staff or Branch Director/Unit Leader via one or more of the following methods: e-mail, phone contact, text messaging (see Section 2.9 – Mutual Assistance, Demobilization).

During the course of storm recovery operations, it is the responsibility of the Incident Commander or designee, to conduct periodic meetings or conference calls with the Command

and General Staff. The purpose of these communications is to discuss the progress of storm recovery and to seek solutions to any impediments to the swift and safe restoration of service. These calls will specifically review mobilization, storm classification, staffing level requirements, restoration progress/key issues and demobilization. The Emergency Management Officer or designee, will document meeting notes of key action items and owners of such items. These notes will be reviewed at all meetings for follow-up and closure. Each Officer, Section Chief and Branch Director/Unit Leader or designee, within the ICS structure will be responsible for coordination and completion of key actions.

Conference calls, automated notification systems (e.g., ARCOS) and/or email notifications will be used to notify employees of demobilization plans.

4. STORM RECOVERY ORGANIZATIONS

4.1 Distribution Control Center ("DCC")

Concept of Operation

The DCC has operating authority over the company's electric distribution system. During events, primary responsibilities include directing and coordinating distribution switching operations to isolate faults and promptly restore customer outages. Having operating jurisdiction for the distribution system, the DCC along with the SERT, through the Operations Section Chief, is responsible for safe operations during the restoration effort.

When mutual assistance resources are involved in the restoration effort, the mutual assistance crews will interface with an assigned CG who will verify that all distribution-switching steps are completed as directed by the DCC Operating Authority or SERT Switching Supervisor.

Environmental concerns received by the DCC/SERT will be referred to the Environment, Health and Safety ("EH&S") Unit Leader or designee. The EH&S Unit Leader, or designee, will initiate the actions needed to address the situation in accordance with the applicable procedure.

- The DCC receives information of system conditions from a number of sources including: Distribution system telemetry (Supervisory Control and Data Acquisition ("SCADA"));
- Customer outage information via OMS and AMI;
- Operational field personnel;
- Special Response Team;
- Damage Assessment personnel; and
- Regional and Community Affairs.

The DCC workflow is predicated upon the storm classification level. In storms, various support functions are mobilized as needed to support the DCC. The *Storm Classification and Staffing Matrix* outline these support functions and the minimum staffing levels for each of the six storm classifications.

When the SERT is mobilized, the DCC will delegate restoration responsibility to the SERT but will maintain operating authority. The SERT Branch Director or designee, coordinates the activities of the following teams:

- Overhead and Underground field crews;
- Service Restoration (service crews);
- Mutual Assistance resources; and
- PRG.

The DCC Manager or designee, will maintain an open line of communication with Systems Operations and Electric Operations for the purpose of communicating:

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

When the CECONY Distribution Engineering Situation Room ("DESR") and/or the Corporate Emergency Response Center ("CERC") are activated, communication will be established between the O&R Incident Commander and those organizations. In the case of larger events, an O&R representative will work with the DESR or CERC.

Workflow

In all pre-classified and classified events, the restoration efforts, including staffing requirements and restoration status, are directed and managed by the SERT Branch Director or designee. The SERT Branch Director or designee and the SERT Planners, along with the DCC Operators, analyze system conditions and dispatch crews on a priority basis according to the Priority Restoration Matrix. The DCC Operators and SERT Planners will update current job status in OMS. Large jobs involving the installation of poles, transformers, switches and wire are also managed by the DCC Operators and SERT Planners assigned to the construction crews at the Regional Service Centers. When system and switching activities reach a level where the Operating Authority is saturated to the point where excessive delays are realized in issuing switching orders, the DCC Section Manager has the ability to relinquish control to other trained and qualified personnel that will assist in issuing switching on the non-main line distribution system. Additional restoration crews may be deployed and directed by the SERT Branch Director or designee, the SERT Planners and the DCC Operators as needed to handle individual service problems or larger jobs to facilitate outage restoration.

During events, limited operating authority rights may be granted to specific SERT personnel (Operating Supervisors) by the DCC Section Manager.

4.2 System Emergency Restoration Team ("SERT")

Concept of Operation

The SERT operates under the Operations Section Chief or designee, in the ICS structure. The SERT's primary responsibility is the overhead construction work required to restore electric service to customers during events. The SERT is an expandable operation that will use both company and foreign resources to effect repairs to the electrical transmission and distribution system. The SERT is typically led by a single Branch Director or designee, however, as needs dictate (e.g., more heavily impacted geographic area or widespread devastation), a SERT Branch Director or designee, may be designated for each division, thereby allowing for a greater degree of restoration autonomy by division.

In the initial hours of the recovery effort, restoration crews will be dispatched as per the Restoration Priority Matrix and will perform make-safe work and effect quick restoration whenever possible. During this initial restoration effort, temporary repairs may be made. In addition, for storms classified as a Category 3A or greater, or when the Operations Section Chief or designee, deems necessary, the company will mobilize the PRG. The company understands that expeditiously restoring service to our communities is critical during an emergency. The PRG Branch Director or designee, will be responsible for dispatching field crews to address road closures, addressing municipal priorities and communicating critical facilities status. The PRG Branch Director or designee, will, on an event-by-event basis, obtain live feedback on impacted critical roads from the municipalities. The PRG Branch Director or designee, will track municipal requests and communicate with elected officials the status of these incidents (Attachment 13 - *PRG Response and Recovery Guide*). As this work diminishes, PRG crews will be reassigned to the Overhead and Underground Field Crew team to support construction restoration work.

Mutual Assistance Coordination

The Mutual Assistance ("MA") Branch Director or designee, will coordinate the need for company-contractor mutual assistance crew resources and request through Emergency Preparedness additional mutual assistance support. The MA Branch Director or designee, will: assign a crew guide to the MA crews; provide the roster of crewing to the SERT Branch Director or designee; verify personnel and equipment on property; coordinate with the Logistics Section to establish lodging, meals and transportation; and, coordinate with EH&S to conduct a safety orientation and review the O&R Mutual Assistance Handbook with crew members. In addition, the company uses a third-party vendor to provide qualified individuals as crew guides and to assist with managing mutual assistance crews (see Section 5.12).

Workflow

DCC Operators and SERT Planners will assign restoration work assignments to the restoration field crews/crew guides. When a crew has completed its assignment, the crew/crew guide will report where the Crew Guide Coordinator or SERT Work Planner will record the information and provide them with their next work assignment.

The company tracks crew assignments through the OMS. Crew distribution and allocation between divisions is evaluated on an event-by-event basis by the Planning Group, Restoration Analysis Group and the SERT Branch Directors or designee. Typically, crews are initially

assigned work by the affected division. Upon completion of an initial job briefing crews will be dispatched by the Crew Guide Coordinator(s), directly to their work assignments or to staging areas to secure materials necessary for the assigned work. As damage assessment is completed, adjustments are made with consideration to volume of damage, and critical facilities by the Planning Group, SERT Planners and DCC Operators.

Crew Guides are responsible for:

- Leading qualified crews during storm restoration;
- Acting as a conduit for company communications;
- Facilitating crews working in a safe and productive manner;
- Assisting crews in navigating the O&R service territory;
- Documenting the staffing and equipment of contractor/mutual assistance crews;
- Inspecting crews' work;
- Accepting and returning work clearances from the Operating Authority;
- Reporting arrival time;
- Assessing field conditions, materials, equipment and assistance needed;
- Reporting spills or releases to the O&R Environmental Services Hot Line;
- Reporting on the following to the SERT:
    - Location of trouble (nearest street with cross street);
    - Pole number (full 10 digit);
    - Non-company interest (cable or phone);
    - Electrician needed first and customer is notified; and
    - ETRs.

Crew Guide Coordinators are responsible for:

- Conducting shift turnover;
- Making contact with Crew Guides in field and verifying understanding of work plan;
- Establishing communication schedule with Crew Guides;
- Dispatching crews to OMS trouble through Crew Guides;
- Assisting and communicating issues to the Line/Tree Crew Coordinator;
- Assisting Crew Guides with inquiries;
- Providing Crew Guides with reporting template:
    - Job Status Update (by percentage);
    - Crew information (# crews assigned, FTEs, equipment);
    - Logistic Requirements (e.g., lodging, meals);
- Updating OMS with incident status at end of crew shifts if they have not completed the incident entirely, with emphasis and focus on updating ETRs.
- Coordinating Runners or mutual assistance support staff for delivery of updated work plans, maps, safety discussions and any other correspondence that the Crew Guide requires, including distribution of work packages directly to the Crew Guides at their hotels/work-out locations;
- Tracking debris pick-up locations;
- After obtaining updates as to the status of the work plan from the Crew Guide, the Crew Guide Coordinator will verify that the applicable updates, particularly ETRs, are entered into OMS;
- Providing work plan updates to the Work Planner and Branch Director; and
- Contacting Crew Guides in the field according to pre-established communication schedule.

All tree-related work will be dispatched by the Tree Manager under the MA Branch. Once this work has been completed, the MA Branch will update OMS as to the status of the tree condition and the need for a restoration crew.

All house service work, with service wire detachment at the house side, will be managed by the Service Restoration Branch, if mobilized, through assignment in the OMS. The Service Restoration Branch Director or designee, will prepare work assignments by area and direct service crews to the appropriate work locations. The Service Restoration Branch Director or designee, will update the status of all service incidents in the OMS. All service work that requires a restoration crew will be forwarded to the appropriate SERT for dispatch of a construction crew. Typically, for events with an ICS classification of Category 2A or greater, after full restoration has been completed, the SERT Branch Director or designee, will have line crews/damage assessors patrol all primary circuits impacted by the event.

4.3 Damage Assessment and Wire Guarding

Damage Assessment

The Damage Assessment Unit Leader or designee, is responsible for assessing and reporting damage on the overhead and underground distribution system. Troubleshooters, construction crews, supervisors and other responding employees, as well as Damage Assessors, will provide broad preliminary assessments of damages within 24 hours of the start of restoration. The damage assessment process is continued with input from the ETR/SERT functions to provide more detailed and refined estimates of damage within 48 hours based on the preliminary assessments provided by Damage Assessment, in order to comply with Part 105.7.

The reports of system damage from the field will be entered into the OMS via Mobile Application where they will be integrated with customer trouble calls, distribution switching information and SCADA information in order to make a reasonably accurate assessment of system damage and provide reliable projections of the personnel, equipment, materials and time that will be needed to achieve service restoration goals rapidly and safely in all damaged areas.

Damage Assessors will initially be dispatched to assess reports of damage locations identified as mainline outages in OMS and high customer count events. As needed, they will then patrol specified outage incidents in order to identify impacted facilities.

The Damage Assessment Unit Leader or designee, will notify the Site Safety Branch Director or designee, who is responsible for wire guarding, when “wire down” conditions are found that present a public safety hazard. If the wire down situation is identified as a public safety issue, Damage Assessors will remain on site until a Site Safety Representative arrives. Site Safety Representatives will cordon off the affected area as appropriate and remain on site until relieved by the restoration crews or the area is made safe. In accordance with the Downed Wire Guideline (Attachment 6), a wire guard will be deployed to relieve damage assessment personnel. The DA on site will remain until relieved within 8 hours by a qualified wire guard or a

replacement DA has been assigned to complete the initial DA's route.

The Distribution Control Center and/or Distribution Engineering will, on a storm-by-storm basis, review the weather system path as well as its known impact to the Electric System using data from OMS in order to assign specific circuits to be patrolled for vegetation concerns, as well as visible equipment damage and identify potential failures.

The Damage Assessment organization is mobilized for a Category 2 and greater event; however, at the discretion of the Incident Commander or designee, their services may also be requested during a Category 1 event. Additional Damage Assessment resources are available via mutual assistance, contractor and/or through request via CECONY. After mobilization, the damage assessors are deployed from the Regional Service Centers. Damage assessment activities commence at the start of restoration.

Throughout the year, the company will maintain a minimum of 30 internal trained Damage Assessors.

Damage Assessment Coordinators maintain communications with field personnel. They review outage incidents in OMS and assign them to the Damage Assessors for investigation. This information can then be integrated with damage information from other sources in order to facilitate appropriate deployment of crews and for the development of accurate ETRs. Troubleshooters, construction crews, supervisors, and other responding employees including designated Damage Assessors, record and report their findings into a mobile application via a laptop/tablet or phone reports. Damage Assessment utilizes clerical personnel to record DA reports manually when there are technology issues.

At the request of the DCC, SERT and/or the Chief Distribution Engineer, Damage Assessors will patrol targeted circuits that have sustained damage on the circuit's main run or branches. Post recovery efforts will include additional circuit patrols to identify incremental damages so that permanent construction activities can be scheduled and completed.

Site Safety

Site Safety Representatives (wire guards) will make an area impacted by downed wires safe or remain on site until relieved by the restoration crews.

Throughout the year, the company will maintain a minimum of 64 internal trained Wire Guards.

When downed wires are reported, Site Safety Representatives are dispatched. Once relieved, the Site Safety Representative advises the Site Safety Branch Director or designee, who will assign additional jobs as needed. Additional Site Safety resources are available via contractor and/or through supplemental assistance request via CECONY. If minimum staffing levels cannot be met based upon the volume of wire down incidents reported, the Site Safety Coordinator will advise the Operations Section Chief or designee, who will in turn request additional assistance through EP's Section Manager, Plans and Regulatory or designee.

In accordance with the Downed Wire Guideline (Attachment 6), a wire guard will be deployed to relieve damage assessment personnel. The DA on site will remain until relieved within 8 hours by a qualified wire guard or a replacement DA.

4.4 Customer Assistance Center

Concept of Operation

The Customer Assistance Center, also referred to as the Call Center, routinely provides telephone answering services for O&R's customers. They also respond to customer inquiries received via e-mail correspondence. In addition, whenever an LSE customer contacts the Call Center, CSRs are notified by the Customer Information System that an account is coded as an LSE. The CSRs will obtain/update customer information, including alternate contact information (note: LSE customer accounts can have up to three alternate contact telephone numbers). During an event, LSE customers calling into the Call Center are tracked and at the request of the NYS DPS, a list of those customers will be provided.

During a storm recovery effort, the Customer Assistance Center Unit is mobilized and will answer all calls, record storm related trouble conditions, and provide customers with storm recovery status. The Customer Operations Officer or designee, will determine CSR staffing as predicated upon storm classification, as set forth in the Call Center Staffing Guide Table below.

Table 3. *Call Center Staffing Guide*

Shift	Time**	Upgraded	2a	2b	2c	3a	3b	3c	4a	4b	4c
Shift 1 Overnight	12:00 am to 7:00 am	1	1	2	3	5	5	7	10	15	17
Shift 2 Day Time	7:00 am to 7:00 pm	5	6	8	10	15	25	30	34	45	60
Shift 3 Night	7:00 pm to 12:00 am	1	2	3	4	6	6	6	8	9	10

** Shift timeframes may vary and will be filled out on an event-by-event basis.

Depending upon the classification of the storm, the company will either use its normal complement of CSRs in the Call Center to handle incoming calls and inquiries or will increase staffing by using the internal and external supplemental CSRs in a Category 3A or greater event. All non-emergency calls that are received during a storm mode or large-scale events will be redirected to self-serve options or advised to call back later to speak to a CSR.

All incoming customer service calls are routed to the external high call volume IVR system (Interado Inc.). There, the customer receives a message with information about the event and has the opportunity to report an electric outage and receive ETR information for their account if it is available. When choosing Gas Emergency/Carbon Monoxide emergency in the IVR the caller will always be transferred to speak to a live representative. All options are available in both English and Spanish. At the onset of storms (classified Category 2A and greater) customers will be routed to report their outages through the IVR. However, any customer that is calling to report a dangerous condition, as well as customers that cannot process their outage report via this automated system, are transferred to a CSR. The IVR option for a customer to

speak to a CSR regarding their storm-related outage will be opened back up once information becomes available. Information is typically provided once damage assessment has begun. Within one hour of a press release during a Category 2a or greater event, information is added to the IVR that contains restoration updates/ETR information when available. This information is provided before a customer is prompted to make a selection.

The Call Center measures its performance with the following two requirements: (1) answer 90% of calls, or greater, within 90 seconds and (2) answer at least 80% of the calls by a live agent within 90 seconds. The Customer Assistance Unit Leader or designee, will continually monitor incoming call levels directed to a live representative and call center staffing to meet the minimum requirement of 80% of calls answered by live representative within 90 seconds throughout the event. This is measured and reported over the course of the entire length of the event. The IVR Team will continually monitor and work closely with Lumen Technologies to investigate if there are any busy signals. These busy signals are reported to the Telecommunications Department. The IVR team will also monitor abandon rates and report higher than normal rates to the Customer Operations Officer. The Customer Assistance Manager or designee will verify accurate measurement of staffing levels by recording the number of agents taking calls in 30-minute intervals. When anomalies are identified, the IVR Support group will conifer with the Customer Operations Officer on the appropriate action and will determine whether some or all of the following actions should be taken, such as adjusting staffing levels, IVR routing (including the high-volume IVR solution), updating IVR messaging, or contacting telecommunications department in case the issue is outside of the company's control.

The company's *Storm Classification and Staffing Matrix* (Attachment 12) includes minimum staffing levels determined to be necessary to meet our performance objectives under each storm category. When staffing requirements exceed the organization's available internal CSR and supplemental staffing, the Customer Operations Officer or designee, will activate the contracted third-party vendor Alorica to augment staff to meet those predetermined staffing levels. The company's contract with Alorica provides a dedicated live-agent workforce of up to 100 CSRs to be available during large scale outages or events.

The Customer Operations Officer will determine if the Call Center will augment staffing, when necessary with the company's contracted third-party vendor. The Customer Operations Officer may contact CECONY for the use of CECONY's Call Center resources if conditions in the CECONY territory permit the release of CSRs.
The Customer Assistance Unit will record press releases to the IVR prepared by the Corporate Communications Unit. They will include storm restoration status, a global estimated time of restoration (when available), dry ice/water/shelter information, and a reference to the Companies' websites for additional information or updates. Messaging added to the IVR will be no longer than 90 seconds in length and will be updated within one hour of communication releases.

O&R IVR Support Team shall, within one hour, in each instance of a press release:

1. Receive the press release from the O&R Corporate Communication along with the approved IVR message.
2. Update IVR messaging with any necessary changes including, at a minimum, the following categories as provided in the press release:
    a. Time and Date stamp of message;
    b. Storm status/current information on storm;
    c. Outage and restoration effort information, if available;
    d. Global or regional restoration time, if available;
    e. Dry ice/shelter/water – referring to website for specific details, if available; and
    f. Safety messaging, emergency option.
3. O&R Corporate Communications Draft an updated IVR message with above information:
    a. The Company shall update the time and date stamp, even if the prior IVR messaging is still accurate.
4. O&R IVR Support Team will implement updated IVR message
5. Documentation of IVR updates (may be completed during post-storm mode)
    a. Press release link
    b. Press release date/time
    c. IVR messaging reviewed date/time
    d. IVR messaging implementation (start) date/time
    e. Transcript of the new IVR message

Figure 6: *Sample IVR Message Scripts*

Script 1:

O&R has declared a Storm Watch as a strong storm system [expected event] expected to hit our region tonight and continue into [future date]. O&R has already begun preparations for the [potential event type and timing].

You can report your outage via the internet at www.oru.com, through our O&R mobile app, by texting OUT to 69678 or calling our Customer Service Line at 877-434-4100. For safety's sake, please remember don't touch or approach any downed wire.

Script 2:

O&R Company, contractor and tree crews are working continuously to assess damage and begin to restore service to customers affected by today's [event type]. Please use our automated services to report your outage. Estimated restoration times are not yet available at this time.

You can report your outage or check for updates via the internet at www.oru.com, through our O&R mobile app, by texting OUT to 69678 or calling our Customer Service Line at 877-434-4100. For safety's sake, please remember don't touch or approach any downed wire.

Script 3:

As a result of the [event type] that passed through the area, crews are clearing roads from downed wires and trees as a first priority and then working to restore power. Estimated restoration times will be assigned as they become available.

You can report your outage or check for updates via the internet at www.oru.com, through our O&R mobile app, by texting OUT to 69678 or calling our Customer Service Line at 877-434-4100. For safety's sake, please remember don't touch or approach any downed wire.

Script 4:

Crews will be working in the affected areas around the clock until all customers are restored. The majority of customers will have their power restored by [date, time]. You can retrieve your outage information for your specific area at oru.com in the report and track outage section. For safety's sake, please remember don't touch or approach any downed wire

Script 5:

O&R Company, contractor and mutual aid crews continued to work around the clock on the final labor-intensive phase of storm recovery. Approximately [# of customers remaining out] customers remain out of service in the aftermath of [storm event].

You can retrieve your outage information for your specific area at oru.com in the report and track outage section.
O&R urges its customers to always put safety first. As always please remember don't touch or approach any downed wires.

Script 6:

O&R Company, contractor and mutual aid crews continue to work around the clock to restore service to the remaining customers out of power. Dry ice is being distributed in multiple locations. Please visit us at oru.com to view a complete list of locations. Please consider using our automated services or visiting us at oru.com to hear any available restoration updates.

SAMPLE

4.5 Special Response Team ("SRT")

Concept of Operation

The SRT augments the Customer Assistance Center when requested by the Incident Commander or designee, or the Customer Operations Officer or designee. The SRT is comprised of the storm teams which are listed below:

- Police and Fire Team;
- Regulatory Reporting Team;

- Escalated Customer Calls Team;
- Commission Complaints Team; and
- LSE Customer Care Team which includes Special Needs Customers and Medical Hardship.

Police and Fire Team

Police and fire phones are active 24/7 and are answered by the Company's DCC on a blue-sky day. During a storm event, this activity is managed by the Police and Fire Team within SRT. As directed by the Incident Commander, Operations Section Chief or Customer Operations Officer, the Police and Fire Team will mobilize in support of the DCC. Police and fire will receive communications/reports of emergency conditions from the county OEMs, local police, and fire departments. This inbound call function receives calls pertaining to road closures, wires down, shock and other emergency conditions. Communications of emergency conditions are received and processed in CIMS which interfaces with the OMS.

Regulatory Reporting Team

The Regulatory Reporting Team is responsible for submitting data via the Electric Outage Reporting System ("EORS") to the NYS DPS Staff pursuant to the required schedule. Activation of the Regulatory Reporting is triggered by the request of NYS DPS Staff. This Team uses the New York State standardized reporting template once reporting has commenced. Upon conclusion of the storm event, final reports documenting all regulatory agency correspondence are filed and retained in the SRT Storm Folder with the date and time of the corresponding event. The folder is located on the local network server.

Escalated Customer Calls Team

During a blue-sky day, escalated customer calls are handled by supervision in the Customer Assistance Center. During an event classified as 3 or greater or as requested by the Customer Operations Officer or designee, the Escalated Customer Call Team supports the Customer Assistance Center by responding to customer concerns that need to be addressed at an escalated level. This Team is primarily mobilized in large scale events in support of the Customer Assistance Center.

Commission Complaints Team

The NYS DPS will email the Unit Leader or designee, to advise that their Call Center hours have been extended to respond to storm related events. The Unit Leader or designee, will provide any updated contact information to the NYS DPS to accommodate a line of open communication between the NYS DPS and the Company during their extended, storm hours.

Complaints made to the NYS DPS or PSC related to a storm will be responded to during any event classification. The handling of these cases will be responded to in accordance with the NYS PSC Complaint Handling process. Customers will be contacted by a member of the SRT via phone to acknowledge the receipt of their case and provided with any information of their outage that is available.

Customers who are not satisfied with the company's response may choose to escalate their case with the NYS DPS. If a case is escalated, the SRT Unit Leader or designee is notified via email and will respond in accordance with the NYS PSC Complaint Handling process for escalated cases. Chargeable complaints are excluded in accordance with Cases 21-E-0074/21-G-0073.

Life Support Equipment ("LSE") and Special Needs Customers:

Identification

This classification, termed *LIFE SUPPORT EQUIPMENT (LSE) CLASSIFICATION*, identifies that a residential customer has life sustaining equipment in the home.

Residential customers are required to submit a qualification form certified by a physician before an account is considered coded as LSE. Once coded, this list of LSE customers is used by the LSE Customer Care Team as a means of identifying those customers who require telephone contact and wellness visits in the event of emergency power interruptions (not all scenarios require a wellness visit).

Such classification does not guarantee continuous or uninterrupted electric service or in any way increase the responsibility or liability of O&R to the customer or patient but is an attempt to establish a method of communication during a storm event. Those customers under this special classification should, however, make plans for alternate sources of power or alternative lodging during a power outage. Outreach efforts pertaining to Special Needs Customers (e.g., elderly, vision-impaired, hearing and speech-impaired, mobility-impaired, medical hardship) and LSE customers are described in Attachment 16 and summarized below.

- O&R attempts to solicit its LSE/Special Needs customers at minimum three times per year through various channels of company communications. During the solicitation process, O&R requests primary, secondary and emergency contact information.

- Annually, the company mails to residential customers the pamphlet, O&R's Special Needs form.

- New residential customers in New York will receive the Rights and Responsibilities pamphlet with their first utility bill.

- O&R conducts an annual review of all customers confirmed enrolled in its LSE program. During the annual LSE recertification, an annual letter is sent to all LSE customers along with a recertification form. During the re-certification process the customer is asked to provide updated contact information (telephone number and email), as well as emergency contact information.

- O&R also provides an annual mailing to its Special Needs customers. This mailing will

solicit Special Needs customers to contact the company if their contact information has changed.

- O&R employs bill messaging, print ads, radio spots and the company website (www.oru.com), to solicit and inform customers of the Special Needs program.

Pre-event

For Classification Serious (Category 2A) or greater events, where the Incident Commander anticipates inclement weather that may result in outages, the SRT Unit Leader in conjunction with the Customer Operations Officer and the Customer Assistance IVR Team, will approve a message and conduct an automated outbound call via the IVR advising both the LSE and Medical Emergency customers to prepare accordingly for all medical needs. The message advises that inclement weather is approaching, time the weather is expected and potential impact. . They are provided the option to text an outage or report it on www.oru.com/reportoutage. As a safety precaution, customers are reminded to not touch or approach any downed wires. LSE customers are encouraged to use the dedicated and confidential medical emergency telephone number that has been provided to them.

Special Needs

If the event is forecasted to be Serious (Category 2C) or greater, lasting more than 24 hours, Special Needs customers will also receive an automated call alerting them of the forecasted weather that could cause a potential interruption of service. Medical Emergency customers will be included in any contacts made to Special Needs customers.

If the event is forecasted to be a Serious (Category 3A) or greater, lasting more than 24 hours, Special Needs and Medical Emergency customers affected by outages will receive an automated phone call daily from the Unit Leader or designee. This phone call will provide the most recent estimated restore time as well as the location of shelters and dry ice distribution centers, if available at the time of the call. For more information on the company's outreach programs pertaining to LSE/Special Needs Customers, refer to Attachment 16.

Contacts During Storm Events

For Serious (Category 2C) or greater events that are expected to require more than 24 hours to restore all customers, daily, personal communication with affected LSE/Medical Emergency customers will be maintained throughout the restoration effort by the LSE Customer Care Team in SRT.

The SRT will assume the responsibility for making daily outbound calls to LSE customers as per the PSC Scorecard the Customer Assistance Unit Leader or designee, will attempt to contact 100% of the affected LSE customers daily and are required to contact a minimum of 80% of affected LSE customers within 12 hours. LSE customers that were unable to be contacted will have at least two contact attempts made within 12 hours, with a minimum of one hour between

attempts, and 100% of total affected LSE customers will be contacted or referred to an emergency services agency within 24 hours for a wellness visit (Attachment 22).

During an event, the LSE Customer Care Team uses an LSE Database to run outage reports for the LSE customers. The LSE Customer Care Team also uses the LSE Database and CIMS to track and log LSE telephone contact attempts and wellness visits.Every two hours, an updated list is pulled by the SRT Unit Leader or designee, from the OMS system of LSE customers who have either reported an outage or who are predicted to be in an outage case. Contact is made by the SRT Unit Leader or designee, to LSE customers by using the primary and emergency contact information that the customer has provided. Calls are made to these customers informing them that the company is aware of their outage, ETR times if known and sources of emergency assistance (e.g., warming centers, dry ice, emergency personnel). During the call process, the LSE Customer Care Team will make two telephone attempts, using all contact numbers listed on the customer's account at least one hour apart. After two unsuccessful attempts, the account will be referred by SRT Unit leader or designee to the field for a wellness visit by a designated company crew. If crews are not available, wellness visits will be referred to emergency services by the SRT Unit Leader or designee. The request for a wellness visit is prepared, in the morning, afternoon and in the evening for assignment to designated company crews. The frequency of referrals can change based on LSE customer impact and will cease by midnight. The field referral process will resume during the morning shift. Time of shift is contingent upon start of event.

The telephone contact attempts, and wellness visits made to the LSE customers are tracked in O&R's LSE Database and CIMS. Results of the wellness visit will be provided back to the LSE Customer Care Team for review and retention upon return from the field. The wellness visit results are retained in a central repository within SRT. Performance is measured daily until all affected LSE customers have been verified and restored.

Daily Restore Call

Upon completion of telephone contact attempts and if required, wellness visits, customers that remain without power will receive a daily, personal call. The LSE Customer Care Team will run a daily report which identifies any LSE customer without power. The LSE Customer Care Team will continue to call the affected LSE customers daily, until the Company has verified the customers' power is restored. Post-storm system generated reports will be maintained to document all communication activity on LSE accounts.

Post Storm efforts

For Classification Serious (Category 2C) or greater events, O&R's Executive Communications Department will review the call statistics of the pre-event LSE call out. Any customer that was identified with a bad/invalid contact number will receive a letter post storm, advising that the LSE customer care team attempted to reach them prior to the event and were unable to do so. Included with the letter is a customer contact form to provide updated contact information. Customers who were unable to be reached during a wellness visit will also receive a follow-up letter, post storm describing O&R's attempt to make contact in person because we were unable

to reach them via telephone. Included with the letter is a customer contact form to provide updated contact information.

Table 4. *Minimum Staffing for LSE Customers*

Minimum Staffing for LSE Customers based on the number of LSE customers affected or anticipated*		
LSE Customer Count	LSE Staffing	Field Staff *
0 – 149	4	4
150-200	6	6
201-300	8	8
301-400	10	10
501+	15	15

***If a wellness visit is required by company personnel.**

Note: LSE storm staffing commences at a Category 2C event or greater (refer to Attachment 12 - Storm Classification and Staffing Matrix); Staffing is for a 24-hour operational period.

4.6 Regional & Community Affairs

Concept of Operation

The Regional & Community Affairs Unit Leader ("RCAUL") and Regional & Community Affairs Managers ("RCAM") maintain close working relationships with local municipal officials and County Emergency Operating Center personnel to respond to their needs during storm emergencies. Specifically, the Community Response Team ("CRT") provides either remote or on-site assistance to municipalities when requested. Communication is established by the RCAUL or designee with the municipalities at the alert stage of the storm and is continued throughout the restoration. Based upon need, the RCAUL or designee will direct the CRT Representatives to report to their assigned location in-person or remotely and provide personal assistance consistent with the company's restoration priorities. The CRT provides a direct line of communication between the company and the communities it serves. Priority issues identified by the CRT Representatives are escalated to the RCAUL, RCAM or designee who will interface with the appropriate function to facilitate resolution and provide information back to the CRT Representative who will in turn update the municipality. In certain situations, priority issues such as imminent health and safety concerns are escalated by the CRT Representative to the RCAUL or designee who will contact the appropriate member of the

Command and General staff to address the concern. The Command/General Staff personnel will communicate back to the RCAUL or designee the action to be taken to resolve the issue. The RCAUL or designee will make contact with the initiating municipality to inform them of the resolution status.

Workflow

Emergency Preparedness ("EP") Section Manager or designee, will notify the RCAUL and Information Officer when a storm alert exists. Upon this alert, the Information Officer or designee will prepare a press release that will be used as the initial broadcast communication that is sent to municipal officials, police departments, and local OEMs. As part of each external broadcast communication with municipalities, the following link is provided for municipal officials to report an outage, www.oru.com/trouble. In addition, included in this communication are current weather information, safety message, storm tips and contact information for the RCAM. When an O&R storm emergency is declared, a second broadcast email is sent by the RCAUL or designee to these same groups to inform them of CRT's activation. At this time, the CRT is mobilized by the RCAUL or designee. Within the first 12 hours of the restoration period, the RCAUL or designee, will send a broadcast e-mail with such information as system damage, outages and restoration status if available to the affected municipalities and elected officials. If an outage event is expected to be a Category 3 or greater, the RCAUL or designee will conduct a "Pre-Storm" municipal conference call and hold "Storm Restoration" conference calls daily, until at least 90% of the affected customers are restored. The purpose of the municipal conference calls is to provide information to municipal and elected officials such as County Executives, Supervisors, Mayors, Federal and State elected representatives, and NYS DPS Staff, on the status of storm preparation and restoration efforts. The decision to conclude the conference calls is based upon a discussion with the Liaison Officer or designee and the Incident Commander or designee, taking into account the number of customers remaining out of service, location of outage (if scattered or in one municipality), prior call participation by municipal and elected officials and expected restoration times. If the outage event is expected to last greater than 48 hours, the RCAUL, within the first 12 hours of the restoration period, will schedule a municipal conference call to be held within the first 24 hours of the restoration period. Both conference calls are fully operator-assisted with line-muting capabilities. Callers must register with the operator to ask a question and are placed in a queue in the order received. If the event was unanticipated (e.g., no "Pre-Storm" conference calls were held), the first "Storm-Restoration" municipal call will be held at the next most appropriate time but must be held within the first 24 hours from the start of response ("SOR"). The calls are scheduled and invitations sent by the RCAUL or designee to parties such as County Executives, County Office of Emergency Management, Supervisors, Mayors, Federal and State elected representatives, and NYS DPS staff. When the calls are scheduled, the operator is instructed to record the call in its entirety, provide a list of attendees with their title and affiliation and provide a transcript of the call. The invitations for these calls will include a detailed agenda (*Attachment 23 – Sample Municipal Call Agenda)* covering what will be discussed in each call along with multiple ways to report an outage and obtain restoration updates from the CRT, the CRT Command Center, the electronic trouble order form for municipal officials and the O&R website. In both the conference call invitation and on the call, participants are encouraged to report critical issues to their County

Emergency Operating Center in addition to the CRT or the CRT Command Center.

The topics to be covered on the municipal call will include the following:

- Type and severity of storm or other cause for outages;
- Geographic areas impacted;
- Local and System wide number of customers affected, number restored;
- Global/ Regional/Local Estimated Restore Time per operational guidelines;
- Number of crews activated and mutual aid support;
- Where crews are working;
- Status of wires down/road clearing;
- Restoration Plan;
- Dry Ice/Water Distribution locations;
- Emergency shelter information; and
- Restoration progress since last call.

The RCAM will continue to facilitate communications with municipalities relative to remaining customer outages and to proactively communicate with municipal officials after Municipal Conference Calls have ended.

The RCAUL or designee deploys trained CRT representatives to their assigned locations (e.g., County or Municipality EOC) either remotely or in-person as conditions require or as requested by local government officials. If the County or Municipality EOC does not require a CRT representative but has issues or questions, they can contact the CRT Command Center, that is staffed with RCAM and CRT representatives, for assistance. During Class 3 or greater storm emergencies, each CRT Representative will track calls received from public officials in a Municipal Call Tracking Log. The CRT representative, through a CRT SharePoint site, has access to a Municipal Information Packet specific to that location that includes an Excel spreadsheet with Critical Facilities for each municipality. Upon arrival at the EOC, CRT representatives review the OMS Dashboard for Critical Facilities, as defined in Section 2.5 Trouble Call Process above, and compare with the Critical Infrastructure list. CRT representatives also have access, via the dashboard, to a list of LSE customers without service. CRT representatives will communicate with both the PRG and SRT branches as necessary. In addition to providing on-site support, the CRT representatives regularly update their designated municipal contact with the restoration status. Requests for special assistance are routed to the RCAUL, RCAM or designee who interfaces with the appropriate function for resolution. Special assistance is defined as situations involving an imminent threat to health and safety such as a wire down on top of a school bus or a person trapped in a car with wires down, or a situation where back-up generation in a nursing home has failed. When these situations arise the action of the CRT representative is to inform the RCAUL, RCAM or designee who will contact the SERT directly.

CRT representatives have access to the company's OMS Dashboard that shows the status of active incidents (Unassigned, Assigned, Crew En route, Crew On-Site and Completed). This information is sortable by municipality. CRTs also have access to review details of completed

incidents. CRT representatives will provide to the EOC representative such as an EOC Officer, Police Chief, Mayor/Supervisor, through the OMS Dashboard, the status of jobs (assigned, unassigned, and completed for the day), and the status of critical infrastructure. Road Closure updates will be provided by the PRG to the Highway Department personnel. Should a municipality report the same outage through the on-line trouble order reporting system from two or more different sources within a municipality, those trouble orders will be combined through OMS.

The CRT representatives are provided with the contact numbers for Damage Assessment, PRG, and Site Safety through internal communications. In addition, the CRT representatives have access to the ICS staffing plan in O&R's Storm Central SharePoint site as well as access to the on-line trouble system at www.oru.com/trouble, the OMS Dashboard and the NRG Mapping system. CRT representatives have the ability to report outages through the on-line trouble order system, they can view the NRG mapping system to help identify pole numbers for outage reporting as well as to see outages on the map. Through the OMS Dashboard they can view and track the status of outage reports and restoration activities for all outages including priority, key and LSE customers.

When the CRT is activated, the Regional & Community Affairs Unit Leader, the Regional & Community Affairs Manager or the CRT representatives each day will provide by e-mail to the Mayor/Supervisor, Police Chief, Highway Superintendent and Clerk, a Daily Operational Report to those municipalities that have outages with estimated restore times for that day. The report will include an incident number and the streets the company plans to restore that day.

All updates from the Regional & Community Affairs Managers and CRT representatives are given to the Regional & Community Affairs Unit Leader or designee by e-mail. Status reports are provided to the Unit Leader who updates by e-mail all individuals within the organization (Attachment 14 – *Regional & Community Affairs Response and Recovery Guide*).

Within a reasonable amount of time after the restoration effort is completed and the RCA storm function is demobilized, an RCA storm function after-action review will commence. The RCAUL will solicit feedback from the RCAM and CRT to develop after-action items. The after-action items will be compiled and reported as part of the company-wide storm after-action review.

5. SUPPORT ORGANIZATIONS

5.1 Supporting Organizations

Many of the services required during the storm preparedness and storm restoration phases are provided by CECONY Shared Services and other support organizations including:

- Facilities and Field Services;
- Supply Chain;
- Corporate Communications;

- Environment, Health and Safety;
- Information Technology;
- Emergency Preparedness;
- Telecommunications; and
- Human Resources
- Corporate Security.

The O&R Logistics Section Chief or designee will inform as required, services being provided to the CERC Logistics Section Chief when a CERC has been declared at CECONY. When a CERC has not been declared, requests for services provided by any of the Shared Services organizations will be requested by the O&R Logistics Section Chief.

5.2 Facilities and Field Services

The Facilities Unit Leader or designee, reports to the Logistics Section Chief or designee, and is responsible for the services below:

- Facility operations;
- Opening and maintaining facilities as required;
- Snow removal of company roadways and facilities;
- Operation of HVAC and mechanical equipment;
- Maintaining the integrity of back-up power systems;
- Arranging for catering services at designated locations, if requested; and
- Providing set-up for SERT location and arranging necessary conference rooms.

5.3 Transportation

The Transportation Unit Leader or designee reports to the Logistics Section Chief or designee, and is responsible for the services below:

- Operating on a 24-hour basis (or as requested) all transportation garages throughout the event;
- Providing for field delivery of fuel and on-site auto equipment field repairs;
- Identifying and securing 4x4 and specialty vehicles when conditions require their use; and
- Maintaining records and a summary of materials and equipment issued during the event.

5.4 Lodging/Meals

The Lodging and Meals Unit Leader or designee report to the Logistics Section Chief or designee, and are responsible for the services below:

- Coordinate with the operational groups the requirements for lodging and meal

resources for company and MA resources;
- Maintain a listing of food and lodging resource locations and establish meal plan with food vendors;
- Establish communications with hotel vendors to identify availability of hotel rooms across impacted region(s);
- Disseminate lodging requirements to staff and monitor for requirements to be satisfied;
- Document number of rooms reserved, occupied and vacant by day for each hotel being used;
- Release rooms as required;
- Document all requirements, decisions, issues and email logs; and
- Provide summary to Logistics Section Chief on a daily basis per 12-hour operational shift.

5.5 Corporate Security

The Corporate Security Unit Leader or designee reports to the Logistics Section Chief or designee, and is responsible for the services below:

- Provide security throughout the service area for company employees, property and contractor equipment;
- Provide management of contract security guard service;
- Provide coverage as needed at gate locations, equipment, staging areas, and motel/hotel parking areas for Line and Tree contractors, vehicle and equipment; and
- Establish and maintain lines of communications with outside law enforcement agencies as needed.

5.6 Supply Chain

The Stores Operations Unit Leader or designee reports to the Logistics Section Chief or designee, and is responsible for the following:

- Operating storeroom facilities on a 24-hour basis (or as requested) throughout the event;
- Making available and maintaining adequate material and supply inventories;
- Verifying and maintaining inventory of pre-defined emergency tools, supplies and storm kits including items deemed in short supply will be referred to Supply Chain and to Emergency Preparedness (see Section 5.8 - New York Material Sharing Group (“NYMSG”));
- Issuing materials, including storm kits, to the appropriate recovery organization;
- Providing for field delivery of materials, poles, and transformers;
- Maintaining records and a summary of materials and equipment issued during the event; and
- Delivering and maintaining material at the Staging Area(s).

The Stores Operations Unit Leader identifies, procures and tracks materials needed (e.g., transformers, poles), including items deemed in short supply with Procurement and the Logistics Section Chief, as necessary, with the New York Material Sharing Group (see Section 5.8 - New York Material Sharing Group ("NYMSG")).

The Procurement Unit Leader or designee, procures material, equipment and services and assists in the resolution of vendor-related issues. Support will be provided through the Emergency Buyer program, LOCC and CERC Desk.

5.7 Dry Ice

When the Incident Commander or designee, decides to distribute dry ice (generally when the outage is expected to last more than 48 hours), the Customer Operations Officer or designee, and the Liaison Officer or designee, will determine the expected customer count, number of distribution sites and time of distribution. If dry ice is unavailable, wet ice will be distributed in its place.

When outages resulting from anticipated events are expected to last more than 48 hours, the company will commence dry ice distribution within 24 hours of the SOR, contingent upon availability from vendors and upon accessibility of distribution centers due to issues such as road closures, down wires, or debris, as well as appropriate time of day for dry ice distribution.

The master list of pre-identified dry ice distribution sites resides with the Facilities & Services Director or designee, and is stored on Storm Central. The development of this list is a collaborative effort between the Facilities & Services and Regional & Community Affairs departments. Local officials and County OEMs will be conferred with to establish distribution sites from a list of previously identified locations. As warranted, and in discussion with local officials and County OEMs, the company may establish sites not previously identified.

The Information Officer will publish communications regarding distribution locations, dates, times and, the type of ice being distributed (dry or wet). The Logistics Section Chief or designee, will estimate the dry ice needs based on the customer count provided (typically each customer receives, on average, five to seven pounds of dry ice, which will maintain food for 18 to 24 hours).

5.8 Corporate Communications

The Corporate Communications Unit Leader or designee, which combines with Public Information, provides a variety of services for organizations during a storm recovery effort including:

- Informing employees, news media and customers regarding the company's planning efforts and storm forecast;

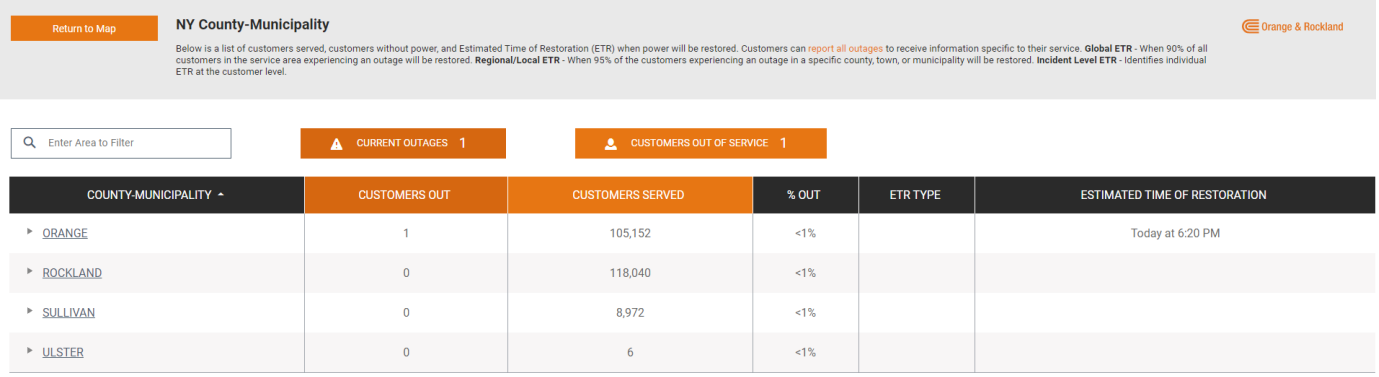
- Releasing to the public via press releases and social media, the company's storm recovery and preparedness efforts; and
- Providing information on storm safety, restoration and other pertinent information

Corporate Communications will report the extent and location of damages and communicate safety issues to the media. They will also activate, as needed and as appropriate, radio advertising that highlights tips to prepare for power outages and understand O&R's restoration priorities. The time periods within which media releases and advertising are issued is determined by the number of customers affected and the event duration, and will align with news cycles.

O&R's website includes the "Preventing & Recovering from Outages" section, which contains important storm information for customers. This section has extensive information regarding the storm recovery process, such as restoration priorities, hazards of downed power lines, importance of customer's report of outages, how to report an outage or dangerous condition, and suggested safe use of portable generators. This information is also issued in the form of bill inserts on an annual basis.

During the restoration effort, the O&R website, media center (containing press releases) and outage map are available 24/7. The Outage Map will be updated at least hourly (IT End User Services Unit Leader or designee) during an event. The Storm Tips/Storm Prep section on ORU.com will be prominently displayed on the company's home page and accessed via clickable tiles. If necessary, O&R will put up a banner on the homepage with any updates, which will be timestamped. Locations for dry ice distribution sites will be listed in press releases and posted on social media, as well as the outage map via an icon. Estimated restoration times will also be available on the outage map. Customers can report electric service problems and check service problem status via the website.[18] Definitions of global, regional and local ETRs can be found through the outage map "Help" Button, that leads to the outage map guide. They are also displayed on the "Summary Page." (See below.) If there are any issues with the outage map, a banner on the home page will be posted.

[18] Per PSC Scorecard: 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.



Return to Map

NY County-Municipality

Below is a list of customers served, customers without power, and Estimated Time of Restoration (ETR) when power will be restored. Customers can report all outages to receive information specific to their service. **Global ETR** - When 90% of all customers in the service area experiencing an outage will be restored. **Regional/Local ETR** - When 95% of the customers experiencing an outage in a specific county, town, or municipality will be restored. **Incident Level ETR** - Identifies individual ETR at the customer level.

Orange & Rockland

Enter Area to Filter

CURRENT OUTAGES 1

CUSTOMERS OUT OF SERVICE 1

COUNTY-MUNICIPALITY	CUSTOMERS OUT	CUSTOMERS SERVED	% OUT	ETR TYPE	ESTIMATED TIME OF RESTORATION
ORANGE	1	105,152	<1%		Today at 6:20 PM
ROCKLAND	0	118,040	<1%		
SULLIVAN	0	8,972	<1%		
ULSTER	0	6	<1%		

When ICS is mobilized, the Information Officer or designee, activates the Public Information and Corporate Communications Units where outreach to the media begins. Information Officer and Public Information Unit Leader coordinate all messaging, based on information provided by event operations leadership and meetings with operations leadership that take place at least four times within a 24-hour period. Activities associated with this operation include, but are not limited to:

- Issuing storm contingency press releases (all press releases will clearly state what information applies to New York and what information applies to New Jersey) (Public Information Business Unit Leader);
- All press releases and social media posts will clearly state what part(s) of the company's service territory - including counties - are affected (Public Information Business Unit Leader);
- Updating storm information notices on the website (Corporate Communications Business Unit Leader) and social media (Public Information Business Unit Leader) within one hour of issuing a press release;
- Information Officer will add the DL – O&R Storm Quality Control group email distribution list to the press release emails;
- Working with Customer Assistance Center staff Information Officer to develop IVR scripts to include storm restoration status, a global estimated time of restoration (when available), dry ice/water/shelter information (as applicable), and a reference to the company's websites for additional information or updates;
- Upon receiving the press release the O&R IVR Support team will reply to the Communication Quality Control ("CQC") Unit with a confirmation e-mail that the press release was received;
- Information from the press releases will be added to the IVR for all events classified as Category 2a or greater until the event is downgraded below a Category 2. At this point, the company may issue press releases but will no longer upload them to the IVR.

- After 15 minutes, if a confirmation from the O&R IVR Support team is not received, the Information Officer will reach out to inform IVR Support that the press release has been sent;
- Once the O&R IVR Support team has loaded the IVR with the latest press release, it will notify the Information Officer and Quality Control team, noting the date and time that the message was loaded to the IVR;
- Quality Control team will check and confirm press release was in fact loaded to the IVR and that the message has the correct time stamp and press release;
- Activating advertising campaigns with local media, as necessary (Information Officer);
- Arranging media interviews and press conferences, as necessary (Public Information Business Unit Leader);
- Issuing press releases as discussed in Section 2.3.3 Public Information above.
- Verifying that the website outage map is operational (Information Officer);
- Issuing dry ice distribution announcements as needed (Public Information Business Unit Leader);
- Heightening employee awareness of a possible storm event and mobilization by posting eBoards (Information Officer); and
- Advising employees of the restoration status and other pertinent information through intranet, eBoards and eLine, as needed (Information Officer);
- Information Officer and Public Information Business Unit Leader will coordinate with O&R's social media and call center departments to review significant customer issues that have emerged; these issues will be addressed in the next scheduled press release, if needed; and
- All storm email blasts will include the following information for customers: informing them that they need to report their outage, a clear call to action to report, and several methods of contacting O&R including app, web, and phone (Corporate Communications Business Unit Leader).

5.9 Environment, Health & Safety ("EH&S")

The EH&S Unit Leader or designee, reports to the O&R EH&S Officer or designee, and acts as the primary contact between the company and respective regulatory agencies as well as the public with respect to EH&S issues. The Unit Leader also maintains open lines of communication with all Coordinator functions and directs the EH&S Staff. The EH&S Staff:

- Provide outside resource crews (e.g., mutual assistance) a safety orientation and a review of the O&R *Mutual Assistance Handbook* prior to deployment in the field.
- Respond to all reported incidents with potential EH&S impacts and investigate reports thoroughly.
- Maintain records of spills, safety violations, and other EH&S related incidents.
- Develop EH&S related communications for issuance to personnel, including incident and associated corrective actions reports. These communications will be maintained by the EH&S Branch as part of the permanent storm event record.

- Perform reviews of field performance so that restoration is completed in a zero-harm manner.

It is the responsibility of the EH&S Unit Leader or designee, to confirm that the company's spill response contractors are sufficiently staffed and equipped to clean and remediate spills and/or releases and to transport and dispose of spill wastes as required by regulation.

If a storm results in EH&S issues of a nature, size, severity, or complexity that impacts the company's available environmental resources, the company will obtain additional resources. Potential sources of additional staffing include CECONY EH&S personnel, retirees, and contractors.

5.10 Information Technology End User Services

The IT End User Services Unit Leader or designee will maintain computer system reliability. Computer support extends to local area networks and mainframe systems located at the company's Spring Valley Operations Center and other locations supporting the recovery effort (e.g., SERT in Spring Valley Distribution Center and Blooming Grove Operations Center). IT support staff will provide around-the-clock (based on storm classification) and/or a single point of contact support to all recovery organizations, with onsite support as needed. The IT End User Services Unit Leader or designee is responsible for supporting the services below:

- Maintaining the desktop functionality/integrity for applications such as CIMS, the mapping system (which is referred to as "NRG"), Work Management System ("WMS") and OMS;
- Remain in contact with the IT Network Operations Center ("NOC") to support mainframe access and mainframe printing functionality;
- Providing on-site/on-call support and escalation of all applications and/or system problems to appropriate IT support groups;
- Supporting hardware, including PCs, printers, laptops, and mobile field devices;
- Coordinating IT/desktop support, either on-site or on-call, at all company locations as required based on storm classification;
- Coordinating IT Control Room/SERT applications support services as needed; and
- Keeping in contact with IT/NOC as they monitor network functionality, server availability. to provide continued access to corporate resources.

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IT's *Systems Manager, Business Systems Delivery ("BSD"), or designee*, will design, plan, and execute an annual 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 of the failed stress test. A re-test will take place within 90 calendar days of the failed stress test.
- **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 for the re-test.

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.

5.11 Information Technology Planning ("ITP") – Telecommunications

The ITP - Telecommunications Unit Leader or designee reports to the Logistics Section Chief or designee. The primary function of the ITP - Telecommunications Unit Leader during emergency response efforts is to support all communication requirements necessary for the company. The ITP - Telecommunications Branch is responsible for supporting necessary communications during corporate emergencies. These services include:

- Private radio network, consoles, recorders;
- Customer Service toll-free environment;
- Corporate Communications Transmission Network ("CCTN");
- Company Microwave/Radio Facilities;
- VoIP & all Telephone Systems;
- Dispatch Control Center Communications Support;
- Energy Control Center Communications Support;
- Gas Control Center Communications Support;
- Monitoring of the Wide Area Network ("WAN");
- Support Emergency Communications Supplemental Requirements;
- Monitoring system performance so as to provide for the smooth transmission of data

and equipment availability;
- Establish all data/voice requirements for Emergency Command Post and Storm Rooms.

Voice/Data Communications Systems

The ITP - Telecommunications Unit Leader or designee, is responsible for maintaining the availability of the company's Voice/Data Communications Network so that it is operating at optimal efficiency. Testing and monitoring of the voice and data infrastructure include both active and backup communication links and disaster recovery systems, such as checking the status on all telephone systems, radio tie lines to the ACC and backup servers. System health checks are performed prior to, during and throughout each event. During emergency events, system health checks are performed by ITP personnel and are then reported to the Logistics Chief prior to ICS update meetings. The following steps shall be taken by the assigned ITP personnel reporting to the Unit Leader.

- Testing of all critical voice circuits, including outside resources, Police/EMS ring-down lines, Customer Service and Gas Emergency Lines;
- Testing Bypass and Backup Communications;
- Coordinating of telecommunications vendor support;
- Setting-up voice communications lines in all defined Storm Rooms;
- Escalation of troubles to all voice communication vendors;
- Escalation of troubles to the Telephone Companies;
- Invoking required backup communication links/plans, as needed;
- Monitoring the entire voice/data communications networks;
- Running tests and reporting all events to the ITP - Telecommunications Unit Leader;
- Logging all network events and generating trouble and restoration reports;
- Testing remote alarm access ports on Telecommunication systems at all locations;
- Monitoring the health of the CCTN and public networks;
- Providing access at all remote communication sites (i.e., microwave and radio);
- Testing, logging and maintaining a database of all emergency supplemental devices; and
- Issuing emergency supplemental wireless devices and administering sign out procedure.

5.12 Human Resources and Labor Relations

The Human Resources Unit Leader or designee reports to the Admin/Finance Section Chief or designee, and supports Emergency Preparedness during activations by having a team available to assist with the monitoring of staffing requirements and providing staffing resource support, which includes procuring qualified retired employees, if required. The Human Resources Unit Leader or designee, works with Industrial Staffing Agency ("ISSI") to maintain a list of qualified and available retirees who have expressed interest in assisting during storm restoration efforts. The Human Resources Unit Leader or designee, receives a current list of registered retirees from ISSI, along with their previous job title and previous storm assignment.

Based on then current needs, the Human Resources Unit Leader or designee, would request that ISSI onboard the required retirees for storm duty. Once that onboarding process is completed, ISSI will advise the Human Resources Unit Leader or designee, that the retirees are ready to start and provide ISSI with the reporting information for each retiree.

During non-activations, this function will provide or assist Emergency Preparedness in identifying updates on retirements, transfers and new hires into the company for appropriate storm assignment. The Human Resources Unit Leader or designee, sends an automated list on a monthly basis to EP's Section Manager, Plans and Regulatory or designee, regarding any updates to retirements, transfers and new hires into the company for appropriate storm assignment.

The Labor Relations Department will be responsible for notifying the local union of mobilizations of the ERP and interfacing with the local union, as required.

6. ADVICE AND COUNSEL

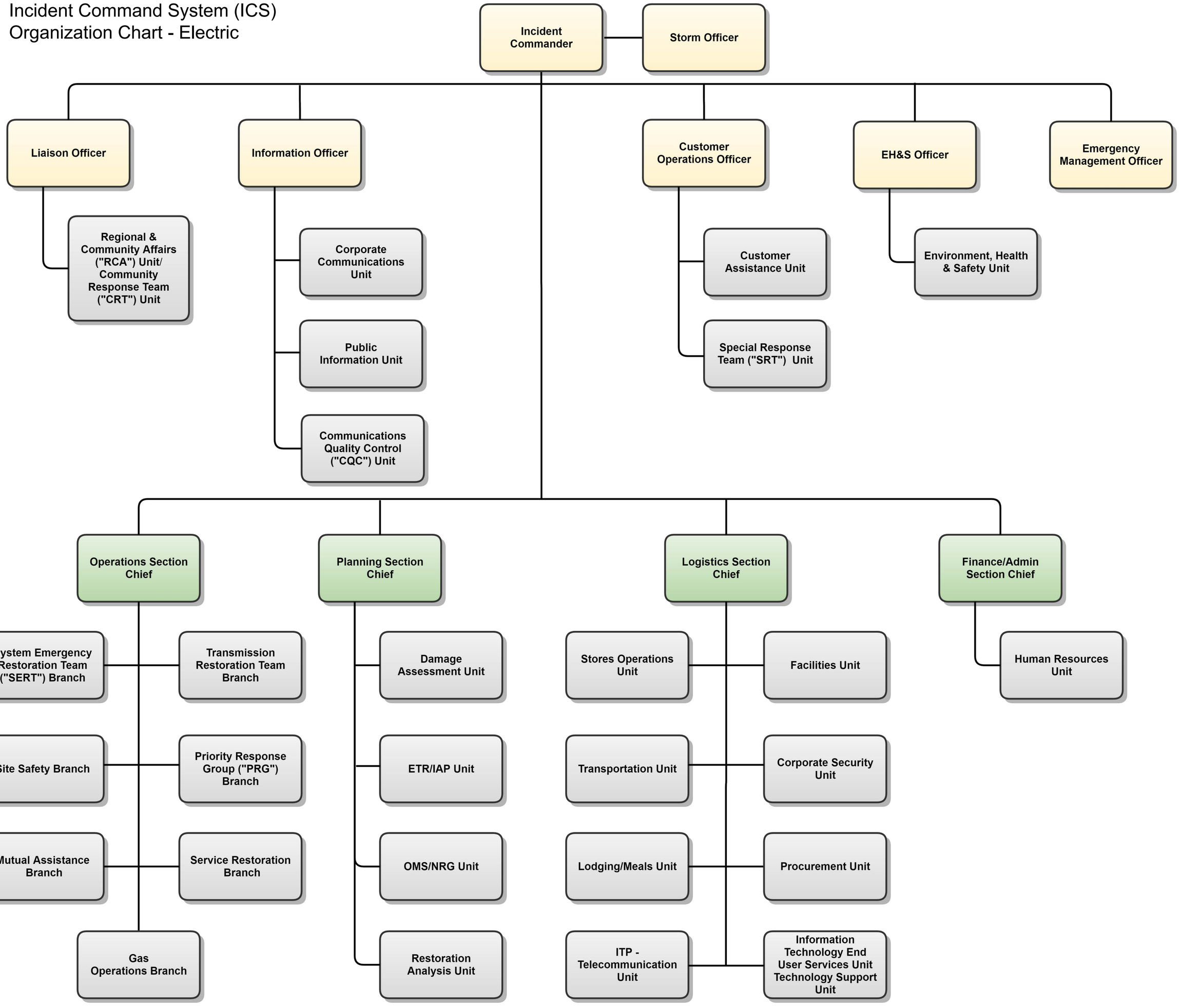
The O&R Section Manager of Emergency Preparedness will provide advice and counsel on the Plan.

7. ATTACHMENTS

See Attachments appended to this document.

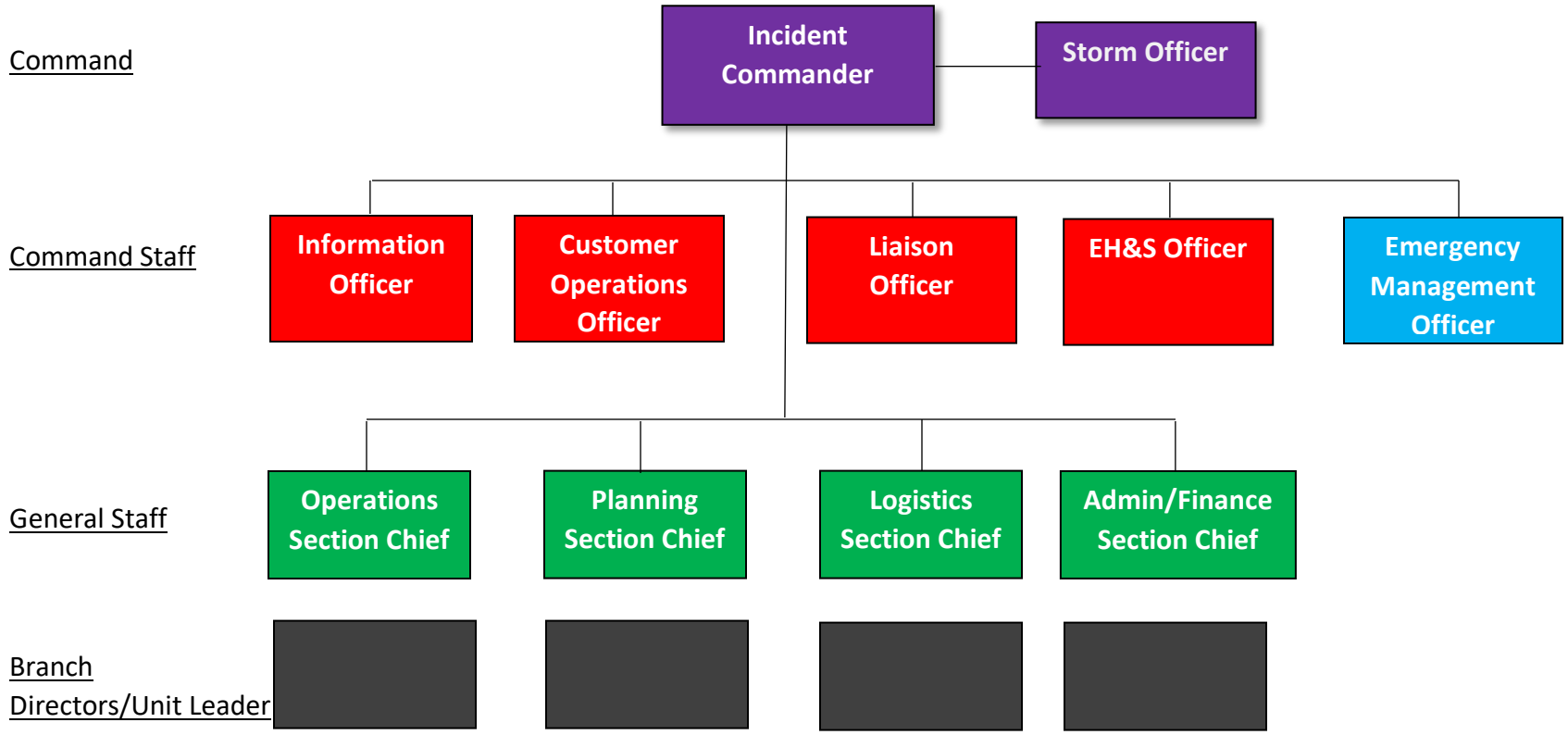
Orange and Rockland
Incident Command System (ICS)
Organization Chart - Electric

Attachment 1



Updated December 2021

Orange & Rockland
Incident Command System (ICS) Organization
Minimum Training Requirements – Electric ERP



Minimum Required Training by ICS Position[+] (***see back for course details, prerequisites and other important notes***):

- **Incident Commander / Storm Officer: IS-700.b, IS-100.c, IS-200.b, ICS 300***
- **Command Staff (Officers): IS-700.b and IS-100.c**
- **Emergency Preparedness Officer: IS-700.b, IS-100.c, IS-200.b, ICS 300**
- **General Staff (Section Chiefs): IS-700.b, IS-100.c, IS-200.b, IS-201**, ICS 300***
- **Branch Directors/Unit Leaders (Functional Coordinators): IS-700.b and IS-100.c**

[+]Does not apply to contractor employees, other outside resources or the Supply Chain Unit or the Information Technology End User Services Unit.

Course Code and Prerequisite:

- **IS-700.b:** An Introduction to the National Incident Management System
  - **Prerequisites:** None
  - Internal Course Code: EP00000375 or ICS0700

- **IS-100.c:** Introduction to Incident Command System, ICS 100
  - **Prerequisites:** None
  - Internal Course Code: EP00000380 or ICS0100

- **IS-200.b:** ICS for Single Resources and Initial Incidents, ICS-200
  - **Prerequisites:** IS-100.b
  - Internal Course Code: EP00000381 or ICS0200

- **IS-300*:** Intermediate ICS for Expanding Incidents
  - **Prerequisites:** IS-700.a, IS-100.b, and IS-200.b
  - Internal Course Code: EP00000382 or ICS0300

- **IS-201**:** Forms Used for the Development of the Incident Action Plan
  - **Prerequisites:** IS-700.b, IS-100.c, and IS-200.b
  - Internal Course Code: EP00000379

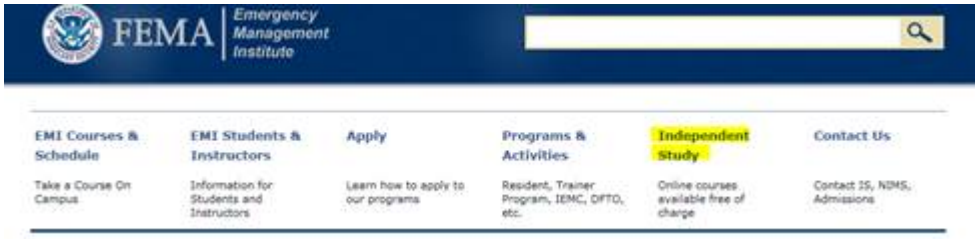
**ICS 300 is recommended for these positions; only required if fulfilling the Incident Commander role during a CERC mobilization*

***Recommended for positions involved in developing Incident Action Plans (IAPs) (not needed if taken ICS 300)*

FEMA Instructions:

1. Register a FEMA Student Identification (SID) Number: https://cdp.dhs.gov/femasid

2. Go to https://training.fema.gov/emi.aspx and hover over the "Independent Study" to select course to be taken



3. Log in and complete the self-paced training and then take the final exam.

4. Send a copy of the certificate of completion to your training coordinator so that your training history is updated. The designated Internal Course Code will be applied.

Attachment 3

Estimated Time of Restoration (ETR) Protocol
NYS DPS and NJ BPU ETR Requirements

A. New Jersey Board of Public Utilities ("NJ BPU")

- Although not specifically set forth in the Board's regulations or in a Board Order, following Hurricane Irene and Superstorm Sandy, Board Staff did communicate its expectation that the Global ETR should be based on 100% restoration.
- Further, through the issuance of a press release and social media outlets, RECO will identify those areas of its service territory to which the Global ETR applies.

Docket No. EO11090543 (1/23/13)

- BPU-42) The EDCs shall make available to customers a global ETR 24 hours after a major event outage.
- Per the New Jersey Administrative Code ("NJAC") 14:5-1.2, "Major event" means any of the following:

1. A sustained interruption of electric service resulting from conditions beyond the control of the EDC, which may include, but is not limited to, thunderstorms, tornadoes, hurricanes, heat waves or snow and ice storms, which affect at least 10 percent of the customers in an operating area. Due to an EDC's documentable need to allocate field resources to restore service to affected areas when one operating area experiences a major event, the major event shall be deemed to extend to those other operating areas of that EDC, which are providing assistance to the affected areas. The Board retains authority to examine the characterization of a major event;
2. An unscheduled interruption of electric service resulting from an action:
    - Taken by an EDC under the direction of an In- dependent System Operator;
    - Taken by the EDC to prevent an uncontrolled or cascading interruption of electric service; or
    - Taken by the EDC to maintain the adequacy and security of the electric system, including emergency load control, emergency switching and energy conservation procedures, which affects one or more customers;
3. A sustained interruption occurring during an event, which is outside the control of the EDC and is of sufficient intensity to give rise to a state of emergency or disaster; or
4. When mutual aid is provided to another EDC or utility, the assisting EDC may apply to the Board for permission to exclude its sustained interruptions from its CAIDI and SAIFI calculations.

Estimated Time of Restoration (ETR) Protocol
NYS DPS and NJ BPU ETR Requirements

A. New York State Department of Public Service ("NYS DPS")

ESTIMATED TIME OF RESTORATION (ETR) PROTOCOL

The following ETR Protocols are activated when more than 5,000 customers are out of service in a division or more than 20,000 customers are out of service companywide for more than 30 minutes. The ETR Protocols include minimum requirements for when, and at what level of detail an ETR will be communicated to the Department of Public Service (Department or DPS Staff). The tables below clarify the necessary actions to be taken by the involved utilities before and during the outage period for the specific outage event.[1] Utility procedures and practices that require actions prior to those identified will continue to be used.

The protocols are considered minimum requirements necessary to ensure the public and the Department are adequately informed. **During restoration, utilities are to continuously refine ETRs and update DPS Staff and the public, customer representatives, IVR systems, and websites.** The utilities will also provide restoration information such as outage counts and ETRs to the press/media outlets and public officials in the affected areas. Additionally, utilities will issue at least one press release daily for all outage events with an expected restoration period longer than 48 hours.
Regional and local ETRs will be used and applicable to at least 95% of the affected customers in the reported level. Regional ETRs are to be provided on a county basis and local ETRs are to be provided on a town or municipal basis. Global ETRs may be used initially for outage events expected to last greater than 48 hours and applicable to at least 90% of the affected customers. Once all regional ETRs have been issued references to the global ETR will be eliminated.
When adverse weather conditions exist, the start of the restoration period is the point in time when:

- Field personnel can be dispatched without unacceptable safety risks from continued severe weather conditions and/or
- When the potential additional damage to the electric system from the storm would be low in proportion to the expected level of damage already sustained.
- The start of the restoration period may be different for specific, local areas where the effect of a storm limits access to facilities for example severe flooding.

Initial notification to the Department will follow the *Event Notification Requirements* issued in Appendix B of Case 04-M-0159 on December 15, 2008. Any additional information that is available will be included in the initial notification even if the notification is required prior to the start of restoration. For widespread outage events, company-wide outage statistics will also be provided as part of the initial notification.

Reporting is required at 7:00 am, 11:00 am, 3:00 pm, and 7:00 pm unless otherwise specified. The reports will include, at a minimum:

- Utility information
- Summary of the outage event, for major storms summarize the weather and weather forecast
- Summary of outages
- Synopsis - discussion of major damage and work plans for restoring customers
- ETRs
- Resource summary - on site and en-route, planned crew relocation and mutual assistance activity
- Summary of the impacts to critical facility customers and Life Support Equipment customers
- Dry ice activities

Report submissions may qualify as a notification to DPS Staff provided they contain the required information within the appropriate timeframe. Utilities, however, may need to make notifications to DPS Staff in addition to report submissions early in an outage event to satisfy the guidelines.

OUTAGE EVENT EXPECTED TO LAST 48 HOURS OR LESS

Within the first 6 hours of the restoration period
• Notify DPS Staff that the outage event will last less than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. For

[1] An outage event is either a major storm, as defined in 16 NYCRR §97.1(c), or another electric service interruption or electric emergency.

Estimated Time of Restoration (ETR) Protocol
NYS DPS and NJ BPU ETR Requirements

outage events expected to last less than 24 hours, notification may be via the Department's information reporting system.

- Provide available information to the public. Update customer representative, IVR systems and websites.
- In certain situations, such as a nighttime outage event, only limited information may be available within the initial six-hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime outage event, the determination of whether the restoration period will be less than 48 hours will be communicated to DPS Staff as soon as possible, but no later than noon the following day. Any delay in establishing the initial expectations will not affect the time requirements below.

Within the first 12 hours of the restoration period

- Provide DPS Staff and the public with any available regional/county ETRs and any available local/town or municipal ETRs. Update customer representatives, IVR systems, and websites.
- Issue a press release that includes known ETRs for the next upcoming news cycle
- Communicate with affected municipal and elected officials. This communication may or may not be by way of a municipal conference call.

Within the first 18 hours of the restoration period

- Provide DPS Staff and the public remaining regional/county ETRs. Update customer representatives, IVR systems, and websites.
- Provide DPS Staff and the public with any additional local/town or municipal ETRs. Update customer representatives, IVR systems, and websites.

Within the first 24 hours of the restoration period

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

Reporting requirements during the outage event

- Provide restoration information updates four times daily to DPS Staff (7 am, 11 am, 3pm, and 7 pm) if requested by DPS Staff. Updates will continue until otherwise directed by DPS Staff.
- Notify DPS Staff when all outage event related interruptions have been restored.

Estimated Time of Restoration (ETR) Protocol
NYS DPS and NJ BPU ETR Requirements
OUTAGE EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

Pre-event whenever sufficient notice of an impending weather event is available

- Make pre-event outbound calls to critical facilities customers, life support equipment customers, and special needs customers.
- Complete pre-storm communications with outreach to employees, the news media, social media sites, blast emails and text messages to customers, and advisories to municipal and elected officials.
- Conduct pre-event municipal conference calls
- Issue public statement and/or press releases

Within the first 6 hours of the restoration period

- Notify DPS Staff that it will be a multi-day outage event lasting more than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period.
- Provide a public statement and/or press releases indicating the likelihood of extended outages and make this information available via customer representatives, IVR systems, and websites.
- In certain situations, such as nighttime outage event, only limited information may be available within the initial six-hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime outage event, the determination of whether the restoration period will be greater than 48 hours will be communicated to DPS Staff as soon as possible, but no later than noon the following day. Any delay in establishing the initial expectations will <u>not</u> affect the time requirements below.

Within the first 12 hours of the restoration period

- Issue press releases based on the predetermined time periods defined in the emergency plan.
- Communicate information such as system damage, outages, restoration status etc. with affected municipal and elected officials as appropriate.
- Schedule the first post-storm municipal conference call(s), unless an alternative municipal contact method is more appropriate. The first scheduled municipal conference call does not necessarily have to be held within the first 12 hours but will be held within the first 24 hours.
- Notify DPS Staff and the public of what areas sustained the most damage to the electric system and ETRs where known, on a county or regional basis.

Within the first 24 hours of the restoration period

- Complete the first scheduled municipal conference call.
- Provide DPS Staff and the public with a global ETR, any available regional/county ETRs, and any available local/town or municipal ETRs. Update customer representatives, IVR systems, and websites.
- Identify any heavily damaged areas where large numbers of customers are expected to remain without service for more than four days.

Estimated Time of Restoration (ETR) Protocol
NYS DPS and NJ BPU ETR Requirements

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

Within the first 48 hours of the restoration period
• Provide DPS Staff and the public remaining regional/county ETRs. Update customer representatives, IVR systems, and websites, eliminate all references to the global ETR. • Provide DPS Staff and the public with any additional local/town or municipal ETRs. Update customer representatives, IVR systems, and websites, eliminate all references to the global ETR.
Within the first 60 hours of the restoration period
• Provide DPS Staff and the public remaining local/town or municipality ETRs. Update customer representatives, IVR systems.
Reporting requirements during the outage event
• Provide restoration information updates four times daily to DPS Staff (7 am, 11 am, 3 pm, and 7 pm), unless directed otherwise. Updates will continue until otherwise directed by DPS Staff. • Notify DPS Staff when all outage event related interruptions have been restored.

Attachment 4

Orange & Rockland

Restoration Priorities Matrix

Last Reviewed: 11/26/2019

	Safety, Municipality Identified and Work Priorities	
	PRG	**SERT**
Priority Band 1	**WD1 or RC1**	
Priority Band 2	**WD2, RC2, CF1**	
Priority Band 3	**WD3, RC3**	**CKLO**
Priority Band 4	**SERT priorities are identified and sorted by highest customer count. PRG priorities continue to be sorted by municipality identified CF2 and CF3 priorities.**	

RC1 - Road Closure Priority 1
State and emergency service road (PD/FD/EMS/P1) incidents managed by the Operations Section Chief and PRG Branch. *Road closures with no ingress/egress (i.e., cul-de-sac) will be coded in OMS as "RC" and treated as an RC1 priority.*

RC2 - Road Closure Priority 2
County roads and critical muncipal identified incidents managed by the Operations Section Chief and PRG Branch.

RC3 - Road Closure Priority 3
Road closure incident that is not a RC1 or RC2 generally managed by the PRG Branch.

WD1 - Wire Down Priority 1
Primary/Secondary condcutor wire down incidents where th wire is burning, arcing/sparking, or there is an immediate hazard or energized primary or secondary wires down in heavy pedestrian areas such as communities, schools, etc.

WD2 - Wire Down Priority 2
Primary/Secondary conductor wire down incidents where fire departments, police departments, or other munincipal agencies are standing-by on the downed wire location or has been reported by municipal officials.

WD3 - Wire Down Priority 3
Primary/Secondary conductor wire down incident that is not a WD1 or WD2 generally managed by the PRG Branch

CF1-CF3 - Critical Facility Priority 1-3
System generated incidents based on customer needs and categorized in the "CF" column of OMS.

NOTE: Regardless of the source, reports of a wire down in a high pedestrian area will be treated as a Priority 1.
See Sections 2.5, 2.6 and 2.7 of the Plan.

Site Safety Branch

PURPOSE

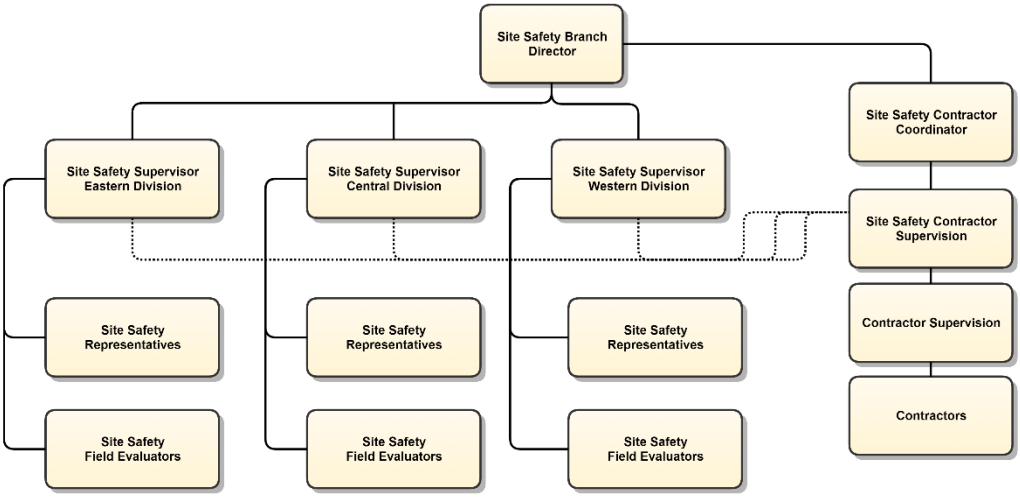
During an event, the purpose of the Site Safety function is to ensure employee and public safety at identified safety coded locations. Site Safety Representatives are stationed at sites where wires are down or any other unsafe condition exists until the area is declared secured.

APPLICATION

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

PROCEDURE

1.0 Organization



2.0 Site Safety Process Elements

2.1 Pre-Event Planning

Based on notification by the Incident Commander and/or Operations Section Chief of an anticipated contingency event, the Site Safety Branch

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

2.2 Event Declaration

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

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

2.3 Pre-Deployment

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

- Calling in appropriate staffing for each required shift (See Appendix 2).
- Ensuring the logistical (space and equipment) readiness of the work area.
- Updating Emergency Preparedness (Systematically or via Spreadsheet).

- Ensuring that Site Safety field equipment is stocked and available (See Appendix 3).
- Completing the Site Safety Mobilization Checklist (See Appendix 4).

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

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

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

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

2.4. Deployment

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

- The Site Safety Supervisor will access the Site Safety Management System (“SSMS”) and deploy field resources utilizing the Site Safety Assignment Priority Guidelines (See Appendix 7) to prioritize assignments.
- The Company Site Safety Contractor Supervisor working in conjunction with the Site Safety Supervisor will issue assignments to contractor personnel. The primary assignments for Contractor personnel will be to relieve Company Site Safety Representatives. In large scale events Contractor personnel will also be used as first response to wire down sites.

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

- The Site Safety Representative will conduct an evaluation of the site. Where an unsafe condition is found, he or she will establish a secure perimeter, complete the Site Safety Field Report (See Appendix 8), leave a Storm Damage Notification Door Hanger(s) (See Appendix 9) and/or Storm Damage Vicinity Sign(s) (See Appendix 10) and Emergency Portable Generator Safety Tips Door Hanger(s) (See Appendix 11) as required and then report the information to the appropriate Site Safety Supervisor (See Appendix 12).
- For locations barricaded for safety or where there is no danger associated with Company facilities (e.g., telephone/cable TV wires), leaving a Storm Damage Notification Door Hanger for the customer, if customer contact cannot be made and post a No Company Interest notification sign (See Appendix 13).
- The Site Safety Supervisor based on the field information received will update the information in SSMS and make a determination utilizing the Down Wire Response Guideline (See Appendix 14) to either have the Site Safety Representative standby to protect the location or assign the Representative to another location.

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

- Assigning additional personnel to sites requiring more than one Site Safety Representative to provide adequate site safety coverage.
- Requesting trained flagging support.
- Elevating communications directly with Operational personnel on sites requiring immediate attention.
- Assigning Company Field Evaluators to evaluate new sites and perform quality reviews of sites being covered.
- Updating the Incident Commander and/or Operations Section Chief on the status of Site Safety operations.
- Coordinating restoration response with other storm functional coordinators.
- Reporting any Environmental Spills (See Appendix 15).

- Adjusting Company and Contractor staffing levels to meet operational needs to maintain around-the-clock coverage and provide for personal relief of Site Safety personnel.
- Providing for a smooth transition of supervisory personnel utilizing the Site Safety Transfer of Coordinators/Supervisor Checklist (See Appendix 16).
- Ensuring material and equipment needs are maintained and available.

2.5. Demobilization

2.5.1 The Incident Commander and/or Operations Section Chief will notify the Site Safety Branch Director when and to what degree demobilization will occur.

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

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

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

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

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

2.5.6 The Site Safety Supervisor(s) will compile a roster by shift and forward/upload the roster to Emergency Preparedness.

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

3.0 Primary Site Safety Functional Roles

3.1 The Company Site Safety Branch Director is responsible for::

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

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

- Holding Company personnel or initiating callouts to obtain necessary staffing levels.
- Ensuring adequate supply of Site Safety equipment.
- Conducting job/safety briefings as warranted.
- Prioritizing work assignments based on the Site Safety Assignment Priority Guideline utilizing all available NRG and OMS data which will include Electric Operation Work Assignments, OMS Incident Data, VRU Calls, Police/Fire Reports, Damage Assessment Reports, Service Restoration Crew Reports and Customer Assistance Reports.
- Maintaining pertinent data within the SSMS for all Site Safety activities.
- Developing schedules to ensure adequate around - the - clock staffing throughout the storm recovery.

- If necessary, communicating lodging requirements to the Logistic Support Group.
- Developing and implementing a plan to provide personal relief for Site Safety Representative in the field.
- Ensuring smooth transition for relief at site locations.
- Providing the Site Safety Branch Director with a periodic update of locations being manned and requesting further assistance if required.
- Completing and retaining ICS Checklists (Pre-event, Transfer, Demobilization) as required.
- Communicate significant issues directly to Operation's personnel.
- If Site Safety Contractors have been activated, working with the Company Site Safety Contractor Supervisor on site coverage coordination. Directing available Company Site Safety Field Evaluators to review pending or staffed site safety locations and determine the need for initial or continued site safety staffing necessity; or to conduct quality review.

3.3 The Company Site Safety Representative is responsible for on-site personal and public safety. These duties include:

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

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

3.4 The Company Site Safety Field Evaluator is responsible for personal and public safety. These duties include:

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

3.5 The Company Site Safety Contractor Coordinator is responsible for obtaining the necessary contractor resources based on the direction provided by the Site Safety Coordinator to supplement the Company's Site Safety activities. These duties include:

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

3.6 The Company Site Safety Contractor Supervisors responsible for the following duties:

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

3.7 The Contractor Supervisor is responsible for the following duties:

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

- Providing periodic updates to the Company Site Safety Contractor Supervisor on locations being staffed and requesting further assistance if required.
- Working with the Company Site Safety Contractor Supervisor on site coverage coordination.

3.8 The Site Safety Contractor Representative is responsible for personal and public safety. These duties include:

- Calling and reporting information obtained at assigned Site Safety locations.
- If an unsafe condition is encountered in route to his or her assigned Site Safety location, calling and advising the Contractor Supervisor for direction before continuing to the assigned location.
- Where an unsafe condition is found, establishing a secure perimeter around the location of a downed wire using equipment and materials such as “Danger High Voltage” barrier tape, traffic cones/barriers, warning flares, etc. In addition, he or she will post Storm Damage Vicinity Signs on all accessible sides of the location to provide a general warning to the public.
- If an emergency generator is found to be in use, leave an Emergency Portable Generator Safety Tips Door Hanger with the customer or if it being used improperly (such as being used indoors, under an open window, etc.), notify the customer and your supervisor immediately.
- Reporting any Environmental Spills (e.g., leaking transformer).
- Using the Site Safety Field Report as reference, provide the Site Safety Supervisor with pertinent information for the update of site information in SSMS and/or contact of Operations personnel if warranted.
- Standing by locations requiring a physical site safety presence as directed by Site Safety Contractor supervision until restoration crew(s) or relief personnel arrive.
- Maintaining professional and courteous interaction with the public and emergency response personnel (Police/Fire).
- Directing media inquiries to Media Relations.
- If the directing of traffic and flagging is required at the location, the Contractor Site Safety Representative will notify the Contractor Supervisor. The Supervisor will work with the Company Contractor Supervisor to contact the Service Restoration Workforce Coordinator to acquire the appropriate trained flagging personnel.
- If circumstances at the location may compromise personal safety (i.e. it is unsafe to stay on site), notifying the Contractor Supervisor immediately for guidance.

- If a member or members of the general public refuse(s) to stay out of the barricade perimeter, immediately notifying the Contractor Supervisor or assistance. If necessary, calling for police assistance in securing the site.
- If an immediate life-threatening condition exists, notifying 911 first and then contacting the Contractor Supervisor.
- Advising the Supervisor when relieved by a restoration crew or site safety relief personnel.
- For locations barricaded for safety or where there is no danger associated with Company facilities (e.g., telephone/cable TV wires), leaving a Storm Damage
  Notification Door Hanger for the customer, if customer contact cannot be made and post a No Company Interest notification sign.
- If advised by an O&R representative that coverage of a location is no longer necessary, obtaining and recording the name of O&R representative and providing that information to his or her supervisor.

4.0 Training

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

4.2 All Site Safety Contractor Representatives will be required to receive Site Safety Storm Training. Train the trainer sessions will be completed by the Operations Training and Compliance Department and the Contactor Companies will be responsible for training their personnel and documenting the training. All personnel required to update SSMS will receive training and refresher training as warranted (See Appendix 19).

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

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

5.0 Responsibility

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

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

6.0 Appendices

Appendix 1 - Storm Classification and Staffing Matrix
Appendix 2 - Site Safety Roster & Phone Numbers
Appendix 3 - Site Safety Equipment
Appendix 4 - Site Safety Mobilization Checklist
Appendix 5 - Contractor Contact Information
Appendix 6 - Site Safety Training Video
Appendix 7 - Site Safety Assignment Priority Guideline
Appendix 8 - Site Safety Field Report/Field Reference Guide
Appendix 9 - Storm Damage Notification Door Hanger
Appendix 10 - "Danger High Voltage" notification sign
Appendix 11 - Emergency Portable Generator Safety Tips Door Hanger
Appendix 12 - Work Locations & Phone Numbers
Appendix 13 - No Company Interest Notification Sign
Appendix 14 - Downed Wire Response Guideline
Appendix 15 - Environmental Spill Reporting Requirements
Appendix 16 - Site Safety Transfer of Coordinators/Supervisor Checklist
Appendix 17 - Site Safety De-Mobilization Checklist
Appendix 18 - Site Safety Training Documentation
Appendix 19 - Site Safety Outage Management System User Manual

Appendix 1 - Storm Classification and Staffing Matrix

Available on Storm Central (under Quick Links dropdown on Intranet).

Appendix 2 - Site Safety Roster & Phone Numbers

The most current roster of all personnel resides with the SS Functional Coordinator and/or Emergency Preparedness. Personnel contact numbers are available in the Company Outlook Directory.

Appendix 3 - Site Safety Field Equipment

FUEL VEHICLE BEFORE DEPARTING

1. Flares- 36
2. Flare Alternative- 4 boxes
3. Red Tape/Yellow tape- 4 rolls
4. Vicinity Signs- 50
5. Storm Damage Door Hangers- 50
6. Flashlight
7. Stakes 6-8
8. Metal Hammer
9. Nails- 1 pound
10. Cones- 4
11. Site safety reports- 1 Pad
12. Clip board, pens, note pad
13. **Sign out from Chief:**
14. V-Watch
15. Staple gun
16. **PPE:**
17. Hard Hat
18. Yellow Vest
19. Safety glasses (smoke and clear),
20. Gloves
21. Flashlight (working)
22. Dog Spray
23. Wet Weather Gear: NEOS, WW Top and Bottom, Rubber Overboots

Appendix 4 - Site Safety Mobilization Checklist

Date: _____

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

Pre-Event Actions:

- ❑ Establish required staffing levels.
- ❑ Update the roster by shift and forward/upload the list to Emergency Preparedness.
- ❑ Ensure all phones are operational.
- ❑ Verify current OMS version, login and website for CMO administration.

- ❑ Check with IT to ascertain status of all electronic communications equipment such as computers, T1 lines, Microwave, etc.
- ❑ Inventory general supplies.
- ❑ Ensure training for all Site Safety Representatives has been received and reviewed.
- ❑ Assure employee phone listing is up to date.
- ❑ Ensure vehicles are prepared to mobilize and check safety items, and basic material are available.
- ❑ Determine any lodging requirements.
- ❑ Ensure safety items: flashlight, batteries, V-Watch, cones, vest, hard hat, safety glasses, leather gloves, flares, FR rated jacket, raingear and maps are available.

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

Appendix 5 - Contractor Contact Information

Available on Storm Central.

Appendix 6 - Site Safety Training Video

Available via the SS Functional Coordinator.

Appendix 7 - Site Safety Assignment Priority Guideline

Site Safety Assignment Priority Guideline	
Priority Band 1	Primary Wire Down / Tranformer on Ground / Wire Burning / Wire on Car or Pole on Fire Reports in Heavy Pedestian Areas Secondary/Service Wire Down Reports in Heavy Pedestian Areas such as communities, schools, etc. Primary Wire Down / Transformer on Ground / Wire Burning / Wire on Car or Pole on Fire Reports in Low Pedestian Areas , Wire down Reports from Emergency Officials - 44 Control , OEM. PD/FD
Priority Band 2	Secondary/Service Wire Down Reports in Low Pedestian Areas Wire Down & Road Blocked Reports
Priority Band 3	Damage Assessment Relief Request Service Restoration Crew Relief Request Wire Down Reports with no other supporting information Wire Down Reports Associated with a Circuit Lock-Out Wire Down Reports identified in NRG as De-energized
Priority Band 4	Wire Down Reports with Underground Service Tree Leaning on Wire Reports Sparking at Pole / Transformer Reports
Note: Prior to any assignment based on the guideline, if available, NRG & all OMS data should be reviewed including Incident Notes, Damage Assessments Reports and Electric Operations Crew Assignements to further assist in prioritizing work.	

Appendix 8 - Site Safety Field Report/Field Reference Guide

Site Safety Field Report

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

Reported By and Time:

Name:

Date: Time: ☐ a.m. ☐ p.m.

Relieved by: Phone: ( ) –

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

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

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

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

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

Power Status:

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

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

1. Wires Down:

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

2. Wires Sparking:

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

3. Tree Problem:

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

4. Pole:

☐ Broken ☐ Leaning ☐ On Fire ☐ Not Applicable

5. Transformer:

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

6. Site Safety Action:

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

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

7. Time Report Filed with Office: _____

Remarks:

SITE SAFETY REPRESENTATIVE FIELD REFERENCE GUIDE (BACK)

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

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

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

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

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

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

- **Call Supervisor and communicate the information from the Site Safety Field Report in detail:**

- Communicate the size of the site and if site can be safely maintained by the Site Safety Rep or if additional Reps are required.
- Does the site impact the street or the safe flow of traffic?
- Will a flagger be required?
- Will the road be closed for safety?

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

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

Appendix 9 - Storm Damage Notification Door Hanger



1207-0077-R

URGENT NOTICE

Regarding a Report of an Electric Service Problem

URGENT NOTICE

Regarding a Report of an Electric Service Problem

Dear Customer:

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

Please avoid contact with any and all downed wires.

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

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

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

Orange & Rockland
Rockland Electric Company

DOWNED POWER LINES

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

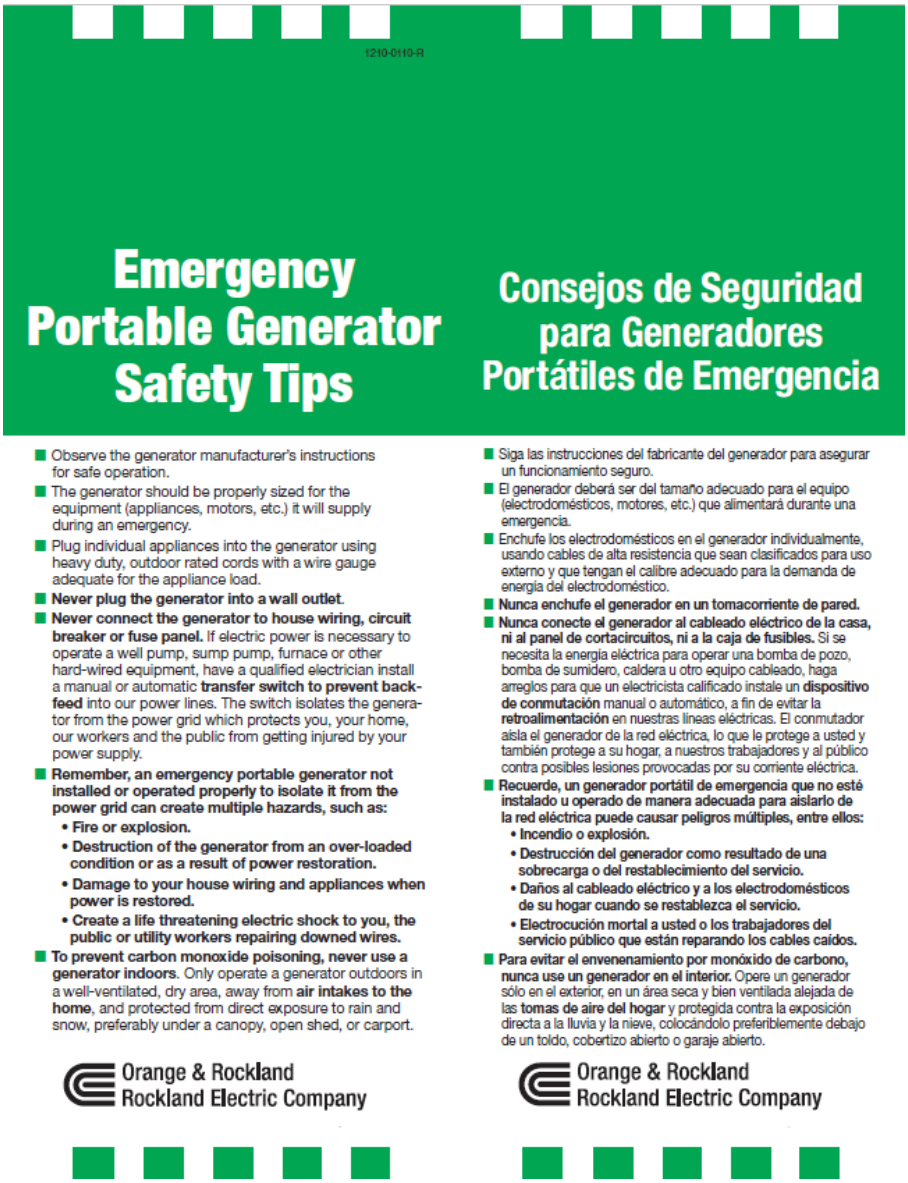
- Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles of water and fences. After a storm, be especially wary around metal fences.
- Keep children inside and pets on a leash.
- Don't drive over downed power lines. Even if they're not energized,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

Orange & Rockland
Rockland Electric Company

Appendix 10 - "Danger High Voltage" Notification Sign


DANGER
Orange & Rockland
Rockland Electric Company
HIGH VOLTAGE,
KEEP OUT

Appendix 11 - Emergency Portable Generator Safety Tips



1210-0110-R

Emergency Portable Generator Safety Tips

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

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Consejos de Seguridad para Generadores Portátiles de Emergencia

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

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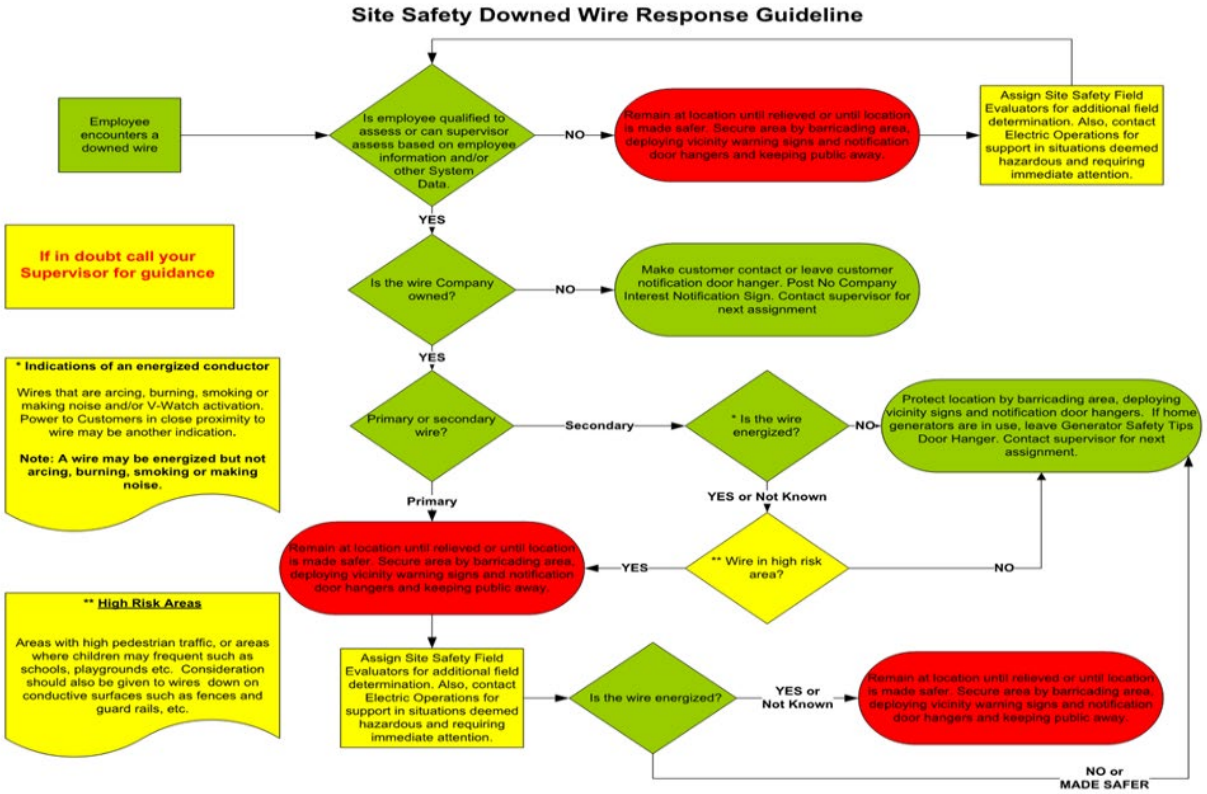
Appendix 12 - Work Locations & Phone Listing

Available on Storm Central

Appendix 13 - No Company Interest Notification Sign



Appendix 14 - Downed Wire Response Guideline



Appendix 15 - Environmental Spill Reporting Requirements

Reference: *O&R Environmental Handbook, Chapter 6 "Spill/Release Compliance, Section 6.1 and 6.2*

6.1 Regulatory Requirements

O&R's policy on reporting releases of hazardous substances is to ensure that all regulatory requirements are met, without exception. Company policy is to promptly report to the appropriate government agency any and all spills or releases that trigger an obligation to report. In addition, there may be environmental events which may not trigger reporting thresholds as spills or releases but which, under the Company's environmental excellence policy, should be brought to the attention of regulatory agencies as soon as possible. Environmental Services will make those determinations.

6.2 Spills

6.2.1 Initial Response

If an employee discovers a spill, he/she should perform the following actions:

- ★ Ensure the safety of yourself and those around you by either evacuating personnel or leaving the area.
- ★ Determine the source of the spill/release
- ★ Immediately Notify the CIG* who will in turn immediately notify Environmental Services.
- ★ If the employee is appropriately qualified, respond in a defensive manner, prevent the spill from entering waterways, sewer systems, storm drains, floor drains and sumps, by blocking or diverting the flow using dike, berm or retaining walls.
- ★ If the employee is appropriated qualified, prevent any ignition sources from approaching the area of the spill and extinguish or isolate ignition sources downwind from the spill by shutting down electrical equipment and stopping vehicles from entering the area.
- ★ Prevent others from entering the area of the spill until trained personnel and/or contracted spill response personnel arrive by posting warning signs or stationing security personnel.

6.2.2 Information to Central Information Group*

If an employee discovers a spill, the following information, if available, should be provided:

- Time
- Location
- Grid number
- Material Spilled
- PCB/Non-PCB
- Equipment Type
- Estimated volume
- Spill To
- Cause of Spill
- Waterways/Storm Drains
- Your name and Supervisor's name with contact information
- OMS Incident #
- Area Safe/Secured?

*CIG: Confidential; available on Storm Central or via SS Branch Director

Appendix 16 - Site Safety Transfer of Coordinator/Supervisor Checklist

Date & Time of Shift Transfer: _____

Coordinator/Supervisor being relieved_____ by _____

SHIFT TRANSFER INFORMATION

- ❑ Bring incoming Coordinator/Supervisor up-to-date on outstanding issues and status of each.
- ❑ Turn over all documents to incoming Coordinator/Supervisor.
- ❑ Agree on next shift change and team members' attendance.
- ❑ Update incoming Coordinator/Supervisor on current event status.
- ❑ Update incoming Coordinator/Supervisor on any phone number changes, employee status or other information necessary to function.
- ❑ If demobilization will occur during oncoming Coordinator's/Supervisor's shift, discuss demobilization steps to assure they are carried out properly.
- * Update the compiled roster by shift and forward/upload the list to Emergency Preparedness.
- * Update Storm Officer, Incident Commander and/or Operations Section Chief.

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

Appendix 17 - Site Safety Demobilization Checklist

Date & Time Demobilization activated: _____

Demobilization requested by: _____

Coordinator overseeing Demobilization: _____

Demobilization

- ❑ Notify Information Technology Coordinator that the function will be demobilizing and computer/telecommunications needs will no longer be required.
- ❑ Provide to the Storm Officer, Incdient Commander and/or Operations Section Chief all documentation pertaining to the functions storm recovery effort if requested.
- ❑ Release staff as required (If contractors were used they must be released first).
- ∗ Update the compiled roster by shift and forward/upload the list to Emergency Preparedness.
- ❑ Report to the Storm Officer, Incident Commander and/or Operations Section Chief that the Site Safety Function has been demobilized.
- ❑ Ensure all manned sites have been restored to normal condition.
- ❑ Ensure all information is available for Site Safety Coordinator.

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

Appendix 18 - Site Safety Training Documentation

CMO Site Safety Training Syllabus
SAF0000410 – Site Safety (Storm)

- Intro
  - Self and Trainers
  - What does Site Safety do?
    - Protect public
    - **Must protect self**

        - Help prioritize work and accelerate repairs
    - Training overview
        - Topic outline
        - Field exercises
            - Damage assessment
            - Service board
- The Electric System
    - Generation
        - Change energy from one form to another
            - Steam
                - Oil
                - Gas
                - Coal
                - Nuclear
            - Hydro
            - Alternative
                - Wind
                - Solar
                - Fuel Cells

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

    - Distribution System – delivery system from substation to end user. <u>The focus of Site Safety.</u>
        - Utilize text pictures to identify;
            - Primary
            - Secondary
            - Overhead vs. Underground (URD)
            - Services
- Site Safety's Role
    - Primary
        - Protect and monitor area <u>until relieved</u>
        - Demonstrate 30' distance
        - Never touch or move conductors

- **Situational awareness**
  - Wet ground/grass
  - Contact with other conductors
    - Services
    - Secondary
    - Phone and cable
  - Fences
  - Vehicles
- Secondary and Services
  - Residential Services
    - Barricade and leave (indicates dead)
    - Be aware of potential for backfeed
      - Lights – doorbells
      - Generator noise
      - Neighbors
      - Backfeed to Primary voltage
    - Notify supervisor w/questions anytime
  - Secondary
    - Protect and monitor area
    - Determine conditions
    - Lower voltage dangers
    - Proximity/contact with Primary
    - Report to supervisor – guidance
- How do you protect a site?
  - Tape
  - Cones
  - Danger Signs
    - Intro
    - Demo
    - Use
  - Physical presence / verbal warnings
- Door Hanger
  - Intro / Demo
  - When do you use?
  - Using check-off boxes
  - Identify service problems – use illustrations from equipment manual.
    - Ours
    - Theirs
    - Phone cable
    - Don't discuss or promise our crews making temp repairs
    - Don't recommend contractors
- Site Safety Field Report
  - Demo

        - Distribute
        - When do you use?
        - Value?
            - For your supervisor
            - For you
            - For repair crews
        - Use the remarks section
    - Role of Supervisor
        - Report
        - Guidance
        - Support
- Your Equipment
    - Necessary Field Equipment list - handout
    - V-watch - handout
        - Demo
        - Utilize trainers guide
        - Limits – what it won't do
        - Extra safety device
- Traffic Control/Flagging
    - Protect Site
    - Determine need for traffic control
    - Contact supervisor for Flaggers
- Environmental
    - Use illustrations of transformer spill in Equipment Manual
    - Avoid contact warn away public
    - Report
    - Distribute Quick Reference Spill Cards
- Yard Exercise – split into 3 groups
    - Meter board
        - Hazards
        - Damage examples
        - What's ours, what's the customer's
        - Fill out report
        - How to protect
    - Damage Assessment Yard
        - Hazards
        - Fill out report
        - How to protect
    - URD Yard
        - Id equipment
        - Damage examples
        - Fill out report
        - How to protect

- Use of contractors (PPL, Osmose, etc.) – used as additional resources to assist Site Safety response efforts.
- DVD – Electricity – Recognizing and Avoiding Hazards

V-Watch Instructor Bullet Guide
(Refer to CMO Procedure 0008 V-Watch Detector for a full guide)

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

- **What is the V-Watch Personal Detector**
  -The V-Watch Personal Voltage Detector detects the strong electric fields surrounding high voltage conductors and power distribution equipment.

  -This device provides an extra level of safety for personnel working near high voltage systems

  Who - anyone untrained and working near live conductors during storms
  When – before you leave the building to go out on storm related activity
  Where – anytime you are outside your vehicle during storm duty (exception meter testers)
  Why – to better protect oneself from electrical hazards / last line of defense to hopefully save you if **all other efforts fail** when preventing yourself from coming in contact with a live conductor

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

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

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

  -Don't use if test button does not activate beeper and lights
  -Hang the V-watch from your neck strap or wear it on your belt facing forward

-The device's front should always face your walking direction and be centered
-Place it in direction of movement/don't walk sideways/backwards
-Listen for beeping sound
-Remember this is only an additional tool on top of your storm training awareness
-If alarm sounds stop and visually inspect the area, turn back to reassess the hazardous condition

- **Safety**

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

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

CMO Site Safety Training Equipment Manual

Available on Storm Central or:

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

Appendix 19 - Site Safety Outage Management System User Manual

Available on Storm Central or:

http://ceteams/sites/ORU/SiteDirectory/ORPOE/User%20and%20Training%20Guides/Forms/AllItems.aspx

Attachment 6

Downed Wires Guideline

Downed Wires

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

Downed Wire Response Priority and Severity

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

- **Priority 1*(Highest):** Wire down reports where it is indicated that the wire is burning, arcing/sparking, or immediate hazard; and/or ingress/egress prohibited due to downed wires.
- **Priority 2:** Relief of fire departments, police departments, or other municipal agencies that are standing-by on downed wires
- **Priority 3:** Notification of wire down from Emergency Organizations**:
    1) Reported to be affecting traffic flow on a major public highway
    2) Reported to be blocking/near a pedestrian walkway or driveway
    3) Reported to be primary conductor
    4) Reported to be secondary conductor
    5) Relief of Company (O&R) Damage Assessment Crews (The company will strive to relieve locations that are guarded with company Damage Assessment Crews within 8-12 hours)

- **Priority 4:** Report of wire down from other sources:
    1) Primary conductor is indicated
    2) Secondary conductor is indicated

- **Priority 5:** Report of wire down where types of wire is not indicated, or where it appears the wire could be not an electric conductor

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

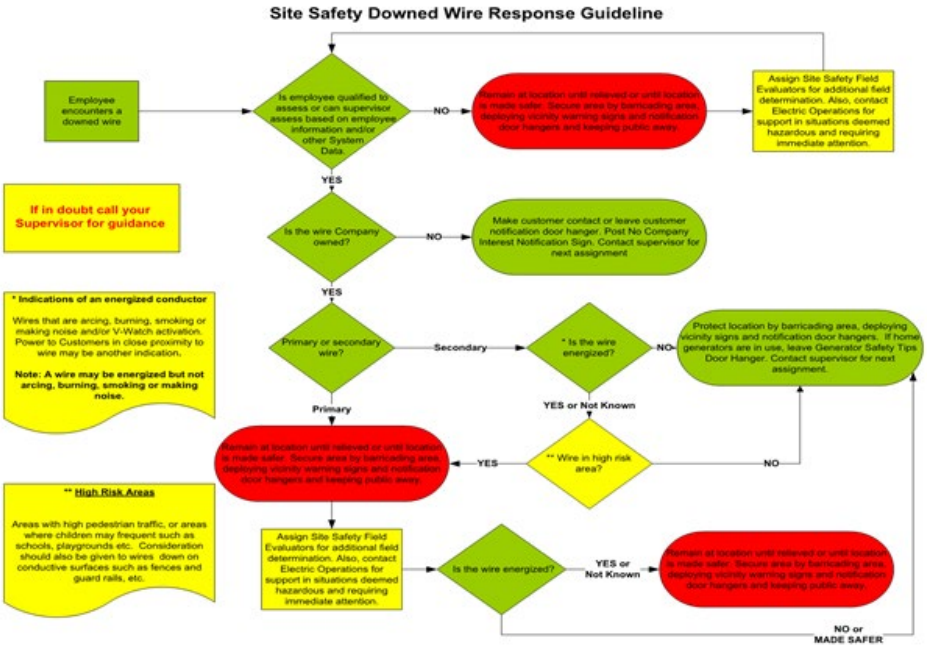
****NOTE:** Downed wire reports from an Emergency Organization shall be promptly secured within 36 hours of notification. O&R shall track and monitor response times to these reports by utilizing a special incident code in the OMS System.*

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

Downed Wire Identification

The following flowchart describes the process that will be followed when responding to a downed wire:

Attachment 6



Upon arrival at a downed wire location, a damage assessor-qualified company representative will determine if the downed wire is a company owned electric wire or a non-company interest (NCI) wire. NCI wires can be fire signal carriers, cable TV, telephone or other joint use carriers attached to utility poles with the service territory. A determination if the wire is energized shall be made by qualified personnel wearing appropriate PPE and using appropriate testing equipment. All non-qualified employees shall only secure the area with barricade tape and install Storm Damage Vicinity Notification Sign (Figure 1) and Storm Damage Notification Door Hanger (Figure 2) as necessary. After assessing the situation, they will determine the level of severity based on the following guidelines:

- **Severity 1 (HIGHEST):** Wire down is a primary conductor that poses a high risk to public safety due to its location in a road or a high pedestrian-accessible area. These situations will require the responder to remain on-site and guard the wire until they can be relieved. The responder may leave after a qualified employee or contractor has made the wire safe.
- **Severity 2:** Wire down is a primary conductor,but is not on a main road or other easily accessible location. These situations require the responder to evaluate, assess and barricade the site then call supervision for the next location. After all Severity 1 sites

have been evaluated and manned, the supervisor will determine if a contractor will be dispatched to Severity 2 sites. If dispatched, contractors/responders will remain on-site until the conductor can be verified de-energized by a qualified employee or contractor. Once the wire is known to be de-energized, the responder can move on to their next location.

- **Severity 3:** Wire down is a secondary conductor. The responder will attempt to notify nearby customers and will barricade/tape off the area. When a responder can determine that the secondary wire is de-energized, they will barricade and tape the area off. They will contact their supervisor for their next job. If the responder cannot determine whether the wire is energized, they will need to assess if the wire is in a high risk area. If yes, remain on site, call supervisor to request a contractor to relieve responder at the site until a qualified employee or contractor has verified that the wire is not energized. If not a high risk area, barricade, tape off, and call Supervisor for instructions.
    - If wire is either open wire secondary, or triplex service cable that has an exposed end (wire is broken), the responder will remain on-site until a qualified employee or contractor has verified that the wire is not energized.
- **Severity 4 (LOWEST):** Wire down is not an electric conductor and is not in contact with an electrical conductor, but is instead phone, cable or other communications property. If the situation is safe, the responder will inform the Coordinator of this, and move on to the next order.

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

Downed Wire Location Signage

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

Figure 1: "Danger High Voltage" Notification Sign



Fig 2: Storm Damage Notification Door Hanger



1207-0077-R

URGENT NOTICE

Regarding a Report of an Electric Service Problem

URGENT NOTICE

Regarding a Report of an Electric Service Problem

Dear Customer:

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

Please avoid contact with any and all downed wires.

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

❑ Notified crews to make temporary repairs. However, you will need to contact your licensed electrician to make permanent repairs to your equipment.

❑ Notified crews to make permanent repairs.

❑ Telephone/Cable wires are down and you need to contact your service provider for repairs.

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

Orange & Rockland
Rockland Electric Company

DOWNED POWER LINES

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

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

Orange & Rockland
Rockland Electric Company

Figure 3: No Company Interest Notification Sign



Orange & Rockland

ORANGE AND ROCKLAND UTILITIES, INC.

Response and Recovery Guide

Flood Cut / Restoration

Reports To: Electric Operations Section Chief

Mobilization: Category 3 (Serious) or higher or when requested by the Storm Officer or Incident Commander

Staff: 4 Office / Administrative

5 New Business Project Managers (as needed), Meter Testers (as needed)

Underground line (as needed) Supplemental work crews (as needed)

Shift: 7:00 AM - 7:00 PM

PURPOSE

Orange and Rockland ("O&R") will administer this flood cut/restoration guidance document to manage service issues affected by flooding or other water ingress matters. In doing so, public safety is the number one priority and the company may require the removal of meters or disconnect of electric and/or gas service in an area which has been impacted by water damage, including water penetrating the electrical and/or gas system of a home or business. When the water level has risen, or will rise, to the height of the electrical receptacles, switches, breakers, panel box and/or reach a level to compromise gas operated appliances, such as a furnace or water heater, and the location(s) have been deemed unsafe by qualified personnel, b, O&R will terminate electric and/ or gas service. It is not O&R's practice to pre-emptively de-energize electric and gas facilities unless imminent harm to employees and/or the public exists.

In addition, for events involving a service interruption to an entire neighborhood or geographic area, the following organizations may provide resources to support the event; Electric Operations, Gas Operations, Customer Meter Operations, Corporate Affairs, Customer Service, Risk Management, New Business Services and any other personnel involved in the restoration. All of these organizations' activities will be coordinated by the Priority Restoration Group (PRG) using this guidance document. In large scale flood events, the SERT representatives will support the PRG group in the flood cut process.

In anticipation of flooding events O&R will prepare a Voice Response Unit ("VRU") message providing customers with service restoration information in the event of flood damage. In addition, O&R will notify local building inspectors or code enforcement officials of the potential of widespread flooding.

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

Flood prone areas within the O&R's service territory have been identified by the PRG which administers the Flood Response Plan. When flooding conditions occur, a Flood Response Plan Coordinator or designee will serve in the field as the O&R Field Incident Commander or designee. Past experience has shown that on-site personnel are critical both when buildings are de-energized and re-energized. Communications will be established and maintained with PRG within one of O&R's main buildings, O&R's Flood Response Plan Coordinator in the field and the members of the Unified Incident Command Structure (ICS) (Fire, Police, and Code Enforcement Officer). In addition, the

Flood Response Coordinator and/or Electric and Gas SME's on location will communicate to the System Emergency Restoration Team (SERT) and Gas Emergency Response Center (GERC). O&R will administer this guidance document to manage flood-cuts and service restoration.

APPLICATION ELECTRIC

Upon notification that the de-energizing of electric or pulling of electric meters will occur, the following steps will take place:

The PRG members staffing the event will:

- PRG will create a VRU and ORU.com message indicating electric/gas flood cut requests should be directed to dedicated phone numbers established for electric flood cuts during the storm mobilization.
- PRG will enter all electric flood cuts into OMS as calls are received from the field and categorize them as flood cuts (FC) in OMS.
- All open incidents will then be filtered in OMS by flood cut (FC).
- PRG will accept reports from single service crews in the field of meters being removed and record customer name, address and meter number.
- Complete incidents in OMS when work is completed in the field, incidents are completed in OMS as a result of a cut of service or de-energization.
- All customers affected by the de-energizing of electric services, pulling of fuses or pulling of electric meters are required to be fully documented on a flood cut spreadsheet (sample Eastern & Northern Gas Flood restoration and Flood cut documents attached).
- An accurate and complete customer list containing customer name, address and meter information is required regardless of incidents logged in OMS.
- Ensure that all flood cuts requiring a sub-segment to be de-energized are reviewed and recorded on the spreadsheet.
- Identify other accounts that may be included if fuses are pulled by using NRG.
- If PRG has line crews assigned to it for the event they can assign and refer areas requiring fuses to be opened to those Crews. Affected customers will be documented in the spreadsheet.
- If PRG coordinates electric service cuts the information will be passed to the Gas DS or GERC for coordination.
- Throughout the event, the PRG Functional Coordinator will also communicate directly with the Public Information and Customer Service groups to ensure timely and accurate updates are made to the O&R website and VRU messages.

The Customer Meter Operations (CMO) Coordinator will:

- Track and report to the PRG Branch Director single meter removals that are completed by CMO resources, supplemental or underground resources. Information required to be collected is customer name, address, meter number and account number.

Reenergize-Electric

When the flooding in the area has subsided and the PRG Branch Director along with other ICS functions determine it is once again safe to energize electric service to areas that had been interrupted the following will occur:

- PRG will develop a VRU message and ORU.com message explaining the service restoration process and the inspections that are required prior to re-energizing the electric service; PRG will verify that the call center has the accurate process for service restoration as.
- Underwriters or customers will fax cut in cards to fax numbers in New Business Services.
- New Business Services will work directly with PRG to match the cut in cards received to the names and account numbers on the spreadsheet that was used to track electric service cuts.
- The O&R Flood Response Plan coordinator working with PRG and New Business Services will coordinate the service restoration efforts.
- Restore Service (RS) is issued through OMS when a cut in card is received and the service is ready to be energized and/or meter is ready to be installed.
- PRG will coordinate with the Control Center Information (CIG) Desk at 845- 577-3013. This line will roll to the Distribution Supervisor (DS) when the CIG desk is not manned, when cut ins for all accounts on sub-segment are received to reenergize service.
- PRG will notify Customer Meter Operations for single service restorations or Muni crews for larger circuit restorations.

- PRG will notify CMO to create change meter order on CIMS for situations where meters that were removed need to be replaced by new meters.
  PRG will notify gas DS that a cut-in card for an electric service was received along with gas self-certification form and that gas can be restored.
- PRG will coordinate with gas DS to monitor gas cuts and match with electric flood cuts maintained by PRG in the Excel Spreadsheet.

APPLICATION GAS

All Gas flood cuts and restorations will be handled by the GERC in accordance with WP 7067.

Coordinate with the GERC to monitor gas cuts and match with electric flood cuts maintained by the flood cut coordinator.

Gas Flood Cuts

For events involving a service interruption to an entire neighborhood or geographic area, the appropriate field response organization's activities; Gas Operations, Customer Service, and any other personnel involved in the restoration, will be coordinated by Gas Operations using this guidance document

Turn – off

- Flood cuts will be tracked by the Gas Operations Branch Director
- Gas Engineering will identify other accounts that may be included if valves are closed (NRG)
- A report of flood cut services will be maintained by the Gas Flood Cut Coordinator
- The Gas Operations Section Chief will communicate information at regular intervals to the Gas Flood Cut Coordinator who will keep the IC and electric Flood Cut Coordinator informed.

Turn – on

At the request to restore gas service:

- Verify that Electric service is on or can be turned-on.
- Cut in card received along with gas self-certification form if required.
- Create a Restore template in Mobil dispatch and dispatch a mechanic
- A report of flood cut services will be maintained by the Gas Flood Cut Coordinator
- The Gas Flood Cut Coordinator will keep the IC and Electric Flood Cut Coordinator informed.

Upon notification by the municipal Building Inspector or customer to de-energize the gas service; Turn – off:

- All Gas flood cuts will be entered in Mobil dispatch system as calls are received
- Track Flood cuts in Mobile dispatch system
- A report of flood cut services will be maintained by the Gas Flood Cut Coordinator. The Gas Flood Cut Coordinator will keep the IC and Electric Flood Cut Coordinator informed.

Turn – on

At the request to restore gas service:

- Verify that Electric service is on or can be turned-on.
- Fire Underwriters Certificate is received along with gas self-certification form.
- Create a Restore template in Mobile dispatch and dispatch a mechanic
- A report of flood cut services will be maintained by the Gas Flood Cut Coordinator
- The Gas Flood Cut Coordinator will keep the IC and Electric Flood Cut Coordinator informed.

DEMOBILIZATION

With the approval of the Operations Section Chief, the flood cut /restoration process will begin to demobilize 72 hours after the last flood cut is reported or when appropriate. Demobilization will include transitioning the duties and responsibilities to the New Business Services department to manage the service restoration process. Once demobilized, PRG will change messages to direct calls to New Business Services offices 8-4:30pm and Customer Service after 4:30 PM.

Gas will demobilize at the direction of the Gas IC. The GERC will continue to monitor and track all flood cut restoration.

CREWING

Number Of Flood Cuts	Required Field CMOor	Required Inspectors or
100	4	4
200	5	4
300	7	5
400	8	7
500	10	9

APPENDICES

Appendix 1 Customer Notification Web
Appendix 2 Pre Event Checklist
Appendix 3 Post Event Checklist
Appendix 4 Plumber Self Certification Form
Appendix 5 New Business Services Contact Information (intranet links)
Appendix 6 Door Hanger (electric and gas)
Appendix 7 Electric Underwriter Inspectors (intranet link)
Appendix 8 Electric Service Cut/Restoration Spreadsheet

APPENDIX 1

Customer Notification
Web Site Message:

Electric

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

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

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

- The service entrance cable
- The meter pan
- The underground service from a pole (New York Customers Only).

Natural Gas

This section applies if your home and/or business has flood damage safety regulations that require O&R to isolate affected natural gas appliances.

If O&R is unable to gain entry to your premises, the company will disconnect your natural gas service from the outside. Before O&R can reconnect your natural gas service, the building's owner must first take the following steps:

a. Electric Service. Follow the first three steps for electric service restoration stated on the accompanying section.
b. Damage Inspection. Contact a qualified plumber to determine whether the building's heating and natural gas equipment have been damaged.
   If the main automatic valve or other electrical control components on appliance were submerged; any such equipment must be replaced before natural gas service can be restored.
c. Restoring Natural Gas Service. After your inspection and necessary repairs (if any) have been made, please call O&R's Customer Service toll free number 1-877-434-4100 to have an O&R Service Technician unlock your natural gas service.
d. Charges. There is no charge from O&R to reconnect your natural gas service.

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

APPENDIX 2

Pre Event Checklist

_____ Determine if flood damage is likely – list municipalities affected below

_____ Notify resources to mobilize

_____ Coordinate staffing needs with CMO, Supplemental and UG electric

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

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

_____ Prepare VRU script

_____ Prepare spreadsheet for tracking flood cuts

_____ Coordinate efforts with Gas Ops Branch Director

_____ Update website with flood cut information for customers

APPENDIX 3

Post Event Checklist

_____ Notify Operations Section Chief of demobilization

_____ Coordinate handoff of restores with New Business and Customer Service

_____ Identify any priority restores remaining

_____ Update event records

APPENDIX 4



APPENDIX 5

New Business Services Listing

Eastern Division –

http://oruintranet/intranet/employeesandorganizations/departmentsites/customerservice/newbusinessecdev/deparments/newbusiness/territorye.html

Northern Division -

http://oruintranet/intranet/employeesandorganizations/departmentsites/customerservice/newbusinessecdev/deparments/newbusiness/territoryn.html

APPENDIX 6

Electric or Gas Equipment Damage



A flood, fire or other catastrophic event has damaged your electric and/or natural gas equipment.

Before service is restored, here's what you'll need to know:

- What repair steps must be taken
- What equipment is ours and what equipment is yours

Orange & Rockland
Rockland Electric Company

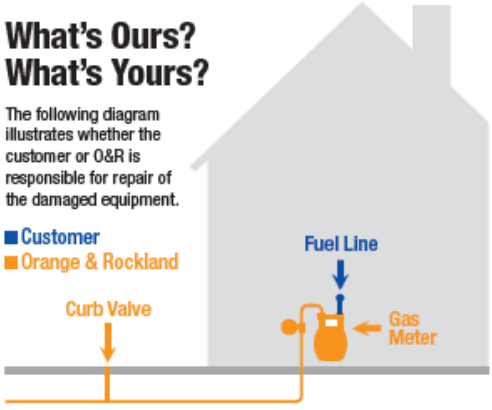
Reconnecting Your Natural Gas Equipment

Flooding often damages both gas appliances and electric service. Safety regulations require O&R to isolate affected appliances. If we can't gain entry to your premises, we must disconnect your natural gas service from the outside. If this is the case, follow the steps below to restore gas service.

- Contact a qualified plumber to determine whether the building's natural gas appliances have been damaged.
- If the appliance control valve or other electrical control components on an appliance were submerged, they must be replaced. O&R will isolate and place a red tag on the affected appliances until they are repaired.
- If gas was shut off at the meter and necessary repairs have been made, please call us at 1-877-434-4100 to have one of our service technicians unlock your natural gas service. There is no charge to reconnect your natural gas service.

What's Ours? What's Yours?

The following diagram illustrates whether the customer or O&R is responsible for repair of the damaged equipment.



Smell Gas. Act Fast.
If you suspect a gas leak, leave the area immediately and call our Gas Emergency Hotline at
1-800-533-LEAK (5325) or 911.

View our "What's Ours, What's Yours" animated video at *oru.com/damage* or scan the following QR code.

1501-0020-1-R

Reconnecting Your Electric Equipment

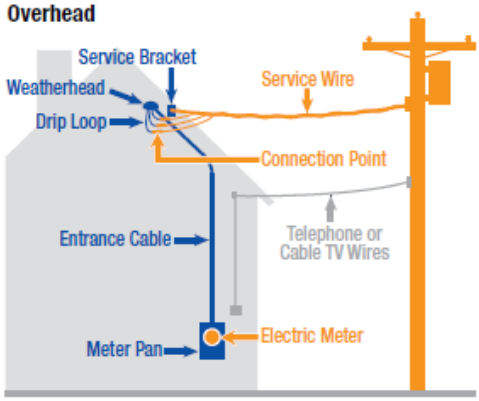
- If the building is damaged, arrange for it to be inspected by the local Building Inspector or Code Enforcement Official.
- Contact a licensed electrician to determine whether the building's electrical system has been damaged.
- If you own the damaged equipment, you'll need to have the repairs completed by a licensed electrician before your power can be turned back on.
- After repairs are complete, arrange for the building's electric service to be inspected by a licensed electrical inspector authorized by your municipality. These inspectors do not work for us. They will charge you for their services. Prices may vary.
- Once the building's electric system passes inspection, the inspector or electrician will provide written notification to us. This is called a cut-in card. After we receive the cut-in card, your electric service will be restored as soon as possible.

What's Ours? What's Yours?

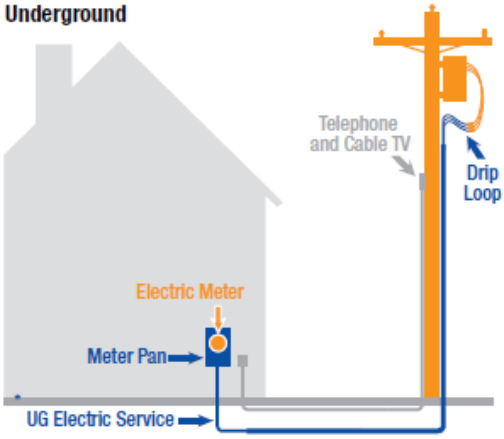
The following diagrams illustrate whether the customer or O&R is responsible for repair of damaged equipment.

■ Customer ■ Orange & Rockland

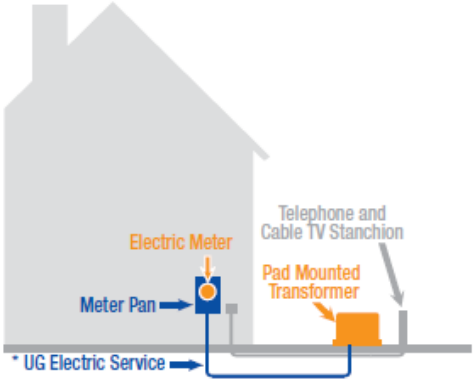
Overhead



Underground



Underground Pad Mounted



** Rockland Electric owns the UG Electric Service in New Jersey.*

Stay Away From and Report Downed Power Lines

If you see a downed power line, assume it's live and dangerous. Don't touch or approach it.

Call 1-877-434-4100

to report the situation immediately.

APPENDIX 7

Electrical Underwriter Inspectors

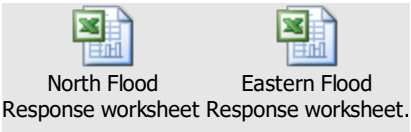
See current and approved Underwriter Inspector list on the New Business Services Intranet page.

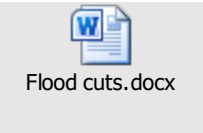
http://oruintranet/intranet/employeesandorganizations/departmentsites/customerservice/customerassistance/documents/TownFireUnderwritersListing.pdf

https://ceteams/SiteDirectory/ORNUCON/Documents/Town%20Fire%20Underwriter%20Listing%20071718.pdf

APPENDIX 8

Electric Service Cut/Restoration Excel Spreadsheet





Attachment 8

ACQUISITION AND ALLOCATION OF MUTUAL ASSISTANCE AND EXTERNAL RESOURCES GUIDELINE

APPROVED	DATE	SUPERSEDES	PAGE **1** OF
Won Choe, Director Emergency Preparedness	12/15/21	06/07/21	**11** PAGES

TABLE OF CONTENTS

1.0 PURPOSE 3

2.0 APPLICATION 3

3.0 PROCEDURES 3

3.1 The Decision Process 3
3.2 Acquisition of Resources 4
3.3 Allocation of Resources 5

4.0 REFERENCE DOCUMENTS 6

4.1 NYS Border Crossing Procedure for Mutual Assistance Crews 6

5.0 ADVICE & COUNSEL 6

EXHIBIT A - REQUIREMENTS AND DETAILS APPLICABLE TO FLOWN-IN CREWS AND TRUCKS ASSIGNMENTS 7

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 distribution 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).

North Atlantic Mutual Assistance Group

Statement of Understanding
And
Endorsement

The member companies of North Atlantic Mutual Assistance Group understand that they will have occasion to either provide or receive assistance in the form of personnel and equipment to aid in restoring electric service when it has been disrupted and cannot be restored in a safe and timely manner by the affected company or companies without assistance. For this reason, the Officers of the North Atlantic Mutual Assistance Group are authorized to develop and maintain operating procedures and guidelines to insure the most effective and efficient response by the entire membership when emergency assistance is requested by one or more member companies. Final acceptance of the *North Atlantic Mutual Assistance Group Guidelines*, as well as any future modifications, must be approved by ¾ of the member companies with each member company having one (1) vote.

Further, as an officer of the North Atlantic Mutual Assistance Group member company noted below, the undersigned hereby endorses the following principles and agreements on behalf of his / her member company:

1. Whether providing or receiving assistance, personnel safety will be the preeminent objective and responsibility of all participants.

2. Member companies agree to adhere to and operate in accordance with the procedures contained in the *North Atlantic Mutual Assistance Group Guidelines*.

3. Whether providing or receiving assistance, members will work together to minimize risk to all parties. In accordance with North Atlantic guidelines, responding companies will provide assistance (personnel and equipment) on a not-for-profit basis, and requesting companies will reimburse responding companies for all expenses incurred in providing the assistance. In keeping with this principle, North Atlantic members agree to abide by the liability provisions contained in the *North Atlantic Mutual Assistance Group Guidelines.*

The following page is the signature page.

Consolidated Edison Co. of New York, Inc.

Company Name

Officer Signature

John Miksad, Senior Vice President

Name of Company Officer

10/9/13

Date

Orange and Rockland Utilities, Inc.

Company Name

Officer Signature

Frank Peverly, Vice President

Name of Company Officer

10.1.13

Date

North Atlantic
Mutual Assistance Group Guidelines

1. Mission

1.1. The Mission of the North Atlantic Mutual Assistance Group is:

1.1.1. To provide a forum to ensure safe, effective and coordinated mutual assistance, regional response and service restoration for customers of member utilities.

1.1.2. To provide an enhanced line of communications between member companies to share best practices and plan for other significant events such as a work stoppage, civic unrest, or political events, and ensure that all members are communicating a unified message to both internal and external stakeholders.

1.1.3. To minimize risk to all parties by agreeing to provide assistance (personnel and equipment) on a not-for-profit basis, and agreeing that Requesting Companies will reimburse Responding Companies for all expenses incurred in providing the assistance.

1.1.4. To adhere to and operate in accordance with the procedures contained in this document (the North Atlantic Mutual Assistance Group Guidelines).

1.1.5. To interact with other Regional Mutual Assistance Groups and the Edison Electric Institute Mutual Assistance Committee

2. Company Information

2.1. Member Company Information

2.1.1. Each Holding Company listed below is entitled to one(1) vote

2.1.2. Individual Operating Companies may be listed separately on the Joint Mobilization Conference Call spreadsheet

North Atlantic Company Name	States	Electric Customers	Gas Customers	EEI Signatory
Central Hudson Gas & Electric	NY	300,000	75,000	Yes
Consolidated Edison	NY, NJ, PA	3,600,000	1,200,000	Yes
Duquesne Light *	PA	580,000		Yes
Emera – (Bangor Hydro, Nova Scotia Power)	ME, NS	680,000		No
Exelon – (BGE, PECO) **	MD, PA	2,986,500	1,136,000	Yes
First Energy *,**	OH, NJ, PA,MD,WV,NY	6,000,000		Yes
Green Mountain Power	VT	256,000		Yes
Hydro-One	ON	1,300,000		Yes
Hydro Quebec	QC	4,107,400		No
Iberdrola – (Central Maine Power, NYSEG)	ME NY	596,000 871,000	 256,000	Yes
National Grid (NY, NE, LIPA)	MA, NY, RI	4,515,000	3,500,000	Yes
New Brunswick Power (Energie NB Power)	NB	380,000		No
New Hampshire Electric Cooperative	NH	78,750		No
Northeast Utilities	CT, MA, NH	3,090,000	484,000	Yes
Pepco Holdings, Inc. (PHI) **	DC, DE, MD, NJ,	1,960,000	123,000	Yes
PPL Electric Utilities **	PA	1,400,000		Yes
Public Service Electric & Gas (PSE&G)	NJ	2,200,000	1,800,000	Yes
South Norwalk Electric & Water	CT	14,000		No
UGI Utilities, Inc	PA	62,000	568,000	Yes
United Illuminating	CT	325,000		Yes
Unitil Corp	MA, ME, NH	104,400	70,000	Yes
TOTAL – 21 Companies	**13 states, 4 provinces, 1 district**	**35,406,050**	**9,212,000**	

Footnote:

* indicates member of GLMA

** indicates member of SEE

3. General Guidelines

3.1. Personnel Safety

3.1.1. Whether providing or receiving assistance, personnel safety will be the preeminent objective and responsibility of all participants.

3.1.2. The Requesting Company agrees to make every effort to avoid moving Responding Company personnel into harms way during the initial, first-wave mobilization.

3.1.3. Responding Company will follow its own safety rules, except as noted in paragraphs 3.1.6 and 3.1.7 below.

3.1.4. Responding Company is responsible for following its own personal protective grounding practices.

3.1.5. Responding Company will immediately report any and all accidents to Requesting Company (both incidence and injury).

3.1.6. Switching procedures will be handled as the Requesting Company designates, provided that the procedures do not violate the safety rules of the Responding Company.

3.1.7. Requesting Company will provide information on their switching and tagging rules. Requesting Company switching/blocking tags will be used.

3.1.8. Security personnel requirements shall be discussed and mutually agreed upon by the Requesting and Responding Companies prior to deployment of armed security personnel.

3.1.9. Any deployment of “Security Personnel” – armed or otherwise – must comply with Federal, Provincial, State, Local and Tribal regulations.

3.2. Maintenance of Contact Roster

3.2.1. In order to facilitate efficient communication and response, North Atlantic member utilities will share the following information:

- The names, contact numbers (work phone, home phone, cellular phone, and pager), and e-mail addresses for three (3) individuals authorized to participate in Joint Mobilization Conference Calls.
- If available, the telephone number for the 24-hour operations / dispatch center for the member company.
- If available, a satellite telephone number for the 24-hour storm or operations / dispatch center.

- If available, a corporate storm / emergency center 24-hour telephone number, if different from the 24-hour operations / dispatch telephone number.

3.2.2. The North Atlantic Group Secretary will be responsible for maintaining and updating the Member Company Contact Roster at least every three months.

3.3. Code of Conduct

3.3.1. Whether providing or receiving assistance, all personnel will be expected to conduct themselves in a professional and responsible manner.

3.4. Confidentiality Statement

3.4.1. Members understand and agree that participation on Joint Mobilization Conference Calls is restricted to employees of member companies of the North Atlantic Mutual Assistance Group, unless otherwise agreed to by members of the North Atlantic Group.

3.4.2. Members understand that conversations between member utilities during Joint Mobilization Conference Calls are confidential and proprietary. Therefore, with the exception of general deployment data / information, members agree not to share or release any information shared between member utilities during Joint Mobilization Conference Calls unless mutually agreed.

3.5. Communication With Contractors

3.5.1. Members understand the need for clear communication with contractors working on their systems and are encouraged to explain the joint mobilization process discussed in this document.

3.5.2. Members agree to follow the Rules of Engagement to secure contractor resources and refrain from accepting contractors directly who are working for an Investor Owned Utility (IOU) or a member company of any Regional Mutual Assistance Group (RMAG).

3.6. Definition of Emergency Assistance Period

3.6.1. Members agree that the emergency assistance period shall commence when personnel and/or equipment expenses are initially incurred by the Responding Company in response to the Requesting Company's needs. This includes any request for the Responding Company to prepare its employees and/or equipment for travel to the Requesting Company's location but to await further instructions before departing. This preparation

time should begin when normal work activities for Responding Company stop and preparations dedicated to supporting the off system effort begin. Except as noted in paragraph 3.6.3, the emergency assistance period shall terminate when such employees and/or equipment have returned to their point of origin and after a reasonable time required preparing the equipment for return to normal activities (e.g. cleaning trucks, restocking minor materials, etc.).

3.6.2. The length of stay by Responding Company personnel will be mutually agreed to by both companies. Generally, this period should not exceed 14 consecutive days, including travel time to the work area and return to the point of origin. When mutual assistance assignments go beyond this time frame, North Atlantic members agree that Responding Company personnel will usually be changed out (rotated) rather than take extended reset periods (days off). Responding and Requesting companies may agree upon exceptions to this procedure.

3.6.3. It is understood and agreed that if Responding Company's or its Holding Company's system is threatened during any time after it has mobilized to provide mutual assistance, any part or all of the Responding Company's native and contract workforce may be recalled. In these instances:

- It is understood and agreed that the decision to terminate assistance and recall employees lies solely with the Responding Company.
- If recall of Responding Company's workforce becomes necessary, the Requesting Company will be responsible for all expenses incurred by Responding Company until the Responding Company returns home and vehicles are cleaned and stocked for normal work activities.
- If Responding Company's workforce is recalled to another of the Responding Company's locations other than their original point of origin, the Requesting Company will be responsible for travel costs to the alternate location not to exceed that which would have been incurred had the workforce returned to their original point of origin.

4. Rules of Engagement

4.1. Rules of Engagement Procedures

4.1.1. Members agree to adhere to the procedures contained in Section 4 to request, identify and mobilize emergency mutual assistance resources. These procedures are intended to enhance and in no way hamper the mobilization goals of member companies during emergencies

4.1.2. When any member company has a need for additional resources, that company will notify all members of the North Atlantic Mutual Assistance Group and schedule a Joint Mobilization Conference Call.

- Because response time is critical in emergency situations, the Joint Mobilization Conference Call provides a mechanism that allows members to quickly request assistance and identify the number and status of all available regional resources.

4.1.3. The Joint Mobilization Conference Call format should:

- Provide members with the opportunity to understand the entire scope of the emergency situation, including the number of companies expecting to be impacted and the potential damage to each.
- Allow members to discuss and evaluate weather forecasts from different sources.
- Result in the most efficient, effective and equitable allocation of available resources while mitigating the financial risk associated with early mobilization of resources.

4.1.4. The permitted exception for securing resources without scheduling a Joint Mobilization Conference Call is when an event impacts a single member utility and the impacted utility anticipates a short restoration time requiring assistance from only neighboring (adjacent) utilities.

- In this instance, the impacted member may contact neighboring utilities directly to arrange assistance.
- The impacted company agrees to notify all members of the North Atlantic Mutual Assistance Group via email when any resources are obtained without scheduling a Joint Mobilization Conference Call.
- However, because emergency events tend to expand and impact more than one utility over time, members are encouraged to use the Joint Mobilization Conference Call procedures described below for all mutual assistance requests.

4.1.5. Since some companies are members of multiple mutual assistance groups, whenever a North Atlantic member company secures resources from another RMAG, they will notify all members of the North Atlantic Mutual Assistance group via email.

4.2. Initiation of the Joint Mobilization Conference Call

4.2.1. Typically, the member that expects to be impacted first by an event will initiate the process.

4.2.2. Members agree to initiate a conference call anytime they experience or are threatened by an event so significant that they anticipate needing resources beyond the capabilities of their neighboring (adjacent) utilities to restore their system.

4.2.3. Procedure for initiating the Joint Mobilization Conference Call:

- The initiating member will notify the Chair (or other Leadership member) of the North Atlantic Mutual Assistance Group they wish to hold a conference call. The Chair is responsible to notify the company designated to set up the call with the necessary notifications to members including the date, time, and conference call number.
- In the event the North Atlantic Leadership is unavailable, the initiating company can contact the company designated to set up the call directly and assume the Chair responsibilities.
- Conference calls will typically be scheduled for 0730 and 1800 daily or as needed by the initiating member.

4.3. Responsibilities of Company Initiating Conference Call

4.3.1. The Chairman or designee will serve as moderator for the conference call or ask another member to moderate. The moderator will:

- Call the roll of member companies.
- Present the weather forecast for his / her company service territory. At their discretion, the initiating company may have a weather consultant present the current forecast.
- Ask other members for input regarding the weather forecast / predictions.
- Present an estimate of predicted impact / damages and when these are expected to occur. If the event is large enough to impact more than one member's service territory, the moderator will ask other members for their projected damage assessments.
- Present an estimate of resources needed. If the event is large enough to impact more than one member's service territory, the moderator will ask other members for their projected resource needs.
- By roll call, ask all non-impacted members to state the numbers of resources available to assist once their territories are no longer threatened.

- When appropriate, the moderator will lead discussion of staging areas to be used by assisting companies; transportation concerns, such as evacuation orders, fuel availability, DOT exemptions, etc.; and, the availability of non-member resources that may be available to assist impacted members.
- Keep the call moving and minimize the length of the call as much as possible.
- Set the date and time for future conference calls.

4.4. Responsibilities of Non-Initiating Members Participating In Conference Calls

4.4.1. Members agree not to release or dispatch ANY resources (contract or native) unless committed to and confirmed by a Requesting Company. It is understood that Responding Companies' territories must be free from significant threat before resources can be committed and dispatched.

4.4.2. On the first Joint Mobilization Conference Call, non-threatened / non-impacted members will be prepared to specify the numbers of their employee and contractor distribution line, transmission line, vegetation management, and damage assessment personnel available to assist impacted companies, including an estimate of when these resources can be dispatched. If Requesting Companies identify needs in other areas (such as IT, safety, etc.), assisting members will be given time (usually 24 hours) to identify available resources in these additional areas.

4.4.3. To enhance safety and flexibility, upon request non-threatened / non-impacted members will be prepared to identify staging areas available in their territories.

4.4.4. Upon request non-threatened / non-impacted members will assist with DOT exemptions for crews traveling through their service territories.

4.5. Resource Allocation and Mobilization

4.5.1. When more than one company has requested emergency assistance, all members understand and agree that it is the responsibility of the Requesting Companies to agree upon the allocation of available first wave and subsequent member company resources.

4.5.2. Members agree that, in general, resources will be allocated on the basis of severity of need, based on:
- Predicted impact – percentage / degree of system loss and estimated time customers will have been without power.
- Storm timing – which company will be first impacted.
- Travel time.

- Availability of other non-North Atlantic member controlled resources.
- The intent will be to allocate available resources to meet all member company needs in the most efficient and equitable manner possible.

4.5.3. Members agree that final dispatch of committed resources is to be coordinated directly between the Requesting Company and the Responding Company (or its contractor(s), where applicable).

4.6. Joint Mobilization Conference Call Documentation

4.6.1. The North Atlantic Emergency Call spreadsheet will be used to document each Joint Mobilization Conference Call.

4.6.2. The Secretary or a designee will take notes during the Joint Mobilization Conference Call, distribute the Emergency Call spreadsheet to all members after the call, and post the minutes to the Restore Power North Atlantic Workroom.

4.6.3. Members acknowledge that the Emergency Call spreadsheet contains confidential information and agree not to share the spreadsheet with any non-member company unless mutually agreed to on the Joint Mobilization Conference Call

5. Requesting Company Responsibilities

5.1. Requesting Company – Responsibilities Prior to Mobilization

5.1.1. To the extent possible, the Requesting Company is expected to clearly communicate the degree of devastation and working conditions Responding Company personnel should expect to encounter upon arrival at the emergency restoration work area.

5.1.2. The Requesting Company is expected to inform the Responding Company if their requirements for the maintenance of receipts differ from the procedures stated in paragraph 6.2.5.

5.1.3. To facilitate communications, the Requesting Company may opt to provide a single point of contact (Coordinator) to interact with the Responding Company.

5.1.4. The Requesting Company will provide the Responding Company with the name and contact information for their "company contact" as required on the RESPONDING COMPANY INITIAL INFORMATION SHEET before Responding Company personnel leave their point of origin.

5.1.5. Requesting Company will coordinate with their state DOT officials concerning emergency exemptions and any other transportation issues that will facilitate the Responding Company's trip to and from the Requesting Company.

5.1.6. The Requesting Company is encouraged to communicate general guidelines with Responding Companies. Items covered may include labor contractual issues, safety issues, contact personnel, vehicle fueling arrangements, typical standard construction, meal and lodging arrangements, and other items that will be of benefit to the responding personnel and their supervision.

5.2. Requesting Company – Responsibilities During Emergency Assistance Period

5.2.1. The Requesting Company will establish expectations for work, including start time and duration.

5.2.2. The Requesting Company will provide materials unless specifically noted otherwise.

5.2.3. When necessary, the Requesting Company will provide a guide with communications capability, portable radios or cellular telephones to assist responding team leaders.

5.2.4. The Requesting Company will authorize Responding Company to use cellular phones as a method of communication. Where cellular service is unavailable, it is understood that satellite phones may be used until such time that cellular service is restored in the Requesting Company's area.

5.2.5. The Requesting Company will provide vehicle security for parking areas unless specifically agreed otherwise.

5.2.6. With the exception of food and lodging during travel to and from the final work site, the Requesting Company will handle all food, lodging and incidental support needed by Responding Company unless both companies agree for Responding Company to handle these logistics.

5.2.7. Requesting and Responding companies should agree on the provision of laundry services.

5.2.8. Requesting Company will make and communicate provisions for Responding Company personnel to make personal long distance telephone calls during the emergency response period. For example, the Requesting Company may authorize the Responding Company to purchase pre-paid long distance calling cards for responding crew members or authorize the use of company or employee owned cellular phones for an agreed upon maximum number of minutes. As a general rule, Requesting Company agrees to allow and reimburse a maximum of 10-minutes personal long distance telephone charges per employee per day. Any personal cellular phone charges or pre-paid calling card expenses shall be included in the supporting documentation on the company's preliminary invoice, subject to paragraph 6.2.5.

5.2.9. Requesting Company shall reimburse the Responding Company for lodging and will not pay for additional hotel-related expenses unless agreed to by the Requesting Company prior to the occurrence. Some examples of additional hotel-related expenses include phone calls made from rooms, room service, in-room movies, mini bar usage, etc.

5.3. Requesting Company - Procedures for Releasing Responding Companies

5.3.1. During emergencies impacting more than one member company simultaneously, each Requesting Company will develop a proposed "Release Schedule" 48-hours before releasing any contract or utility (members & non-member) crews. This release schedule will include: Names of utilities and contractors to be released, the numbers and specialty (distribution line, transmission line, vegetation, etc.) of workers from each utility and / or contractor being released, the on-site contact or the coordinator of the crews being released, and the date and approximate time the crews expect to be released.

5.3.2. During emergencies when Responding Company contract and / or utility resources are already deployed and working to provide restoration help to one member company and another member company (or companies) is impacted by another emergency, or, in the case of hurricanes, a second landfall of the storm, the company that obtained help first agrees to:

- NOT retain personnel solely to perform maintenance, street lighting work, or clean up type work and will aggressively work to release personnel.
- Immediately prepare a release schedule which includes details listed in paragraph 5.3.1 above, including projected release dates.
- Provide realistic estimated restoration times and release dates to the second Requesting Company (or companies). Since this could mean the difference in going days away or waiting on resources closer that may become available, it is essential that release dates be as accurate as possible. *Note: Should the emergency situation described above develop before a Responding Company personnel arrive at the initial restoration area, these resources will be reallocated to Requesting Companies in accordance with the provisions of Section 4.6 and paragraph 5.4.3 of these procedures and guidelines.*

5.3.3. In the emergency situation described in paragraph 5.3.2 above, the initial and secondarily impacted companies agree to:

- Immediately hold an "impacted companies" conference call to negotiate reallocation of the resources on the release schedule developed by the first impacted company as well as any other resources not already committed.
- Regarding personnel released by the first impacted company, secondary Requesting Companies will contact the resources (companies) allocated to them to determine if those persons will agree to re-deploy or be changed out (rotated) in accordance with paragraph 3.6.2.

5.3.4. In all emergency situations, the Requesting Company will make every effort to notify each Responding Company's mutual assistance contact 24-hours in advance of the anticipated final release of their utility personnel.

5.4. Requesting Company – Responsibility for Reimbursement of Expenses

5.4.1. Members understand and agree that the provision of emergency mutual assistance is a not-for-profit endeavor for Responding Companies. Therefore, the Requesting Company will reimburse all costs and expenses incurred by the Responding Company in the provision of the emergency assistance for the entire emergency assistance period as defined in section 3.6 above.

5.4.2. If Responding Company resources are released after mobilization but before being utilized, the Requesting Company will reimburse Responding Company for all incurred preparation and travel expenses including reasonable time required to prepare the equipment for return to normal activities after returning to their point of origin.

5.4.3. During emergencies impacting more than one member, Responding Company resources may be re-assigned either: en route to the Requesting Company; at an initial staging area before reaching the Requesting Company; or at the Responding Company's final staging area. Additionally, resources may be assigned to assist a second Requesting Company after completing work for the initial Requesting Company. *Note: In any of these instances, unless otherwise mutually agreed, the utility that receives the re-assigned Responding Company resources will be responsible for all Responding Company costs from the time of re-assignment.*

5.4.4. Requesting Company will reimburse members for expenses incurred in the provision and management of interim staging areas (i.e. labor and miscellaneous expenses provided by the host utility to operate the staging area, but not including any Responding Company crew costs). In emergencies involving more than one Requesting Company, staging costs will be shared by Requesting Companies on a prorated basis based on the resources committed to each entering (logged into) the staging site.

5.4.5. Provided proper supporting documentation is included, the Requesting Company should pay all (preliminary and final) invoice(s) from Responding Company within 60 calendar days after receipt of invoice(s).

6. Responding Company Responsibilities

6.1. Responding Company – Responsibilities Prior to Mobilization

6.1.1. To the extent possible, the Responding Company is expected to clearly communicate the degree of devastation and working conditions that their responding employees should expect to encounter upon arrival at the emergency restoration work area.

6.1.2. To facilitate communications, the Responding Company may opt to provide a single point of contact (Coordinator) to interact with the Requesting Company.

6.1.3. Responding Company will complete and forward the RESPONDING COMPANY INITIAL INFORMATION SHEET before departing their home location.

6.1.4. If requested, Responding Company will provide a copy of completed PERSONNEL LISTING FORM as soon as the information becomes available.

6.1.5. Responding Company's telecommunications personnel shall contact Requesting Company's telecommunications personnel and local FCC authorities to make any temporary telecommunications arrangements.

6.1.6. Prior to traveling, Responding Company will reach agreement with the Requesting Company regarding the provisions for Responding Company personnel to make personal long distance telephone calls during the emergency response period as described in paragraph 5.2.8 above. This agreement should preclude any telephone charges from any lodging facility by the Responding Company personnel, except in case of emergency local 911 calls.

6.1.7. Responding Company agrees not to load extra emergency stock on trucks unless specifically requested by the Requesting Company.

6.1.8. When Responding Company's available contractor resources have been allocated to a Requesting Company through the Joint Mobilization Conference Call procedures, the Responding Company will:

- Provide Requesting Company with contact information for their on-site contractors.
- Alert their contractors that their assistance has been requested and that they will be contacted by the Requesting Company.
- Give their contractors the Requesting Company contact information.

- Encourage their contractors to respond to the North Atlantic member's request for help with all contract crews being released from the Responding Company's work site.

6.2. Responding Company – Responsibilities During Emergency Assistance Period

6.2.1. Responding Company will handle all communication needs within their teams. This could include acquiring additional communications equipment, such as portable repeaters, to ensure continuous communication capabilities.

6.2.2. The Responding Company will be responsible for performing normal maintenance on their vehicles and equipment during the emergency assistance period and this work will be covered in their standard hourly/daily rates.

6.2.3. Responding Company will maintain daily records of time and expenses for personnel and equipment. This documentation will be provided with their preliminary invoice.

6.2.4. When the Requesting Company has provided specific guidance in advance that differs from that in paragraph 6.2.5, the Responding Company will maintain and furnish the requested documentation of expenses with their preliminary invoice.

6.2.5. Unless otherwise agreed prior to mobilization, members agree that Responding companies will maintain and furnish upon request receipts for all individual expenses / purchases made during the emergency assistance period in accordance with the IRS requirements in effect at the time assistance is requested.

6.3. Responding Company – Responsibilities End Of Emergency Assistance Period

6.3.1. Responding Company should submit their "preliminary invoice" to Requesting Company within 60 calendar days from date released by the Requesting Company. Responding Company will provide supporting documentation at the time the preliminary invoice is mailed. Requesting Utility should receive final invoice within 90 calendar days from invoice date of preliminary invoice.

6.3.2. Responding Companies agree to maintain auditable records of billed expenses for emergency mutual assistance sufficient to satisfy the legal / statutory requirements and obligations incumbent upon the Requesting Company.

7. Liability

7.1. Due to the compressed time frames associated with the rendering of mutual assistance, Members should ensure that liability, among other issues, be addressed in a timely manner; otherwise, the ability of one Member to respond to another could be impacted adversely, up to and including an inability to render any non-contractor assistance.

7.2. When rendering mutual assistance to one another and with specific regard to all liability for loss, damage, cost or expense, Members agree to follow Sections 11 and 12 of the "Suggested Governing Principles Covering Emergency Assistance Arrangements between Edison Electric Institute Member Companies," or an equivalent agreement executed by both Members prior to the formal start of the rendering mutual assistance.

7.3. EEI Member Companies

7.3.1. If both the Requesting and Responding Companies have signed the Edison Electric Institute Mutual Assistance Agreement, the "Suggested Governing Principles Covering Emergency Assistance Arrangements between Edison Electric Institute Member Companies" shall govern liability.

7.4. Non-EEI Member Companies

7.4.1. If either the Requesting or Responding Company have not signed the EEI Mutual Assistance Agreement, then the Responding Company may submit to the Requesting Company for execution a copy of the "North Atlantic Mutual Assistance Agreement" (see Appendix A). The terms "Responding Company" and Requesting Company" are used in this agreement in the same manner as in the "Suggested Governing Principles Covering Emergency Assistance Arrangements Between Edison Electric Institute Member Companies)."

7.4.2. Return of an executed copy of the "North Atlantic Mutual Assistance Agreement' by the Requesting Company to the Responding Company shall be construed as the formal start of the rendering of mutual assistance by all non-contractor resources. Both Members shall retain copies of the executed agreement for reference.

7.4.3. Use of an agreement other than the "North Atlantic Mutual Assistance Agreement" shall include a discussion on liabilities, among other items, and shall be agreed to and executed by both Members prior to the formal start of the rendering mutual assistance by all non-contractor resources. Both Members shall retain copies of the executed agreement for reference.

8. U.S / Canada Border Crossing

8.1. Purpose

8.1.1. As part of the Electric Sector effort to improve response and reduce delays, a procedure for crossing the US/Canada border has been documented.

8.1.2. The purpose of this procedure is to make Bi-National assistance during an event as expeditious as possible by preparing utilities workers deployed across the U.S./Canada border. The sharing of resource does not stop at the U.S. boundaries. During major events, U.S. companies need to be able to cross our northern border as effectively while maintaining the security of both Canada and the United States

8.2. Procedure Summary

8.2.1. It's important to have all information needed to cross the border completed in advance such as vehicle manifest, master roster, information from requesting company (letter of invite), and declaration, if one is available. This is all documented in the procedure. Effective pass through requires advance notice to the specific crossing prior to resources arriving to allow both Canadian and US Border Crossing to prepare.

8.2.2. While the procedure does not specifically state an amount of time in advance, this should be a minimum of 8 hours if not more. A courtesy call to either the US Customs and Border Protection Agency or the Canadian Boarder Services Agency is recommended to give advance notice and confirm expectations.

8.2.3. To reference the procedure please go to one of the following;

- EEI Website *(https://eei-restorepower.groupsite.com/main/summary)* Select Restore Power under the Resources tab. The Roster and Border Guidance files are located in the Other Documents section.
- All Hazards Consortium website (*http://www.ahcusa.org/*)
- U.S. Customs (*future link)*

9. Governance

9.1. Membership

9.1.1. Membership in the North Atlantic Mutual Assistance Group is comprised of those companies listed in Section 2.1

9.1.2. Membership will be open to investor owned utilities (IOU's), electrical cooperatives, and electric municipals provided such participation does not contradict or violate any internal, local, state or federal statutes or regulations.

9.1.3. Membership in the North Atlantic Mutual Assistance Group is free and members are not required to pay any dues or fees. The only financial obligation a member has is to incur the costs of hosting the semi-annual (spring or fall) North Atlantic Group meetings and reimburse responding companies for all expenses incurred when providing mutual assistance.

9.1.4. Prospective members seeking to join the North Atlantic Mutual Assistance Group must request admittance by contacting an active officer of the North Atlantic group. The prospective member may be asked to supply additional information and give a formal presentation to the group.

9.1.5. Prospective members to the North Atlantic Mutual Assistance Group must be approved for membership by a majority vote of the group.

9.1.6. All members will be required to sign the North Atlantic Mutual Assistance Group Statement of Understanding and Endorsement letter.

9.2. Officers

9.2.1. Officers shall not incur debt or costs on behalf of the committee or the North Atlantic Mutual Assistance Group and are not liable for the actions of committee members or member companies.

9.2.2. Member companies are always responsible for requesting mutual assistance to meet their requirements

ELECTED OFFICERS

9.2.3. Chair – The Chair for the North Atlantic Group is responsible for:

- Primary representative for the North Atlantic Group with Edison Electric Institute [EEI], Regional Mutual Assistance Groups [RMAGs] and other groups. Serve as a single point of contact and keep members informed.
- Conduct semi-annual (spring and fall) or other meetings
- Designate special working groups and committees

- Provide guidance and direction on North Atlantic Group Guidelines
- Serve as a Mentor and Subject Matter Expert for the Group
- Serve for a term of one (1) year.
- Develop spring and fall meeting agendas with the Vice Chair, Secretary, and designated host company.

9.2.4. Vice Chair – The Vice Chair for North Atlantic Group is responsible for:

- Assisting the North Atlantic Group Chair
- Secondary representative for the North Atlantic Group with Edison Electric Institute [EEI], Regional Mutual Assistance Groups [RMAGs] and other groups
- Leading special working groups or committees
- Develop spring and fall meeting agendas with the Chair, Secretary, and designated host company
- Serve as Mentor and Subject Matter Expert for the Group
- Serve for a term of one (1) year
- Succeed the North Atlantic Group Chair at the end of term.

9.2.5. Secretary – The Secretary for North Atlantic Group is responsible for:

- Maintain North Atlantic Group rosters and directories
- Maintain and distribute semi-annual (spring and fall) meeting minutes
- Maintain and distribute the Emergency Call spreadsheet used during Joint Mobilization Conference calls
- Maintain all North Atlantic Group documents
- Maintain the North Atlantic Group website
- Develop Spring & Fall Meeting Agendas with the Chair, Vice Chair and designated Host Company
- Assist the Chair and Vice Chair as requested or needed
- Serve for a one (1) year term.
- Succeed the North Atlantic Group Vice Chair at the end of term.

9.3. Elections and Voting

9.3.1. The North Atlantic Mutual Assistance group will generally come to agreement by consensus. When consensus is not possible or there is to be an election of officers the following rules shall apply.

- Each member company shall have one (1) vote.
- A simple majority will be sufficient for most actions, with a quorum consisting of one representative from at least one-half of the member companies.
- Any modifications of the *North Atlantic Mutual Assistance Guidelines* must be approved by ¾ of the member companies.
- Nominations for Secretary will be accepted prior to and during the Spring Meeting each year.
- Election of Secretary will occur every year at the Spring Meeting.

- If an officer vacates his/her position before fulfilling their one year term, automatic succession will occur and an election will be conducted at the next scheduled meeting to fill the Secretary position.
- If 2 or more officers vacate their positions before fulfilling their one year term, automatic succession will occur and an election will be conducted at the next scheduled meeting to fill the vacancies.
- Voting will be by voice vote. Secret ballot may be used upon a motion, seconded by a member company.
- Voting by e-mail is permissible. One vote per Member Company shall apply.

9.4. Meetings

9.4.1. The North Atlantic Group shall meet semi-annually in the spring and fall of each year.

9.4.2. Each North Atlantic member will take their turn hosting the semi-annual (spring and fall) meetings and the Host Company will rotate alphabetically.

9.4.3. The Host Company will be responsible for:

- Assist in developing the meeting agenda with the Chair, Vice Chair and Secretary including coordination with speakers and presenters
- Scheduling the dates and time for the meeting
- Coordinate lodging arrangements (i.e. reserve a block of rooms for a set time period) for overnight members
- Provide the networking dinner the night before the meeting
- Provide the meeting room and meals
- Provide audio visual equipment (i.e. laptop, projector, and white boards or equivalent)

9.4.4. At all meetings of the North Atlantic Mutual Assistance Group, “Roberts Rules of Order Newly Revised” shall be considered the authority in deciding all points of order and parliamentary law not defined by this guideline.

10. Document Revision History

Version	Prepared By	Summary of Changes	Date
1.0	Merger Team	Initial Guidelines created for the merger of MAMA, NEMAG, NYMAG	08/22/2013

Edison Electric Institute
Mutual Assistance Agreement

Edison Electric Institute ("EEI") member companies have established and implemented an effective system whereby member companies may receive and provide assistance in the form of personnel and equipment to aid in restoring and/or maintaining 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 ("Emergency Assistance"). This Mutual Assistance Agreement sets forth the terms and conditions to which the undersigned EEI member company ("Participating Company") agrees to be bound on all occasions that it requests and receives ("Requesting Company") or provides ("Responding Company") Emergency Assistance from or to another Participating Company who has also signed the EEI Mutual Assistance Agreement; provided, however, that if a Requesting Company and one or more Responding Companies are parties to another mutual assistance agreement at the time of the Emergency Assistance is requested, such other mutual assistance agreement shall govern the Emergency Assistance among those Participating Companies.

In consideration of the foregoing, the Participating Company hereby agrees as follows:

(1) When providing Emergency Assistance to or receiving Emergency Assistance from another Participating Company, the Participating Company will adhere to the written principles developed by EEI members to govern Emergency Assistance arrangements among member companies ("EEI Principles"), that are in effect as of the date of a specific request for Emergency Assistance, unless otherwise agreed to in writing by each Participating Company.

(2) With respect to each Emergency Assistance event, Requesting Companies agree that they will reimburse Responding Companies for all costs and expenses incurred by Responding Companies in providing Emergency Assistance as provided under the EEI Principles, unless otherwise agreed to in writing by each Participating Company; provided, however, that Responding Companies must maintain auditable records in a manner consistent with the EEI Principles.

(3) During each Emergency Assistance event, the conduct of the Requesting Companies and the Responding Companies shall be subject to the liability and indemnification provisions set forth in the EEI Principles.

(4) A Participating Company may withdraw from this Agreement at any time. In such an event, the company should provide written notice to EEI's Director of Security of Transmission and Distribution Operations.

(5) EEI's Director of Security of Transmission and Distribution Operations shall maintain a list of each Participating Company which shall be posted on the RestorePower web site at www.restorepower.com. However, a Participating Company may request a copy of the signed Mutual Assistance Agreement of another Participating Company prior to providing or receiving Emergency Assistance.

Orange & Rockland Utilities, Inc.
Company Name

James W. Tarpey
Signature

Officer Name: James W. Tarpey
Title: V.P., Operations
Date: 7/21/05

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Consolidated Edison Company of New York
Company Name

Louis L. Rana
Signature

Officer Name: Louis L. Rana
Title: Senior Vice President - Electric Operations
Date: July 7, 2005

SUGGESTED GOVERNING PRINCIPLES COVERING EMERGENCY ASSISTANCE ARRANGEMENTS BETWEEN EDISON ELECTRIC INSTITUTE MEMBER COMPANIES

Electric companies have occasion to call upon other companies for emergency assistance in the form of personnel or equipment to aid in maintaining or restoring electric utility service when such service has been disrupted by acts of the elements, equipment malfunctions, accidents, sabotage or any other occurrences where the parties deem emergency assistance to be necessary or advisable. While it is acknowledged that a company is not under any obligation to furnish such emergency assistance, experience indicates that companies are willing to furnish such assistance when personnel or equipment are available.

In the absence of a continuing formal contract between a company requesting emergency assistance ("Requesting Company") and a company willing to furnish such assistance ("Responding Company"), the following principles are suggested as the basis for a contract governing emergency assistance to be established at the time such assistance is requested:

1. The emergency assistance period shall commence when personnel and/or equipment expenses are initially incurred by the Responding Company in response to the Requesting Company's needs. (This would include any request for the Responding Company to prepare its employees and/or equipment for transport to the Requesting Company's location but to await further instructions before departing). The emergency assistance period shall terminate when such employees and/or equipment have returned to the Responding Company, and shall include any mandated DOT rest time resulting from the assistance provided and reasonable time required to prepare the equipment for return to normal activities (e.g. cleaning off trucks, restocking minor materials, etc.).

2. To the extent possible, the companies should reach a mutual understanding and agreement in advance on the anticipated length – in general – of the emergency assistance period. For extended assistance periods, the companies should agree on the process for replacing or providing extra rest for the Responding Company's employees. It is understood and agreed that if; in the Responding Company's judgment such action becomes necessary the decision to terminate the assistance and recall employees, contractors, and equipment lies solely with the Responding Company. The Requesting Company will take the necessary action to return such employees, contractors, and equipment promptly.

3. Employees of Responding Company shall at all times during the emergency assistance period continue to be employees of Responding Company and shall not be deemed employees of Requesting Company for any purpose. Responding Company shall be an independent Contractor of Requesting Company and wages, hours and other terms and conditions of employment of Responding Company shall remain applicable to its employees during the emergency assistance period.

4. Responding Company shall make available at least one supervisor in addition to crew foremen. All instructions for work to be done by Responding Company's crews shall be given by Requesting Company to Responding Company's supervisor(s); or, when

Responding Company's crews are to work in widely separate areas, to such of Responding Company's foremen as may be designated for the purpose by Responding Company's supervisor(s).

5. Unless otherwise agreed by the companies, Requesting Company shall be responsible for supplying and/or coordinating support functions such as lodging, meals, materials, etc. As an exception to this, the Responding Company shall normally be responsible for arranging lodging and meals en route to the Receiving Company and for the return trip home. The cost for these in transit expenses will be covered by the requesting company.

6. Responding Company's safety rules shall apply to all work done by their employees. Unless mutually agreed otherwise, the Requesting Company's switching and tagging rules should be followed to ensure consistent and safe operation. Any questions or concerns arising about any safety rules and/or procedures should be brought to the proper level of management for prompt resolution between management of the Requesting and Responding Companies.

7. All time sheets and work records pertaining to Responding Company's employees furnishing emergency assistance shall be kept by Responding Company.

8. Requesting Company shall indicate to Responding Company the type and size of trucks and other equipment desired as well as the number of job function of employees requested but the extent to which Responding Company makes available such equipment and employees shall be at Responding Company's sole discretion.

9. Requesting Company shall reimburse Responding Company for all costs and expenses incurred by Responding Company as a result of furnishing emergency assistance. Responding Company shall furnish documentation of expenses to Requesting Company. Such costs and expenses shall include, but not be limited to, the following:

   a. Employees' wages and salaries for paid time spent in Requesting Company's service area and paid time during travel to and from such service area, plus Responding Company's standard payable additives to cover all employee benefits and allowances for vacation, sick leave and holiday pay and social and retirement benefits, all payroll taxes, workmen's compensation, employer's liability insurance and other contingencies and benefits imposed by applicable law or regulation.

   b. Employee travel and living expenses (meals, lodging and reasonable incidentals).

   c. Replacement cost of materials and supplies expended or furnished.

   d. Repair or replacement cost of equipment damaged or lost.

   e. Charges, at rates internally used by Responding Company, for the use of transportation equipment and other equipment requested.

f. Administrative and general costs, which are properly allocable to the emergency assistance to the extent such costs, are not chargeable pursuant to the foregoing subsections.

10. Requesting Company shall pay all costs and expenses of Responding Company within sixty days after receiving an invoice therefor.

11. Requesting Company shall indemnify, hold harmless and defend the Responding Company from and against any and all liability for loss, damage, cost or expense which Responding Company may incur by reason of bodily injury, including death, to any person or persons or by reason of damage to or destruction of any property, including the loss of use thereof, which result from furnishing emergency assistance and whether or not due in whole or in part to any act, omission, or negligence of Responding Company except to the extent that such death or injury to person, or damage to property, is caused by the willful or wanton misconduct and / or gross negligence of the Responding Company. Where payments are made by the Responding Company under a workmen's compensation or disability benefits law or any similar law for bodily injury or death resulting from furnishing emergency assistance, Requesting Company shall reimburse the Responding Company for such payments, except to the extent that such bodily injury or death is caused by the willful or wanton misconduct and / or gross negligence of the Responding Company..

12. In the event any claim or demand is made or suit or action is filed against Responding Company alleging liability for which Requesting Company shall indemnify and hold harmless Responding Company under paragraph (11) above, Responding Company shall promptly notify Requesting Company thereof, and Requesting Company, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it in its sole discretion deems necessary or prudent. Responding Company shall cooperate with Requesting Company's reasonable efforts to investigate, defend and settle the claim or lawsuit.

13 Non-affected companies should consider the release of contractors during restoration activities. The non-affected company shall supply the requesting companies with contact information of the contactors (this may be simply supplying the contractors name). The contractors will negotiate directly with requesting companies.

Last update September 2005

- Section 11 and 12 updated

National Guard Capabilities and Power Restoration Roles

National Guard forces can provide logistics, transportation, communication assistance, and general purpose capability to areas identified by the New York State OEM to supplement electric company emergency response to expedite power restoration and mitigate suffering during the initial response to an incident. If National Guard resources are deemed necessary, the following are the roles that they could fulfill:

Potential National Guard Emergency Support Roles:

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

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

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

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

Requesting National Guard Support

If determination is made that National Guard support is necessary, a request shall be submitted to Con Edison Emergency Preparedness’ Liaison. Requisite information includes nature of support needed (e.g., wire guarding, flagging, high-axle transport), number of personnel needed, location(s) where support is

needed, requested start date, and expected duration of support. Emergency Preparedness will review the request and determine if other options such as mutual assistance, contractors, or internal staffing are viable. If other options are not adequate, the Emergency Preparedness Liaison (or, if activated, the Con Edison Liaison assigned to NYS OEM) will submit the request for New York State National Guard support to the Department of Public Service Emergency Manager. Requests from all the electric utilities will be coordinated and forwarded to the NYS Power Restoration Working Group[1] for processing.

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

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

Deployment and On-Boarding

All National Guard personnel are deployed with general rules of engagement for civilian population.

Utility will provide National Guard personnel with any PPE required to perform a particular job that is not part of their standard-issue PPE.

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

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

Utility will work with National Guard's local leadership to create job sheets, which will be provided to National Guard personnel. The job sheets contain essential information such as contact names, phone numbers, addresses, safety instructions, and job instructions.

Additional details for utilizing the National Guard for restoration support are provided in the "Emergency Preparedness National Guard Support Program" procedure.

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

Orange & Rockland

ORANGE AND ROCKLAND UTILITIES, INC.

Response and Recovery Guide

Joint Use

PURPOSE

This Guide applies to personnel supporting a declared event (typically a Serious or greater)[1]. The Joint Use department is responsible for the following functions:

1. Sharing information with the System Emergency Restoration Team (SERT) Branch and prioritizing restoration efforts relative to utility critical infrastructure that is out of service;
2. Coordinating with the appropriate telephone company to set poles; and
3. Notifying the various telephone and cable companies of downed communication wires.

1.0 Joint Use Process Elements

1.1 Pre-Event Planning

Based on notification by the Incident Commander and/or Operations Section Chief of an anticipated event, the System Emergency Restoration Team (SERT) Branch Director(s) will begin pre-planning for Joint Use activation. This includes requesting that the Joint Use manager(s) identify the appropriate cable and telephone companies, including land line, fiber and wireless companies and verify contact names and numbers within the various companies that may mobilize and assist during the event. The O&R Joint Use manager and the Joint Use managers of the telephone companies will establish the communication process within their companies to coordinate setting poles with O&R (cable, fiber and wireless companies do not set poles). The O&R Joint Use manager and the Joint Use managers of the cable and telephone companies, including land line, fiber and wireless companies will establish the communication process within their companies for sharing information regarding downed wires, to assist each company with restoration efforts.

[1] Electric ERP Section 2.10

1.2 Event Declaration

Upon notification by the Incident Commander and/or Operations Section Chief that a contingency event is declared, the Joint Use manager(s) will execute the plan as developed in the pre-planning stage.

The SERT Branch Director(s) will make the necessary notifications to the Joint Use manager(s) for mobilization.

During a Serious 2C event or greater, the Joint Use department will invite neighboring telecommunications utilities to co-locate within the company EOC (or other company facility) in order to interface EOC staff through their assigned Joint Use representative (who may be the Joint Use Manager)[2]. The Joint Use Manager, or representative, will be the point of contact and will coordinate with telecommunications and cable utilities.

1.3 Pre-Deployment

Upon notification from the SERT Branch Director, the Joint Use manager(s) will begin the pre-deployment process by:

- Contacting the appropriate telephone and cable companies and establishing the point of contact within each company.
- Obtaining the name and contact information of the telephone and/or cable company representative(s) that will be reporting to an O&R location.
- Prior to dispatching telephone company crews, the Joint Use department will receive confirmation from the SERT Work Planner that the area has been confirmed by a qualified individual as being safe for non-Company crews to perform work.
- O&R will share information with the appropriate telephone, cable and wireless companies regarding downed wires, critical infrastructure locations, critical customer locations and estimated time of restoration for affected areas.
- O&R Joint Use manager will update O&R's Outage Management System (OMS) to escalate and track information received from the telephone,

[2] Electric ERP Section 2.10; Case 19-M-0285, In the Matter of Utility Preparation and Response to Power Outages During the March 2018 Winter and Spring Storms, issued April 18, 2019.

cable and wireless companies regarding downed wires, critical infrastructure and critical customer locations.

1.4 Deployment – Setting Poles

Subsequent to a contingency event, the Joint Use and telephone company manager(s) will assign locations to set poles as follows:

- In areas that have been made safe by Company crews.
- Largest customer count areas within the vicinity of telephone company crews.
- Confirm size of the pole to install.
    - Crew shall set pole in same location (spot set).
- Report to SERT contact that the pole is set.
- Receives next work location.

1.5 Deployment – Downed telecommunication and cable wire notification

- Joint Use manager shall use O&R's OMS to identify locations where the downed wires have been deemed telecommunication and cable wires.

- The Joint Use manager shall communicate the information to the appropriate telephone and/or cable companies via e-mail or telephone.

- The Joint Use manager shall maintain a log of the information shared during the event.

1.6 Demobilization

- The SERT Branch Directorand/or SERT Work Planner will notify the Joint Use manager(s) when and to what degree demobilization will occur.
- The Joint Use manager(s) will commence the transition of staff to normal operations by informing the O&R, telephone and cable company representatives.
- The Joint Use manager(s) will commence the transition to normal operations by:
    - Demobilizing of on duty personnel, as appropriate and advising personnel scheduled for subsequent shifts, that they will not be required, that they should not report for Joint Use duty.
    - Update OMS with all locations where poles have been set.
    - The Joint Use manager(s) will provide a final summary report of the recovery activities and status including all documentation

and checklists to the appropriate Company personnel as warranted.

1.7 Primary Joint Use Functional Roles

The Company Joint Use manager(s) has the following responsibilities:

- Coordinate and establish point of contact with the appropriate telephone and cable companies.
- Determine Joint Use Storm Plan staffing requirements.
- Establish the logistical (space and equipment) location for work coordination.
- Establish open communication with the SERT Work Planner and/or Operations Chief.
- Provide SERT Work Planner with all necessary reporting information.
- Maintain a log of all information shared with the telecommunication and cable companies regarding downed wires.

2.0 Training

- All Company personnel required to update OMS will receive initial training and refresher training as warranted.
- All personnel, both Company and telephone company field personnel will receive a Job Briefing/Safety Talk prior to deploying for an event, as necessary.
- Joint Use personnel will participate in corporate and/or individual function drills as required.
- The company will exercise the communications and pole installation process as part of its annual exercise

3.0 Responsibility

- The Joint Use Manager is responsible for the implementation of this guide and its corresponding section in the Electric Emergency Response Plan (ERP).
- Annually, the Joint Use manager(s) will review and update this Guide and the corresponding sections within the ERP with any necessary changes.
- The Joint Use manager(s) will advise and provide the SERT Branch Director with any revisions made to the plan.

4.0 Appendices

Appendix 1 - Company Personnel Contact Information
Appendix 2 - Cable and Telephone Company Contact Information
Appendix 3 - Electric Distribution Standards - General Setting Depth of Poles

Appendix 1 - Work Locations & Company Personnel Contact Information

Joint Use Managers: Available on Storm Central
Lead Coordinator: Available on Storm Central

Work location(s) will be determined during the event

Appendix 2 – Telephone, Cable and Wireless Company Contact Information

Confidential Information – Available on Storm Central

Appendix 3 - Electric Distribution Standards - General Setting Depth of Poles



C-01-002.pdf

O&R Storm Staffing Matrix (minimum staffing levels) - Revised 12/2021

(over a 24 operational period; numbers shown reflect FTEs)

O&R Storm Classifications

Storm Category/ICS Classification		Typical Weather Conditions & System Impact	Projected Outage Jobs* *Per the Overhead Impact Model from the Weather Risk Assessment	Projected # Of Customers Out of Service	Proposed Global Restoration Range (Days)	Operations Section: System Emergency Restoration Team (SERT) Branch: Administrative Positions *	Internal Line FTEs	External Line FTEs*	Service Restoration FTEs*	Tree FTEs*	Site Safety Branch: Administrative Positions	Site Safety (Wire Guards)	Priority Response Group (PRG) Branch: Administrative Positions	PRG Line FTEs*	PRG Tree FTEs*	Planning Section: Damage Assessment Unit: Damage Assessment Administrative Positions* (e.g., Coordinators, Clerks)	Damage Assessors* (1 or 2-person crew)	OMS/NRG Support-Unit	Restoration Analysis Unit	ETR/IAP Unit	Command Staff (i.e., Officers): Customer Operations: Special Response Team (SRT) Unit	Customer Assistance Unit (i.e., CSR's)	Information: Environmental, Health & Safety (EH&S) Unit	Corporate Communications Unit	Public Information Unit	Storm Communications Quality Control Unit	Liaison: Regional & Community Affairs Unit	Community Response Team (CRT) Unit	Logistics Section: Transportation	Telecommunications	Technology Support*	Stores Operations *	Facilities	Lodging/Meals *	Procurement	Corporate Security *	Finance/Admin Section: Human Resources	Finance/Admin Section Support (inclusive of Section Chief)
1 – Upgraded (Locally assigned crewing and contractors)	1	• Isolated severe thunderstorms • Peak sustained winds greater than 25 mph • Peak wind gusts greater than 35 mph • Light damage to electric distribution system	40 – 80	4,000 - 8,000	0.5 - 1.5	6-12	60	As Needed	As Needed	10	4	12	1	As Needed	As Needed	As Needed	As Needed	2	2	1	8	7	1	2	2	1	3	As Needed	4	s neede	As Needed	2	As Needed	1	As Needed	6	As Needed	As Needed
2 - Serious (O&R internal resources and contractors)	2A	• Scattered to widespread severe thunderstorms • Peak sustained winds greater than 35 mph • Peak wind gusts greater than 40 mph • Localized heavy to moderate damage to electric distribution system	80 - 120	8000 - 12,000	1 - 2	10-17	80	As Needed	As Needed	10	4	16	1	As Needed	As Needed	3	12	4	4	1	8	9	1	2	2	2	4	As Needed	6	1	2	2	2	1	As Needed	6	As Needed	1
	2B		120 - 160	12,000 - 17,000	1.5 - 2.5	13-23	80	30	As Needed	20	6	24	1	As Needed	As Needed	4	20	4	4	2	10	13	1	2	2	2	5	As Needed	6	4	2	2	2	1	As Needed	6	As Needed	1
	2C		160 - 200	17,000 - 22,000	2 - 3	17-27	80	54	20	32	8	32	2	As Needed	As Needed	4	25	4	6	2	12	17	3	5	4	2	6	8	8	8	2	2	2	1	As Needed	7	As Needed	2
3 – Serious (All O&R resources and localized Mutual Assistance)	3A	• Widespread severe thunderstorms • Heavy rainfall with strong winds ,Tropical Depressions • Peak sustained winds greater than 40 mph • Peak wind gusts greater than 45 mph • Moderate to heavy damage to electric distribution system	200 - 240	22,000 - 26,000	2.5 - 3.5	23-38	80	60	20	40	16	104	20	10	6	7	40	8	8	4	15	26*	5	5	4	4	7	16	10	8	4	4	4	6	1	9	3	2
	3B		240 - 280	26,000 - 30,000	3 - 4	37-53	80	70	20	50	24	144	21	16	10	8	50	8	8	4	20	35*	5	5	4	4	7	24	10	10	4	4	4	6	1	16	3	3
	3C		280 - 330	30,000 - 45,000	3.5 - 4.5	45-63	80	100	30	60	30	164	30	20	12	9	60	8	8	5	20	43*	5	5	4	4	7	30	12	10	4	4	4	6	1	25	3	3
4 – Full Scale (All O&R resources and extensive Mutual Assistance Resources)	4A	• Heavy rainfall with strong winds, (Tropical Storms) • Extreme weather events • Peak sustained winds greater than 45 mph • Peak wind gusts greater than 50 mph • Greater than 25% damage to electric distribution system	330 - 1100	45,000 - 75,000	4 - 5	60-81	80	140	30	80	30	214	30	30	14	11	80	12	12	7	20	52*	9	5	4	4	7	40	12	12	4	6	6	8	1	25	5	4
	4B		1100 - 1800	75,000 - 100,000	5 - 7	77-96	80	160	50	100	30	239	33	40	20	13	100	12	12	7	25	69*	9	5	4	4	7	44	14	12	4	8	6	10	1	30	5	4
	4C		1800 - 2500	100,000 - 125,000	6 - 8	81-111	80	180	90	120	32	264	36	50	30	16	125	16	12	7	26	87*	10	5	4	4	7	46	14	14	6	12	8	10	1	35	5	4
5 - Full Scale (All O&R resources and extensive Mutual Assistance Resources)	5	• Extreme weather events (Tropical Storms, Ice) • Peak sustained winds greater than 50 mph • Peak wind gusts greater than 55 mph • >50% damage to electric distribution system • Limited mobility due to damaged infrastructure	2500 - 3300	125K - 175K	7 - 10	130-166	80	460	120	200	34	364	36	54	34	18	150	16	16	8	36	152*	15	5	4	6	7	56	16	15	6	16	10	10	1	35	5	4
Disaster Response (All company and contractor resources; extensive mutual assistance)	6	• Catastrophic weather events, (Heavy Wet Snow, Severe Icing) • Hurricanes 1-5 • >75% damage to electric distribution system • Limited communications & mobility due to infrastructure damage • Potential casualties	> 3,300	>175,000	9 - 12	160-206	80	580	140	200	36	464	40	60	40	23	200	16	16	8	38	260*	15	5	4	6	7	60	16	15	6	20	12	15	1	40	5	4

Other Weather Considerations

- Storm stalls over the operating area
- Heavy rain and/or saturated soil conditions
- Wet snow with foliage
- More than ¼ inch of ice with wind and foliage
- More than a ½ inch of ice
- Full foliage exists
- On-going restoration activities from recent/prior storms

Weather Notes - Customers affected and restoration times can be impacted by many external conditions including but not limited to: storm stalling over service territory; heavy rain for more than 8 hours and/or saturated soil conditions; 3 inches heavy, wet snow with wind

*** Staffing Notes: Staffing levels in these functions use contractors or can be supplemented by CECONY or the NAMAG (for external Mutual Assistance). Generally this is the case in Category 3 or greater events.**

"As Needed" = Staffing decisions are evaluated on a case by case basis and are dependent upon conditions and seasonal considerations. The Storm Officer, Incident Commander or Operations Section Chief has full discretion in requesting the mobilization of a function and/or increasing the minimum staffing levels at any time and regardless of declared ICS category.

Priority Response Group (PRG)

Orange & Rockland

ORANGE AND ROCKLAND UTILITIES, INC.

Response and Recovery Guide

Reports To: Operations Section Chief

Mobilization: Per the Storm Classification and Staffing Matrix

Staffing: See Storm Classification Matrix here.

Shifts: Twelve-Hour rotations commencing at mobilization

OVERVIEW:

The Priority Response Group (PRG) Functions:

PRG is responsible for 2 main functions:

1. Function 1: Handling Road Clearing Incidents
2. Function 2: Priority Restoration for critical facilities

PRG will operate in a centralized or decentralized environment as required. The PRG will utilize OMS to manage their incidents. ETRs for these incidents reflect the Company's established timelines for incident restoration.

Scheduling Crews:

Crews will be scheduled by the PRG Branch Director or designee on a daily basis according to their shifts. All crews will call in directly to PRG at the commencement of their shift for dispatch instructions. Crews may be dispatched sequentially to incidents or assigned to work directly with a State, County or Municipal representative on incident lists provided by the governmental entity to PRG. Regardless of the manner of dispatch, each crew will call into PRG after closing out each incident in order to report on the nature of the work completed.

PRG Staff will handle all incoming and outgoing calls with the PRG Damage Assessors and the municipal crews ensuring timely completion of work assignments. Work assignments will be scheduled in advance and will be available at any time an inbound or outbound crew contact is made. The team leads will attend storm meetings, speak with community officials as needed, resolve difficult/conflicting internal and external issues, review statistics, review reports and maintain ongoing coordination with interfacing departments.

As noted above, should conditions warrant, PRG Staff will assign Damage Assessors and municipal crews directly to State, County and Municipal representatives and crews will work directly with these representatives. PRG Branch Director or designee, will be responsible for rotating Damage Assessors, tree crews and municipal crews between State, County and Municipal governments depending on the scope and priority of reported road clearing incidents.

Public safety will be the number one priority in making such assignments. Other criteria used to evaluate priorities include: (i) access to necessary facilities such as hospitals, fire stations, police stations and other emergency facilities impacted by the road closures; (ii) main roads and access ways versus side streets (iii) the number of customers impacted by the road closures; and (iv) alternative routes available to impacted customers, in accordance with the Priorities Restoration Matrix.

Staffing:

PRG will be equipped with line crews, tree crews and damage assessors to effectively respond to municipal requests. For staffing, please see the Storm Classification Matrix here."

PRG Damage Assessors will be used to verify damage assessment, coordinate tree/overhead/municipal crew work, communicate with the PRG Branch Director or designee, and coordinate work with the municipal crews to ensure crews are working on priority road clearing incidents. Damage Assessors will be assigned work by the PRG Branch Director or designee, and will call- in with the results of each investigation. The results of the investigation will be recorded on the incident within OMS. Work will be prioritized and assigned to the closest tree or line crew when crews become available. Work schedules will be visible to all team members throughout the event . The schedule will display a list of prioritized work for each crew based on the geographic work area. Incidents will be dispatched from OMS and reported back by the crew for accurate updating of OMS.

Communication: As information is entered into OMS as outlined above, the PRG Branch Director or designee will continuously review the data by sorting information based on town and call type (downed wires, blocked roads, trees down with wires, etc.). Coordination with all areas reporting incidents will be ongoing throughout the event in order to validate that complete and accurate information is provided. Once work is completed in the field, the OMS will be updated to reflect the time of completion and the nature of the work completed. At a minimum, reporting data will be available by type of work, by municipality, time off/time on, and total workload by day. PRG Branch Director or designee will be responsible for making follow-up phone calls and/or an email when work is completed, including notification to Regional and Community Affairs (RCA) and State, County and Municipal contact, as requested and for reporting. Crews will be responsible for posting the appropriate signage at a site as well.

OMS Coordination: PRG Staff will be responsible for managing incidents in OMS. In addition, PRG Branch Director or designee, will maintain communications with an assigned contact in the Control Center to address unique or emergency situations. OMS will be updated with comments as needed and will note incidents when PRG work is complete.

FUNCTION 1: HANDLING ROAD CLEARING INCIDENTS

PURPOSE:

The primary objective is public safety and includes the removal of downed power lines and creating passable roads. The Priority Response Group (PRG) shall dispatch a predefined number of damage assessment personnel, as warranted by the scope of nature and scope of the storm, followed by overhead line crews and tree crews within a geographic area to remove downed power lines blocking roadways or otherwise creating a public hazard. Crews shall: (i) de-energize lines in broken or fallen trees which are blocking roadways; (ii) de-energize lines which are blocking vehicular traffic or which are resting on vehicles or structures on or near roadways; (iii) de-energize and remove lines from roadways and areas of high pedestrian traffic.

Communication s with municipalities throughout the service territory have been conducted to explain and discuss the PRG process. As a result of these meetings, the PRG has captured and compiled municipal contact information which will be used to exchange priority information requests and updates during a significant weather event. Training of internal PRG resources has been completed and will continue annually on an ongoing basis. PRG will continue to work with Operations to review the PRG process and provide periodic training updates as needed.

Prioritization of Hazards:

- Removal of downed live wires in public thoroughfares accessible by pedestrians or traffic;
- Allocate resources based on immediate municipal requirements and priority restoration matrix;
- Clearing/de-energized wires in primary roadways with priority given to state and county highways followed by municipal roads and streets. Clearing/de-energizing wires in secondary roadways dictated by municipality or per the restoration priority matrix;
- Facilitate emergency tree removal for the purpose of opening roads; and
- Facilitate make safe conditions to enable municipalities to remove trees and open roads.

APPLICATION

Preparation:

The PRG function will mobilize in accordance with the Storm Classification and Staffing Matrix. This function will be staffed with at least one staff member acting in a standby capacity to support the System Emergency Restoration Team (SERT). PRG Branch Director or designee, will actively monitor OMS and coordinate with SERT leaders to determine the extent municipal road clearing requests are received. In the event municipal road clearings can no longer be managed effectively, or as a result of mounting electric emergencies, the SERT leaders will release crews to PRG to complete municipal road clearings. The number of crews released to PRG will be based on the Storm Classification and Staffing Matrix. Additional PRG team members will be mobilized to assist with crew management, information tracking and municipal work coordination.

In preparation for a forecasted major storm event, the PRG Branch Director or designee, will contact the representatives of State, County and Municipal highway or public works departments, via email to assure the availability of a representative for the duration of the storm and to notify them of the Company's plan for public safety and road clearing during the event. All representatives will be provided the PRG reporting form for reporting road clearing incidents, as well as a link to the automated form during the event, in addition to contact numbers. The SERT will notify PRG of the crews to be assigned to the PRG for the event, the schedules for the crews, and contact information for each crew. Any changes to the crew schedule will be discussed with PRG prior to the crew's next shift. Upon OEM request, PRG will provide the crew schedule and work plan to the requesting entity.

Reporting and Tracking:

Road Clearing incidents may be reported via telephone calls or electronic email form directly from municipalities and highway departments to the PRG; calls from police and fire departments to the Emergency Police and Fire Group (including 911 calls); or contact with the RCA Group . Municipalities will be encouraged to use the electronic form. If a municipality does not have access to the electronic form, a RCA or PRG member will complete the electronic form. PRG Staff will generate an OMS incident based on the information received from the municipalities

All lists will be prioritized by the reporting entity. Reporting may include use of Geographic Information Systems sponsored by governmental entities. Company resources that will have access to OMS include PRG, RCA, Control Center, and the Emergency PD/FD Group.

The required information for accurate tracking which shall include: (i) the reporting entity, including phone number and contact name; (ii) the location of the incident, including if available, the circuit, the pole number and the cross streets; (iii) the nature of the road clearing incident; (iv) the time the incident is reported, assigned and cleared; and (v) the priority assigned to the incident.

All reported incidents will be entered into OMS and specifically identified as a road clearing incident. Road clearing incidents will not be combined in OMS with other incidents and outages. As PRG assigns work to the damage assessors and/or crews, OMS will be updated with the damage assessment, crew assigned and nature of work. As assignments are completed, OMS will be updated to include the nature of work completed. If work is not completed, a detailed explanation of the situation will be included in OMS. Information on road closures in Rockland County is available on the Rockland County OEM GIS, which may be used by PRG to assist in scheduling crews and tracking road clearing activities. Periodic communications will be provided to each municipality indicating roads that have been cleared throughout the event.

Demobilization:

When all priority road clearing incidents have been addressed, the PRG will demobilize for road clearing purposes and crews will be released back to Operations. The decision to demobilize PRG for road closure purposes will be made in conjunction with the Operations Section Chief or designee and PRG Branch Director or designee. The PRG will transition from road clearing to critical customer monitoring as needed for the event. If required, PRG resources will report to their secondary storm assignments, as applicable.

Appendices:

Appendix 1: PRG Function 1 Pre-Event Checklist

- ❑ Determine if PRG will be activated
- ❑ Notify resources of mobilization
- ❑ Coordinate contractor staffing and administration needs with Human Resources, if required
- ❑ Complete staffing schedule
- ❑ Test PRG SharePoint application and email folder
- ❑ Identify crews assigned to PRG, shifts assigned and cell phone numbers
- ❑ Identify tree crews assigned
- ❑ Create work groups which include PRG, tree crews and line crews
- ❑ Coordinate contact with State, County and Municipal representatives to notify of PRG mobilization, as needed

Appendix 2: PRG Function 1 Post Event Checklist

- ❑ Provide Operations Section Chief with demobilization plan
- ❑ Complete final NYSPSC Critical Customer report
- ❑ Assign crews back to operations

- ❑ Complete all required storm documentation
- ❑ Identify any outstanding issues requiring follow-up
- ❑ Complete all required customer communications

Appendix 3: Function 1 Priority Response Group Team Roster

Director, New Business Services - Lead Branch Director - PRG Primary - Flood Cut Secondary

Director, New Business Services – Lead Branch Director - PRG Primary - Priority Customers Secondary

Alternate Lead Branch Directors – Qualified and Designated

Priority Response Group Team

The Priority Response Group will consist of the Major Account Engineers and additionally supported by the New Business, Energy Services, Utility of the Future, and additional staff if needed, assigned by Human Resources/Emergency Preparedness to perform secondary and primary assignments of Damage Assessment, Priority Customers, Flood Cut and data entry.

FUNCTION 2 - CRITICAL FACILITIES MONITORING FOR RESTORATION EFFORTS

PURPOSE:

The secondary objective of the PRG is to monitor and provide information regarding outage incidents at critical facilities. This includes maintaining the primary point of contact for critical/priority customers throughout the event to facilitate ongoing information exchange. As customers, municipal liaisons and County OEMs report outages ; PRG will review the OMS system and contact priority customers as needed.

The Regional and Community Affairs and New Business departments will invite County officials to meet semi-annually, at a minimum, to review their identified County-level critical facilities and critical roads as well as circuit maps. All modifications to critical facilities and roads (additions, deletions) will be captured and incorporated into revised lists and provided back to the County.

During a major storm event (ICS Classification: Serious 3A and above), the PRG will coordinate with County and Local officials, on a structured time schedule, to solicit their input of critical facility priorities. County and Local officials will be asked to provide their input by 6:00 PM for potential inclusion into the next day's work packages. When the PRG is not mobilized and a

RCA representative is deployed, the RCA representative will communicate critical facility priorities to the RCA Command Center.

The process of coordinating with county officials on the prioritization of critical facility restoration during a major storm event will be incorporated into future exercises (i.e., the annual exercise as stated in Section 2.2 of the ERP).

Prioritization of Restorations:

Critical facility customer restorations will be prioritized based on the priority restoration matrix:

- Critical Facility Level 1 is critical to public health and safety. Critical Facilities Include:
  - Hospitals and Emergency Medical Facilities
  - Emergency Shelters and Cooling Centers
  - Fire, Police, Paramedics, and Rescue Facilities
  - Emergency Management Offices
  - Water and Wastewater Facilities
  - Critical Utility and Communications Facilities
  - Fuel Transfer and Fuel Loading Facilities (ports)
  - Mass Transit (tunnels, bridges, ferry terminals, major rail facilities)
  - Airports
  - Military Bases
  - Critical Flood Control Structures
- Critical Facility Level 2 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. Include:
  - Nursing Homes and Dialysis Centers
  - Facilities to support other critical government functions
  - Prisons and Correctional Facilities
  - Communications (radio, TV, etc.)
- Critical Facility Level 3 These facilities provide public services but are considered to some extent less critical than Level 2 by government agencies.
  - 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 (as identified by the County); and
  - Any other facilities identified as being of special concern given the circumstances associated with a particular event.

APPLICATION

Preparation:

In preparation for a forecasted major storm event, the PRG will contact its critical facility customers by one of the following means: (i) an automated phone call; (ii) a direct phone call; (iii) an e-mail message. During this contact, the PRG will provide information regarding the upcoming event, seek any updates to contact information; and provide information on how to report an outage or other service related incident. SERT will notify PRG of the crews to be assigned to the PRG for the event, the schedules for the crews, and contact information for each crew. Any changes to the crew schedule will be discussed with PRG prior to the crew's next shift.

Reporting and Tracking:

Priority customer outages may be reported via calls to the Company's Call Center; electronically on the Company's website, via the Company's mobile app, through the Company's RCA department or directly to the customer's Major Account Engineer or the PRG. Reporting may include use of Geographic Information Systems sponsored by governmental entities. All priority customer outages will be entered into OMS.
The required information for accurate tracking which shall include: (i) the reporting entity, including phone number and contact name; (ii) the location of the incident, including if available, the circuit, the pole number and the cross streets; (iii) the nature of the incident; (iv) the time the incident is reported, assigned and completed; and (v) the priority assigned to the incident.

All reported incidents will be entered into OMS and specifically identified as priority customer outage. As the PRG Branch Director or designee, assigns work to the damage assessors and/or crews, OMS will be updated with the damage assessment, crew assigned and nature of work. As assignments are completed, OMS will be updated to include the nature of work completed. If work is not completed, a detailed explanation of the situation will be included in OMS.

Demobilization:

When all critical facility incidents have been addressed, the PRG will demobilize. The decision to demobilize PRG for critical facility monitoring purposes will be made in conjunction with the Operations Section Chief or designee If required, PRG resources will report to their secondary storm assignments, as applicable.

Appendices:

Appendix 4: PRG Function 2 Pre-Event Checklist

- ❑ Determine if PRG will be activated

- ❑ Notify resources of mobilization
- ❑ Notify critical facilities contacts of mobilization and provide contact information
- ❑ Coordinate contractor staffing and administration needs with Human Resources, if required

Complete Staffing Schedule

- ❑ Test PRG SharePoint application and email folder

Appendix 5: PRG Function 2 Post Event Checklist

- ❑ Provide Operations Section Chief with demobilization plan
- ❑ Complete final NYSPSC Critical Customer report
- ❑ Complete all required storm documentation
- ❑ Identify any outstanding issues requiring follow-up
- ❑ Complete all required customer communications

Appendix 6: Function 2 Report to NYS Department of Public Service

CRITICAL CUSTOMER OUTAGES

Date: 11/9/2012 Event: Sandy - Storm #4

Reporting Entity: Name 10:30 AM

County	Town	Name of Critical Customer Out of Service	Address	Category (Pick from drop-down box)	Backup Power Source (Yes/No)	Comments	ETR

Rockland	Monsey	United Water New York	Forshay Road	Water/Sewer Pumping Station	No	Spoke to Josh	Power Back on 11/5
Rockland	Nanuet	United Water New York	Townline Road	Water/Sewer Pumping Station	No	Spoke to Josh	Power Back on 11/1

Orange & Rockland

ORANGE AND ROCKLAND UTILITIES, INC.

Response and Recovery Guide

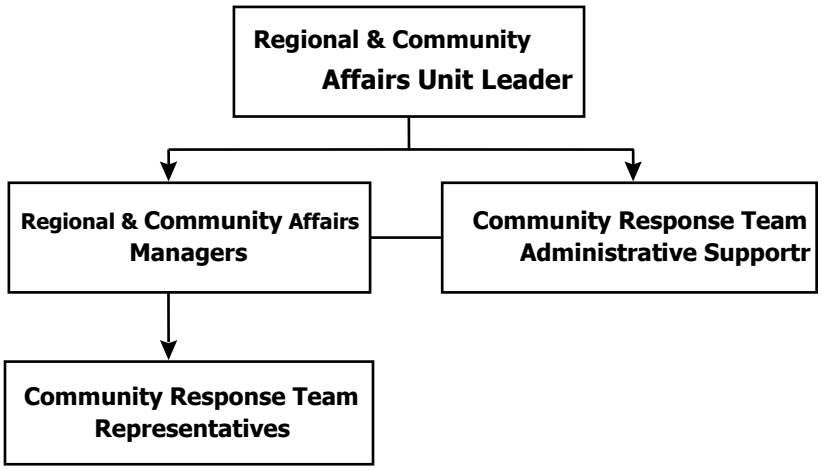
Regional & Community Affairs (RCA)

PURPOSE The Regional & Community Affairs Department, under the direction of the Regional & Community Affairs Unit Leader(RCAUL), is responsible for ensuring that municipal officials, and school leaders are provided with pertinent information on our Company's restoration activities. The Community Response Team (CRT) will be activated and deployed to designated municipal emergency management locations and will serve as the primary point of contact between the municipal leaders and our Company's Control Center. Within the ICS structure, the RCAUL reports directly to the Liaison Officer.

APPLICATION The RCAUL will deploy the CRT during Event Class 2 (as needed), 3, 4, 5 and Disaster Response Emergencies, as appropriate it will be staffed either remotely or in-person as defined by the O&R Storm Classification Matrix (please refer to Attachment 1). In a Class 1 Emergency, phone and e-mail communication is maintained with the Regional & Community Affairs Manager (RCAM).

POLICIES

1.0 Organization



2.0 FUNCTIONS AND RESPONSIBILITIES

2.1 **Regional & Community Affairs Unit Leader(RCAUL)**: When a potential event is imminent and/or notification by the Liaison Officer, the RCAUL will have the responsibility of alerting all municipal officials and police department's via blast e-mail if required. In addition, the RCAUL will alert the RCAM and the CRT members. Other responsibilities:

- The RCAUL in cooperation with Emergency Preparedness will ensure that there is proper staffing for the Regional & Community Affairs storm function.
- The RCAUL will contact the Telecommunications department, to verify that the required telephones, cell phones and computer links at the CRT Command Center(s) within the Company's facilities are operable.The RCAUL will direct the Community Response Team Administrative Support (CRTAS) and or the RCAM to deploy the CRT members to the municipal emergency management locations either remotely or in-person if deemed necessary.The RCAUL will ensure that public officials have a direct point of contact to coordinate any requests for special assistance from the Company.

- The RCAUL will attend company storm update meetings as required.
- The RCAUL or their designee will be responsible for providing municipal officials with the status of restoration efforts via blast e-mails throughout the emergency.
- If a Class 3 event or higher is projected, pre-event municipal conference calls will be initiated and continued daily throughout the event. The municipal officials will be notified via a blast e-mail.
- The RCAUL will coordinate with the RCAM and CRTAS to schedule 2nd shift CRT members where deployed either remotely or in-person to municipal locations as needed.
- The RCAUL will ensure a Municipal Call Tracking log is established in a Class 3 or higher major storm event and the CRT Command Center is activated.
- After an emergency, the RCAUL will be responsible for reporting all Regional & Community Affairs activities to Emergency Preparedness personnel for internal and commission reports via e-mail.
- The RCAUL will also have the responsibility of ensuring that all CRT members receive periodic training on emergency communications, the Company's outage management system, the Company's mapping system, Restoration Priorities s and the electric and gas distribution system.

2.2 **Regional & Community Affairs Managers (RCAM):** The primary responsibility of the RCAM is to manage the CRT members in the division assigned to them during emergencies. Their duties and responsibilities are as follows:

- When notified of an emergency , the RCAM will be responsible for pre-emergency availability polling of CRT members and staffing via e-mail or telephone.
- The RCAM will confirm the municipal emergency management location assigned to the CRT member, as well as their contact information.
- The municipal locations to be staffed by a CRT member either remotely or in-person will be notified of the Company personnel assigned to their location.
- The RCAM will oversee the deployment of the CRT.

- The RCAM will establish a communications link with all CRT members to ensure that the CRT can provide personal assistance in managing the restoration of service to municipal facilities, ensure public safety and provide a constant flow of information about the Company's emergency recovery operation.
- The RCAM will assist the RCAUL in providing municipal officials with the status of restoration efforts via blast e-mails throughout the emergency.
- The RCAM will ensure that timely contact with appropriate officials and agencies will be maintained, as dictated by the severity of the emergency and the areas affected.
- As necessary the RCAM will assist in expediting municipal priorities.

2.3 **Community Response Team Member (CRT)**: Their primary responsibility is to provide personal remote or in-person assistance to the municipal officials and community leaders at the location they are assigned. Other responsibilities include:

- Report and prioritize municipal emergencies to the RCAUL or RCAM. The CRT will provide the municipal official with an update as to the resolution of the emergency.
- Access real time Company emergency status reports via the /Outage Dashboard and communicate this information to the municipality.
- Proactively monitor the municipality's critical facilities utilizing the restoration customer priority listing to assess the status of their electric service.
- Prioritize and report service interruptions to these facilities and monitor the restoration of service via Outage Dashboard.
- Provide municipal officials with information on the Company's restoration plan , estimated restore times and completion of work requested by the municipality.
- For issues such as wires down blocking the road or high pedestrian areas, notify the Priority Response Group.
- For situations involving imminent health and safety, such as a wire down on top of a school bus or a person trapped in a car with wires down, or a situation where back-up generation in a nursing home failed, the CRT representative is to inform the RCAUL or RCAM who will contact the SERT directly.

- Maintain a Municipal Call Tracking Log for calls from elected officials.
- CRT members will be expected to periodically test and maintain their equipment and ensure that they can connect remotely to the O&R network.
- **The CRT will have a packet of information specific to the assigned CRT location that will include, but is not limited to, municipal contacts, critical infrastructure, and CRT "To Do" list for use as reference tools to communicate with municipal officials.**

2.4 **Community Response Team Administrative Support (CRTAS)**: The primary responsibility of the CRTAS personnel is to provide administrative assistance for the RCAUL and RCAM.

- The primary responsibility of the CRTAS is to assist the RCAM with assigning the CRTs to their locations during an event.
- Assist CRT with specific municipal and critical customer restoration of service issues.
- Assist CRT in retrieving storm status information and reports utilizing the Company's Outage Dashboard.
- Research status of outages as requested by municipalities.
- Complete reporting to the various utility Commission's on the Regional & Community Affairs activities during the event.
- The CRTAS will be responsible for compiling a manpower roster by shift and forward the list to the Human Resources (Manpower) Coordinator.

2.5 **Liaison Officer:**

- Will ensure the RCAUL has adequate resources (personnel and equipment) to perform the Regional & Community Affairs function.
- Upon notification from the Storm Officer, the Liaison Officer will alert the RCAUL to notify all municipal officials and police department's via blast e-mail.
- Will verify that the Emergency Preparedness Officer or his/her designee has completed outreach to County OEM Officials

- The Liaison Officer or his/her designee will monitor and if appropriate participate in Municipal Conference Calls
- Will verify that the RCA function has conducted outreach and had communications with stakeholders including municipal and elected officials.

3.0 Will share feedback from elected officials and municipalities with the Incident Commander. In cases where particular areas have significantly more impact, the Liaison Officer and the Incident Commander will determine the need for an on-scene Incident Commander to communicate with local stakeholders, communicate the Company's plan for restoration, and respond to inquiries from Company personnel and local stakeholders.

Mobilization

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

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

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

3.4The RCAUL or their designee will establish a communications links with the SERT and Priority Response Group to ensure a constant flow of information is exchanged regarding the prioritizing and reporting of municipal emergencies and the status of their restoration. The staffing of the emergency management centers with CRT will be directed by the RCAULand managed by the RCAM and CRTAS.

3.5 The Spring Valley Operations Center will be utilized as the Community Response Team Command Center. The RCAUL, RCAM, CRT and CRTAS will staff this location.

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

3.7 **Exhibits 1 - 4**: Community Response Team Flow Chart depicts the Community Response Team mobilization plan described above.

4.0 Demobilization

4.1 The Liaison Officer will notify the RCAUL when and to what degree demobilization will occur.

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

4.3 The RCAM will finalize all emergency reports and documentation and forward to the RCAUL for review prior to delivery to the Liaison Officer if requested.

4.4 Update the roster by shift and forward the list to the Human Resources Coordinator.

5.0 Training Plan and Drill

5.1 CRT members will be trained to effectively communicate the Company's Electric System Emergency Plan to municipal officials and emergency management personnel. The following training plan has been developed to ensure that the CRT members are proficient using the Company's communications and outage reporting systems:

- Annual training will be given on the following Company systems and include e-Learning Courses, CRT Roles and Responsibilities ONL0594, NRG Mapping System ONL0167, and O&R OMS Dashboard ONL0467.

  Electric System Emergency Plan

  Outage Dashboard
  NRG Mapping System

  Restoration Priorities - Municipal Critical Facilities
  Electric/Gas Distribution System

  CRT Functions and Responsibilities

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

5.3 Refresher training for all assigned employees will be given annually.

5.4 The RCAMwill provide the CRT members with periodic training exercises.

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

5.6 As required, the CRT will participate in corporate and/or individual functional drills/tabletop exercises at locations other than their primary assigned location.

6.0 Responsibility

6.1 The RCAULis responsible for the implementation of this guide and the corresponding section of the Electric System Emergency Plan.

6.2 The RCAUL will be responsible for updating the CRT members list and municipal CRT emergency management location assignments.

6.3 Twice each year, in conjunction with the bi-annual submission of the Emergency Response Plan to the Public Service Commission, the RCAUL will review this guide and update with appropriate changes to remain in conformance with the plan.

6.4 The CRTASis responsible for completing the semi-annual update of municipal and elected official contact lists in February and August of each year. The request for information from the municipal officials will provide a communication channel so that municipal officials can provide updates outside of the normal semi-annual process.

7.0 Exhibits

Exhbit 1 Community Response Team Flow Charts

8.0 Appendices

Appendix 1 – Community Response Team Pre/Post Emergency Checklist

Appendix 2 – Community Response Team Important Communication/Contact Numbers **(located on Storm Central)**

Appendix 3 – Community Response Team List **(located on Storm Central)**

Appendix 4 – Community Response Team Locations and Assignments*

Appendix 1 - Community Response Team Pre/Post Emergency Checklist

I. Emergency Warning e-mail sent to OEM's, Muni's, PD's and RCA Managers.
Date: _____ Time: _____

II. Emergency Alert e-mail sent to Community Response Team Rep. (CRT Rep.)

Date: _____Time: _____

III. Community Response Team Command Center Set-up (SVOC)
Date: _____ Time:_____
_____ Confirmation of Telephones, Fax Machines & Computers.
_____ Assignment of CRT to OEM's, Municipal, Police locations, and Prioritization of Municipal emergencies, issues/concerns of high importance.
(Communications Standby Personnel,: (845) 577-3799; M. Durling cell#: 914-391-6735)

IV. Communications Equipment Requested – Telecommunications
Date: _____ Time: _____
A. Cellular Phones Date: _____ Time: _____
B. Conference Call Line Date:_____ Time: _____

V. **Emergency Response Plan Activation issued by Liaison Officer to RCAUL**
Date: _____ Time: _____

VI. Community Response Team Representatives Contacted and Assigned Date: _____ Time: _____

A. 24 Hrs Coverage Established ***(2 - 12 hour shifts)*** **Date: _____ Time: _____**
B. Deployed to Assigned Location Date: _____ Time: _____
C. E-mail CRT Members. Communication/Information Sheet Date: _____ Time: _____
(i.e. Important Phone #'s, Dry Ice/Water Locations, Emergency Shelters & CRT Location Assignments)
VII. Community Emergency CRT Locations notified of CRT assignments w/ emergency update
(Locations responsible for Telephone, Fax and desk set-up for assigned CRT)
A. Test Communications Equipment; Phones, and Fax at CRT assigned location
Date: _____ Time: _____

Regional & Community Affairs - Pre Emergency Checklist

Date: _____

- Type of Event: Heat _____ Weather _____ Other _____
- Time Declared: _____
- Weather Conditions: _____
  _____
  _____
- Emergency Classification:

  ____ 1. ____ 2. ____ 3. ____4. ____ 5. ____ Disaster ____
  Minimum Staffing Level Required:_____
- Expected # of customers to be interrupted_____
- Probable event window: From: (date & time) _____
  To: (date & time) _____

Pre-Event Actions:

- ❑ Establish required staffing levels
- ❑ Compile a roster by shift
- ❑ Ensure all equipment is operational
- ❑ Check with IT to ascertain status of all electronic communications equipment such as computers, T1 lines, Microwave, etc.
- ❑ Inventory general supplies

Regional & Community Affairs - Transfer of Coordinators Emergency Checklist

DATE & TIME OF SHIFT TRANSFER: _____

Coordinator being relieved_____ by _____

SHIFT TRANSFER INFORMATION

- ❑ Bring incoming RCAUL up-to-date on outstanding issues and status of each.
- ❑ Turn over all documents to incoming RCAUL.
- ❑ Advise of next scheduled ICS Meeting.
- ❑ Agree on next shift change and team members' attendance.
- ❑ Update incoming RCAUL on current emergency status.
- ❑ Update incoming RCAUL on any phone number changes, employee status or other information necessary to function.

- If possibility of demobilization during oncoming RCAUL shift, discuss demobilization steps to assure they are carried out properly.

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

Regional & Community Affairs - Demobilization Checklist

Date & Time Demobilization activated: _____

Demobilization requested by: _____

Coordinator overseeing Demobilization: _____

Demobilization

- Notify Information Technology Coordinator that the function will stand down and computer/telecommunications needs will no longer be required.

- Provide to Emergency Preparedness all documentation pertaining to the functions storm recovery effort.
- Release staff as required.
- Update the roster by shift and forward the list to the Human Resources (Manpower) Coordinator
- Report to the Liaison Officer that the Function has been de-mobilized.

Appendix 2 - Community Response Team Important Communication/Contact Numbers

Available on Storm Central.

Appendix 3 - Community Response Team List

Maintained by Regional & Community Affairs contains personal information for employees and municipal officials.

Appendix 4 - Community Response Team Locations and Assignments

Maintained by Regional & Community Affairs contains personal information for employees and municipal officials.

Estimated Time of Restoration/Incident Action Plan (ETR/IAP) Unit

I. PURPOSE

The ETR/IAP Unit will be activated during an electric system emergency to:

1. Develop the Incident Action Plan (IAP);
2. Develop and publish the Estimated Time of Restoration (ETR) for power to be restored to affected customers;
3. Assist in the development of work plans for the System Emergency Restoration Team (SERT) to implement and execute prioritized restoration throughout the event; and
4. Collaborate with the SERT Branch Director and SERT Work Planner regarding appropriate modifications to ETRs.

II. APPLICABILITY

All members of the ETR/IAP Unit should be familiar with this Guide, and the documents, processes and tools necessary to effectively administer and complete the responsibilities of this function.

Upon notification from Emergency Preparedness, and as required in the Electric Emergency Response Plan (ERP), the ETR/IAP Unit shall annually review and update this Guide. Applicable sections of the ERP shall also be reviewed and updated with any changes to accurately reflect the storm response and restoration process.

All resources for the ETR/IAP Unit can be found on Storm Central in the "Planning Section" folder.

Minimum staffing requirements:

Staffing for ETR/IAP Unit shall be in accordance with the "Storm Classification and Staffing Matrix" located on Storm Central. Modifications to staffing requirements, if required to adjust to specific situations, will be made in consultation with the Planning Section Chief and memorialized in incident specific staffing documentation.

The ETR/IAP Unit will be mobilized when any of the following conditions are met:

- ICS mobilization
- At the direction of the Planning Chief

III. FUNCTIONS AND RESPONSIBILITIES

The ETR/IAP Unit Leader is responsible for the following:

1. Maintaining an open line of communication with the SERT Branch Director(s), Operations and Planning Section Chiefs;
2. Ensuring the ETR/IAP Unit is properly staffed throughout any event;
3. Providing status reports when requested and as required;
4. Escalating issues to the Planning Chief and Incident Commander (as necessary); and
5. Implementing the ETR/IAP demobilization plan (per the IC/Operations Section/Planning Chiefs)

Note: The Unit Leader may also be called upon to fulfill the "ETR/IAP Support" functions and responsibilities are listed below.

The ETR/IAP Support staff is responsible for the following:

1. Preparing the Incident Action Plan (IAP) in accordance with the "ORU Incident Action Plan (IAP) Guideline" which can be found on .

2. ETR Development

   - Develop the Corporate Restoration Target
     - Analyze outage information and available resources to calculate the estimated time to restore the majority[1] (~100%) of the customers affected by the event in accordance with internal/regulatory requirements;
     - Run calculations based on damage, crewing and historical data utilizing the ETR calculator or calculation means and tools as necessary
     - This ETR will be displayed on the Company's website via a banner on the outage map.
   - Develop the Global ETR.
     - Re-evaluate the Corporate Restoration Target to account for more accurate damage assessment, crewing and working conditions.
     - The Global ETR will be developed for the point in the event at which 90% of the affected customers are forecast to be restored. [2]

[1] Assumes some customers will not be able to be restored due to circumstances beyond O&R's control e.g. damage to customer owned equipment, no access to utility equipment on private property, seasonal accounts with no customer contact, etc.

[2] 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

- The Global ETR will replace the Corporate Restoration Target on the O&R Website.

3. Assist in developing high level restoration work plans that will be used to determine the Regional (County) and Local (Municipal) ETRs. These work plans will also be used by the SERT as a guide so that all ETR goals can be achieved.

   - In conjunction with the SERT Work Planners, Restoration Analysis and Damage Assessment Units, organize the OMS incidents into high level restoration work plans. Damage assessment, available resources and field working conditions are all considered when developing and prioritizing incidents as part of a restoration work plan.
   - Regional (County) and Local (Municipal) ETRs can be derived from analyzing the work plans and the resulting ETRs will be populated in OMS and on the external website.
   - Once all Regional ETRs have been issued, references to the Global ETR should be eliminated. Refer to the longest Regional ETR to describe customer restoration on a Company-wide level.

4. ETR Communication

   - Following the approval of the Corporate/Global /Regional/Local ETRs, the ETR Unit Leader will notify Corporate Affairs, Customer Operations and Emergency Preparedness of the approved ETR for inclusion in press releases and/or related customer/regulator outreach notifications.

5. ETR Management

   - Monitor ETR progress
     - Meet with the SERT Work Planners to review the progress of the restoration work plans with emphasis on reaching ETR goals.
     - Assist in modifying restoration work plans as necessary.
   - When/as applicable, coordinate updates of customer specific ETRs based upon input received from the SERT upon crew arrival on job sites

6. OMS Management

- Use system information resources (DSCADA. EDNA, ESDA) to verify that field device operations (reclosers, fuses, transformers) are properly represented/predicted in the electric model (OMS). This will enable OMS to accurately reflect the topology of the electric model and as such, accurately reflect current customer counts.

7. Post Restoration

   - Post restoration, the ETR/IAP group will review ETR accuracy reports and, if applicable, determine opportunities for improvement and implement corrective actions.

IV. Training

1. Training will be provided annually, and /or on a more frequent basis as necessary, to all ETR/IAP functional area employees to fully understand the function, and any updates to processes and tools necessary to successfully execute the functional area responsibilities.
2. Participation in corporate and/or individual functional exercises will be required.

V. Exhibits

Exhibit 1	Roster and Phone Directory
Exhibit 2	Unit Leader Turnover Checklist
Exhibit 3	Incident Action Plan (IAP) Template and Process Document

Exhibit 1 – Roster and Phone Directory

All System Emergency Assignments (SEAs) are maintained by Emergency Preparedness. The ETR/IAP Branch Director should periodically run and review the SEA report available via the Employee Photo System.

The most current contact numbers for this function are maintained in the Company's Outlook Contact database.

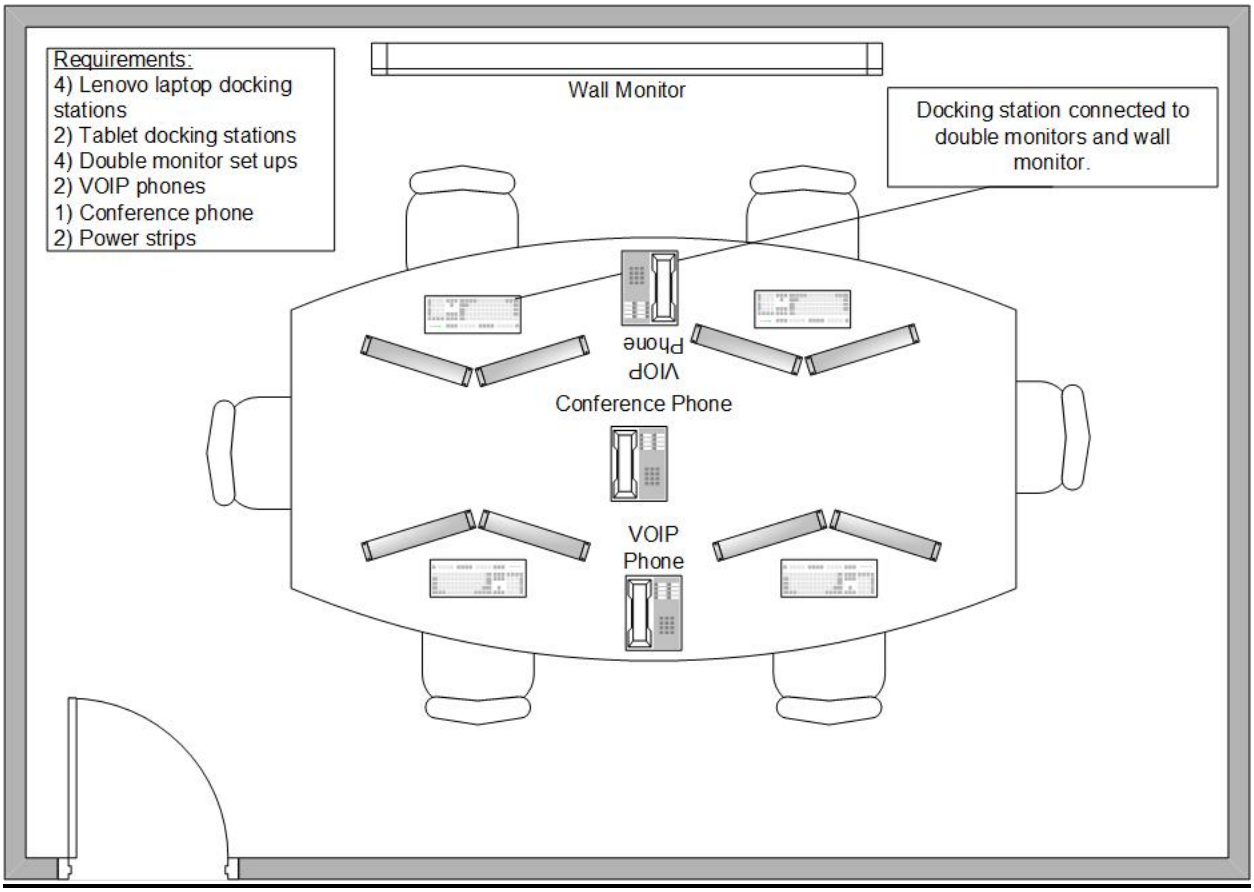
Exhibit 2 - Unit Leader Turnover Checklist

- ❑ Provide shift briefing to the incoming Unit Leader inclusive of:
  - Event status
  - Outstanding issues and issue status
  - Any phone number changes
  - Employee/staffing status
  - Copies of all necessary and related documents
- ❑ Agree on next shift change and team members' attendance
- ❑ Set out of office message to reflect incoming Unit Leader contact and remind all outgoing staff to do the same with their relief
- ❑ If the possibility of demobilization will occur during the oncoming Unit Leader's shift, discuss demobilization steps to assure they are carried out properly
- ❑ Advise the Planning Section Chief that turnover is complete.

Exhibit 3 - Incident Action Plan (IAP) Template and Process Document

The most current IAP template and process document is maintained on Storm Central.

Exhibit 4 - ETR "New Conference Room – Blooming Grove Operations Center" Floor Plan



Attachment - 16 Life Support Equipment (LSE) / Special Needs Customers and Critical Facilities and Outreach Program

O&R has several outreach programs designed to raise awareness and offer alternatives to our LSE and Special Needs customers. O&R attempts to solicit its LSE/Special Needs customer base at minimum three times per year through various channels of Company communications. During the solicitation process, O&R requests primary, secondary and emergency contact information.

Solicitation

O&R solicits potential LSE customers quarterly, i.e., in March, June, September, and December. Customers will receive a bill insert that describes the LSE program and includes a reply form for easy enrollment. This form also allows a customer to enroll in Medical Hardship, EBD (Elderly, Blind and Disabled) and to add a third-party customer contact. Also included on this bill insert is our customer service contact number and the path to our website oru.com/lse.

Annually, O&R mails the Rights and Responsibilities pamphlet to residential customers in its New York service territory. Included with the pamphlet is O&R's Special Needs (i.e., LSE, EBD) form. O&R will update the customer account for those customers from whom O&R receives the completed form.

In addition, new residential customers in New York will receive the Rights and Responsibilities pamphlet with their first utility bill, which is sent within 30 calendar days of utility service being established. The Rights and Responsibilities pamphlet can be found on Orange and Rockland Utilities, Inc.'s ("O&R") website, at http://www.oru.com/index.html - Tariffs and Regulatory Documents and will be provided with the service application to an applicant from whom a written application is required.

Outreach

O&R conducts an annual review of all customers confirmed enrolled in the Company's LSE program. During the annual LSE recertification, a letter is sent to all LSE customers along with a recertification form. Also included in the annual mailing is a personal emergency action planner to help guide our LSE customers in preparing accordingly for any outage. Listed on the planner is information for local radio stations and O&R's confidential telephone number provided only to our LSE customers. The planner allows customers to document important emergency contact information of family members and physicians should an emergency arise. During the re-certification process the customer is asked to provide updated contact information (telephone number and email), as well as emergency contact information. Updated contact information is essential when making personal telephone contact during any event.

Finally, O&R provides an annual mailing to its Special Needs customers. This mailing will solicit EBD customers to contact the company if their contact information has changed. Like the LSE mailing, O&R also provides a personal emergency action planner which encourages EBD customers to prepare accordingly for any outage and allows for customers to document important emergency contact information for family members and physicians should an emergency arise. O&R also employs bill messaging, print ads, radio spots and the company website (www.oru.com), to solicit and inform customers of the Special Needs program.

In accordance with JP-003-LSE, following the annual re-certifications and LSE customer

solicitations, O&R will submit a letter, in the form of email, to the Director of Consumer Services confirming the completion of its outreach efforts. O&R will submit the email notification to Staff annually.

O&R's Major Account Engineers (MAE) are in regular contact with customers coded as Critical Facilities in its service territory. When these contacts occur, the MAE will confirm their emergency contact information. When a large event is forecasted, pre-storm impact calls are made to these customers advising them of potential adverse weather conditions and to recommend that their emergency generators are available and operational.

Attachment 17 - Part 105 Matrix

Emergency Plan (Part 105) Section	Description	ERP Page or Section
Table of Contents	Listing of Plan content/topics	pp. 2-3
Introduction	A statement of the purpose, policies and objectives of the plan.	pp. 4-6; Sections 1.1 - 1.3
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.	Sections 2.1, 2.4, 2.6, 2.7, 2.9, 3.2, 4.1, 4.2; Attachment 12
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. (b) Identify person(s) responsible for managing and evaluating the effectiveness of the program. (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. (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.	Section 2.2; Attachment 2 Section 2.2 Section 2.2 Section 2.2 Section 2.2
Advance Planning & Preparation	(a) Specify the on-going actions that the corporation expects to take throughout each year to plan and prepare for an electrical emergency. (b) State the corporation's procedures to update at least semi-annually its lists of contact persons, with titles, addresses, phone numbers and other pertinent data for the following: - 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 and dormitories, etc.; - state, county and local elected officials, law enforcement officials, and emergency management and response personnel; - medical facilities; and - Vendors. (c) At least annually, the corporation shall verify that all of the preceding data are current. (d) At least semiannually, the corporation shall issue updated lists of known changes to its employees that have plan implementation responsibilities. (e) The procedures should include the corporation's plans to stockpile emergency restoration tools and supplies in loose or kit form. (f) Sate 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.	Section 2.2 Section 1.3 Section 1.3 Section 1.3 Sections 5.6 & 2.9 Sections 2.3, 5.8; Attachment 16
Emergency Anticipation	(a) Identify the preparatory measures corporate management would implement in anticipation of a potential system emergency expected to affect the service territory within hours or days. (b) Identify the criteria under which key personnel with service restoration responsibilities would either be notified of an impending emergency or deployed to assigned areas, and any special precautions that would be taken.	Sections 2.3, 2.5, 2.9, 3.1-3.3; Attachments 8 & 12 Section 3.3; Attachment 12
	(a) Provide the corporation's procedures for mobilizing its personnel, materials and equipment in order to survey system damage and implement measures to ensure timely, efficient and safe restoration of service to customers in areas damaged by a storm or other storm-like electric emergency. (b) The procedures need to identify restoration priorities to ensure that restoration time is minimized, while ensuring critical customers' needs are met. Include a listing of the priorities for service restoration among customer groups in these procedures. (c) Identify criteria for determining when centralized versus decentralized control is appropriate.	Sections 2.4, 2.6, 2.7, 2.9, 3.3, 4.2, 4.3; Attachments 3, 4, 5, 6, 8, 9, 12, 20 Sections 2.5, 2.6, 2.7, 4.5; Attachments 13 & 16 Sections 2.6 & 2.7

Service Restoration Procedures	(d) 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.	Section 4.3
	(e) Describe how field reports of system damage will be integrated with damage reports or indicators from other sources, such as customer call-ins, in order to make a reasonably accurate assessment of system damage and reliable projections of the personnel, equipment, materials and time that will be needed to rapidly and safely achieve service restoration goals in all damaged areas.	Section 4.3
	(f) Provide the procedures for deploying company and mutual aid crews to work assignment areas, monitoring crew activity, reassigning crews as necessary and releasing crews, under both centralized and decentralized command modes.	Sections 2.6, 2.7, 2.9, 4.1, 4.2; Attachment 8
	(g) Describe the methods and means that will be used to communicate with damage survey crews and service restoration crews.	Section 4.3
	(h) Identify the procedures for coordinating company restoration procedures with those of other utilities' restoration efforts and with state and local emergency management and public works agency efforts.	Section 2.10; Attachment 11
Personal Responsibilities	(a) Provide a narrative and chart of the organization and operational assignments of personnel to be mobilized for each emergency classification identified. State the areas of management and supervisory responsibility and functions to be performed at each emergency classification level.	Attachments 1, 12, 18
	(b) Include the procedures for contacting and managing all personnel assigned duties under the emergency restoration plan at both the corporate and operating division level.	Sections 3.1, 3.2, 3.3; Attachment 12
Customer Contacts	(a) Provide the corporation's procedures and facilities for handling the extraordinary volume of customer calls that are normally placed during emergency events.	Sections 2.3 & 4.4
	(b) Include a description of the type of messages that may be given to call-in customers regarding projections for service restoration or other pertinent information.	Sections 2.3 & 4.4
	(c) State the overall corporate goals for answering customer calls during electric emergencies including, but not limited to, plans for staffing levels, number of positions activated, use of pre-recorded messages, means of providing updated information to customer service representatives, and the means of monitoring calls received and answered at the utility's office and, to the extent possible, at telephone company switching offices serving the utility's office.	Section 4.4
	(d) State the procedures for contacting within 24 hours, and policies for responding to the needs of, life support customers (those who require electrically operated machinery to sustain basic life functions) during an electrical emergency.	Sections 2.3, 4.5; Attachment 16
	(e) State the procedures for contacting other special needs customers such as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility-impaired and human service agencies representing these customers, along with policies for handling inquiries and requests for assistance from them.	Sections 2.3, 4.5; Attachment 16
	(f) Describe the corporation's method for estimating dry ice needs during an emergency period projected to last more than 48 hours and arrangements for obtaining and distributing dry ice to designated customer groups.	Section 5.7
	(g) State also the means of making out-of-service customers aware of the availability and the location, dates, hours and amounts of dry ice to be distributed	Sections 2.3, 4.5, 4.6
Communications	(a) Provide the corporation's procedures and facilities for establishing and maintaining external communications exchanges regarding damage and restoration progress with customers in general, human service agencies, the media, the Department of Public Service, the State Emergency Management Office and other state agencies, county and local governments, emergency response services, and law enforcement agencies, etc.	Sections 2.3, 2.5, 4.5, 4.6,; Attachments 13 & 14
	(b) Include the identification of any dedicated phone lines, the designation of any special company representative to act as liaison with government entities, and any special provisions that may be required for dealing with critical facilities.	Sections 2.3,2.5, 4.5; Attachment 13
	(c) State the corporation's planned frequency of communication updates to the media.	Section 5.8
Outside Aid	(a) State corporate policy and criteria governing conditions under which request for service restoration aid from other utilities, contractors, government agencies or others would be made.	Section 2.9; Attachments 8,9, 20
	(b) State the procedures to be followed in obtaining outside aid.	Section 2.9; Attachments 8,9, 20
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.	Sections 2.9, 5.2 - 5.6, 5.9; Attachment 18

Attachment 18 - ICS Position Descriptions

I. Incident Commander

The Incident Commander's responsibility is the overall management of the incident; establishing an ICS organization; directing and coordinating the overall storm response as well as for organizing and directing the implementation of the Emergency Response Plan (ERP). When an event has affected the company's service territory, or can reasonably be expected to do so, it is the responsibility of the Incident Commander to evaluate the situation using all available information and recommend storm declaration and activation of the Plan, as necessary.

If an event is expected to occur in the service territory, the Incident Commander, or delegate, will notify all Branch Directors/Unit Leaders for pre-mobilization or mobilization. Pre-mobilization is designed to facilitate the company's readiness. Personnel requirements will be determined by the Incident Commander (based on the latest weather forecast, the anticipated customer impact, and the storm classification). Branch Directors and Unit Leaders will review assignments, ensure materials and supplies are made ready, and review all other aspects of the Plan (each according to their role).

Both during pre-mobilization efforts and during mobilization, the Incident Commander receives information from each member of the Command Staff, General Staff, Branch Directors, Unit Leaders and other personnel as needed. The Incident Commander reviews and approves: Incident Action Plans; Environment, Health and Safety plans; and press releases. The Incident Commander, or delegate, disseminates information and direction through status meetings/conference calls and operational briefings.

Regardless of the storm classification, the Incident Commander directs the overall recovery effort during each operational period. For a Category 1 (Upgraded) event, the Incident Commander is typically the Control Center Manager or the Chief System Operator. In a Category 2B (serious) or higher event, the Incident Commander is typically a higher level employee: a Director, General Manager or Vice President.

<u>Overall Responsibilities</u>

- Pre-mobilize/mobilize key personnel for storm recovery duty; establish appropriate level of an ICS organization;
- Assess the situation and/or obtain briefing from prior Incident Commander;
- Determine Incident objectives and strategy;
- Establish immediate priorities;
- Establish Incident Command Post/Area as necessary;
- Establish an appropriate organization and coordinate activity for all Command and General Staff;
- Conduct initial planning meeting and verify planning meetings are scheduled as required;
- Conduct periodic status meetings or conference calls with key ICS personnel;
- Approve and authorize implementation of the Incident Action Plan (IAP);

- Authorize release of information to the media and other public outlets;
- Review crewing and next shift resource requirements (including mutual assistance needs);
- Approve requests for additional resources or for the release of resources;
- Review environmental incidents, OEM and other outside agency issues;
- Authorize publication of ETRs; and
- Establish a demobilization plan when appropriate.

II. Command Staff

a. Information Officer

The Information Officer is responsible for developing and releasing information about the incident to the news media, incident personnel and other appropriate agencies and organizations. The Information Officer has the overall responsibility for communicating emergency recovery information and oversees the Unit Leaders that are responsible for communication of information to the general public, news and social media. These areas produce press releases, conduct phone interviews with reporters and prepare print and electronic communications for dissemination to employees and other stakeholders. The Information Officer is also responsible for overseeing the Communications Quality Control Unit. The Information Officer has the overall responsibility for communicating emergency recovery information to external and sometimes internal stakeholders including:

- General public, including customers, employees and contractors
- Local and regional news media and social media
- Con Edison's Media Relations

<u>Overall Responsibilities</u>

- Develop material for use in press releases, media briefings and other outlets and obtain Incident Commander approval;
- Communicate with the Public Information Unit;
- Act as the official source of information for the Regional and Community Affairs field response
- Monitor news and social media reports (i.e., to correct any misinformation; rumor control);
- Create statements or messages for Customer Operations, eLine and eBoards
- Monitor the activity of the Communications Quality Control Unit and escalate issues as needed; and
- Maintain current information summaries on the incident and provide information on status of incident to assigned personnel.

b. Customer Operations Officer

The Customer Operations Officer oversees the Customer Assistance and Special Response Team Units and is responsible for the overall customer interaction.

Responsibilities of the Customer Operations Officer include:

- Participate in all pre-mobilization and operational meetings/conference calls; provide call center status and statistics
- Monitoring Customer Assistance staff call center activity, call volume, call answer rate;
- Determine need for augmented staffing including use of TFCC;
- Authorize outbound messaging for LSE and special needs customers as required;
- Oversee the SRT's operations and communications with escalated customer calls; LSE and special needs customers; regulatory liaisons; and emergency phones;
- Authorize and monitor messaging being provided to customers via CSRs telephone scripts and outbound messaging;
- Provide Communications Quality Control Unit with relevant information.

c. Liaison Officer

The Liaison Officer oversees O&R's interaction with State, County, and Local (municipal) officials as well as other public agencies. The Liaison Officer oversees the Community Relations and Community Response Team (CRT) Unit.

Overall Responsibilities

- Initiates outreach to municipal officials and deployment of the CRT
- Maintains communications with and responds to calls from elected officials and municipal emergency services agencies (primarily police and highway departments) throughout the emergency recovery effort
- Reviews municipality related information provided to municipal officials
- Works closely with the CRT and Priority Response Group (PRG) to monitor damage activity in the municipalities and promptly address public health and safety issues
- Gathers information concerning Critical customers
- Works closely with the Information Officer to verify information given to elected/municipal officials.
- As necessary arranges for Senior Management to meet, in person or remotely, with elected officials during storm emergencies
- Provides the Incident Commander with timely updates of recovery effort issues as they relate to municipalities

d. Environment, Health and Safety (EH&S) Officer

Overview

The EH&S Officer's function is to develop and recommend measures for assuring employee and public health and safety, and to assess and/or anticipate hazardous and unsafe situations. The EH&S Officer oversees the response to safety and environmental concerns and monitors

company/non-company crews for compliance with established safety and environmental procedures. Business and operational decisions throughout the company are to incorporate consideration of environmental, health and safety rules, policies and practices. In order to achieve these goals, all O&R employees are asked to accept a personal obligation to know the corporate environmental, health and safety requirements that apply to their assigned responsibilities, and to use this information in planning and completing their work.

Overall Responsibilities

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

e. Emergency Management Officer

Overview

The Emergency Management Officer is responsible for informing the Incident Commander and Storm Officer(s) of any weather forecasts that may have an impact to the system. The Emergency Management Officer will assist in the necessary pre-mobilization or mobilization efforts and will assist in the implementation of the appropriate ICS structure and the Plan, per the declared storm classification. The Emergency Management Officer may also contact the Human Resources Unit Leader as needed to assist in mobilization efforts.

Overall Responsibilities

- Support use of ICS as the sole management system during emergency response events
- Provide resources, advice and counsel as necessary
- Host pre-mobilization and subsequent status calls as needed
- Oversee mobilization of ICS organization
- Host County OEM calls as needed
- Support demobilization efforts and communication of demobilization
- Notify respective Branch Directors of any Regulatory requests / reporting requirements

III. General Staff

a. Operations Section Chief

Overview

The Operations Section Chief is responsible for managing all tactical operations directly applicable to the primary mission of the response, addressing public safety issues, and for all aspects associated with directing repair efforts to the electric system infrastructure and for service restoration. The Operations Section Chief reports directly to the Incident Commander.

Overall Responsibilities

- Maintain close communication with the Incident Commander and direct reports
- Safely manage tactical operations
- Assist in development of the operations portion of the IAP
- Supervise the execution of the operations portion of the IAP
- Make or approve expedient changes to the IAP
- Directs all field aspects of the restoration efforts
- Request additional resources to support tactical operations
- Timely and safe restoration of service to customers whose service has been interrupted as a result of a storm
- Direct all restoration forces and coordinate activities with all other recovery organizations
- Prioritize and mitigate public safety hazards in a timely manner

b. Planning Section Chief

Overview

The Planning Section Chief is responsible for providing planning services for the incident. Under the direction of the Planning Section Chief, the Planning section collects, evaluates, processes, and disseminates information for use at the incident and in developing action plans. The Planning Section Chief reports directly to the Incident Commander.

Overall Responsibilities

- Collect and process situation information about the incident
- Supervise preparation of the IAP
- Provide input to the Incident Commander and Operations Section Chief in preparing the IAP
- Determine need for any specialized resources in support of the incident
- Development of estimated restoration times
- Compile and display incident status information

- Assemble information on alternative strategies
- Provide periodic predictions on incident potential and report any significant changes in incident status
- Oversee preparation of the demobilization plan

c. Logistics Section Chief

Overview

The Logistics Section Chief is responsible for providing all incident support needs (and will be prepared to perform services around the clock until the storm recovery is completed). This includes procuring and providing materials, supplies, lodging and meal arrangements; fueling operations, vendor support, material staging, field deliveries, and automotive mechanic support as requested and transportation needs associated with an event response, as well as, temporary staging and assembly areas.

All logistical support, material supply and transportation-related needs will be coordinated through Facilities and Field Services. All facilities-related needs will be coordinated through the local Facilities management group.

Overall Responsibilities

- Provide logistical input to the Incident Commander in preparing the IAP
- Identify anticipated and known incident service and support requirements
- Request additional resources as needed
- Purchase of non-stock material and service requirements through an on-site buyer
- Transportation trucking operation to move materials and supplies
- Coordination and response to Information Technology, Security, Telecommunications and other resource needs
- Crew lodging, crew transportation, and vendor services for maintenance of dormitory style lodging facility that may be utilized
- Coordinating with the Logistics Operations Establishment, administration, and mobilization of vendor contracts for recovery related supplies and services (examples include on site fueling for diesel trucks, bus rental, portable sanitary facilities, and janitorial services)
- The Logistics section will also coordinate the ordering and delivery of dry ice

d. Administration/Finance Section Chief

Overview

The Administration/Finance Section Chief has the overall responsibility for managing all financial aspects of an incident. The Administration/Finance section is mobilized for all level events to provide support for the Restoration organization in the Operations Section.

Overall Responsibilities

- Manage of all financial aspects of the incident/response
- Provide financial and cost analysis information as requested
- Provide financial input to demobilization planning, as needed
- Staffing and overseeing the Human Resources Unit.

IV. Branch Director/Unit Leader Functions

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

Corporate Communications - prepares information as needed to inform the public on the expected or actual extent of storm damage, the company's restoration activities and information to assist customers in responding to power outages. To keep employees current on storm recovery operations, updates may be produced for distribution via, intranet, O&R emergency information phone line (eLine), eBoards, or daily field updates. The Corporate Communications Unit Leader will work closely with the Public Information Unit Leader, Communications Quality Control, and the Customer Assistance Units to provide accurate information.

Corporate Security– responsible for protecting all company properties and assets and for providing a safe and secure environment for all of its employees and contractors during storm restoration efforts.

Customer Assistance - responsible for providing the workforce necessary to handle incoming customer calls for the duration of the event, including the oversight of the Supplemental and third-party workforces when activated. The Customer Assistance Unit Leader is responsible for coordinating customer callbacks, Email and written correspondence responses and outbound communications via the *TFCC Alert* system. The Customer Assistance Unit Leader is also responsible for coordinating with the Special Response Team Unit Leader on the staffing of the Special Response Team. The Customer Assistance Unit Leader is responsible for the coordination and development of the deactivation plans of the Customer Assistance and Special Response groups.

Damage Assessment - responsible for managing field assignments to patrol damaged circuits and investigate outage reports and/or damage to electric facilities. In the case of wires down or other potentially hazardous field conditions, the Damage Assessment Coordinator/Unit Leader or designee, notify the Site Safety Branch of the request for wire guarding to protect the public.

EH&S – Responsible to ensure the EH&S desk and other staffing is as required. Managing event response personnel so that all EH&S regulatory requirements and reporting are met. This includes monitoring compliance through field observations and training (safety briefings) of company, contractor and mutual aid personnel, the development of EH&S related communication and the investigation of incidents. Compliance with regulatory requirements also includes but is not limited to the expedient response, testing and cleanup of oil spills or other relevant environmental issues. The Unit Leader will also verify that the company's spill response contractor has sufficient labor, materials and equipment to respond to, clean and remediate spill and/or release incidents, and consolidate, transport and dispose of spill wastes as provided by regulation.

Facilities - responsible for the maintenance and operation of all company buildings, which are occupied during the emergency.

Human Resources - supports Emergency Management during activations by having a team available to assist with the monitoring of staffing requirements and providing staffing resource support, which includes procuring qualified retired employees, if required. The Labor Relations Department will be responsible for notifying the local union of mobilizations of the ERP and interfacing with the local union, as required.

Lodging and Meals – Responsible for meal and lodging arrangements for company and non-company crews, and for maintaining a current listing of food and lodging resources.

OMS/NRG Support - responsible for providing system support for our Outage Management System (OMS) including reports, system maintenance, and availability as well as the “NRG” application.

Mutual Assistance Branch Director (Line/Vegetation) - responsible for the mobilization and management of Mutual Assistance crews and contractors. They communicate with appropriate Branch Directors to obtain work assignment and arrangements for meals and lodging accommodations. The Mutual Assistance Branch Director will also maintain a roster of non-utility personnel involved in the restoration effort

Priority Response Group (PRG) - responsible for working with municipalities to identify priority incidents specifically for road clearings and priority restoration of critical facilities including public health and safety, significant public services and large sensitive customers.

Public Information - responsible for initiating contact with appropriate news media to provide a quick assessment of the present or potential impact on customers and to remind the media of the direct contact phone number. During the entire recovery process, the Unit Leader will obtain restoration updates and other key information and, as appropriate, provide frequent and ongoing media contact to help keep customers informed.

Regional & Community Affairs – notifies and maintains timely communications with municipal

officials and agencies and county Emergency Management Offices on potential storm damage and repair updates. It also provides elected/municipal officials with current contact information for requesting special assistance from the company.

Restoration Analysis – responsible for conducting an analysis of outage information from multiple sources (e.g., OMS, DA, DSCADA, eDNA, STORM) and updating OMS throughout the event. The RA Unit Leader and the roles within (i.e., RA Analysts, AMI Analysts, DSCADA Analysts, Close-out Clerks) support restoration planning activities, in collaboration with the SERT, and facilitate an efficient and safe restoration.

Service Restoration - responsible for the mobilization and management of the Supplemental workforce. The branch restores individual electric services with a workforce comprised of individuals from several O&R departments including: Underground Line, Substation Electric/Relay, Electric Meter Test, and Building Maintenance.

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

Special Response Team (SRT) - is responsible for overseeing five specific functions: Life Support Customer Care Team (Special Needs Customer), Escalated Customer Calls Team, Regulatory Reporting Team, Police and Fire Team and Commission Complaints.

(a) Pre-storm notification and personal communications with affected LSE customers throughout a storm event, as required (b) Pre-storm notification and automated communications with affected Special Needs customers throughout a storm event, as required (c) Calls from customers who have requested escalation of their initial call into Customer Assistance (d) the timely and accurate reporting to regulatory agencies in the manner they prescribe (e) supporting the Distribution Control Center by providing staff to handle incoming calls, faxes, and Email outage reports from police, fire and municipal agencies and processing the incident information into our web portal which updates the Outage Management System. (f) Commission Complaints are responded to through the duration of an event.

Supply Chain

Procurement - procures material, equipment and services and assists to resolve vendor-related issues. Support will be provided through the Emergency Buyer program, LOCC and/or CERC Desk.

Stores Operations - will make available adequate inventories. Stores Operations will issue materials, partner with Procurement to contact vendors and suppliers to obtain additional materials that may be required, and will maintain records of materials issued during the recovery event.

Communications Quality Control - oversees the verification and ensures that all external storm communications are consistent and accurate with respect to contact telephone numbers, outage numbers, ETR's, and any company public service announcements that may be posted (e.g., dry ice locations and public safety messages). The Quality Control group also is responsible for monitoring the operability of the company website and outage reporting mechanisms. If any inconsistencies are found, the Quality Control group will promptly notify responsible groups, obtain estimated completion times of corrective actions and follow up to verify completion.

System Emergency Restoration Team (SERT) – primary responsibility is the distribution (Overhead and URD) work required to restore service to customers. The SERT can expand to include other operating area resources and non-company field crews.

IT End User Services - Supports and maintains IT end user equipment during storm events. Resolves hardware problems as they arise and resolve software problems within their scope and coordinate with appropriate application personnel to address out of scope software issues.

Information Technology Planning - Telecommunications - has the overall responsibility for the implementation and maintenance of all communication functions during storm restoration efforts. The Unit Leader shall be responsible for overseeing all of the Communications requirements that are required for the restoration efforts for the company.

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

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

ETR/IAP Branch - responsible for analyzing, sorting and grouping all OMS incidents into clearly defined jobs with a work and manpower estimate. In addition, the ETR/IAP Unit Leader or designee, defines and monitors the accuracy of the ETRs associated with each job.

Attachment 19 - General Definitions

Branch: a fused single-phase, two-phase, or three-phase open wire circuit connected to the main run of the feeder.

Customer Information Management System ("CIMS"): CIMS is a client/server application used to support the customer service function at Orange & Rockland. CIMS is used to process customer outage calls. OMS utilizes the CIMS outage data to create outage incidents.

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 (Section 2.5 – Critical Facility Types). Critical facilities plan for continuous electric service to maintain 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.

Distribution Supervisory Control and Data Acquisition ("DSCADA"): See Supervisory Control and Data Acquisition ("SCADA").

Edison Electric Institute ("EEI") Mutual Assistance Agreement: See Attachment 9. Member companies may receive and provide assistance in the form of personnel equipment to aid in restoring and/or maintaining electric utility service.

Electric System Trouble Report: a web-based notification system used by Emergency Services agencies to notify Orange and Rockland of electric system trouble. It is part of the O&R online contact system and can be used instead of fax reporting where agencies have Internet capabilities.

Electric Storm Scorecard: a management process tool that measures the effectiveness of the company's response to a serious or category 3 events. The scorecard contains components that measure various factors that are critical to the overall effectiveness of the Emergency Response Plan's implementation. At the conclusion of any Serious or category 3 events the scorecard team will meet to compile the scorecard results and then communicate the results. In areas that didn't meet the plans requirements corrective action will be identified and corrective action implemented if required.

Functional Coordinator: personnel who on "blue sky" days owns and oversees the emergency assignment function (e.g., Site Safety, Damage Assessment, SERT). When mobilized for an ICS event they are referred to as the Branch Director.

Handbook for Mutual Assistance Workers: a tool to communicate safety and health policies and general procedures for any mutual assistance crews that assist the company in the restoration efforts. The handbook will be distributed during the initial safety briefing prior to the crews commencing field work. The handbook contains system overview, safety and environmental policies, accident reporting and a current listing of hospital and emergency care facilities within the service territory.

I**nteractive Voice Response Unit ("IVR")**: an electronic means of answering and handling phone calls. The Customer Assistance Center IVR enables customers to report outage information, provides the option to speak with a Customer Service Representative and communicates restoration updates.

Life Support Equipment ("LSE"): 16 NYCRR 105.4(b) (9) States 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.

Line Clearance: cut/trim branches and trees to allow storm recovery participants and restoration field crew access to the overhead system.

Mainline: three-phase open wire portions of primary distribution feeders.

Make-Safe: the process of isolating overhead wires that have been knocked down or entangled with adjacent equipment during a storm. These wires are made safe by de- energizing or moving them to eliminate public safety hazards.

Medical Emergency: 16 NYCRR 11.5(2) A medical emergency exists when a resident of a customer's residence suffers from a serious illness or a medical condition that severely affects their well-being. 16NYCRR 11.5(4)(i) 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.

Outage Management System ("OMS"): a client server application that facilitates the resolution of electric system related field problems and is especially useful during storms when the management of vast amounts of data is required. OMS compiles trouble calls into "Incidents" that are then presented in a way that allows an efficient method to analyze, prioritize, assign, track, and report on each Incident. OMS will produce real-time reports that summarize outstanding work, completed work, and crew status.

Overhead Circuit: overhead wires connected electrically to a substation circuit breaker or electrical isolating device. The voltage ratings of O&R's primary overhead distribution circuits are 4, 13 and 34.5 kilovolts.

Special Needs Customer: 16 NYCRR 105.4(b)(9) States the procedures for contacting other special needs customers such as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility impaired and human service agencies representing these customers, along with policies for handling inquiries and requests.

Storm Emergency Kit: kits contain material needed to perform field storm duties. They contain equipment such as wire, connectors, tape, maps, and safety items. Different kits are made available based on need.

Storm Classification and Staffing Matrix: provides a guideline for minimum staffing levels for various categories of events (e.g., Upgraded, Serious). This matrix can be used for pre-mobilization or mobilization efforts.

Supervisory Control and Data Acquisition ("SCADA"): distribution System

Telemetry. SCADA electronic monitoring equipment reports the status of distribution equipment. In all cases, remote control of that equipment is possible. This includes 'DSCADA' which relates to monitored and controlled equipment located on distribution circuits outside of the substation.

System Emergency Assignment ("SEA" or "Emergency Assignment"): emergency assignments that facilitate effective use of all employees should an event (weather or otherwise) occur that impacts our facilities, equipment, or systems and the company's line(s) of business require augmentation of their normal resources to restore operations.

Attachment 20

NEW YORK PUBLIC/PRIVATE UTILITY MUTUAL ASSISTANCE PROTOCOL

Rev. 3 July 2019

Promulgation Document

This New York Public/Private Utility Mutual Assistance Protocol ("Protocol") has been reviewed and endorsed for use by: (1) Central Hudson Gas & Electric, Consolidated Edison Company of New York, Inc., AVANGRID Networks, Inc. for New York State Electric & Gas and Rochester Gas and Electric, Niagara Mohawk Power Corporation D/B/A National Grid, Orange and Rockland Utilities, Inc. (individually, "NYS IOU" and collectively "NYS IOUs"); (2) the New York Power Authority ("NYPA"); (3) the Long Island Electric Utility Servco LLC (a wholly owned subsidiary of PSEG Long Island LLC), as agent of and acting on behalf of Long Island Lighting Company d/b/a LIPA for use in the State of New York during an emergency impacting utilities ("LIPA"); (4) the Municipal Electric Utilities Association of New York State ("MEUA"), of MEUA itself and as agent for and on behalf of its utility members identified in Appendix A ("MEUA Members"); (5) the New York Association of Public Power ("NYAPP") on behalf of NYAPP itself and as agent for and on behalf of its utility members identified in Appendix A ("NYAPP Members"); and (6) the American Public Power Association ("APPA") on behalf of itself and the APPA Mutual Aid Program ("APPA Members").

For purposes of this Protocol, the NYS IOUs, NYPA, LIPA, MEUA Members, NYAPP Members, and APPA Members are individually referred to as "Utility Party" and collectively as "Utility Parties"; MEUA, NYAPP, and APPA are individually referred to as "Association Party" and collectively as "Association Parties"; and the Utility Parties and the Association Parties are individually referred to as "Party" and collectively as "Parties".

Table of Contents

Table of Revisions 4

1. Executive Summary 5

2. Introduction 6

2.1 Mission Statement 6

2.2 Purpose 6

2.3 Scope 6

3. Organization Information 6

4. General Guidelines 7

5. Rules of Engagement 8

6 Requesting Organization Responsibilities 10

7. Responding Organization Responsibilities 12

8. Liability 13

9. Confidentiality 14

10. Freedom of Information Laws 14

11. Signatories 15

APPENDICES 17

APPENDIX A – ASSOCIATION PARTY/MEMBER INFORMATION 17

APPENDIX B – POINTS OF CONTACT/CONTACT INFORMATION 19

APPENDIX C – INVOICE TEMPLATE 20

Table of Revisions

This document will be reviewed by all parties on an annual basis unless otherwise necessary. Documentation of this review and any revisions will be documented in the table below. Written updates will be distributed electronically to each party point of contact for inclusion in their appropriate policies, procedures etc.

When inserting revisions the person revising the document shall complete and *initial* the table below

Revision #	Date	Section/Page(s)	Change	Revised By
0	Oct 2015	Original Issue		N/A
1	February 2016	4-6	Formatting & Names	J.T. Flick
2	April 2017	3-6	Updated Signatories	J.T. Flick
3	June 2019	8-9, 15-16	Updated Signatories & Language to include escalation to National Mutual Assistance programs	J.T. Flick

1. Executive Summary

This Protocol is an outline of general principles and practices for the Parties 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 aid and a public/private partnership. 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 allows Utility Parties to call upon other Utility Parties to voluntarily offer personnel, supplies, equipment, and space in an efficient and expeditious manner, which is organized and documented. The Protocol is not intended to be the primary means of securing assistance. Rather, this Protocol provides access to additional resources when necessary for assistance in New York.

2. Introduction

2.1 Mission Statement

To serve as a mechanism to leverage the public/private partnership among the Parties for access to critical resources to facilitate and expedite utility restoration in anticipation of and following an emergency impacting the state of New York.

2.2 Purpose

This Protocol outlines the process for Utility Parties to identify, request and share resources among one another in response to and recovery from an event that causes, or may have the potential to cause, impact to the utility infrastructure in the state of New York. In addition, it outlines the protocol to escalate outreach to the association parties for assistance in the event a resource need cannot be met after canvasing within the state of New York.

2.3 Scope

The scope of this Protocol is:

2.3.1 To provide a forum to ensure safe, effective and coordinated mutual assistance, regional response and service restoration for customers of Utility Parties in the state of New York during an emergency.

2.3.2 To provide an enhanced line of communications between the Parties in the event of emergencies impacting New York State of its resources.

2.3.3 To minimize risk to all Utility Parties by agreeing to provide assistance (material, personnel and equipment) on a not-for-profit[1] basis, and agreeing that the Utility Parties requesting assistance ("Requesting Organization") will reimburse Utility Parties providing assistance ("Responding Organizations") for all expenses incurred in providing the assistance.

2.3.4 To document the procedures to be followed during a time when mutual assistance is required by one or more of the Utility Parties.

2.3.5 To adhere to and operate in accordance with the procedures contained in this Protocol unless otherwise agreed to in writing by the Parties.

3. Organization Information

This Protocol applies to the Parties to this Protocol. The points of contact and contact information for each of the Utility Parties and the Association Parties can be found in Appendix B of this Protocol.

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[1] "Not for profit" in the context of this Protocol refers to the Utility Parties charging for actual costs incurred during mutual assistance assignment(s), without any mark up to profit on services rendered under this Protocol.

4. General Guidelines

4.1. Personnel Safety

4.1.1. Whether providing or receiving assistance, personnel safety will be the preeminent objective and responsibility of all Utility Parties. Any questions or concerns arising about any safety rules and/or procedures should be brought to the proper level of management for prompt resolution between management of the Requesting and Responding Organization(s).

4.1.2. The Requesting Organization agrees to make every effort to avoid moving Responding Organization personnel into harm's way during the initial, first-wave mobilization.

4.1.3. Responding Organization will follow its own safety rules, except as noted in paragraphs 4.1.6 and 4.1.7 below.

4.1.4. Responding Organization is responsible for following its own personal protective grounding practices.

4.1.5. Responding Organization will immediately report any and all accidents to Requesting Organization (both incidence and injury).

4.1.6. Switching procedures will be handled as the Requesting Organization designates, provided that the procedures do not violate the safety rules of the Responding Organization.

4.1.7. Requesting Organization will provide information on their switching and tagging rules. Requesting Organization switching/blocking tags will be used.

4.1.8. Security personnel requirements shall be discussed and mutually agreed upon by the Requesting and Responding Organizations prior to deployment of armed security personnel.

4.1.9. Any deployment of personnel who perform security functions must comply with federal, provincial, state, local and tribal regulations as applicable.

4.2. Maintenance of Contact Roster

4.2.1. In order to facilitate efficient communication and response, participating organizations will share the names, contact information (work phone, home phone, cellular phone, and e-mail addresses) for at least two (2) individuals authorized to participate in Joint Mobilization Activities on behalf of their organization.

4.2.2. Each Party Utility will be responsible for maintaining and updating the *Member Organization Contact Roster* at least every three months.

4.2.3. Association Parties are responsible for maintaining current contact rosters of their respective members and are the primary points of contact for the municipal/cooperative resources.

4.3. Code of Conduct

4.3.1. Whether providing or receiving assistance, all Utility Party personnel will be expected to conduct themselves in a professional and responsible manner.

4.4. Definition of Emergency Assistance Period

4.4.1. The Parties agree that the emergency assistance period shall commence when personnel and/or equipment expenses are initially incurred by the Responding Organization in response to the Requesting Organization's needs. This includes any request for the Responding Organization to prepare its employees and/or equipment for travel to the Requesting Organization's location but to await further instructions before departing. This preparation time should begin when normal work activities for the Responding Organization stops and preparations dedicated to supporting the off system effort begin. Except as noted in paragraph 4.4.3, the emergency assistance

period shall terminate when such employees and/or materials or equipment have returned to their point of origin and after a reasonable time required preparing the equipment for return to normal activities (e.g., cleaning trucks and restocking minor materials).

4.4.2. The length of stay by Responding Organization personnel will be mutually agreed to by both the Requesting Organization and Responding Organization(s). Generally, this period should not exceed 14 consecutive days, including travel time to the work area and return to the point of origin. When mutual assistance assignments extend beyond this time frame, Parties agree that Responding Organization personnel will usually be changed out (rotated) rather than take extended reset periods (days off). Responding and Requesting Organizations may agree upon exceptions to this procedure.

4.4.3. It is understood and agreed that if Responding Organization's system or members are threatened during any time after it has mobilized to provide mutual assistance, any part or all of the Responding Organization's native and contract workforce may be recalled. In these instances:

- It is understood and agreed that the decision to terminate assistance and recall employees lies solely with the Responding Organization.
- If recall of Responding Organization's workforce becomes necessary, the Requesting Organization will be responsible for all expenses incurred by Responding Organization until the Responding Organization returns home and vehicles are cleaned and stocked for normal work activities.
- If Responding Organization's workforce is recalled to another of the Responding Organization's locations other than their original point of origin, the Requesting Organization will be responsible for travel costs to the alternate location not to exceed that which would have been incurred had the workforce returned to their original point of origin.

5. Rules of Engagement

5.1. Rules of Engagement Procedures

5.1.1. Utility Parties agree to adhere to the procedures contained in this Protocol to request, identify and mobilize emergency mutual assistance resources. Because response time is critical in emergency situations, the Joint Mobilization Conference Call provides a mechanism that allows Utility Parties to quickly request assistance and identify the number and status of all available regional resources.

5.1.2. When any Utility Party has a need for additional resources, it will utilize its primary means of securing additional assistance first.

5.1.3. If a need still exists after the response to the request under 5.1.2, one (1) representative from each of the Utility Parties (or its group representative) will convene a joint mobilization call to ascertain if Utility Parties have resources available to provide aid.

5.1.4. In the event resource requests initiated through this protocol remain unmet, Utility Parties will escalate the request to its trade association national coordinator(s). The national coordinator(s) collaborate among the APPA, EEI and national emergency management agencies. This process:

- Can be executed in parallel with the above outreach to neighboring RMAGs
- Broadens the reach to potential support resources
- Provides for a more effective and equitable allocation of resources for deployment to the requesting impacted member companies

- Should be made and coordinated following the existing North Atlantic Mutual Assistance Group (NAMAG) protocols unless there are no other Association Party resources within the NAMAG or other RMAGs that are in need of/requesting mutual Assistance.

5.1.5 In the event a resource need still exists after canvasing the Utility Parties and New York Association Parties, the Utility Parties have the ability to, and should consider, escalating the request to the national Association Parties. If resources are brought to bear through this process, the resources would be coordinated locally similar to inviting other Regional Mutual Assistance Groups (RMAGs) to the event as done under the EEI (RMAG) process

5.1.6 The Joint Mobilization Conference Call provides Utility Parties with the opportunity to understand the scope of the emergency situation, including expected impact and potential damage to organizations or systems, and also provide information as to the steps taken to secure resources. The aim of the call is to achieve efficient, effective and equitable allocation of available resources and minimize costs associated with mobilization of resources.

5.2 Responsibilities of Organization Initiating Request for Resources (for "NY Only" Events)[2]

5.2.1 The Requesting Organization[3] serves as moderator for the Joint Mobilization Conference Call or ask another Party to moderate. The moderator:

- Presents an estimate of impact to the Requesting Organization. If the incident impacts or potentially impacts more than one Utility Party's service territory, the moderator will ask other Utility Parties for their projected damage assessments.
- Presents an estimate of resources needed by the Requesting Organization. If the event impacts or potentially impacts more than one Utility Party's service territory, the moderator will ask other Utility Parties for their projected resource needs.
- Asks all non-impacted Utility Parties to state the amount of resources it has available to provide assistance and a timetable for those resources.
- Leads discussion of (1) staging areas, if needed, to be used by assisting organizations, (2) transportation concerns, such as evacuation orders, fuel availability, and DOT exemptions, and (3) the availability of non-Utility Party resources that may be available to assist impacted Utility Parties.
- Addresses, to the extent possible, the Requesting Organizations responsibilities under Section 6.1.
- Establishes a schedule for update calls.

5.3. Responsibilities of Non-Initiating Organizations

- Non-threatened and non-impacted Utility Parties should be prepared to specify the number and type of resources available to assist impacted organizations or systems, including an estimate of when these resources can be dispatched.
- To enhance safety and flexibility, upon request non-threatened/non-impacted Utility Parties will be prepared to identify staging areas available in their territories.

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[2] For events where requests for muni/cooperative resources extend beyond "NY-Only", the communication, coordination and allocation of resources will be managed utilizing existing mutual assistance protocols.

[3] Resources requested by a MEUA Member or NYAPP Member will be made by either MEUA or NYAPP on the NYAPP Member's behalf. Resources requested by a NYS IOU or NYPA will be made by such entity itself.

5.4. Resource Allocation and Mobilization[4]

5.4.1. When more than one Utility Party has requested emergency assistance, all Parties understand and agree that it is the responsibility of the Requesting Organizations to agree upon the allocation of the available resources as between themselves.

5.4.2. The Parties agree that, in general, resources will be allocated on severity of need based on:

- Impact as calculated by percentage or degree of system loss and estimated time customers will have been without power.
- Travel time.
- Resources already secured either through existing contracts and/or other mutual assistance processes
- The intent will be to allocate available resources to meet all Utility Party utility needs in the most efficient and equitable manner possible.

5.4.3. The Parties agree that final dispatch of committed resources is to be coordinated directly between the Requesting Organization and the Responding Organization.

5.3 Joint Mobilization Call Documentation

5.3.1 During each call, a Party will be designated the responsibility for documenting resource allocations and email the minutes to the Utility Party representatives on the call.

6 Requesting Organization Responsibilities

6.1 Requesting Organization – Responsibilities Prior to Mobilization

6.1.1 To the extent possible, the Requesting Organization is to communicate the scope of impact and work conditions expected for Responding Organization personnel.

6.1.2 The Requesting Organization is to inform the Responding Organization if their requirements for the maintenance of receipts differ from the procedures stated in paragraph 7.2.4.

6.1.3 To facilitate communications, the Requesting Organization may provide a single point of contact (Coordinator) to interact with the Responding Organization.

6.1.4 The Requesting Organization is to address inquiries from Responding Organizations about labor contractual issues, safety issues, contact personnel, vehicle fueling arrangements, typical standard construction, meal and lodging arrangements, and other items.

6.2 Requesting Organization – Responsibilities during Emergency Assistance Period

6.2.1 The Requesting Organization establishes expectations for work, including start time and duration.

6.2.2 The Requesting Organization provides materials unless specifically noted otherwise and communicated to the Responding Organization.

6.2.3 The Requesting Organization provides a personnel representative to be a guide or bird dog with communications capability to assist responding team leaders.

6.2.4 The Requesting Organization provides vehicle security for parking areas unless specifically agreed otherwise.

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[4] Once request(s) are elevated to national coordinator(s) under 5.1.4, the trade association's national coordinators will be responsible for the fair and equitable allocation of resources based on national needs.

6.2.5 With the exception of food and lodging during travel to and from the final work site, the Requesting Organization handles all food, lodging and incidental support needed by Responding Organization unless otherwise agreed to in writing.

6.2.6 Requesting organization provides laundry services unless otherwise agreed to in writing.

6.2.7 Requesting Organization reimburses the Responding Organization for lodging and will not pay for additional hotel related or hotel billed expenses unless agreed to by the Requesting Organization prior to the occurrence.

6.3 Requesting Organization - Procedures for Releasing Responding Organization(s)

6.3.1 Each Requesting Organization provides to the Responding Organization(s) a proposed "Release Schedule" as soon as possible before mobilizing personnel and equipment ("crews"). This Release Schedule will include:

- Name(s) of the Utility Party and its personnel to be released to the request.
- The numbers of workers from each Utility Party being released to the request.
- The coordinator of the crews being released to the request.
- The date and approximate time the crews expect to be released from the request.

6.3.2 The Requesting Organization recognizes that resources under this Protocol are being provided to assist with an emergency only. After the response and restoration work has been completed, the Requesting Organization shall NOT retain Responding Organization personnel or equipment to perform routine maintenance, street lighting work, or clean up type work (unless otherwise agreed to) and will aggressively work to demobilize personnel and equipment.

6.3.3 If there are other Utility Parties that need additional resources at the time of the release, it will be the decision of the Responding Organization or members as to whether they provide resources for another Utility Party's mutual assistance request under this Protocol.

6.3.4 When resources are being released by one Requesting Organization, and the Responding Organization elects to provide assistance to another Requesting Organization, it will go through the same process as it did initially as specified in Section 5.4.

6.4 Requesting Organization – Responsibility for Reimbursement of Expenses

6.4.1 The Parties understand and agree that the provision of emergency mutual assistance is a not for profit endeavor[5] for Responding Organization(s). The Requesting Organization will reimburse all costs and expenses incurred by the Responding Organization in the provision of the emergency assistance for the entire emergency assistance period as defined in Section 4.4 above.

6.4.2 If Responding Organization resources are released during/after mobilization but before being utilized, the Requesting Organization will reimburse Responding Organization for all incurred preparation and travel expenses including reasonable time required to prepare the equipment for return to normal activities after returning to their point of origin.

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[5] "Not for profit" In the context of this Protocol refers to the Utilities Parties charging for actual costs incurred during mutual assistance assignment(s), without any mark up to profit on services rendered under this Protocol.

6.4.3 During emergencies impacting more than one Utility Party, Responding Organization resources may be re-assigned to another Requesting Organization either: (1) en route to the Requesting Organization, (2) at an initial staging area before reaching the Requesting Organization, or (3) at the Responding Organization's final staging area. Additionally, resources may be assigned, in agreement with the Responding Organization, to assist a second Requesting Organization after completing work for the initial Requesting Organization. Note: In any of these instances, unless otherwise mutually agreed, the Requesting Organization that receives the re-assigned Responding Organization resources will be responsible for all Responding Organization costs from the time of re-assignment (including travel from demobilization point).

6.4.4 The Requesting Organization shall pay all invoice(s) from Responding Organization or members within 90 calendar days after receipt of invoice(s) with proper supporting documentation as specified by the Requesting Organization in advance.

7. Responding Organization Responsibilities

7.1 Responding Organization – Responsibilities Prior to Mobilization

7.1.1 To the extent possible, the Responding Organization is expected to clearly communicate the degree of devastation and working conditions that their responding employees should expect to encounter upon arrival at the emergency restoration work area.

7.1.2 To facilitate communications, the Responding Organization may opt to provide a single point of contact (Coordinator) to interact with the Requesting Organization.

7.1.3 Responding Organization completes and forwards a crew roster to the Requesting Organization with employee name and title, vehicle description, other equipment, and contact information, before departing their home location or current work location.

7.1.4 Responding Organization agrees not to load extra emergency stock on trucks unless specifically requested by the Requesting Organization.

7.1.5 In certain situations, the Requesting Organization may not have the capacity to effectively on-board and control small groups of resources. In these situations, every attempt will be made by the Responding Organization(s) to group the responding resources into a size that the Requesting Organization or member can effectively utilize. The Responding Organization(s) will make every attempt to assemble and arrive as a single unit and provide their own supervision incorporating a manageable span of control.

7.1.6 Upon request, the Responding Organization shall provide the Requesting Organization with a copy of associated labor contracts.

7.2 Responding Organization – Responsibilities during Emergency Assistance Period

7.2.1 Responding Organization handles all communication needs within their teams to ensure continuous communication capabilities.

7.2.2 The Responding Organization is responsible for performing normal maintenance on their vehicles and equipment during the emergency assistance period and this work will be covered in their standard hourly/daily rates.

7.2.3 Responding Organization maintains daily records of time and expenses for personnel and equipment. This documentation is provided with their invoices.

7.2.4 Unless otherwise agreed prior to mobilization, member utilities agree that Responding Organization(s) will maintain and furnish upon request receipts for all individual expenses and purchases made during the emergency assistance period in accordance

with the United States Internal Revenue Service (IRS) in effect at the time assistance is requested.

7.2.5 Notwithstanding anything herein, the Requesting Organization and the Responding Organization may mutually agree to a different invoicing method than that outlined in Appendix B; however, every effort should be made to agree upon invoicing terms before mobilization begins.

7.3 Responding Organization – Responsibilities End of Emergency Assistance Period

7.3.1 Responding Organizations should submit their *preliminary invoice* to Requesting Organization *within 30 calendar days from date released* by the Requesting Organization. Responding Organization will provide supporting documentation at the time the preliminary invoice is mailed. Requesting Organization should receive *final invoice within 60 calendar days from invoice date of preliminary invoice.*

7.3.2 Utility Parties agree to maintain auditable records of billed expenses for emergency mutual assistance sufficient to satisfy the legal or statutory requirements and obligations incumbent upon the Requesting Organization.

8. Liability

8.1 Due to the compressed time frames associated with the rendering of mutual assistance, Utility Parties should ensure that liability, among other issues, be addressed in a timely manner; otherwise, the ability of one Party Utility to respond to another Party Utility could be impacted adversely, up to and including an inability to render any non-contractor assistance.

8.2 When rendering mutual assistance to one another and with specific regard to all liability for loss, damage, cost or expense, the Parties agree as follow:

8.2.1 Requesting Organization shall indemnify, hold harmless and defend Responding Organizations from, and against any and all liability for loss, damage, cost or expense which Responding Organizations may incur by reason of bodily injury, including death, to any person or persons or by reason of damage to or destruction of any property, including the loss of use thereof, which result from furnishing emergency assistance and whether or not due in whole or in part to any act, omission, or negligence of Responding Organization or except to the extent that such death or injury to person, or damage to property, is caused by the willful or wanton misconduct and/or gross negligence of the Responding Organization. Where payments are made by the Responding Organization under a workmen's compensation or disability benefits law or any similar law for bodily injury or death resulting from furnishing emergency assistance, Requesting Organization shall reimburse the Responding Organization for such payments, except to the extent that such bodily injury or death is caused by the willful or wanton misconduct and / or gross negligence of the Responding Organization.

8.2.2 In the event any claim, request for information, or demand is made or suit or action is filed against Responding Organization alleging liability for which Requesting Organization shall indemnify and hold harmless Responding Organization under paragraph 8.2.1 above, Responding Organization shall promptly notify Requesting Organization thereof, and Requesting Organization, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it in its sole discretion deems necessary or prudent. Responding Organization shall cooperate with Requesting Organization's reasonable efforts to investigate, respond, defend and settle the claim request, or lawsuit.

8.2.3 In the event any claim, request for information, or demand is made or suit or action is filed against Requesting Organization alleging liability during an Emergency Assistance Period as defined in section 4.4.1 above, Requesting Organization shall promptly notify all Responding Organization. All Parties shall cooperate with reasonable efforts to investigate, respond, defend, and the settle the claim, request or lawsuit.

9. Confidentiality

9.1 Utility Parties understand and agree that invoicing details, including associated expenses and related information and conversations between member utilities during conference calls, including discussions regarding crew location and allocation are confidential and proprietary to the disclosing member utility (the "Confidential Information"). Therefore, member utilities agree not to share or release any Confirmation Information unless mutually agreed.

9.2 Utility Parties expressly acknowledge that they are subject to regulation by various state and federal regulatory agencies and that they may from time to time disclose Confidential Information to such regulatory agencies. In the event of such disclosure to regulatory agencies, the disclosing Utility Party shall seek to have the applicable regulatory agency afford confidential treatment to the Confidential Information.

10. Freedom of Information Laws

10.1 If a Party is subject to a freedom of information law that provides for public disclosure of records (collectively, a "FOIL") and such Party (the "FOIL Party") receives a request for the disclosure of potentially Confidential Information provided to it by another Party (the "Disclosing Party"), the FOIL Party, shall:

- Notify the Disclosing Party of the request;
- Provide the Disclosing Party with the information the FOIL Party intends to provide in response to the FOIL request;
- Provide the Disclosing Party the opportunity to provide information regarding the need for confidential treatment;
- Evaluate the third party's request for disclosure and the Disclosing Party's request for confidential treatment; and
- Determine if the Confidential Information is subject to disclosure under FOIL.

10.2 If the FOIL Party determines that Confidential Information is subject to disclosure under the applicable FOIL, it will provide prompt written notice of such determination to the Disclosing Party so that the Disclosing Party may seek a protective order or other appropriate remedy.

10.3. Nothing in this Protocol is intended to limit or otherwise modify a FOIL Party's obligations under any applicable FOIL.

IN WITNESS WHEREOF, by signing below, the Parties agree that they have read, understand, and agree to the terms and conditions provided for herein.

POWER AUTHORITY OF THE STATE OF NEW YORK

By: Saul Rojas (Oct 9, 2019)

Name: Saul Rojas

Title: Vice President - Enterprise Resilience

Date: Oct 9, 2019

LONG ISLAND ELECTRIC UTILITY SERVCO LLC AS AGENT OF AND ACTING ON BEHALF OF THE LONG ISLAND LIGHTING COMPANY D/B/A LIPA

By: John O'Connell (Sep 10, 2019)

Name: John O'Connell

Title: Vice President - Electric Operations

Date: Sep 10, 2019

CENTRAL HUDSON GAS & ELECTRIC

By: Paul E Haering (Aug 9, 2019)

Name: Paul Haering

Title: Senior Vice President - Engineering and Operations

Date: Aug 9, 2019

CONSOLIDATED EDISON, INC.

By: Matthew Sniffen (Aug 9, 2019)

Name: Matt Sniffen

Title: Vice President – Emergency Preparedness

Date: Aug 9, 2019

ORANGE & ROCKLAND UTILITIES

By: Francis Wm Peverly (Aug 18, 2019)

Name: Francis W. Peverly

Title: Vice President - Operations

Date: Aug 18, 2019

NATIONAL GRID

By: Keith P McAfee
Keith P McAfee (Aug 8, 2019)

Name: Keith McAfee

Title: Vice President - NY Electric Operations

Date: Aug 8, 2019

AVANGRID Networks, Inc.,
on behalf of New York State Electric & Gas and Rochester Gas and Electric

By: Charles Eves
Charles Eves (Aug 20, 2019)

Name: Charles Eves

Title: Vice President - Electric Operations

Date: Aug 20, 2019

MUNICIPAL ELECTRIC UTILITIES ASSOCIATION OF NEW YORK STATE,
on behalf of itself and MEUA Members

By: Tony Modafferi
Tony Modafferi (Sep 6, 2019)

Name: Tony Modafferi

Title: Executive Director

Date: Sep 6, 2019

NEW YORK ASSOCIATION OF PUBLIC POWER,
on behalf of itself and NYAPP Members

By: Paul J. Pallas
Paul J. Pallas (Aug 2, 2019)

Name: Paul Pallas

Title: President

Date: Aug 2, 2019

AMERICAN PUBLIC POWER ASSOCIATION,
on behalf of itself and the APPA Mutual Aid Program

By: Mike Hyland
Mike Hyland (Sep 11, 2019)

Name: Mike Hyland

Title: Sr. Vice President – Engineering

Date: Sep 11, 2019

APPENDICES

APPENDIX A – ASSOCIATION PARTY/MEMBER INFORMATION

Municipal Electric Utilities Association of New York State Members

Village of Akron

Village of Andover

Village of Angelica

Village of Arcade

Bath Electric, Gas & Water Systems

Village of Bergen

Municipal Commission of Boonville

Village of Brocton

Village of Castile

Village of Churchville

Village of Endicott

Fairport Municipal Commission

Village of Frankfort Electric Department

Village of Greene

Village of Groton

Village of Hamilton

Village of Holley

Village of Ilion

Lake Placid Village, Inc.

Village of Little Valley

Village of Marathon

Massena Electric Department

Village of Mayville

Mohawk Municipal Commission

Penn Yan Municipal Utilities Board

Village of Philadelphia

Plattsburgh Municipal Lighting District

Village of Richmondville Power and Light

Village of Rouses Point

Salamanca Board of Public Utilities

Village of Silver Springs

Skaneateles Electric Light

Village of Solvay

Village of Spencerport

Village of Springville

Village of Theresa

Village of Tupper Lake

Village of Watkins Glen

Village of Wellsville

Village of Westfield

New York Association of Public Power Members

Delaware County Electric Cooperative
Freeport Electric Utility
Green Island Power Authority
Village of Greenport Electric Light and Power Company
Jamestown Board of Public Utilities
Oneida-Madison Electric Cooperative
Otsego Electric Cooperative, Inc.
Village of Rockville Centre
Village of Sherburne
City of Sherrill Power and Light
Steuben Rural Electric Cooperative, Inc.

American Public Power Association

For a complete list of the American Public Power Association Members please visit their website at:

https://www.publicpower.org/our-members

APPENDIX B – POINTS OF CONTACT/CONTACT INFORMATION

APPENDIX C – INVOICE TEMPLATE

INVOICE

Utility
New York State, NY

DATE: [CLICK TO SELECT DATE]
INVOICE #
PROJECT & TASK #

TO

FROM

JOB DESCRIPTION	PAYMENT TERMS
Emergency Restoration Work	PAYMENT DUE **/**/****. (PAYMENT DUE WITHIN 90 DAYS AFTER RECEIPT OF INVOICE.)

DESCRIPTION	TOTAL
LABOR Total labor (full) cost	
LABOR HOURS Total hours billed by function: • Line or splicing personnel • Supervisory • Safety • Other (please specify and should be pre-approved)	
MATERIALS (Total Cost) Type of material(s) Quantity	
EQUIPMENT (Total Cost) Types of vehicles/equipment Total hours billed	
FIELD AND ADMINISTRATIVE EXPENSES Includes fuel, food, lodging, tolls, administrative, communications expenses and miscellaneous costs Special requests: • Type of special request • Total cost	
TOTAL DUE	

Attachment 21

ARCOS Crew Roster Template

RA_SRC_SCHEMA	Company Name	CrewName	CrewType	Vehiclename	RA_ASSIGN	LicensePlate	State	Equipmentname	RA_ASSIGN	MemberName	Phone1	RA_ASSIGN	LodgingRequired	LodgingRoomType	Gender

Attachment 22 - PSC Storm Scorecard and Performance Guide

EMERGENCY RESPONSE PERFORMANCE MEASURES

PREPARATION (10% of Total)

Area of Interest	Definition of Measure	Measurement Criteria	Points
1. Event Anticipation	Complete steps to provide timely and accurate emergency event preparation in response to the NWS or the company's private weather service, in accordance with the company's PSC approved Electric Emergency Plan, for an event expected to impact the company's service territory.	1.1 Employees/Contractors planning	15
		1.2 Press Releases issued / text messages / emails sent	15
		1.3 Municipal Conference Calls held and highly effective	20
		Municipal Conference Calls held and effective	10
		1.4 LSE customers alerted	15
		1.5 Point of contact for Critical Facilities alerted	15
		1.6 Company compliance with Training Program as specified in Commission Approved Emergency Plan	15
		1.7 Participation in all pre-event mutual assistance group calls	15
		1.8 Verify Materials / Stockpiles level based on forecast. If materials are not on hand, correct situation within 24 hours	40

TOTAL 150

OPERATIONAL RESPONSE (60% of Total)

Area of Interest	Definition of Measure	Measurement Criteria	Points
2. Down Wires	Response to downed wires reported by Municipal Emergency Official.	< 18 hours (3-5 day restoration) < 36 hours (> 5 day restoration)	60
3. Preliminary Damage Assessment	Completion of preliminary damage assessment	< 24 hours from start of restoration	30
4. Crewing	80% of the forecast crewing committed to the utility	< 48 hours from the start of restoration	30
5. Estimated Time of Restoration (Made available by utility on web, IVR, to CSR's, etc)	Publication of Global ETR in accordance with ETR Protocol	Exceeds expectation: < 24 hrs (3-5 day restoration) < 36 hrs (> 5 day restoration)	50
		Meets expectation: < 36 hrs (3-5 day restoration) < 48 hrs (> 5 day restoration)	30
	Publication of Regional/County ETRs in accordance with ETR Protocol	Exceeds expectation: < 24 hrs (regions with 3-5 day restoration) < 36 hrs (regions with > 5 day restoration)	50
		Meets expectation: < 36 hrs (regions with 3-5 day restoration) < 48 hrs (regions with > 5 day restoration)	30
	Publication of Local/ Municipal ETRs in accordance with ETR Protocol	Exceeds expectation: < 36 hrs (3-5 day restoration) < 48 hrs (> 5 day restoration)	50
		Meets expectation: < 48 hrs (3-5 day restoration) < 72 hrs (> 5 day restoration)	30

OPERATIONAL RESPONSE (continued)

Area of Interest	Definition of Measure	Measurement Criteria	Points
6. ETR Accuracy	Global ETR accuracy as published in accordance with ETR requirement time	Accurate within +/- 24 hours	40
	Regional ETR accuracy as published in accordance with ETR requirement time	Accurate within +/- 12 hours (3-5 day restoration) Accurate within +/- 24 hours (> 5 day restoration)-	40
	Local ETR accuracy as published in accordance with ETR requirement time	Accurate within +/- 12 hours	40
7. Municipality Coordination	Coordination w/ Municipalities regarding hazards or electric utility equipment impeding road clearing, down wires, critical facilities, etc.	Execution of Coordination Protocols pursuant to Commission Approved Emergency Plan	20
8. County EOC Coordination	Coordination with County EOCs	Execution of Coordination Protocols pursuant to Commission Approved Emergency Plan	20
9. Utility Coordination	Electric Utility Coordination with other Utilities (Electric, gas, communications, water)	Execution of Coordination Protocols pursuant to Commission Approved Emergency Plan	20
10. Safety	Measure of any employee or contractor serious injury doing hazard work during storm/ outage and restoration.	Zero injuries	80
11. Mutual Assistance	Crew requests made through all sources of mutual assistance	Crew requests made within: 36 hrs (3-5 day restoration) 48 hrs (> 5 day restoration)	20
12. Restoration Times	Time it takes utility to restore power to 90% of customers affected	TBD	---
		TOTAL	550

COMMUNICATION (30% of Total)

Area of Interest	Definition of Measure	Method of Measurement Criteria	Points
13. Call Answer Rates	Customer calls answered by properly staffing call centers	90%+ calls answered within 90 sec.	30
		80% to <90% calls answered within 90 sec.	20
14. Municipal Calls	Municipal call must be properly managed and provide, at minimum, baseline information, updates on road clearing activities, and allow for Q&A.	Municipal calls held and highly effective	30
		Municipal calls held and effective	20
		Successful implementation of an operator assisted calling system	10
15. Web Availability	Company's web site must be available around the clock, and must be updated at least hourly, until restoration is complete.	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.	40
16. LSE Customers	LSE customer contact	80% affected LSE customers contacted within 12 hours	15
		LSE customers that were unable to be contacted had at least two attempts made within 12 hours	15
		100% affected LSE customers contacted or referred to an emergency services agency within 24 hours	20

COMMUNICATION (continued)

17. PSC Reporting	Provide storm event information to PSC in accordance with Electric Outage Reporting System (EORS) guideline requirements	All reporting on time, including at a minimum information required by existing EORS guidelines	40
18. Customer Communications	Press releases / text messaging / email / social media	Issue daily messages through the stated communications vehicles for each day of the utility restoration which must include information such as outages, ETRs, contact information, etc.)	60
19. Outgoing message on telephone line	Recorded message providing callers with outage information is updated within one hour of communication releases.	Message must be updated within an hour of communication releases that is consistent and coincides with the information contained in news releases	20
20. PSC Complaints	Number of storm/outage related PSC complaints received	≤ 20 per 100,000 customers affected	20
		≤ 40 per 100,000 customers affected	10

TOTAL 300

Emergency Response Performance Measurement Guide

The residents and businesses of New York have become increasingly dependent on electricity in recent decades. When outages occur, customers want to know that the electric utility is working to restore their service and customers are best served if they receive an accurate and timely estimate of when they will have service restored. Staff developed a scorecard that will measure each utility's ability to restore power to customers after an outage.

This scorecard will be applied to any event during which the outage duration, as defined below, lasts more than three days, or to any qualifying network outage in New York City. 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.

The scorecard has been divided into three categories:

1.	Preparation	150 points
2.	Operational Response	550 points
3.	Communication	300 points
	Maximum Available Points	1000

Each utility will be required to provide data with which the scorecard can be completed on a per event basis within 30 days of the completion of customer restoration. Department of Public Service (DPS) staff (Staff) will use the information provided by the utility in its review and determine a score for each event for each utility. Electric companies will continue to be required to file a Part 105 report within 60 days as set forth in the Rules and Regulations of the State of New York (NYCRR).

For any metric that Staff deems inapplicable, the points for those measures will be excluded and the overall score of the total will be prorated.

<u>COMMON DEFINITIONS:</u>

Qualifying Network Outage – The interruption of service to 15 percent or more of the customers in any Consolidated Edison network for a period of three hours or more.

Start of Event – The time when more than 5,000 customers are interrupted within a division for more than 30 minutes or more than 20,000 customers are interrupted companywide for more than 30 minutes. If the event affects less than the customer counts listed, the start time shall be the earlier of the peak level of interruptions or start of utility restoration.

Customer Restoration – For the purposes of the scorecard, customer restoration will be considered complete when for each customer, service has been restored or service is available

but would be unsafe to restore due to damage with customer-owned equipment or a compromised structure (e.g., condemned).

Outage Duration – The time period between the start of the event and customer restoration for all customers affected by the storm.

Start of Utility Restoration – The start of utility restoration will be considered 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 the restoration period may be different for distinct areas where the effect of a storm limits access to facilities (e.g., severe flooding).

Estimated Time of Restoration – The time within which the utility estimates restoration will be completed. The Department's ETR protocols are shown below.

Life Support Equipment Customers (LSE customer) – A customer who had documented their need for essential electricity for medical needs (i.e., a customer or a resident of the customer's premises who suffers from a medical condition requiring utility service to operate a life-sustaining device with certification by a medical doctor or qualified official of a local board of health). Every utility shall maintain a special file on such residential customers and an appropriate identification on the meters of such customers.

Critical Facilities – Facilities from which essential services and functions for continuation of public health and safety, and disaster recovery are performed or provided (i.e., hospitals, water treatment plants and fire houses). Critical Facilities will be consistently defined in the utilities Emergency Plans.

Baseline Information – The following list of information to be included in communications: safety tips associated with downed wires, geographic areas impacted, number of customers out of service, number of crews activated, how to report an outage and check for outage status, estimated times of restoration per operational guidelines, and means available to contact the company (phone, web, e-mail, social media, text messaging, etc.).

Electric Outage Reporting System (EORS) – EORS is a mapping and reporting system that allows DPS Staff to receive, process, analyze, and report outage data quickly and in a uniform format. EORS is used to process data automatically submitted by utility companies and generate a range of maps illustrating the geographical extent of impact and customer outages outage by municipality, county, and company boundaries. The system can also estimate the affected population for each outage level.

PREPARATION

The preparation measures are intended to score utility performance with respect to activities and communications performed prior to forecasted storms and in response to alerts from the National Weather Service or a utility's private weather service. For events with limited warnings, thereby making certain measures impractical to implement, as deemed by DPS, the 150 points for those measures will be excluded and the overall score of the total will be prorated.

EMPLOYEE CONTRACTOR PLANNING

Measure: Appropriate planning for Employees/Contractors

Criterion: Evaluation of compliance will include the review of steps taken to comply with emergency plans and communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements.

PRESS RELEASES/TEXT MESSAGING/EMAIL/SOCIAL MEDIA

Measure: Pre-storm communications through Press Releases, Text Messaging, E-Mail, and Social Media

Criterion: 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.

MUNICIPAL CONFERENCE CALL

Measure: Pre-storm call held and determined to be highly effective or effective

Criterion: 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 municipal call was communicated to all stakeholders, whether the previously stated information was communicated, how the call was managed, and whether

the call allowed for sufficient Q&A and how the Company responded to questions posed.

LSE CUSTOMERS ALERTED

Measure: All LSE customers alerted

Criterion: Utilities must make an outbound call attempt to all customers who the utility knows are LSE customers prior to the expected onset of an outage event. The companies should also use text messages/emails for those customers who have provided contact information.

CRITICAL FACILITIES NOTIFIED

Measure: All critical facilities notified

Criterion: Utilities must make an outbound call attempt with all critical facilities managers prior to the onset of an outage event. The companies should also use text messages/emails for those customers who have provided contact information.

TRAINING

Measure: Compliance with training program as specified in approved emergency plans.

Criterion: All personnel identified for use during the utility restoration must be trained in accordance with the guidelines specified within the Company's emergency plan. Training provided prior to dispatch will qualify provided it meets the normal course curriculum.

MUTUAL ASSISTANCE CALLS

Measure: Participate in all pre-event mutual assistance calls

Criterion: Utilities are required to have at least one employee participate in all pre-event mutual assistance calls.

MATERIALS/STOCKPILES

Measure: Insufficient material levels restocked within 24 hours of assessment or 36 hours of start of restoration.

Criterion: Companies must verify whether storm stocking levels exist based on forecasted level. If materials are not on hand, the company has 24 hours or until the start of customer restoration, if sooner, to correct the situation.

OPERATIONAL RESPONSE

The operational response measures are intended to score utility performance with respect to its response and ability to effectively mobilize personnel. Accurate and timely Estimated Time of Restoration (ETRs) continues to be an area in which the utilities need to improve. ETRs furnished by utilities should be appropriate to the distribution of the communication vehicle; e.g., ETRs in press releases should reflect the area where press release is distributed, ETRs on municipal calls should be appropriate to the area where municipal call is held.

DOWN WIRES

Measure: 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.

Criterion: 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). Response time will be measured from when the call is taken by the utility until the time it takes the utility to arrive at the location with the intent to fix, make-safe, or stand by a downed wire. Arrival of a supervisor or other personnel to assess the location and not perform one of the previous tasks does not meet these criteria unless the down wire is identified as a telecommunications, cable, or other non-utility owned equipment. In the event the call is taken before utility restoration has commenced, the start time shall be equivalent to start of the utility restoration.

DAMAGE ASSESSMENT

Measure: Completion of preliminary damage assessment completed within 24 hours of the start of utility restoration.

Criterion: For the purpose of the scorecard, preliminary damage assessment will be an initial assessment of mainline circuits considered to be heavily impacted based on SCADA readings and/or OMS predictions as well as circuits serving critical infrastructure known to be without commercial power. Evaluation will be based on the ability to mobilize and deploy assessors effectively and record findings in a manner that allows for the development of work packages and ETRs.

CREWING

Measure: 80% of the forecast crewing committed to the utility within 48 hours from the start of restoration.

Criterion: For the purpose of this measurement a committed crew will be considered to be a utility, contractor, or mutual assistance crew on property or en route. Utilities will not be penalized for acquiring additional resources to assist the restoration as they are released by other utilities.

PUBLICATION OF ESTIMATED TIMES OF RESTORATION

Measure: Publication of ETRs in accordance with the established protocols.

Criterion: Time periods for evaluation will be measured from the utility restoration start time. Publication of ETRs in advance of guideline expectations will be awarded additional points.

ACCURACY OF ESTIMATED TIMES OF RESTORATION

Measure: Accuracy of ETRs published in accordance with guidelines.

Criterion: Accuracy of ETR will be determined based on the ETRs published closest to the expectation contained in the guidelines. For regional/county ETRs an evaluation will be made for each region/county affected by the event and points will be awarded on a pro-rated basis (e.g. if five ETRs are issued and four are within a timeband, the utility will score 4/5 of the available points).

MUNICIPAL COORDINATION

Measure: Coordinate with municipalities regarding electric hazards or utility equipment impeding road clearing, down wires, critical facilities, etc. in accordance with approved emergency plans. The utilities are not expected to perform debris and/or snow removal activities that do not involve electric facilities.

Criterion: Evaluation of compliance will include the review of steps taken to communicate with municipalities, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.[21]

[21] Integration of concerns may or may not result in the utility needing reprioritize repairs.

COUNTY EOC COORDINATION

Measure: Coordinate with County EOCs regarding electric hazards or utility equipment impeding road clearing, down wires, critical facilities, etc. in accordance with approved emergency plans. The utilities are not expected to perform debris and/or snow removal activities that do not involve electric facilities.

Criterion: Evaluation of compliance will include the review of steps taken to communicate with county emergency operation centers, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.[1]

UTILITY COORDINATION

Measure: Coordinate with other utilities (electric, gas, communications, water) regarding critical infrastructure and efficient restoration in accordance with approved emergency plans.

Criterion: Evaluation of compliance will include the review of steps taken to communicate with other utilities, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.[1]

SAFETY

Measure: Avoidance of any employee or contactor serious injury occurring during hazard storm/outage and restoration work.

Criterion: For the scorecard purpose, hazard work is defined as any assignments that are directly related with restoration activities. Serious injuries are defined as injuries occurring while performing hazard work which result in hospitalization, medical treatment beyond first aid, or death.

MUTUAL ASSISTANCE

Measure: Request made though all sources of mutual assistance within 36 hours from the start of utility restoration for 3 to 5 day events and 48 hours from the start of utility restoration for events over 5 days.

Criterion: Evaluation of compliance will include the review of mutual assistance request related to line workers, vegetation workers, damage assessors, wire guards in comparison to peak work levels and emergency plan requirements.

RESTORATION TIMES

Measure: Time it takes utility to restore power to 90% of customers affected

Criterion: Measurement criteria is still being determined

COMMUNICATIONS

The communications measures are intended to score utility performance with respect to its ability to receive and disseminate information related to the impact of the storm/outage and restoration activities. The need for communicating with customers, general public, news media and local officials is very important during emergency conditions, such as storms. Therefore, the sharing of information will be measured with respect to several communication vehicles (calls, press releases, social media, etc.). During an extended power outage, it is important that timely and accurate information be provided as widely as possible. Periodic reports, whether through press releases, e-mails, text messages or on social media websites should be accurate and timely, and avoid misleading the public with optimistic or unrealistic statements.

CALL ANSWER RATES

Measure: Percent of customer calls answered by a live representative within 90 seconds.

Criterion: By properly staffing call centers, utilities should be able to answer over 80 percent of calls within 90 seconds. Additional points will be given if the call answer rate is over 90 percent. The call answer time will be measured on a daily basis from the start of the event though customer restoration. Performance points will be issued on a pro-rated basis.

MUNICIPAL CALLS

Measure: Municipal calls are held at least daily in compliance with the company's approved Electric Emergency Plans and determined to be highly effective or effective.

Criterion: Municipal calls should be held daily until 90% of the affected customers have been restored. An alternative municipal contact method should be in place to respond to questions and issues from officials regarding the remaining scattered single outages once the calls are no longer required. The first municipal call can be held at the utilities discretion but must be held within the first 36 hours from the start of the utility 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

Measure: Websites are accessible and contain appropriate storm related information

Criterion: 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.

LSE CUSTOMERS

Measure: Percent of affected LSE customers contacted within 12 hours, if at least two attempts were made within 12 hours for those unable to be contacted, and whether all of the affected LSE customers were contacted or referred to an emergency service agency within 24 hours.

Criterion: Utilities will be evaluated on their ability to contact 80% of the affected LSE customers within 12 hours from the start of the event and whether 100% of the affected LSE customers contacted or referred to an emergency service agency was done within 24 hours. Utilities 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. Partial scoring will be awarded for the initial attempt, provided all customers had received at least one phone call. Within 24 hours of the start of the event, LSE customers must have been either (a) directly contacted by the utility, or (b) referred to an emergency services agency (*e.g.*, police or fire department) for emergency assistance. Utilities must maintain records of LSE customer contacts, including any customers who the utility was unable to reach.

PSC REPORTING

Measure: Reports to the PSC are complete and submitted on time.

Criterion: Evaluation will consist of a review and the content of reports provided to staff and outage submissions. Reports are due from each utility to DPS by 7am, 11am, 3pm, and 7pm or as defined by Staff.[22] Based on the specific conditions of the event and the number of electric customer outages remaining, DPS Staff will notify each utility when reporting is no longer necessary. The reports should include, at a minimum, summary of outages, crewing information on site and en-route, planned crew relocation and mutual assistance activity, discussion of major damage, estimated restoration times, summaries of work plans for restoring customers, listing of critical facilities and LSE customers affected, and a summary of dry ice/bottled water distribution activities.

CUSTOMER COMMUNICATIONS

[22] The utilities are reminded that Staff may request additional reporting based on the severity of the event.

Measure: Daily communications through Press Releases, Text Messaging, E-Mail, and Social Media

Criterion: Companies are required to issue daily messages through the stated communications vehicles for each day of the utility 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 taken into account when reviewed for content.

OUTGOING MESSAGE

Measure: Outgoing messages on telephone line must be updated within two hours following communication releases

Criterion: Evaluation for compliance will be determined based on whether messages were updated within two hours following communication release and the new message coincides with information contained in the releases.

PSC COMPLAINTS

Measure: Number of storm/outage related complaints received by the department's call center per 100,000 customers affected.

Criterion: Data from the Department's call center will be evaluated to determine the number of storm/outage related complaints received. Storm related complaints will also reflect complaint related to improper application of customer protection measures defined under Case 13-M-0061.

ESTIMATED TIME OF RESTORATION PROTOCOL

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

The protocols are considered minimum requirements necessary to ensure the public and the Department are adequately informed. During the course of restoration, utilities are to continuously refine estimated restoration times (ETRs) and update customer representatives, Interactive Voice Response (IVR) systems, and web sites in a timely manner (at least every six hours). The utilities shall provide restoration information (outage counts, ETRs, etc.) to media outlets and public officials in affected areas. Additionally, utilities shall issue at least one press release daily for all events with an expected restoration period longer than 48 hours. ETRs provided should be applicable to at least 90% of the affected customers in the reported level (global, local, etc.).

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

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

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

EVENT EXPECTED TO LAST 48 HOURS OR LESS[23]

Within the first 6 hours of the restoration period
• Notify DPS Staff of expectation that the event will last less than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. For events expected to last less than 24 hours, notification may be via Electric Information Reporting System (EIRS). • Provide available information to the public via customer representatives, IVR systems, and web sites. • In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be 48 hours (or less) will be communicated as soon as possible, but no later than noon the following day. Any delay in establishing the initial storm expectations will not affect the time requirements below.
Within the first 12 hours of the restoration period
• Provide DPS Staff with a global ETR and any available regional ETRs. • Prepare a statement for the press that includes known ETRs in time for the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call).
Within the first 18 hours of the restoration period
• Establish ETRs for each locality affected and make them available to the public via customer representatives, IVR systems, and web sites.
Within the first 24 hours of the restoration period
• Consider issuing a press release in time for the upcoming news cycle based on conditions.
Reporting requirements during the event
• Provide restoration information updates four times daily to DPS Staff (7 AM, 11 AM, 3 PM, and 7 PM) if notified by Staff. Updates should continue until otherwise directed by Staff. • Notify DPS Staff when all storm related interruptions have been restored.

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

EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

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

EVENT EXPECTED TO LAST GREATER THAN 48 HOURS (continued)

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

Attachment 23 – Sample Municipal Call Agenda

Topics to be covered on the municipal conference call today will include the following:

- Type and severity of storm or other cause for outages;
- Geographic areas impacted;
- Local and System-wide number of customers affected, number restored;
- Global/ Regional/Local Estimated Restore Time per operational guidelines;
- Number of crews activated and mutual aid support;
- Where crews are working;
- Status of wires down/road clearing ;
- Restoration Plan;
- Dry Ice/Water Distribution locations (if distributed);
- Emergency shelter information (if available for the county/local municipalities);
- Restoration progress since last call; and

Refer specific questions to CRT Command Center at 1-855-719- 4716 or the CRT at your location if one is present.

Call participants will be encouraged to report critical issues to the CRT or the CRT Command Center and their County Emergency Operating Center.

Call participants will be encouraged to report an outage, please use www.oru.com/trouble (municipal use only). To check on an outage status, please go to www.oru.com and click Service & Outages.