



SUBJECT

**ELECTRIC EMERGENCY  
RESPONSE PLAN**

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**Consolidated Edison Company of New York  
Electric Emergency Response Plan (“Electric ERP”)**

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Prior to use, verify the [current version](#), located under Policies and Procedures, on Conor.

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## A NOTE TO THE EXTERNAL READER

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

- In instances where a referenced document is neither internally nor externally restricted, and the content might be of interest to an external reader (e.g., it may provide more insight into a Company procedure that is referenced, but not "repeated" within the body of the Plan), the document has been added as an ERP attachment for the benefit of the external reader.
- In instances where a referenced document is not internally restricted<sup>1</sup> (i.e., any Company employee would have access), a hyperlink to the document's location (e.g., on Conor<sup>2</sup> or another internal SharePoint location) has been included for the benefit of all internal readers.

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

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

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

<sup>2</sup> Conor is the Company's intranet site where all policies and procedures are located.

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## Summary of Attachments

**Attachment 1: [CI 260-2, Incident Reporting](#)**

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

**Attachment 2: [CI 260-4, Corporate Response to Incidents and Emergencies](#)**

This Corporate Instruction outlines the process by which CECONY shall prepare for, plan, and respond to incidents and emergencies. The Instruction details the Company’s guidelines for determining the appropriate level of incident response and mobilization (*i.e.*, the designation, notification, and deployment of personnel and other resources). The Instruction also describes the Company’s application of the Incident Command System (“ICS”), including CECONY’s ICS organizational structure (at the Corporate level) as well as defines the roles and responsibilities of the ICS Command and General Staff in the Corporate Emergency Response Center (“CERC”). EXHIBIT A provides an expanded discussion of CECONY’s four incident levels (*i.e.*, Routine, Class 1, Class 2, and Class 3). EXHIBIT B details CECONY’s requirements for incident response training, qualification, and exercises. EXHIBIT C details communications expected during an incident. EXHIBIT D provides a summary of the IC’s authority by incident classification level.

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

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

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

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

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**Attachment 4: [CI 490-2, Customer Care Emergency Response Plan](#)**

This Corporate Instruction details the *Customer Care Emergency Response Plan* (“Customer Care ERP”), including the various actions coordinated by different CECONY organizations once the plan is activated, and under what circumstances an activation might occur.

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

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

**Attachment 5: [CSP 2-0-1 Customer Operations – General: Corporate Event Customer Response Plan](#)**

This Customer Service Procedure provides details regarding communications that are received, managed, and/or pushed by Customer Operations in response to a corporate event, including notifications about an event, actions during an event, and special actions during a hot weather emergency.

**Attachment 6: [CSP 2-0-22 Customer Operations – General: Dry Ice Distribution](#)**

This Customer Service Procedure provides information related to Customer Operations’ responsibilities and processes related to the *distribution* of dry ice to consumers whose electric service has been interrupted and are expected to be without service for 48 hours, or more, as a result of weather-related events or system emergencies.

**Attachment 7: [CSP 2-1-3 Customer Operations – Customer Communications: Processing Customer Emergency Reports](#)**

This Customer Service Procedure provides information related to how emergencies that are reported by customers through various channels (e.g., via Customer Service Representatives, the Interactive Voice Response system, the Company’s website/mobile application, and/or text) are processed in order to lead to the creation of trouble tickets. The procedure also summarizes how customers can obtain restoration information (e.g., via the outage map).

**Attachment 8: [CSP 3-1-8 Customer Operations - Credit and Collections: Active Accounts Coded Life Support Equipment](#)**

This Customer Service Procedure provides insight into how, and under what conditions, certain residential customer accounts are coded as Life Support Equipment (“LSE”) accounts as well as details the ongoing process for tracking and updating these accounts, as appropriate. It also provides information related to how the Company manages LSE accounts in arrears.

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**Attachment 9: [Acquisition and Allocation of Mutual Assistance and External Resources Guideline](#)**

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

**Attachment 10: [Damage Assessment Guide](#)**

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

**Attachment 11: [Order Approving the Scorecard for Use by the Commission as a Guidance Document to Assess Electric Utility Response to Significant Outages](#)**

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

**Attachment 12: [ETR Protocol](#)**

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

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**Attachment 13: [CSP 2-2-115 Customer Operations Account Operations-Electric Customer Outage Credits](#)**

This Customer Service Procedure provides the requirements for how the Company will facilitate compliance with the New York State Public Service Commission’s (PSC) November 18, 2013 Order regarding application of bill credits following unplanned electric outages lasting 72 hours or more.

**Attachment 14: [Potential Ice Distribution Locations List](#)**

List of potential ice distribution locations in both Westchester County and New York City.

**Attachment 15: [Flood Response Guide](#)**

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

**Attachment 16: [Life Support Equipment Customer Contact Procedure During Events](#)**

The Public Service Commission (“PSC”) requires the Company to reach out to its LSE customers when they are impacted by an outage, via a *Customer Service Representative* (“CSR”) or an external agency (*e.g.*, Police Department), depending upon the circumstances. This internal procedure provides insight into how this accomplished.

**Attachment 17: [CI 730-2, Settlement of Claims for Spoilage of Food, Prescription Medicine, or Perishable Merchandise and Customer Compensation due to Power Outage](#)**

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

**Attachment 18: [OFS Crew Roster Template](#)**

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

**Attachment 19: [CECONY NAMAG and EEI Mutual Assistance Agreements](#)**

This external document includes the “Statement of Understanding and Endorsement” for utilities participating in NAMAG as well as NAMAG’s Guidelines, which details how utilities are to coordinate regarding mutual assistance resource needs.

**Attachment 20: [NYS Public/Private Utility Mutual Assistance Protocol](#)**

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

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**Attachment 21: [Utility Liaison Program Guide](#)**

This internal reference guide provides a summary of the guidelines the Company has established for communication and coordination between CECONY, telecommunication providers, and other infrastructure utilities in CECONY's service territory during restoration-related activities following Class 2 or Class 3 events.

**Attachment 22: [Press Release Templates](#)**

Sample press release templates related to electric emergency events.

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**ERP ACRONYMS**

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

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

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

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**PART 105 MATRIX**

PART 105 HEADER	DESCRIPTION	CECONY ELECTRIC ERP LOCATION
<b>Table of Contents</b>	Listing of Plan content / topics	Table of Contents
<b>Introduction</b>	A statement of the purpose, policies and objectives of the plan.	<a href="#">1. INTRODUCTION</a> A Note to The External Reader
<b>Emergency Classification</b>	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, e.g., 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.	<a href="#">4. INCIDENT CLASSIFICATION &amp; STAFFING</a>  <a href="#">9. EMERGENCY ANTICIPATION AND MOBILIZATION PREPAREDNESS</a>
<b>Emergency Response Training Program</b>	(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.	<a href="#">3.2.1 Function-Specific Training</a>
	(b) Identify person(s) responsible for managing and evaluating the effectiveness of the program.	<a href="#">3.2. TRAINING</a>
	(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.	<a href="#">3.3.2 Annual Storm Exercise</a>
	(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.	<a href="#">3.3.2 Annual Storm Exercise</a> <a href="#">3.3.6 The After-Action Process in Relation to Exercises</a>

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<b>Advance Planning &amp; Preparation</b>	Specify the on-going actions that the corporation expects to take throughout each year to plan and prepare for an electrical emergency.	<a href="#">3. ADVANCE PLANNING &amp; PREPAREDNESS</a>
	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: <ul style="list-style-type: none"> <li>• all utility personnel assigned service restoration responsibilities;</li> <li>• mutual aid companies and contractors;</li> <li>• all life support and other special needs customers;</li> <li>• human services agencies;</li> <li>• print and broadcast media;</li> <li>• operators / managers of motels, restaurants, dormitories, etc.;</li> <li>• state, county and local elected officials, law enforcement officials, and</li> <li>• emergency management and response personnel;</li> <li>• medical facilities; and</li> <li>• vendors.</li> </ul>	<a href="#">2.2. CONTACT LISTS</a>
	At least annually, the corporation shall verify that all of the preceding data are current.	
	At least semiannually, the corporation shall issue updated lists of known changes to its employees that have plan implementation responsibilities.	<a href="#">2.2.1 Emergency Duty Rosters</a>
	The procedures should include the corporation's plans to stockpile emergency restoration tools and supplies in loose or kit form.	<a href="#">5.4.2 Activation of Interregional Logistics</a>
	State also, provisions for the preparation / distribution of literature or other forms of communication with information on customer storm preparations. Such information should address storm survival without electric power and safety precautions regarding electrical hazards such as downed wires or portable generator use.	<a href="#">7.3.2 Press Releases</a> <a href="#">3.5. ONGOING OUTREACH REGARDING CUSTOMER PROGRAMS</a> <a href="#">8.2. PRE-STORM / EVENT CUSTOMER COMMUNICATIONS</a> <a href="#">8.3. STORM / EVENT CUSTOMER COMMUNICATIONS</a>

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<b>Emergency Anticipation</b>	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.	<a href="#">9. EMERGENCY ANTICIPATION AND MOBILIZATION PREPAREDNESS</a> <a href="#">11. PREEMPTIVE DE-ENERGIZATION</a>
	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.	
<b>Service Restoration Procedures</b>	Provide the corporation's procedures for mobilizing its personnel, materials, and equipment in order to survey system damage (i.e., damage assessment) and implement measures to ensure timely, efficient, and safe restoration of service to customers in areas damaged by a storm or other storm-like electric emergency.	<a href="#">5.3.2 Regional Planning Section</a> <a href="#">6.2.2 NYC TASK FORCES</a> <a href="#">12.2. RESTORATION PRIORITIES AND PUBLIC SAFETY</a> <a href="#">12.3. RESTORATION WORKFLOW</a> ATTACHMENT 10 – DA Guide
	The procedures need to identify restoration priorities to ensure that restoration time is minimized, while ensuring critical customers' needs are met. Include a listing of the priorities for service restoration among customer groups in these procedures.	<a href="#">12.2. RESTORATION PRIORITIES AND PUBLIC SAFETY</a>
	Identify criteria for determining when centralized versus decentralized control is appropriate.	<a href="#">5.1. ACTIVATION LEVELS</a>
	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.	<a href="#">12.2. RESTORATION PRIORITIES AND PUBLIC SAFETY</a> ATTACHMENT 10 – DA Guide
	Describe how field reports of system damage will be integrated with damage reports, or indicators from other sources, e.g., customer call-ins, in order to make a reasonably accurate assessment of system damage and reliable projections of the personnel, equipment, materials and time that will be needed to rapidly and safely achieve service restoration goals in all damaged areas.	<a href="#">5.3.2 Regional Planning Section</a> <a href="#">12.2. RESTORATION PRIORITIES AND PUBLIC SAFETY</a> <a href="#">12.3. RESTORATION WORKFLOW</a> <a href="#">12.5. MANAGEMENT &amp; COMMUNICATION OF ETRS</a> <a href="#">12.4. CREW MANAGEMENT AND TRACKING</a>

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**REDACTED**

	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.	<a href="#">5.3.2 Regional Planning Section</a>
	Describe the methods and means used to communicate with damage survey crews and service restoration crews.	<a href="#">5.3.3 Regional Operations Section</a>
	Identify the procedures for coordinating Company restoration procedures with those of other utilities' restoration efforts and state / local emergency management and public works agency efforts.	<a href="#">10.6. PROCESS OVERVIEW FOR REQUESTING AND MANAGING MUTUAL ASSISTANCE RESOURCES</a>
		<a href="#">3.6. ONGOING ELECTRIC-HAZARD AWARENESS TRAINING</a>
		<a href="#">5.3.1 Regional Command Staff</a> (The Muni Desk)
		<a href="#">6.2. EOC Liaisons</a>
		<a href="#">6.3. The Municipal Liaison Program</a>
		<a href="#">6.4. The Utility Liaison Program</a>
		<a href="#">12.2. RESTORATION PRIORITIES AND PUBLIC SAFETY</a>
		<a href="#">12.3. RESTORATION WORKFLOW</a>
		<a href="#">12.6. COORDINATION WITH OTHER UTILITIES</a>
		<a href="#">12.7. POST-FLOODING RESTORATION COORDINATION W/JURISDICTIONAL AUTHORITIES</a>
<b>Personnel Responsibilities</b>	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.	<a href="#">5. ACTIVATION ROLES, RESPONSIBILITIES &amp; ORG CHARTS</a>
	Include the procedures for contacting and managing all personnel assigned duties under the ERP at both the corporate and operating division level.	ATTACHMENT 2: CI 260-4
		<a href="#">9.5. INCIDENT MOBILIZATION PREPARATION</a>

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

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<b>Communications</b>	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.	<a href="#">7.2. COMMUNICATIONS WITH MUNICIPAL AND ELECTED OFFICIALS</a> <a href="#">7.3. COMMUNICATIONS WITH THE MEDIA</a> <a href="#">7.4: COMMUNICATIONS WITH THE PUBLIC VIA THE COMPANY WEBSITE</a> <a href="#">7.5. COMMUNICATIONS WITH THE PUBLIC VIA SOCIAL MEDIA</a> <a href="#">8.2. PRE-STORM/INCIDENT CUSTOMER COMMUNICATIONS</a> <a href="#">8.3. STORM / INCIDENT CUSTOMER COMMUNICATIONS</a>
	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.	<a href="#">7.2. COMMUNICATIONS WITH MUNICIPAL AND ELECTED OFFICIALS</a> <a href="#">8.2. PRE-STORM/EVENT CUSTOMER COMMUNICATIONS</a>
	State the corporation's planned frequency of communication updates to the media.	<a href="#">7.3. COMMUNICATIONS WITH THE MEDIA</a>
<b>Outside Aid</b>	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.	<a href="#">10. MUTUAL ASSISTANCE</a>
	State the procedures to be followed in obtaining outside aid.	
<b>Support Services</b>	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.	<a href="#">5.4.2 Activation of Interregional Logistics</a>

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## 1. INTRODUCTION

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

### 1.1 PURPOSE

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

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

### 1.2 APPLICATION

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

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

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<sup>3</sup> Inclusive of the Company’s electric, gas, and steam commodities.

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

**1.3 CUSTOMER OVERVIEW**

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

**Table 1.3A: Customer Breakdown by Service Territory and Type of Distribution System<sup>4</sup>**

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

<sup>4</sup> As of January 2021.

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## 2. REGULATORY COMPLIANCE

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

### 2.1 PLAN FILING

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

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

#### 2.1.1 Confidential Lists

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

#### 2.1.2 Notifying NYC and Westchester County Officials

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

### 2.2 CONTACT LISTS

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

- a. all utility personnel assigned service restoration responsibilities;
- b. mutual aid companies and contractors;
- c. all Life Support Equipment and Special Needs customers;
- d. human services agencies;
- e. print and broadcast media;
- f. operators/managers of motels, restaurants, and dormitories, etc.;

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- g. state, county, and local elected officials, law enforcement officials, and emergency management and response personnel;
- h. medical facilities;
- i. critical facilities; and
- j. vendors

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

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

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

Any time an electric operating region goes into an incident classification level of Class 2 or greater, it is the responsibility of the respective Regional Control Center Department Manager or designee(s), for each Regional Electric Control Center (RECC) to confirm that the employees, staffing the Regional ICS Command and General Staff positions have the required ICS training.

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

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

### 2.2.2 Mutual Assistance and Contractor Companies' Contact Information

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

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

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### 2.2.3 Life Support Equipment and Special Needs Customer Contact Information

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

- On an annual basis, in preparation for the summer, customers enrolled in the Company's LSE Program are contacted via direct mail to request that they provide the Company with up-to-date contact information.
- In addition, on an annual basis, a letter is sent to all LSE customers (defined in section [8.1.1](#)) to request recertification of whether life support equipment is still in use, and to provide updated contact information (*i.e.*, telephone number, and email), including emergency contact information, to the Company.

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

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

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

### 2.2.4 Human Service Agencies' Contact Information

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

### 2.2.5 Media Outlets' Contact Information

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

### 2.2.6 Mutual Assistance Lodging and Food Services Contact Information

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

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**2.2.7 Municipal and Elected Officials’ Contact Information**

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

**2.2.8 Emergency Management / Liaison Contact Information**

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

**2.2.9 Critical Facilities’ Contact Information**

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

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

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

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<sup>6</sup> ...and local departments (e.g., police, fire, highway, and public works), as applicable, to be inclusive of those with whom the region normally interacts.

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**2.2.10 Vendor Contact Information**

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

**2.3 ANNUAL STORM DRILL**

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

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

**2.4 INITIAL STAKEHOLDER AND CUSTOMER NOTIFICATIONS<sup>8</sup>**

Under the ETR protocol, utilities are required to provide notifications to DPS Staff, customers, and other stakeholders concerning customer outages. Con Edison will make initial notifications when there are customer outages systemwide, as follows:

- Con Edison has one hour to complete the notification activities, after it becomes aware that it will experience, or is already experiencing, an outage affecting at least 20,000 customers and lasting for at least three hours. It has two hours to complete notification activities for an outage affecting at least 40,000 customers and lasting for at least two hours. If the outage affects 70,000 customers and lasts for at least one hour, Con Edison would have three hours to complete the notification activities. Initial notification will be provided to:
  - DPS Staff, New York City Emergency Management, and Westchester Department of Emergency Services (if the outages affect customers in New York City or Westchester County)

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<sup>7</sup> For additional information, see ERP Section 3:3.2: Required Annual Storm Exercise.

<sup>8</sup> Except for the 24-hour advance notice described in this section, nothing in the ERP prevents the Company from providing earlier notifications if relevant information is available to the Company.

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- Customers through updated customer recorded or IVR messages
  - LSE customers
  - City and local government officials
  - Large sensitive customers
  - Media
- The following information will be communicated to the extent available: the cause of the outage, the geographic area(s) affected, the estimated number of customers affected, and the estimated time of restoration. For LSE customers, the Company will follow the requirements of Section 8 of the ERP. For predicted weather events, notification to LSE customers, city and local government officials, and large sensitive customers can be satisfied by the Company through advance notice provided no more than approximately 24 hours in advance of the expected event that could cause outages.

## **2.5 PSC SCORECARD**

In 2013, following Superstorm Sandy, the PSC approved an [Order Approving the Scorecard for Use by the Commission as a Guidance Document to Assess Electric Utility Response to Significant Outages](#) (Attachment 11). Per the order, within 30 calendar days, following the completion of customer restoration to any electric event during which the outage duration (*i.e.*, the time period between the start of event and customer restoration) exceeded three (3) days, or to any “qualifying network outage”<sup>9</sup> in New York City, the Company is required to complete and submit the PSC Scorecard to the Commission.<sup>10</sup> EP’s *Director, Support Services and Preparedness*, or designee, initiates and oversees the process to complete and submit the PSC Scorecard, as required.

## **2.6 PREPARATION AND SYSTEM RESTORATION PERFORMANCE (“PART 105”) REPORT**

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

## **2.7 INCIDENT COMMAND SYSTEM TRAINING AFFIDAVIT**

As required by the PSC’s *Order Implementing Outage Recommendations* issued and effective July 20, 2007, CECONY will certify annually that “...each employee in a position in the emergency response organization receive[d] training, to a level commensurate to the position occupied, in

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<sup>9</sup> The interruption of service to 15% or more of customers in any CECONY network for a period of three hours or more.

<sup>10</sup> 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.

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*the Incident Command System (“ICS”) and National Incident Management System.”* Under the authority of the *Vice President, Emergency Preparedness*, by April 1 of each year, the Company completes a notarized affidavit self-certifying that employees who occupy an ICS Command or General Staff position at the regional level (in accordance with the ERP), and/or during a CERC mobilization, at an incident classification level of Class 2 or greater, have received ICS training to a level commensurate with the position held.

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### 3. ADVANCE PLANNING AND PREPAREDNESS

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

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

#### 3.1 SYSTEM EMERGENCY ASSIGNMENTS

System Emergency Assignments (“SEAs”) facilitate the effective utilization of all employees should a major incident occur that impacts Company facilities, equipment, or systems requiring the augmentation of normal resources to restore operations. Every employee has at least one SEA and, potentially, up to four SEA assignments, depending on factors such as previous work experience, special skills, or Company needs.<sup>11</sup>

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

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

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<sup>11</sup> Company policies related to travel and work during storms and emergencies (e.g., storm pay, change of schedule, meal allowance, etc.) are located on Conor under [Storm and Emergency Information and Resources](#).

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### 3.2 TRAINING

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

#### 3.2.1 Function-Specific Training

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

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

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

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

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**ELECTRIC EMERGENCY  
RESPONSE PLAN**

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

SEA Title	Code	Course Name	Frequency	Description
Damage Assessor	EOV9008	STORM DAMAGE ASSESSOR	Once** <i>(Annual Refresher SBS0039)</i>	Participants will be able to demonstrate a basic knowledge of the overhead system and meet the requirements to follow proper communications procedures during a storm emergency. Upon completion, participants will be able to demonstrate basic knowledge to safely approach, secure, assess and report the information required to expedite repairs and restore service to our customers. Review of the 5 Basic Principles of Human Performance.
	SAF4600	OSHA	Once** <i>(Annual Refresher SAF4700)</i>	Participants will become compliant with current applicable regulations. The information presented is intended for AWARENESS-LEVEL training ONLY. Participants will develop a safety and environmental awareness that uses resources of our CEHSPs and GEHSIs to guide employees in making decisions and be familiar with locating Company Procedures and Instructions. Ethical Awareness is integrated into the program modules to reinforce ethical behavior and enhance the students understanding of our Corporate Values.
Site Safety Rep.	ONL0415	SITE SAFETY TRAINING	Annual	Participants will learn the roles and responsibilities of a Site Safety Rep.
Municipal Liaison EOC Liaison (Westchester)	ONL0279	MUNICIPAL LIAISON ONBOARDING	Once	Participants will gain a more comprehensive knowledge of CECONY's infrastructure, Corporate Response to Incidents and Emergencies, Storm Preparation, Incident Classification, Restoration Priorities, and the objectives and support system of the "MLP" program.
	KWL0012	STORM PROCESS OVERVIEW	Once	Participants will be able to identify a typical Incident Command Structure, explain the importance of monitoring storms, describe the restoration process flow, identify different types of restoration crews, identify the importance of both internal/external communications throughout the process, and describe the roles of EH&S, Logistical support, and Admin/Finance. "Ethical Awareness" is integrated into program modules to maintain ethical behavior and enhance understanding of our Corporate Values. (Job Briefing; Ethical Awareness; Questioning Mindset; Situational Awareness; Rules We Live By)
	SBS0069	OUTAGE MGMT. DASHBOARD	Annual	Step by Step online course reviewing the Outage Management Dashboard.
	ONL0129	MLP PROGRAM OVERVIEW	Once** <i>(Annual Refresher)</i>	Participants will learn about the MLP Program, the history of the program, the role of Municipal Liaisons, the overhead infrastructure for Westchester County service territory, and the different phases of our Program operations.
EOC Liaison (NYC, NYS)	KWL0012	STORM PROCESS OVERVIEW	Once	<i>(See above)</i>
	SBS0069	OUTAGE MGMT. DASHBOARD	Annual	<i>(See above)</i>
Logistics Site Manager	SAF3161	ICS 100	Once	Participants will review ICS principles and features including incident planning, typical ICS organizational charts, specific ICS positions, typical incident facilities & resources deployed and what actions to take upon initial response to an emergency. Upon completion the participant will be able to assume an ICS position or play an active support role in a Company-managed emergency using ICS, other than a designated field Incident Commander, as outlined in the Hazwoper standard.
	SAF4700	OSHA	Once** <i>(Annual Refresher)</i>	<i>(See above)</i>
	SBS0130	CUSTODIAL COORD.	Annual	Participants will learn about the roles and responsibilities of a Staging Area Custodial Coordinator, and the daily operations performed.
	SBS0131	BUS COORD.	Annual	Participants will learn about the different roles and responsibilities of the Staging Area Bus Coordinator, and the daily operations performed by a Bus Coordinator.
	SBS0132	RENTAL EQUIP. COORD.	Annual	Participants will learn about the roles and responsibilities of a Staging Area Rental Equipment Coordinator, and the different types of items and equipment associated with the work.
	SBS0134	TRAFFIC CTRL. COORD.	Annual	Participants will learn about the roles and responsibilities of Traffic Control, and the daily operations performed.
	SBS0133	STAGING AREA STOREROOM COORDINATORS	Annual	Participants will learn about the roles and responsibilities of a Storeroom Coordinator.
	SBS0136	VEHICLE FUELING COORD.	Annual	Participants will learn about the roles and responsibilities of staging area vehicle fueling, and the different types of fueling.
	SBS0137	LOGISTICS SITE REP	Annual	Participants will learn about the roles and responsibilities of a Staging Area Logistics Site Rep, Blue Sky Day activities, Pre-Storm preparedness, and the demobilization process.
	SBS0138	STAGING AREA OJT	Annual (OJT)	Participants will learn about the Incident Command System (ICS), the role of Logistics, Staging Area Staffing, the mobilization of System Emergency Assignments, staging area function, safety, and basic ground rules.
<b>Notes</b>	<b>**Once an employee has completed the initial course, e-Train will automatically include the annual e-Learning refresher course in the employee's training profile. The initial course meets the functional training requirement for SEA assignment.</b>			

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### 3.2.2 Incident Command System Training

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

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

### 3.3 EXERCISES

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

#### 3.3.1 General Exercise Requirements

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

As specified in the IPP, each Operations organization (with the exception of Customer Operations) will conduct at least two emergency response exercises per year. These exercises will include the use of the ICS and must be based on a realistic risk-based scenario that tests the organization's capabilities to respond to either a system- or environment-related incident that would be classified at an incident classification of Class 1 or Class 2. For Class 2 and Class 3 exercises, the organization conducting the exercise should ensure that the appropriate support organizations are invited to participate, in order to test their capabilities, as well as invite other stakeholders to observe, as appropriate.

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

The organization conducting the exercise will maintain exercise documentation. Records are to be maintained for five years, where appropriate, or as otherwise required by regulations, and are

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subject to review by federal or state regulatory agencies to confirm compliance with applicable regulations.

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

**Note:** if an actual Class 2 or Class 3 incident occurs during the calendar year that meets the objectives of a planned non-regulatory exercise, at the discretion of the *VP of Emergency Preparedness*, or designee, it may be used in lieu of an exercise to satisfy the Company's IPP requirements.

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

### **3.3.2 Annual Storm Exercise**

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

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

### **3.3.3 Exercising with Utility Liaison Program Participants**

Participants of the Utility Liaison Program<sup>12</sup> will be invited by EP's *Director, Strategic Planning and Preparedness*, or designee, to storm-related exercises with a classification of Class 2 or greater (e.g., annual storm exercise, Operations-led exercises). At such exercises, a discussion and review of the [Utility Liaison Program Guide \(Attachment 21\)](#) (inclusive of the protocol for pole-setting coordination), as well as verification of ULP participants' contact information, will occur if utility liaisons attend.

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<sup>12</sup> For more information, see ERP Section 6.4: The Utility Liaison Program.

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### 3.3.4 Exercising with Westchester Municipalities

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

### 3.3.5 OMS Stress Testing

Information Technology's *Systems Manager, Business Systems Delivery (BSD), or designee*, will design, plan, and execute an 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, Utility Security, Emergency Preparedness, and Nuclear Affairs (OREP), 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 assign personnel to discover root cause of the failure, within 30 calendar days of the test date, and 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, Utility Security, Emergency Preparedness, and Nuclear Affairs (OREP), 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, Utility Security, Emergency Preparedness, and Nuclear Affairs (OREP), 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.

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

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

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

For more information on the Company’s after-action process following events, see [ERP Section 3.10: The After-Action Process Following Events](#).

### 3.4 MEETINGS WITH WESTCHESTER COUNTY AND THE MUNICIPALITIES

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

Additionally, representatives from EP and RCA participate in annual activities with the municipalities to maintain proficiency and relationships. This includes visiting with each municipality, annually, to review and update their reference package, which includes the municipality’s EOC reporting location, municipal officials’ contact information, and critical facilities (e.g., cooling centers/emergency shelters). Invitees will include municipal officials, members of the local police, fire, and highway department.

### 3.5 ONGOING OUTREACH REGARDING CUSTOMER PROGRAMS

Under the direction of Customer Operations’ *Department Manager, Customer Outreach*, or designee, Outreach personnel conduct ongoing outreach activities to provide increased awareness around the Company’s programs for Special Needs customers and Life Support

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Equipment (“LSE”) customers.<sup>13</sup> This outreach is designed to raise customer awareness regarding these programs, while also serving as a means for the Company to update its related customer information.

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

- **Customer Bill Insert**  
A newsletter-style bill insert sent to customers with information regarding how to contact the Company regarding LSE/Special Needs programs and/or status.
- **Residential Rights Notice - Survey**  
An LSE/Special Needs survey included in the Residential Rights Notice sent annually to customers and in the first bill of all new customers.
- **Bill Message**  
A bill message sent to Special Needs customers that request updated contact information to be provided to the Company, if applicable (via telephone or the Company website).
- **Life Support Equipment Customer Mailing**  
A direct mailing sent annually to customers enrolled in the Company’s Life Support Equipment (“LSE”) Program that includes outage-related safety and preparedness tips relevant to those who use life support equipment, the “*In Case of a Storm*” brochure, and a refrigerator magnet/cling with Con Edison’s dedicated LSE phone number. It requests the recipient provide updated contact information to the Company, if applicable.
- **Life Support Equipment Customer Recertification Mailing**  
A letter sent annually to customers enrolled in the Company’s LSE Program that requests recertification of the use of life support equipment and updated contact information to be provided to the Company, if applicable.
- **Special Needs Customer Email**  
An email sent annually to Special Needs customers who have provided the Company with an email address that requests updated contact information to be provided to the Company, if applicable (via email form or telephone).
- **Physician Email**  
An email sent to physicians (as well as medical facilities and medical manufacturers) with offices in the Company’s service territory that informs the recipient of the need for Con Edison to know about those who use life support equipment in the five boroughs and Westchester County (even if they do not have a Con Edison account) and provides information on how to notify Con Edison. The email encourages the recipient to share this information with patients

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<sup>13</sup> Tracked via the *LSE Identification Program Report* in accordance with Cases 06-E-0894 and 06-E-1158, Order Implementing Outage Recommendations, issued July 20, 2007 (Order), p.15.

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or clients in the five boroughs and Westchester County who use life support equipment. This mailing also includes outage-related safety and preparedness tips relevant to those who use life support equipment.

- **Master-Metered and Elevator-Building Management Mailing**

Information sent annually via direct mail to the management of buildings in Con Edison’s service territory at which tenants’ electricity costs are included in their rent, as well as to managers of residential high-rise buildings with elevators. It includes outage-related safety and preparedness tips for Special Needs customers, the “*In Case of a Storm*” brochure, and a reminder that all customers who use life support equipment in their residence should notify Con Edison.

- **Community Group Mailing**

A letter sent annually via direct mail to community groups operating in New York City and Westchester County that provides important information for anyone who depends on life support equipment and asks the recipient to share this information within their community. The letter indicates that additional helpful information (e.g., electric and gas safety tips, instructions for reporting power problems, a guide to various billing and payment options, and information for customers with special needs) can be found on the Company website.

- **Spotlight Newsletter**

A biannual newsletter targeted to Special Needs customers that contains information about how to contact the Company regarding LSE/Special Needs status and provide updated contact information, if applicable.

- **Safety Brochure**

A brochure that provides outage-related safety information relevant to Special Needs customers that is available at the Company’s Walk-In Centers.

In addition, information and forms related to the Company’s programs for Special Needs and LSE customers is provided on the Company website ([conEd.com](http://conEd.com)).

### 3.6 ONGOING ELECTRIC-HAZARD AWARENESS TRAINING

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

### 3.7 LOGISTICS SITE MANAGEMENT

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

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

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

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

- Quadrant A: FDR Park in Yorktown<sup>14</sup>
- Quadrant B: Marriott WC in Tarrytown
- Quadrant C: Yonkers Raceway in Yonkers
- Quadrant D: Rye Playland in Rye

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

### **3.7.2 Site Identification and Sourcing of Potential Ice Distribution Sites**

Development of the Company's potential ice distribution locations list is a collaborative effort between Corporate Affairs (RCA), Customer Operations (Customer Outreach), and Facilities and Field Services (ESG). As recommendations for potential ice distribution sites are received by Company personnel, including RCA (from municipal or elected officials), EP (from *Municipal*

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<sup>14</sup> Quadrant A = Yorktown, Bedford, Cortlandt, Peekskill, Buchanan, New Castle, North Castle, Croton, Mount Kisco, Mount Pleasantville  
Quadrant B = Tarrytown, Ossining (Town), Ossining (Village), Briarcliff, Sleepy Hollow, Hastings, Dobbs Ferry, Greenburgh, Elmsford, Irvington, Ardsley  
Quadrant C = Yonkers, White Plains, Scarsdale, Bronxville, Eastchester, Harrison, Tuckahoe  
Quadrant D = Rye, Rye Brook, Port Chester, Mamaroneck (Village), Mamaroneck (Town), Mount Vernon, Larchmont, New Rochelle, Pelham (Town), Pelham (Village), Pelham Manor

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*Liaisons, EOC Liaisons, NYCEM and/or WCDES<sup>15</sup>*), and/or Customer Outreach (from customers during outreach activities), they are directed to FFS’s *Section Manager, ESG*, or designee, for evaluation. As appropriate, potential sites are added to the master list of potential ice distribution locations maintained by ESG (Attachment 14: [Potential Ice Distribution Locations List](#)).

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

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

FFS’s *Section Manager, Emergency Support Group*, or designee, maintains the master list of all pre-identified potential sites for ice distribution on their [SharePoint](#) site, which is updated frequently, as sites are added, removed, or updated with new information. The information retained for these locations includes, but is not limited to site address, driving directions, property owner contact information, site contracts (where relevant), proposed layouts (e.g., matrix for number and types of vehicles allowed), entry/exit location(s), and nearby emergency facilities (e.g., hospitals, police stations). The ESG will continue to maintain its master list of ice distribution sites, taking into consideration geographic diversity when evaluating suitability.

For more information on ice *distribution*, see ERP [Section 12.8: Dry Ice Distribution](#).

### **3.7.3 Site Establishment Requests**

Prior to activation of the Regional ICS organization, Electric Operations’ *Regional General Manager(s)*, or designee(s), will advise the *Section Manager, ESG*, or designee, when logistics sites are needed to support restoration activities, including how many sites, for what purposes, and in which general areas (e.g., county/boroughs, or more granular). For events with advanced

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<sup>15</sup> Annually, when an EP *Manager*, or designee, meets with Westchester County (see ERP Section 3.4), the County is provided an opportunity to recommend logistics site locations, including for ice distribution.

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warning, needs are discussed during the *Regional ICS Calls*, and/or via direct communications. If the Regional ICS organization has already been activated, these responsibilities shift to the *Regional IC and Logistics Section Chief*, or designee(s).

### **3.8 ONGOING VEGETATION MANAGEMENT**

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

### **3.9 SMART METER INSTALLATIONS**

There are numerous benefits that smart meters provide to the customer (e.g., energy use management, cost management, billing alerts), there is also a significant advantage that smart meters will provide the Company during significant outage events.

- Currently, the Company's outage management system ("OMS") has been enhanced to utilize the AMI data and network and allow operators to conduct power status verification checks to multiple meters associated to a device in a system. These "pings", as they are referred to in the system, indicate customers' current power status and are used to improve the dispatching of resources, and, in turn, improve the efficiency of restoration efforts following a storm or storm-like emergency.
- Once fully integrated with our OMS, smart meters will be able to detect the loss (and restoration) of electric power to customers and provide this information to the Company in near real-time. This will further improve outage identification and management by reducing the number of "false outages," helping to identify nested outages, and enabling more targeted restoration activities.
- Additional OMS enhancements are in development to improve the availability and utility of AMI data.

### **3.10 THE AFTER-ACTION PROCESS FOLLOWING EVENTS**

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

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

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

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**4. INCIDENT CLASSIFICATION AND STAFFING**

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

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

**4.1 INCIDENT CLASSIFICATION DEFINITIONS / RESPONSE LEVELS**

As per [CI 260-4, Corporate Response to Incidents and Emergencies \(Attachment 2\)](#), the Company’s Corporate Instruction on emergency management, incidents shall be classified into one of four incident classification levels starting with Routine. Please see the regional incident classification matrix for each region. Section 9.2 sets forth the process for establishing an incident classification. The table below provides general descriptions of additional incident classification levels after Routine.

**Table 4.1A: Incident Classification Definitions / Response Levels**

Incident Classification Level	Definition / Response Level
<b>CLASS 1</b>	An incident that typically may require more crews or management assistance than required for normal operations, with an anticipated time to 90 percent restoration of less than or equal to 24 hours.
<b>CLASS 2</b>	A more complex incident that could include more crews than a Class 1 incident, including crews from different Con Edison regions or support from outside the Company, with an anticipated time to 90 percent restoration of less than or equal to 72 hours.
<b>CLASS 3</b>	An incident that typically involves widespread need for Company forces in one or multiple service areas, and which could include support from outside the Company, with an anticipated time to 90 percent restoration of greater than 72 hours. <b>Note:</b> A Class 3 Incident can be preemptively declared when there is forecast for significant heat or a major storm to impact/impacting the region.

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**4.2 REGIONAL INCIDENT CLASSIFICATION MATRICES**

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

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

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

Incident Classification Level	Approximate # Customers Projected Out of Service	Projected Outage Jobs* <small>*Per the Overhead Impact Model from the Weather Risk Assessment</small>	Examples of Possible Weather Conditions
<b>CLASS 1</b>	Up to 8,000	30 – 109	<ul style="list-style-type: none"> <li>• Isolated severe thunderstorms</li> <li>• Peak sustained winds greater than 25 mph</li> <li>• Peak wind gusts greater than 35 mph</li> <li>• Storm short in duration</li> <li>• Greater than 6 inches of wet snow</li> </ul>
<b>CLASS 2</b>	Up to 40,000	110 –549	<ul style="list-style-type: none"> <li>• Scattered to widespread severe thunderstorms</li> <li>• Peak sustained winds greater than 30 mph</li> <li>• Peak wind gusts greater than 40 mph</li> <li>• Greater than 8 inches of wet snow</li> </ul>
<b>CLASS 3</b>	> 40,000	> 549	<ul style="list-style-type: none"> <li>• Heavy rainfall with high winds</li> <li>• Nor’easter type storms</li> <li>• Tropical storms</li> <li>• Peak sustained winds greater than 50 mph</li> <li>• Peak wind gusts greater than 60 mph</li> <li>• Conditions exist for 12-18 hours, or longer</li> <li>• Greater than 15 inches of wet snow</li> </ul>

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

Incident Classification Level	Approximate # Customers Projected Out of Service	Projected Outage Jobs* <small>*Per the Overhead Impact Model from the Weather Risk Assessment</small>	Examples of Possible Weather Conditions
<b>CLASS 1</b>	Up to 2,500	20 – 49	<ul style="list-style-type: none"> <li>• Isolated severe thunderstorms</li> <li>• Peak sustained winds greater than 30 mph</li> <li>• Peak wind gusts greater than 40 mph</li> <li>• Storm short in duration</li> <li>• Greater than 6 inches of wet snow</li> </ul>
<b>CLASS 2</b>	Up to 10,000	50 –249	<ul style="list-style-type: none"> <li>• Scattered to widespread severe thunderstorms</li> <li>• Peak sustained winds greater than 35 mph</li> <li>• Peak wind gusts greater than 45 mph</li> <li>• Conditions exist for several hours</li> <li>• Greater than 12 inches of wet snow</li> </ul>
<b>CLASS 3</b>	> 10,000	> 249	<ul style="list-style-type: none"> <li>• Heavy rainfall</li> <li>• Nor'easter type storms</li> <li>• Tropical storms</li> <li>• Peak sustained winds greater than 50 mph</li> <li>• Peak wind gusts greater than 60 mph</li> <li>• Conditions exist for 12-18 hours, or longer</li> <li>• Greater than 15 inches of wet snow</li> </ul>

**4.2.3 Regional Incident Classification Matrix: Overhead Storm – Staten Island**

Incident Classification Level	Approximate # Customers Projected Out of Service	Projected Outage Jobs* <small>*Per the Overhead Impact Model from the Weather Risk Assessment</small>	Examples of Possible Weather Conditions
<b>CLASS 1</b>	Up to 5,000	7 – 17	<ul style="list-style-type: none"> <li>• Isolated severe thunderstorms</li> <li>• Peak sustained winds greater than 35 mph</li> <li>• Peak wind gusts greater than 45 mph</li> <li>• Storm short in duration</li> <li>• Greater than 12 inches of wet snow</li> </ul>
<b>CLASS 2</b>	Up to 15,000	18 –59	<ul style="list-style-type: none"> <li>• Scattered to widespread severe thunderstorms</li> <li>• Peak sustained winds greater than 45 mph</li> <li>• Peak wind gusts greater than 55 mph</li> <li>• Conditions exist for several hours</li> <li>• Greater than 18 inches of wet snow</li> </ul>
<b>CLASS 3</b>	> 15,000	> 59	<ul style="list-style-type: none"> <li>• Heavy rainfall with high winds</li> <li>• Nor'easter type storms</li> <li>• Tropical storms</li> <li>• Peak sustained winds greater than 55 mph</li> <li>• Peak wind gusts greater than 60 mph</li> <li>• Conditions exist for 12-18 hours, or longer</li> <li>• Greater than 24 inches of wet snow</li> </ul>

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

Incident Classification Level	Approximate # Customers Projected Out of Service	Estimated Time to Restoration	Examples of Weather Conditions
<b>ROUTINE</b>	<99	6-12 Hours	Fair weather Some Ice/Snow Melt-Off due to deicing with <6" accumulation.
<b>CLASS 1</b>	100-500	13-24 Hours	Potential for Active Melt-Off resulting from deicing of >6" snow.
<b>CLASS 2</b>	501-1000	25-48 Hours	Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole 20-50 Events
<b>CLASS 3</b>	>1000	>48 Hours	Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole >50 Events

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

Incident Classification Level	Approximate # Customers Projected Out of Service	Estimated Time to Restoration	Examples of Weather Conditions
<b>ROUTINE</b>	<500	6-12 Hours	Fair weather Some Ice/Snow Melt-Off due to deicing with <6" accumulation.
<b>CLASS 1</b>	501-1000	13-24 Hours	Potential for Active Melt-Off resulting from deicing of >6" snow.
<b>CLASS 2</b>	1001-2000	25-48 Hours	Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole 20-50 Events
<b>CLASS 3</b>	>2000	>48 Hours	Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole >50 Events

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

Incident Classification Level	Approximate # Customers Projected Out of Service	Estimated Time to Restoration	Examples of Weather Conditions
<b>ROUTINE</b>	<99	6-12 Hours	Fair weather Some Ice/Snow Melt-Off due to deicing with <6" accumulation.
<b>CLASS 1</b>	100-250	13-24 Hours	Potential for Active Melt-Off resulting from deicing of >6" snow.
<b>CLASS 2</b>	250-500	25-48 Hours	Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole 20-50 Events
<b>CLASS 3</b>	>500	>48 Hours	Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole >50 Events

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

Incident Classification Level	SYSTEM-WIDE Pre-emptive Action	SYSTEM-WIDE Pre-emptive Action (after second $\geq 83^\circ\text{F}$ TV non-consecutive day)	Regional Conditions
<b>ROUTINE</b>	Today's Temperature Variable <sup>16</sup> ("TV") predicted to be $<81^\circ\text{F}$ and load $<11,500$ MW	*Today's TV predicted to be $<84^\circ\text{F}$	No significantly adverse conditions
<b>CLASS 1</b>	<p><b>WEEKDAY:</b></p> <ul style="list-style-type: none"> <li>Predicted load <math>\geq 11,500</math> MW or TV <math>&gt;81^\circ\text{F}</math> and <math>&lt;82^\circ\text{F}</math></li> <li>After first occurrence of <math>\geq 11,500</math> MW, TV predicted to be <math>\geq 81^\circ\text{F}</math> and <math>&lt;82^\circ\text{F}</math></li> </ul> <p><b>WEEKEND:</b></p> <ul style="list-style-type: none"> <li>TV predicted to be <math>&gt;82^\circ\text{F}</math></li> </ul>	<p><b>WEEKDAY:</b></p> <ul style="list-style-type: none"> <li>TV predicted to be <math>\geq 84^\circ\text{F}</math> for TWO (2) consecutive weekdays</li> </ul> <p><b>WEEKEND:</b></p> <ul style="list-style-type: none"> <li>TV predicted to be <math>\geq 84^\circ\text{F}</math> for TWO (2) consecutive weekend days</li> </ul>	No significantly adverse conditions
<b>CLASS 2</b>	<p><b>WEEKDAY:</b></p> <ul style="list-style-type: none"> <li>TV predicted to be <math>\geq 82^\circ\text{F}</math></li> </ul> <p><b>WEEKEND:</b></p> <ul style="list-style-type: none"> <li>TV predicted to be <math>\geq 82^\circ\text{F}</math> for TWO (2) consecutive weekend days</li> </ul>	<p><b>WEEKDAY:</b></p> <ul style="list-style-type: none"> <li>TV predicted to be <math>\geq 86^\circ\text{F}</math></li> </ul> <p><b>WEEKEND:</b></p> <ul style="list-style-type: none"> <li>TV predicted to be <math>\geq 86^\circ\text{F}</math> for TWO (2) consecutive weekend days</li> </ul>	<p><b>WEEKDAY:</b></p> <ul style="list-style-type: none"> <li>TV predicted to be <math>\geq 84^\circ\text{F}</math> for TWO (2) consecutive weekdays</li> </ul> <p><b>WEEKEND:</b></p> <ul style="list-style-type: none"> <li>TV predicted to be <math>\geq 84^\circ\text{F}</math> for TWO (2) consecutive weekend days</li> </ul> <p><b>AND either of the following:</b></p> <ul style="list-style-type: none"> <li>Three (3) or more feeders are out in any one (1) second-contingency network or load area</li> <li>Two (2) feeders are out in one (1) first-contingency load area</li> </ul>
<b>CLASS 3</b>	<p>(In accordance with CI 260-4) <b>Severe Heat CERC Activation</b> when:</p> <ul style="list-style-type: none"> <li>TV is predicted to be <math>\geq 86^\circ\text{F}</math> for TWO (2) or more consecutive days,</li> </ul> <p style="text-align: center;"><b>AND/OR</b></p> <ul style="list-style-type: none"> <li>May be preemptively activated at the discretion of SVP, Electric Operations when warranted by the circumstances and in concurrence with the VP, EP and SSO.</li> </ul>		<p><b>WEEKDAY:</b></p> <ul style="list-style-type: none"> <li>TV predicted to be <math>\geq 86^\circ\text{F}</math></li> </ul> <p><b>WEEKEND:</b></p> <ul style="list-style-type: none"> <li>TV predicted to be <math>\geq 86^\circ\text{F}</math> for TWO (2) consecutive weekend days</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>Three (3) or more feeders are out in more than two (2) second-contingency network or load areas</li> <li>Two (2) feeders are out in more than two (2) first-contingency load areas</li> </ul>

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

<sup>16</sup> CECONY utilizes a formula (internally known as the "Temperature Variable") that aggregates temperature and humidity over the current day and two previous days that correlates to the increase in customer usage of electricity. The degree of predicted increase allows CECONY to determine if any of the components in its distribution system may be in jeopardy. The forecasted TV is published daily as part of the 10-Day Electric Load Forecast. The TV has been used to design CECONY's Incident Classification Matrix for heat events (all regions).

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### 4.3 REGIONAL MINIMUM STAFFING MATRICES

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

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

Once a storm hits, the Company has discretion to adjust and deploy staffing accordingly. For example, if all regions activated to a Class 2 staffing level in anticipation of certain conditions, but one region suffers more significant actual impact, then damage assessors from the less-impacted region may be re-allocated to the region in greater need. In addition, once damage assessment is complete, it may no longer be required for the Company to continue to staff that function around-the-clock to the levels stated within the regional *Minimum Staffing Matrices*.

#### **Notes Regarding all *Minimum Staffing Matrices***

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

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**4.3.1 Regional Minimum Staffing Matrix: Overhead Storm – Brooklyn/Queens**

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

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

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**4.3.2 Regional Minimum Staffing Matrix: Overhead Storm – Bronx/Westchester**

<b>Minimum Staffing Matrix – Overhead Storm – Bronx / Westchester</b>				
<b>ICS</b>	<b>POSITION NAME (REGIONAL)</b>	<b>Classification Level</b>		
		<b>CLASS 1</b>	<b>CLASS 2</b>	<b>CLASS 3<sup>1</sup></b>
		<b>24 Hour</b>	<b>24 Hour</b>	<b>24 Hour</b>
<b>COMMAND STAFF</b>	Regional Incident Commander	0	2	2
	Regional ETR Officer	0	2	2
	Regional EH&S Officer**	0	2	2
	EH&S Support	0	2	2
	Regional Information Officer	0	2	2
	Regional Communications Officer	0	2	2
	Regional Liaison Officer**	0	2	2
	Regional Customer Operations Officer	0	2	2
	Regional Energy Services Officer	0	2	2
	Energy Services Support	0	6	6
<b>OPERATIONS</b>	Regional Operations Section Chief	0	2	2
	Overhead Operations Branch Director	0	2	2
	Overhead Cell Leads	0	0	2
	Overhead Restoration FTEs	0	48	50
	ETR Supervisors	0	2	2
	Overhead Clerical Support	0	6	8
	Municipal Response Group Branch Director	0	As Req.	As Req.
	Mutual Assistance Branch Director	0	0	2
	Mutual Assistance Crew Guides	0	0	10
	Mutual Assistance FTEs	0	0	130
	Underground Operations Branch Director	0	As Req.	As Req.
	Line Clearance (Vegetation) Branch Director	0	1	1
	Line Clearance (Vegetation) FTEs	8	32	100
	Ladder Line Branch Director	0	2	2
	Ladder Line Cell Leads	0	1	2
	Ladder Line FTEs	0	20	60
Meter & Test FTEs	0	4	6	

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

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Minimum Staffing Matrix – Overhead Storm – Bronx / Westchester				
ICS	POSITION NAME (REGIONAL)	Classification Level		
		CLASS 1	CLASS 2	CLASS 3 <sup>1</sup>
		24 Hour	24 Hour	24 Hour
PLANNING	Regional Planning Section Chief	0	2	2
	Substations Operations Representative	0	As Req.	As Req.
	Scribe	0	2	2
	Restoration Planning Team (RPT) Unit Leader	1	2	2
	Customer Count Team	0	As Req.	As Req.
	Restoration Planning Technicians	As Req.	16	24
	Control Center (RECC) Unit Leader	0	2	2
	Control Center (RECC) Management	12	14	17
	Control Center (RECC) Dispatchers	6	6	8
	Emergency Supervisors (#9) (UG/OH)	2	4	4
	Emergency Troubleshooters (OH)	24	24	24
	Emergency Troubleshooters (UG)	4	8	8
	Feeder Control Boss/Generator Boss	0	2	4
	Damage Assessment Unit Leader	As Req	2	2
	Damage Assessment Coordinators	As Req	6	15
	Damage Assessors	As Req	40	100
	Site Safety Unit Leader	As Req	2	2
	Site Safety Coordinators	As Req	6	10
Site Safety Reps	As Req	100	300	
LOGISTICS	Regional Logistics Section Chief**	0	1 (2**)	2
	Stores Operations Unit Leader**	0	As Req.	1
	Logistics Site Unit Leader**	0	As Req.	As Req.
	Logistics Site Managers	0	As Req.	As Req.
	Logistics Site Support	0	As Req.	As Req.
	Logistics Support**	0	As Req.	As Req.
F&A	Regional Admin/Finance Section Chief	0	2	2
	Admin Support	0	As Req.	As Req.

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

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**4.3.3 Regional Minimum Staffing Matrix: Overhead Storm – Staten Island**

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

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

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**4.3.4 Regional Minimum Staffing Matrix: Underground Winter – Brooklyn/Queens**

Minimum Staffing Matrix – Underground Winter – Brooklyn/Queens							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		CLASS 1		CLASS 2		CLASS 3	
		Day	Night	Day	Night	Day	Night
COMMAND STAFF	Regional Incident Commander	0	0	1	1	1	1
	Regional ETR Officer	0	0	1	1	1	1
	Regional EH&S Officer**	0	0	1	1	1	1
	EH&S Support	0	0	1	1	1	1
	Regional Information Officer	0	0	1	1	1	1
	Regional Communications Officer	0	0	1	1	1	1
	Regional Liaison Officer**	0	0	1	1	1	1
	Regional Customer Operations Officer	0	0	1	1	1	1
	Regional Energy Services Officer	0	0	1	1	1	1
	Energy Services Support	On Call	On Call	6	2	6	4
OPERATIONS	Regional Operations Section Chief	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	1	1	1	1
	Splicing FTEs	24	16	40	32	40	32
	Cable FTEs	8	8	12	8	12	8
	Environmental Operations FTEs	20	12	24	16	28	20
	I&A UG Network FTEs	8	8	16	8	32	16
	I&A UG Services FTEs	36	16	40	24	40	28
	4kV/Unit Substations FTEs	2	2	2	2	2	2
	Meter & Test FTEs	0	0	12	0	14	0
	Subsurface Construction Crews FTEs**	8	4	16	8	24	12
	Overhead Operations Branch Director	0	0	1	1	1	1
	Overhead Restoration FTEs	8	4	20	8	24	8
	Construction Branch Director	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	As Req.	As Req.	As Req.	As Req.

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Minimum Staffing Matrix – Underground Winter – Brooklyn/Queens							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		CLASS 1		CLASS 2		CLASS 3	
		Day	Night	Day	Night	Day	Night
PLANNING	Regional Planning Section Chief	0	0	1	1	1	1
	Substations Operations Representative	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	1	1	1	1
	Restoration Planning Team (RPT) Unit Leader	0	0	1	1	1	1
	Customer Count Team	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	2	2	4	4	6	6
	Control Center (RECC) Unit Leader	1	1	1	1	1	1
	Control Center (RECC) Management	8	8	9	9	9	9
	FOD FTEs	16	12	16	12	16	12
	Emergency Troubleshooters (UG) FTEs	8	10	10	12	12	14
	Emergency Troubleshooters (OH) FTEs	8	4	10	8	12	10
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1
LOGISTICS	Regional Logistics Section Chief**	0	0	1	As Req./ (1**)	1	1
	Stores Operations Unit Leader**	0	0	As Req.	As Req.	1	As Req.
	Logistics Site Unit Leader**	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Manager	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Support**	0	0	As Req.	As Req.	As Req.	As Req.
F&A	Regional Admin/Finance Section Chief	0	0	1	1	1	1
	Admin Support	0	0	As Req.	As Req.	As Req.	As Req.

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**REDACTED**

**4.3.5 Regional Minimum Staffing Matrix: Underground Winter – Bronx/Westchester**

Minimum Staffing Matrix – Underground Winter – Bronx/Westchester							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		CLASS 1		CLASS 2		CLASS 3	
		Day	Night	Day	Night	Day	Night
COMMAND STAFF	Regional Incident Commander	0	0	1	1	1	1
	Regional ETR Officer	0	0	1	1	1	1
	Regional EH&S Officer**	0	0	1	1	1	1
	EH&S Support	0	0	1	1	1	1
	Regional Information Officer	0	0	1	1	1	1
	Regional Communications Officer	0	0	1	1	1	1
	Regional Liaison Officer**	0	0	1	1	1	1
	Regional Customer Operations Officer	0	0	1	1	1	1
	Regional Energy Services Officer	0	0	1	1	1	1
Energy Services Support	On Call	On Call	4	2	5	4	
OPERATIONS	Regional Operations Section Chief	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	1	1	1	1
	Splicing FTEs	20	16	28	20	30	30
	Cable FTEs	4	4	4	4	4	6
	Environmental Operations FTEs	8	4	8	4	10	6
	I&A UG Network FTEs	16	8	20	8	20	8
	I&A UG Services FTEs	10	4	10	4	8	6
	4kV/Unit Substations FTEs	2	2	2	2	2	2
	Meter & Test FTEs	0	0	4	0	6	0
	Overhead Operations Branch Director	0	0	1	1	1	1
	Overhead Restoration FTEs	12	6	18	12	36	18
	Construction Management Branch Director	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	As Req.	As Req.	As Req.	As Req.

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

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**4.3.6 Regional Minimum Staffing Matrix: Underground Winter – Manhattan**

Minimum Staffing Matrix – Underground Winter – Manhattan							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		CLASS 1		CLASS 2		CLASS 3	
		Day	Night	Day	Night	Day	Night
COMMAND STAFF	Regional Incident Commander	0	0	1	1	1	1
	Regional ETR Officer	0	0	1	1	1	1
	Regional EH&S Officer**	0	0	1	1	1	1
	EH&S Support	0	0	1	1	1	1
	Regional Information Officer	0	0	1	1	1	1
	Regional Communications Officer	0	0	1	1	1	1
	Regional Liaison Officer**	0	0	1	1	1	1
	Regional Customer Operations Officer	0	0	1	1	1	1
	Regional Energy Services Officer	0	0	1	1	1	1
	Energy Services Support	On Call	On Call	6	2	10	6
OPERATIONS	Regional Operations Section Chief	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	1	1	1	1
	Splicing FTEs	10	10	20	20	30	30
	Cable FTEs	4	4	8	8	12	8
	Environmental Operations FTEs	6	6	8	8	12	12
	I&A UG Network/Services FTEs	16	12	20	16	20	16
	Meter & Test FTEs	0	0	6	0	8	0
	Subsurface Construction FTEs	2	2	2	2	2	2
	Construction Branch Director	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	As Req.	As Req.	As Req.	As Req.

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

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**REDACTED**

**4.3.7 Regional Minimum Staffing Matrix: Underground Winter – Staten Island**

Minimum Staffing Matrix – Underground Winter – Staten Island							
ICS	POSITION NAME (REGIONAL)	Classification Level					
		CLASS 1		CLASS 2		CLASS 3	
		Day	Night	Day	Night	Day	Night
COMMAND STAFF	Regional Incident Commander	0	0	1	1	1	1
	Regional ETR Officer	0	0	1	1	1	1
	Regional EH&S Officer**	0	0	1	1	1	1
	EH&S Support	0	0	1	1	1	1
	Regional Information Officer	0	0	1	1	1	1
	Regional Communications Officer	0	0	1	1	1	1
	Regional Liaison Officer**	0	0	1	1	1	1
	Regional Customer Operations Officer	0	0	1	1	1	1
	Regional Energy Services Officer	0	0	1	1	1	1
	Energy Services Support	0	On Call	2	2	5	3
OPERATIONS	Regional Operations Section Chief	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	1	1	1	1
	Splicing FTEs	6	4	8	6	12	8
	Cable FTEs	2	2	2	2	2	2
	Environmental Operations FTEs	2	2	2	2	2	2
	I&A UG Network FTEs	2	2	2	2	2	2
	I&A / Electric Test FTEs	2	2	2	2	2	2
	4kV/Unit Substations FTEs	2	2	2	2	2	2
	Overhead Operations Branch Director	0	0	1	1	1	1
	Overhead Restoration FTEs	2	2	2	2	2	2
	Mutual Assistance Branch Director	0	0	As Req.	As Req.	As Req.	As Req.

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

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**4.3.8 Regional Minimum Staffing Matrix: Underground Heat – Brooklyn/Queens**

Minimum Staffing Matrix – Underground Heat – Brooklyn/Queens									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		CLASS 1		CLASS 1 After Thermal Hi-Pot		CLASS 2		CLASS 3	
		Day	Night	Day	Night	Day	Night	Day	Night
COMMAND STAFF	Regional Incident Commander	0	0	0	0	1	1	1	1
	Regional ETR Officer	0	0	0	0	1	1	1	1
	Regional EH&S Officer**	0	0	0	0	1	1	1	1
	EH&S Support	0	0	0	0	1	1	1	1
	Regional Information Officer	0	0	0	0	1	1	1	1
	Regional Communications Officer	0	0	0	0	1	1	1	1
	Regional Liaison Officer**	0	0	0	0	1	1	1	1
	Regional Customer Operations Officer	0	0	0	0	1	1	1	1
	Regional Energy Services Officer	0	0	0	0	1	1	1	1
	Energy Services Support	On Call	On Call	On Call	On Call	8	6	12	7
OPERATIONS	Regional Operations Section Chief	0	0	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	0	0	1	1	1	1
	Splicing FTEs	16	16	8	12	24	24	28	28
	Cable FTEs	4	4	4	4	8	8	8	8
	Environmental Operations FTEs	10	8	8	8	12	10	14	12
	I&A UG Network FTEs	16	8	8	8	24	12	32	16
	I&A UG Services FTEs	16	10	8	10	32	16	40	16
	4kV/Unit Substations FTEs	2	2	2	2	2	2	2	2
	Meter & Test FTEs	4	0	4	0	12	0	14	0
	Subsurface Construction FTEs	8	4	8	4	10	6	12	6
	Overhead Operations Branch Director	0	0	0	0	1	1	1	1
	Overhead Restoration FTEs	8	8	8	8	20	12	24	20
	Construction Branch Director	0	0	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	0	0	2	2	2	2
Mutual Assistance Branch Director	0	0	0	0	As Req.	As Req.	As Req.	As Req.	

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Minimum Staffing Matrix – Underground Heat – Brooklyn/Queens									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		CLASS 1		CLASS 1 After Thermal Hi-Pot		CLASS 2		CLASS 3	
		Day	Night	Day	Night	Day	Night	Day	Night
PLANNING	Regional Planning Section Chief	0	0	0	0	1	1	1	1
	Substations Operations Representative	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	0	0	1	1	1	1
	Restoration Planning Team (RPT) Unit Leader	0	0	0	0	1	1	1	1
	Customer Count Team	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	6	6	2	2	8	8	10	10
	Control Center (RECC) Unit Leader	1	1	1	1	1	1	1	1
	Control Center (RECC) Management	8	8	8	8	9	9	9	9
	Control Center (RECC) Dispatchers	2	2	2	2	3	2	3	3
	FOD FTEs	16	16	10	10	18	18	20	20
	Emergency Troubleshooters (UG) FTEs	10	8	10	8	12	10	12	10
	Emergency Troubleshooters (OH) FTEs	6	4	6	4	6	4	8	6
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1	1	1
LOGISTICS	Regional Logistics Section Chief**	0	0	0	0	1	As Req./ (1**)	1	1
	Stores Operations Unit Leader**	0	0	0	0	As Req.	As Req.	1	As Req.
	Logistics Unit Leader**	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Manager	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Support**	0	0	0	0	As Req.	As Req.	As Req.	As Req.
F&A	Regional Admin/Finance Section Chief	0	0	0	0	1	1	1	1
	Admin Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.

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**4.3.9 Regional Minimum Staffing Matrix: Underground Heat – Bronx/Westchester**

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

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Minimum Staffing Matrix – Underground Heat – Bronx/Westchester									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		CLASS 1		CLASS 1 After Thermal Hi-Pot		CLASS 2		CLASS 3	
		Day	Night	Day	Night	Day	Night	Day	Night
PLANNING	Regional Planning Section Chief	0	0	0	0	1	1	1	1
	Substations Operations Representative	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	0	0	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	0	0	1	1	1	1
	Customer Count Team	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	4	4	4	4	6	6	8	12
	Control Center (RECC) Unit Leader	1	1	1	1	1	1	1	1
	Control Center (RECC) Management	9	5	9	5	9	5	11	8
	FOD FTEs	16	16	16	16	20	16	20	20
	Emergency Troubleshooters (UG)	4	4	4	4	4	4	5	5
	Emergency Troubleshooters (OH)	13	10	13	10	13	10	14	12
Feeder Control Boss/Generator Boss	1	1	1	1	1	1	1	1	
LOGISTICS	Regional Logistics Section Chief**	0	0	0	0	1	As Req./ (1**)	1	1
	Stores Operations Unit Leader**	0	0	0	0	As Req.	As Req.	1	As Req.
	Logistics Site Unit Leader**	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Manager	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Support**	0	0	0	0	As Req.	As Req.	As Req.	As Req.
F&A	Regional Admin/Finance Section Chief	0	0	0	0	1	1	1	1
	Admin Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.

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**4.3.10 Regional Minimum Staffing Matrix: Underground Heat – Manhattan**

Minimum Staffing Matrix – Underground Heat – Manhattan									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		CLASS 1		CLASS 1 After Thermal Hi-Pot		CLASS 2		CLASS 3	
		Day	Night	Day	Night	Day	Night	Day	Night
COMMAND STAFF	Regional Incident Commander	0	0	0	0	1	1	1	1
	Regional ETR Officer	0	0	0	0	1	1	1	1
	Regional EH&S Officer**	0	0	0	0	1	1	1	1
	EH&S Support	0	0	0	0	1	1	1	1
	Regional Information Officer	0	0	0	0	1	1	1	1
	Regional Communications Officer	0	0	0	0	1	1	1	1
	Regional Liaison Officer**	0	0	0	0	1	1	1	1
	Regional Customer Operations Officer	0	0	0	0	1	1	1	1
	Regional Energy Services Officer	0	0	0	0	1	1	1	1
	Energy Services Support	On Call	On Call	On Call	On Call	6	2	6	4
OPERATIONS	Regional Operations Section Chief	0	0	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	0	0	1	1	1	1
	Splicing FTEs	20	12	12	8	24	16	30	20
	Cable FTEs	4	4	4	4	8	8	12	8
	Environmental Operations FTEs	12	8	8	8	12	10	12	12
	I&A UG Network/Services FTEs	16	12	12	8	18	14	20	16
	Meter & Test FTEs	0	0	0	0	6	0	8	0
	Subsurface Construction FTEs	2	2	2	2	2	2	2	2
	Construction Branch Director	0	0	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	0	0	As Req.	As Req.	As Req.	As Req.

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Minimum Staffing Matrix – Underground Heat – Manhattan									
ICS	POSITION NAME (REGIONAL)	Classification Level							
		CLASS 1		CLASS 1 After Thermal Hi-Pot		CLASS 2		CLASS 3	
		Day	Night	Day	Night	Day	Night	Day	Night
PLANNING	Regional Planning Section Chief	0	0	0	0	1	1	1	1
	Substations Operations Representative	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	0	0	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	0	0	1	1	1	1
	Customer Count Team	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	2	2	1	1	2	2	2	2
	Control Center (RECC) Unit Leader	1	1	1	1	1	1	1	1
	Control Center (RECC) Management	8	6	6	6	9	7	9	9
	FOD FTEs	10	10	6	6	10	10	12	12
	Emergency Troubleshooters (UG)	5	5	4	4	5	5	5	5
Feeder Control Boss/Generator Boss	1	1	1	1	1	1	1	1	
LOGISTICS	Regional Logistics Section Chief**	0	0	0	0	1	As Req./ (1**)	1	1
	Stores Operations Unit Leader**	0	0	0	0	As Req.	As Req.	1	As Req.
	Logistics Site Unit Leader**	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Manager	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Logistics Site Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.
F&A	Regional Admin/Finance Section Chief	0	0	0	0	1	1	1	1
	Admin Support	0	0	0	0	As Req.	As Req.	As Req.	As Req.

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**REDACTED**

**4.3.11 Regional Minimum Staffing Matrix: Underground Heat – Staten Island**

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

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

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## 5. ACTIVATION ROLES, RESPONSIBILITIES AND ORGANIZATIONAL CHARTS

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

### 5.1 ACTIVATION LEVELS

#### 5.1.1 Regional Level of Activation

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

#### 5.1.2 Interregional Level of Activation

For electric system emergencies and/or adverse weather conditions impacting more than one region at an incident classification level of Class 2 or greater, and thus requiring a more centralized response, or for heat-related incidents,<sup>17</sup> Distribution Engineering’s *Chief Engineer*, or designee, will establish the Distribution Engineering Situation Room (“DESR”).<sup>18</sup>

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

#### 5.1.3 Corporate Level of Activation

When there is a Class 2 or Class 3 incident of Corporate-level significance, the Company’s Corporate Emergency Response Center (“CERC”) shall be mobilized at the discretion of the

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<sup>17</sup> As per Electric Operations Procedure EOP-5025, *Guidelines for Summer Operation of Distribution System*.

<sup>18</sup> Electric Operations Procedure EOP-5035, *Distribution Engineering Situation Room Operating Guide* provides a more detail on DESR staffing requirements, position responsibilities, activation criteria, mobilization, and operations.

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Company's *Senior Vice Presidents, Vice President Emergency Preparedness, and/or Senior System Operator*, or designee(s).

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

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

## 5.2 REGIONAL ICS ORGANIZATION CHARTS

Within Electric Operations, Overhead and Underground each maintain their own ICS organization charts detailing the general framework within each operating region.<sup>19</sup>

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

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

All ICS organizational charts represent the structure in place during either Class 2 or Class 3 incidents, with the gray-shaded boxes indicating that the respective position may be filled as required, per [ERP Section 5.3: Regional ICS Roles and Responsibilities](#).

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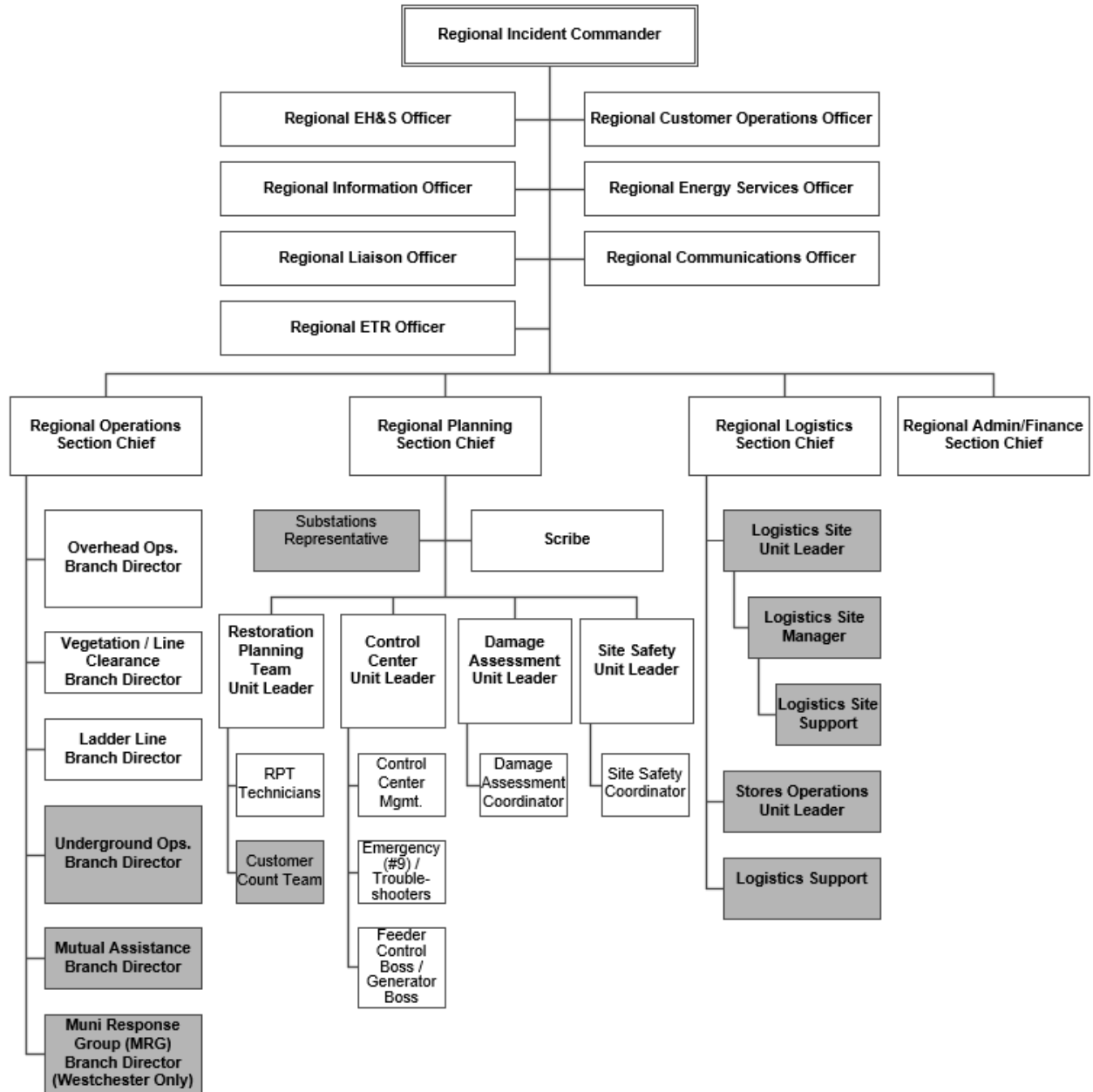
<sup>19</sup> More specific details regarding staffing/reporting lines can be found in each region's *Minimum Staffing Matrices*, which also may be event-specific (e.g., heat event, winter storm).

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

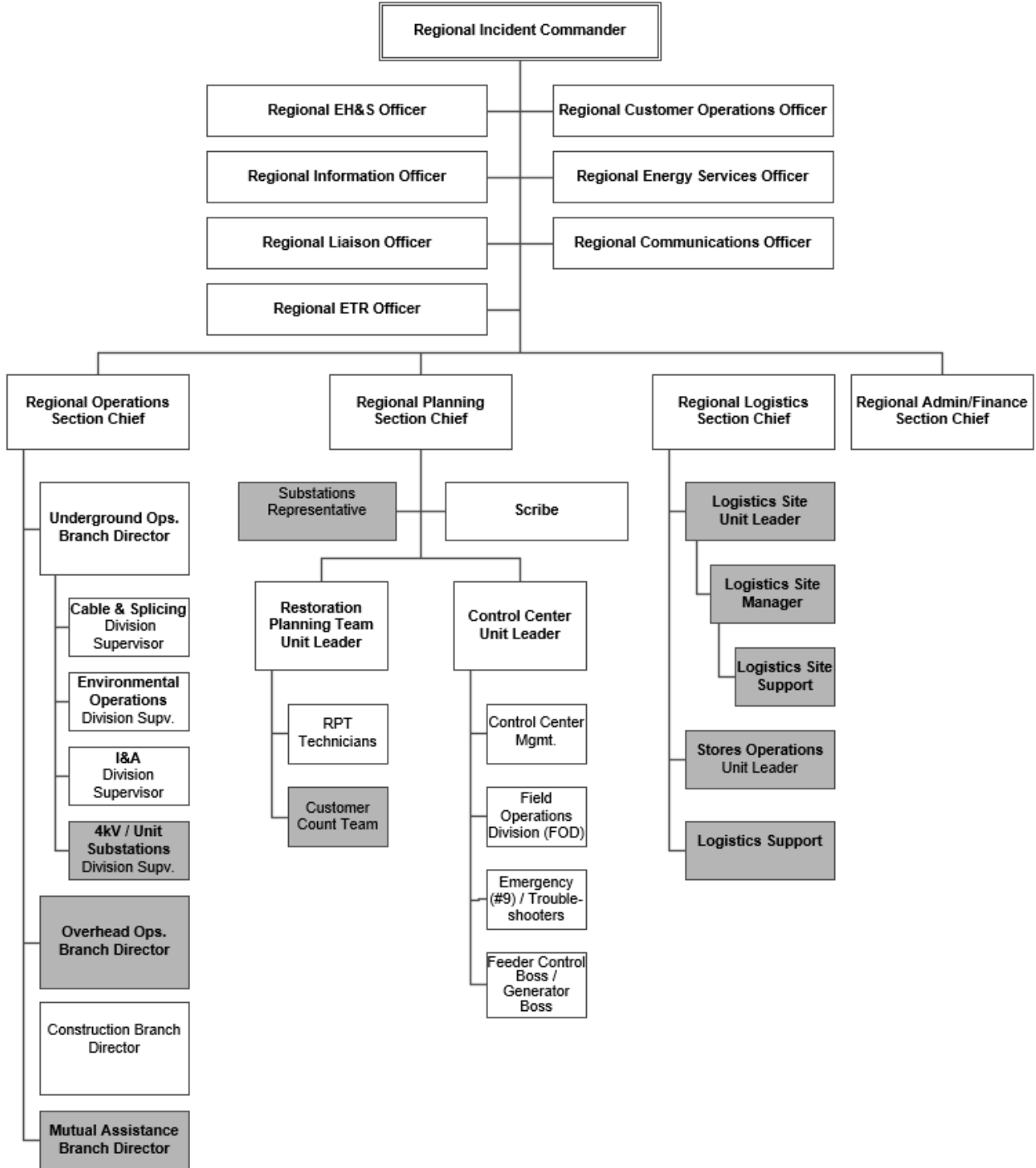


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**5.2.2 Regional ICS Organizational Chart – Underground Operations: Brooklyn/Queens**



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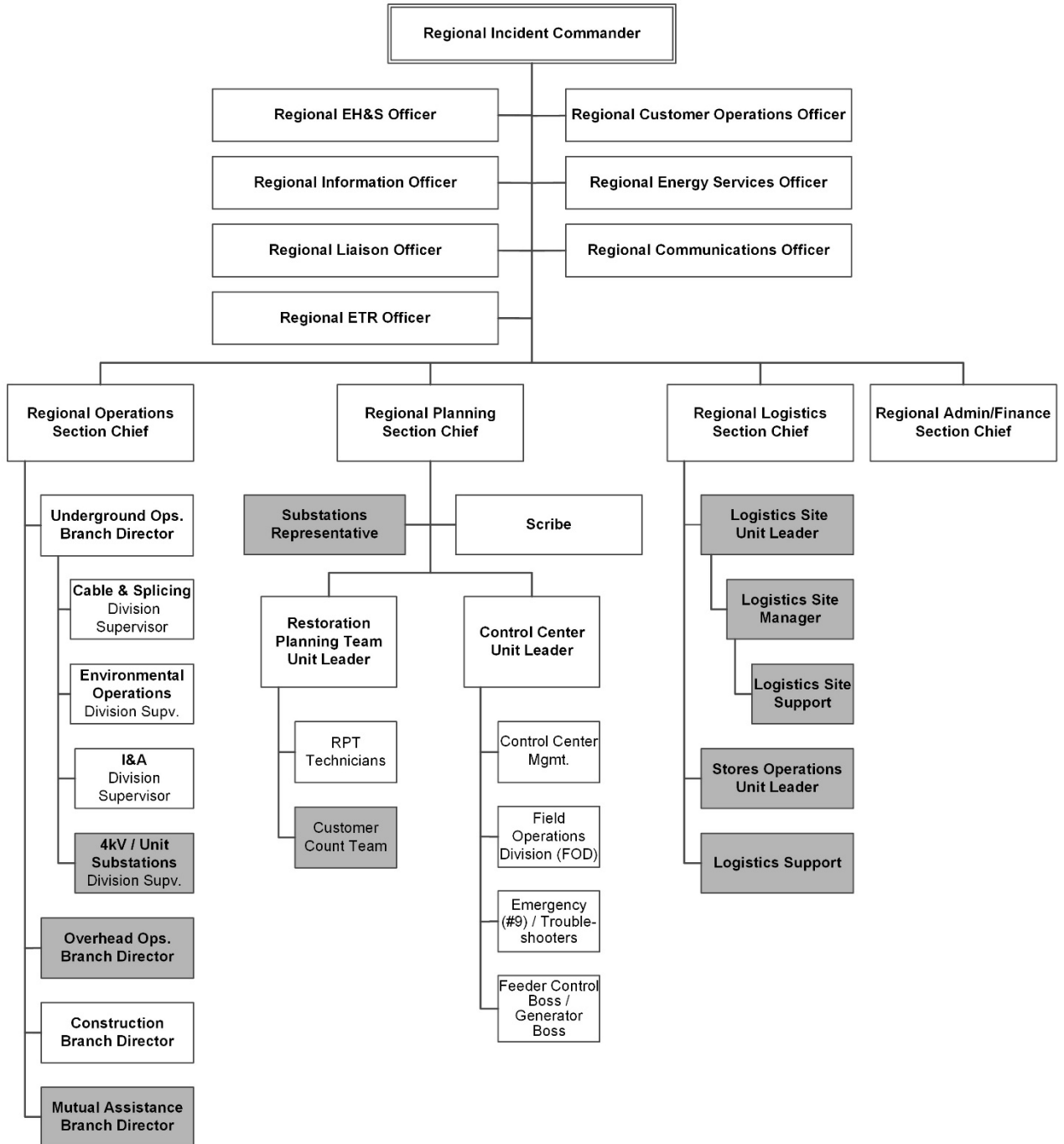


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**5.2.3 Regional ICS Organizational Chart – Underground Operations – Bronx/Westchester**



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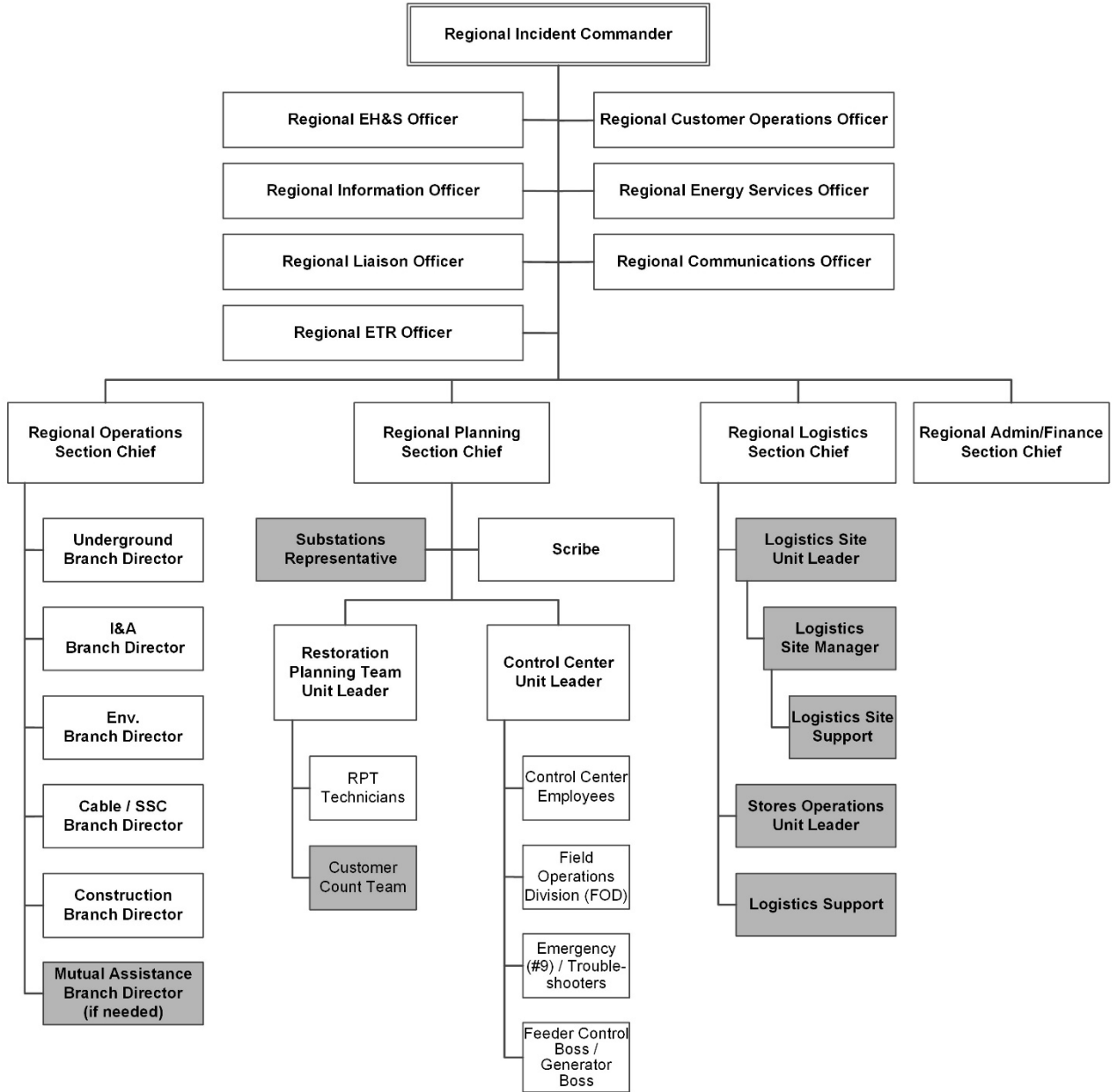


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**5.2.4 Regional ICS Organizational Chart – Underground Operations – Manhattan**



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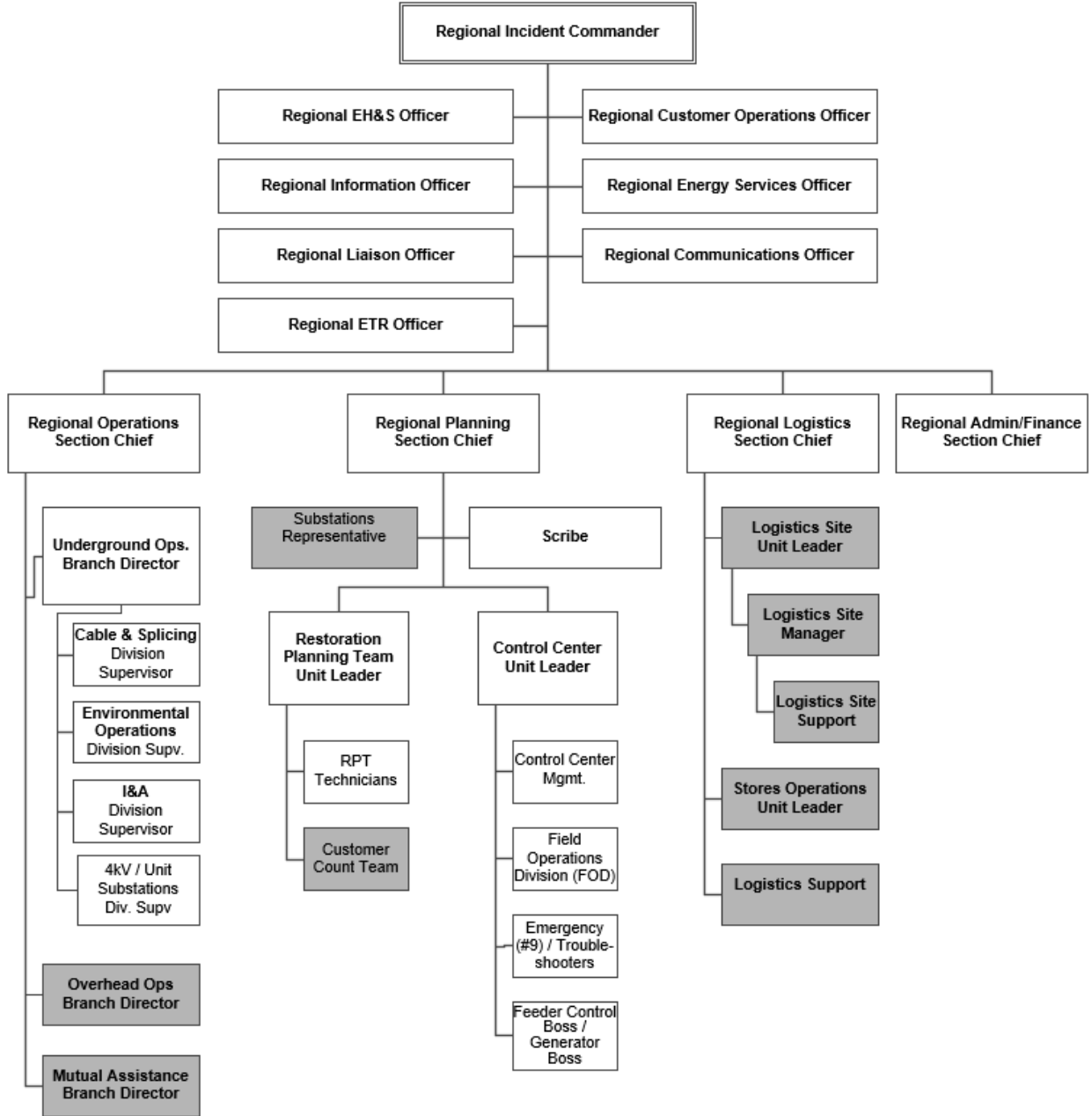


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**5.2.5 Regional ICS Organizational Chart – Underground Operations – Staten Island**



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**5.3 REGIONAL ICS ROLES AND RESPONSIBILITIES**

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

**5.3.1 Regional Command Staff**

**Regional Incident Commander**

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

- obtain briefings from the prior *Regional Incident Commander* (e.g., *RECC Shift Manager*) and each member of the regional Command and General Staff, as needed;
- communicate the region’s operational plan and status updates to CERC, as requested (e.g., reporting out on CERC status calls);
- communicate the region’s needs (or conclusion of a need) regarding supplemental resources (i.e., additional Company crews, contractors, mutual assistance crews) on EP’s *Interregional Calls* and/or directly to EP’s mutual assistance team (i.e., between calls), as appropriate;
- review the region’s respective *Incident Classification Matrix* to ensure familiarity with criteria that would lead to a change in classification (i.e., escalation or downgrading);
- develop and implement load-relief measures (e.g., de-loading feeders, voltage reductions, and activation of the voluntary load reduction program), as appropriate;
- request Medium / High Risk Sub-Surface Construction Alert, through CIG, to be issued to Company and contractor crews that dig in our service territory, as needed;
- review system conditions in order to be able to declare an appropriate “condition” in accordance with [EOP-5025, Guidelines for Summer Operation of Distribution System](#).
- review [CI 260-7: Guidelines for Communications with the Public during Load Management Power Outages](#), which establishes responsibilities for communication with the public, customers, and government authorities (“external communications”) when CECONY institutes load-management power outages;

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- monitor Info-Dashboard Alerts for the *ETR Protocol* triggers;
- review and approve region’s daily Restoration Work Plan, ETRs and press releases;
- disseminate information to key stakeholders (e.g., EP; CERC, if activated; LOCC); and
- provide direction through periodic update and status meetings.

**Regional Environment, Health & Safety Officer**

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

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

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

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

**Regional EH&S Field Representatives**

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

**Centralized EH&S Control Desk**

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

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

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

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

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

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- PPE selection criteria
  - Site-specific occupational medical monitoring requirements
  - Air monitoring plan: area/personal
  - Site control measures
  - Confined space entry procedures, if needed
  - Pre-entry briefings: initial and as needed (tailgate meetings)
  - Pre-operations health and safety conference for all incident participants
  - Quality assurance of HASP effectiveness
- assign assistants and manage the incident safety organization;
  - review and approve the Medical Plan, if required; and
  - document all actions in MS Teams.

**Regional Information Officer**

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

This role's responsibilities<sup>20</sup> include but are not limited to:

- collect and verify information<sup>21</sup> including, but not limited, to:
  - customer outages;
  - affected critical facilities;
  - affected LSE customers;
  - system damage;
  - road closures and wires down;
  - resources assigned to restoration and road clearing; and
  - critical issues as reflected in the Corporate Information Dashboard.
- provide the DESR or *CERC Information Officer* (if activated) with accurate information;
- provide information, at prescribed intervals (typically every four hours or as prescribed by the *Regional Incident Commander*), to Corporate Affairs via the *Regional Communications Officer*;
- respond to information requests from the *Regional Communications Officer*, or designee.

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<sup>20</sup> Additional tasks may be assigned by the *Regional Incident Commander*, as required.

<sup>21</sup> Information is obtained from CRMS, Obvient/OMS, EMOPSYS and directly from Operations and Logistics.

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**Regional Communications Officer**

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

The primary responsibility of the *Regional Communications Officer* is to oversee consistent communications between the regional ICS organization and Corporate Affairs (*i.e.*, Government Relations, Regional & Community Affairs, and Corporate Communications). As a member of regional Command Staff, the *Regional Communications Officer's* responsibilities include but are not limited to:<sup>22</sup>

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

**Regional Liaison Officer**

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

At the start of a *Liaison Officer's* shift, the *Officer* will email EP's primary point of contact at the Offices of Emergency Management ("OEMs") in New York City and Westchester County, as appropriate (*e.g.*, for a regional activation specific to Westchester County, the *Officer* would email the point of contact at WCDES). This email notification serves two

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<sup>22</sup> Additional tasks may be assigned by the *Regional Incident Commander*, and Corporate Affairs leadership, as required.

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purposes: first, it informs the recipient(s) of the Company’s activation status (*i.e.*, regional, DESR, and/or CERC), and second, it lets the respective OEM(s) know how to best reach the *Officer* (via phone, email, etc.) as needed (*e.g.*, if the agency has questions for the Company and has not requested a Company representative to serve as a dedicated liaison within their own agency’s EOC). **Note:** when an agency *has* requested a Company representative to serve as a dedicated liaison within their own agency’s EOC, the agency’s questions, ideally, should be directed to that Company representative first (see [ERP Section 6.2: Emergency Operations Center Liaisons](#)).

The primary responsibilities of a *Liaison Officer* include:

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

**Regional Energy Services Officer**

The ICS position of *Regional Energy Services Officer*, typically staffed by personnel from Energy Services, has the primary responsibility of mobilizing resources that will maintain contact with affected critical facilities (see [ERP Section 8.1.3 – Defining Customer Types: Critical Facilities](#)). In the event of a Class 2 or greater incident, the *Regional Energy Services Officer*, with Energy Services personnel, will notify affected critical facilities (via phone or email) to let them know the Company is aware of their outage, provide known ETRs, provide information on how to check the status of ETRs, and remind them of how to contact Energy Services personnel with any additional questions or concerns that they may have throughout the restoration period.

**The “Muni Desk” (Westchester only)**

Whenever there is an overhead event with an incident classification level of Class 2 or greater in the Bronx/Westchester operating region, Energy Services’ *Department Manager*, or designee, will assign Energy Services personnel to staff the Muni Desk, in accordance with the minimum staffing requirements stated in [ERP Section 4.3.2](#)

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[Regional Minimum Staffing Matrix – Overhead Storm – Bronx/Westchester](#). (Although not typically staffed for a Class 1 incident, the *RECC Shift Manager*, at their discretion, may instruct Energy Services’ *Department Manager*, or designee, to staff the desk if/when additional support is needed.<sup>23</sup>)

Once activated, the Muni Desk provides support to B/W’s *RECC Shift Manager*, or designee, by answering incoming phone calls from Westchester-based municipal officials, local Departments of Public Works (“DPW”), WCDES (also referred to as “60 Control”)<sup>24</sup>, and police and fire departments, who call the dedicated municipal line to report public-safety issues, wires down, blocked roadways, and other municipal impacts. Upon receipt of a trouble call, the Muni Desk representatives will create an emergency ticket with the appropriate trouble code (see [Table 12.2.2C – Dispatching Codes](#)), based on the nature of the emergency. (For more information on how tickets are coded and prioritized, see [ERP Section 12.2.2: Downed Wire Prioritization and Response](#)).

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

**Regional Customer Operations Officer**

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

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

- monitor Info-Dashboard Alerts for notification of event-related regulatory triggers [e.g., those that relate to: [ETR Protocol](#) (Attachment 12), and/or [Order Approving the Scorecard for Use by the Commission](#) (Attachment 11)] and follow up with Customer Operations leadership to confirm receipt of the notification;
- when reporting out to the *Regional Incident Commander* on ICS Conference Calls during each operational period, summarize key customer-related data (e.g., customer inquiries, call volumes, call answer rate) as well as actions being taken by Customer Operations, including Customer Outreach (e.g., dry ice distribution, CIC staffing), LSE customer contact, IVR/CSR messaging updates, etc.;

<sup>23</sup> In this case, Site Safety also may be activated to relieve municipal first responders until repair crews arrive.

<sup>24</sup> 60 Control is Westchester County's Department of Emergency Services.

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

**Regional ETR Officer**

For events with an incident classification of Class 2 or greater, the *Regional ETR Officer* reports directly into the *Regional Incident Commander*.

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

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

**5.3.2 Regional Planning Section**

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

- provides problem analysis and develops solutions that are then communicated to Operations;

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

**Regional Planning Section Chief**

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

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

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

**Regional Electric Control Center Unit Leader**

The Company’s electric distribution restoration model is largely decentralized in that each region (i.e., Brooklyn/Queens, Bronx/Westchester, Manhattan, and Staten Island) operates independently, and their respective RECC has operational jurisdiction for the electric distribution system in their region. In Class 1 incidents, all restoration efforts are directed and managed by the *RECC Shift Manager*, or designee.

For those RECCs having operating jurisdiction for the OH system, the Control Center is responsible for the safe operation of the electrical distribution system during the

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restoration effort. When 4kV feeders at unit or multibank stations open automatically, resulting in customer outages, the respective *RECC Shift Manager* (or *RECC Unit Leader*, if activated), or designee, will coordinate with System Operation’s *District Operator*, or designee, in order to request temporary operational jurisdiction.

In the event mobilization is requested for a Class 2 or Class 3 incident, *RECC Shift Managers* (or *RECC Unit Leaders*, if activated), or designee(s), are responsible for all outage restoration efforts on a daily basis as well as for monitoring and reporting major weather alerts.<sup>25</sup> RECC operations will focus primarily on public safety, clearing downed wires, and restoring large blocks of customers via switching operations. Each RECC is responsible for directing and coordinating switching operations and feeder processing for the restoration of customer outages.

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

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

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

<sup>25</sup> For more information, see ERP Section 9.1: Predicted Severe Weather Notifications.

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During major events, typically with an incident classification of Class 2 or greater when significant mutual aid resources are acquired and where applicable, the Company will decentralize control and create Storm Cells to manager outages. Storm Cells consist of a Cell Lead, who is delegated authority of the OH distribution system and manages a team consisting of Crew Guides and administrative support personnel. A Cell Lead is trained to dispatch work, issue orders to operate certain equipment on the Electric Distribution System and update restoration status in OMS.

In limited cases (typically for events with an incident classification of Class 2 or greater, where a significant number of mutual assistance resources have been acquired), and where applicable, the operating jurisdiction for radial overhead spurs can be delegated by Electric Operations' *Regional Department Manager*, or designee, to an authorized individual serving as the *Field-Person-in-Charge* ("Cell Lead") to allow designated areas to be isolated and expedite restoration activities. The *Cell Lead* coordinates work in designated areas for both Company employees and mutual assistance crews, via the use of *Crew Guides*.

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

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

### **Regional Restoration Planning Team Unit**

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

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

The RPT's *Restoration Technicians* analyze both overhead trouble and underground network and non-network feeders to produce "next-worst-case scenarios", which are provided (via either email or print copy) to the *Regional Planning Section Chief*, who will provide them to the *Regional Incident Commander* and relevant staff. This analysis is

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initially performed when a feeder opens auto. Subsequent analysis is performed if in-service equipment status changes in the same network.

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

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

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

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

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

The RPT Unit:

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

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

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

The RPT Unit is also responsible for the mobilization of the Customer Count Team (“CCT”) for secondary and UG network incidents. The CCT analyzes secondary system problems and determines customer impact. The CCT interfaces with other storm management organizations to monitor job status, and ensure timely repairs.

**Regional Damage Assessment Unit**

A regional Damage Assessment Unit includes a *Damage Assessment Unit Leader*, *Damage Assessment Coordinator(s)*, and *Damage Assessors* (and administrative support, as needed). Prior to a forecasted OH event, regional ICS staffing requirements are reviewed by the respective operating region’s *General Manager, Electric Operations*, or designee, during the operating region’s *Pre-Storm/Event ICS Call* (as outlined in [Section 9.3 – Regional Pre-Storm/Event ICS Calls](#)). If the respective operating region declares that it will mobilize to an incident classification level of Class 2 or greater in preparation for the forecasted OH storm event, then the regional Damage Assessment Unit will prepare to mobilize under the direction of the *General Manager, Construction*, or designee, in accordance with the respective region’s minimum staffing requirements.

During the *most* significant OH events (Class 3), a minimum of 180 *Damage Assessors* are needed, daily, to fulfill the minimum staffing requirements across all OH regions. In order to fulfill these staffing requirements, the *General Manager, Construction* maintains a minimum of 310 trained *Damage Assessors*. Under the oversight of the *General Manager, Construction*, or designee, all of the Company’s *Damage Assessors* who do not perform the damage assessment function as part of their normal job responsibilities are uniformly trained<sup>26</sup> in order to be able to be dispatched to any operating region.

*Damage Assessors* assess field conditions and report findings electronically using the Damage Assessment mobile application, or to their assigned *DA Coordinator* by phone or via marked-up feeder prints (**Note:** *DA Coordinators* will enter damage assessment information that is reported directly to them directly into STAR). This allows for damage information to be captured and transmitted into the Outage Management System (“OMS”) in near real time. Reported damage assessment information can be viewed and utilized by *Restoration Technicians* (Regional RPT Unit) to assist in their restoration planning

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<sup>26</sup> ERP Section 3.2.1: Function-Specific Training

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efforts. In the event the mobile application or other systems are not working as intended, damage assessment information will be captured using a paper process.

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

In addition, when NYCEM's [Downed Tree Task Force](#)<sup>27</sup> is activated, at the discretion of NYCEM, CECONY's Damage Assessment resources may be called upon to assess the extent of tree jobs in NYC involving CECONY, to verify service wires down or further assess jobs already referred to Operations.

### **Regional Site Safety Unit**

Prior to a forecasted storm event with potential OH impact, regional ICS staffing requirements are reviewed by the respective operating region's *General Manager, Electric Operations*, or designee, during the operating region's *Pre-Storm/Event ICS Call* (as outlined in [Section 9.3 – Regional Pre-Storm/Event ICS Calls](#)). If the respective operating region declares it will mobilize to an incident classification level of Class 2 or greater in preparation for the forecasted event, the regional Site Safety Unit will prepare to mobilize under the direction of Customer Operations' *General Manager, Credit and Field Operations*, or designee, in accordance with the region's minimum staffing requirements.

A regional Site Safety Unit consists of a *Site Safety Unit Leader*, *Site Safety Coordinator(s)*, and *Site Safety Representatives*. The positions of *Site Safety Coordinator* and *Site Safety Representative* are staffed primarily by personnel from Customer Operations. During the *most* significant Class 3 events, a total of 440 *Site Safety Representatives* are needed, daily, to meet the minimum staffing requirements across all OH regions. For the majority of activations, Customer Operations has a sufficient number of personnel to meet the respective staffing requirements. The process of canvassing Customer Operations personnel to serve as *Site Safety Coordinators / Site Safety Representatives* is overseen by Customer Operations' *Section Manager, Credit and Field Operations* who reports into the *General Manager, Credit and Field Operations*. Under the oversight of Customer Operations' *General Manager, Credit and Field Operations*, Customer Operations personnel who serve in the site safety role complete functional training (see [ERP Section 3.2.1: Functional Training](#)).

When events become so large that the need for *Site Safety Representatives* exceeds the resources available from within Customer Operations, additional personnel with an SEA of *Site Safety Representative* are activated through EP's SEA Program. This occurs when

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<sup>27</sup> For more information on the Downed Tree Task Force, see ERP Section 6.2.2: NYC Task Forces

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the *Section Manager, Credit and Field Operations* or designee notifies EP’s *Section Manager, Business Resiliency*, or designee, of the need for additional resources. For more information on the process of activating SEA personnel, see [ERP Section 9.5.2 – Alerting/Activating SEA Personnel](#).

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

### 5.3.3 Regional Operations Section

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

- managing and dispatching crews;
- assisting in cut-and-clear operations in coordination with NYCEM’s Downed Tree Task Force<sup>28</sup> and Westchester County municipalities via the road-clearing task forces;<sup>29</sup>
- accepting and managing mutual assistance and ladder line crews;
- distributing tools and equipment;
- setting poles;
- clearing obstructions and laying duct;
- performing switching operations;
- splicing primary, secondary, and service cables; and

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<sup>28</sup> For more information on the Downed Tree Task Force, see ERP Section 6.2.2: NYC Task Forces

<sup>29</sup> For more information on Westchester’s road-clearing task force, see ERP Section 6.3: The Municipal Liaison Program

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- installing/removing protective grounds.

**Regional Operations Section Chief**

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

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

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

**Regional Underground Operations / Restoration Branch Director**

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

- oversee and coordinate multiple construction cells for restoration of underground service to customers;
- review inventory of materials, tools, order equipment and supplies;
- establish an around-the-clock staffing schedule with sufficient crewing;
- ensure accurate crewing levels, and
- monitor underground restoration efforts.

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

**Regional Overhead Operations / Restoration Branch Director**

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

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

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- ensure accurate crewing information reporting; and
- monitor overhead restoration efforts.

**Municipal Response Group Branch Director (Westchester Only)**

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

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

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

**Regional Mutual Assistance Branch Director**

Once mutual assistance resources have been acquired,<sup>30</sup> the *Regional Mutual Assistance Branch Director* will be activated at the discretion of Electric Operations’ *Regional General Manager* (or *Regional Incident Commander*, if already activated), or designee, to direct and oversee mutual assistance forces performing restoration activities. It is the responsibility of the *Regional MA Branch Director*, or designee, to:

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

**Regional Construction Management Branch Director**

The *Regional Construction Management Branch Director* position will be activated at the discretion of Electric Operations’ *Regional General Manager* (or *Regional Incident*

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<sup>30</sup> For more information on mutual assistance acquisition, see ERP Section 10: Mutual Assistance

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*Commander*, if already activated), or designee, to direct and oversee excavation contractor forces.

**Company vs. Non-Company Crews**

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

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

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

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

**Regional Overhead Crew Guides**

Company-assigned *Crew Guides* report into a *Cell Lead* (who reports into the *Operations Branch Director*) and are teamed with Non-Company Crews to maximize crew productivity by minimizing travel times between jobs (*i.e.*, by facilitating crew movement to/from work sites, lodging locations, and meal locations and/or doing pick-up/delivery of meals); facilitating the procurement of supplies; and handling crew-related administrative matters (*e.g.*, keeping time logs for the crews).

They also receive jobs dispatched by *RECC Dispatchers* to field crews via radio or cell phone. Jobs are dispatched based upon the job priority,<sup>31</sup> crew location, crew capability, and workload. The recording of accurate dispatch times is emphasized with *Dispatchers*.

In addition, *Crew Guides*:

- request switching and obtain mark-ups on lines and equipment;

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<sup>31</sup> For more information on restoration prioritization, see ERP Section 12.2: Restoration Priorities and Public Safety

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

### **Overhead Crews**

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

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

When appropriate, Company Overhead crews (or Non-Company Overhead crews, at the discretion of their respective *Crew Guide* and *Cell Lead*) will make temporary repairs in order to expedite the overall restoration process (*i.e.*, where practical, permanent repairs are deferred until all customers have been restored). Once all customers are restored to service, permanent repairs to the system are made.

### **Ladder Line Crews**

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

### **Line Clearance Crews**

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

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**Make-Safe Crews (Westchester)**<sup>32</sup>

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

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

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

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

In Westchester, dedicated *Make-Safe Crews* (also referred to as Cut-and-Clear Crews) are assigned by the *Regional Operations Section Chief (B/W)*, or designee, to rapidly respond to municipal trouble tickets, which may be reported by the municipality directly (via the Municipal Desk) or via an assigned *Municipal Liaison*<sup>33</sup> (as requested) in

<sup>32</sup> For more information on NYC’S Downed Tree Task Force (DTTF), see ERP Section 6.2.2: NYC Task Forces

<sup>33</sup> When a Westchester County municipality (or Westchester County) requests a dedicated *Municipal Liaison* (or *EOC Liaison*) to support their EOC, the *Liaison* will assist the municipality/EOC in creating coded trouble tickets as well as in relaying their

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accordance with the Priority Levels defined in [Table 12.2.1A – PSC-Defined Downed Wire Priority Levels](#).

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

### 5.3.4 Regional Logistics Section

#### **Regional Logistics Section Chief**

Whenever one region goes into Class 2 or greater, the *Regional Logistics Section Chief* (“*Regional LSC*”) reports directly to the *Regional Incident Commander* and will:

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

#### **Logistics Site Unit Leader**

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

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prioritization of public-safety issues and blocked roads. Once a *Make-Safe Crew* resolves the condition that resulted in a downed-wire report by a given municipality/EOC, the condition is removed from the trouble ticket, which can be verified by the *Liaison*. For more information on the Municipal Liaison Program and role of *Municipal Liaisons*, see ERP Section 6.3: The Municipal Liaison Program.

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

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

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

**Stores Operations Unit Leader**

During normal operations, most storeroom locations have extended operating hours (varying by location). In turn, the appropriateness of staffing a regional *Stores Operations Unit Leader* is at the discretion of the *General Manager, Stores Operations*, or designee. Factors considered include blue-sky staffing levels in place, forecasted timing of the event, the number of regions mobilizing, and the incident classification level.

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

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

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- oversees breakdown Staging Area(s), including inventory counts.

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

**Logistics Operations Control Center**

The primary function of the Logistics Operations Control Center (“LOCC”) is to manage interregional coordination activities. In turn, the LOCC is automatically activated whenever *two or more* regions escalate to an incident classification level of Class 2 or greater. That said, the *Section Manager, ESG* has the authority to activate the LOCC when only one region is mobilized if the *LSC* needs additional logistical administrative support. For more details on what tasks the LOCC manages, when activated, see [ERP Section 5.4.2: Activation of Interregional Logistics](#).

**5.3.5 Regional Admin/Finance Section**

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

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

**Regional Admin/Finance Section Chief**

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

**5.4 INTERREGIONAL COORDINATION**

**5.4.1 Activation of the Distribution Engineering Situation Room**

Whenever two or more operating regions declare an incident classification level of Class 2 or greater, the DESR will be activated by Distribution Engineering’s *Chief Engineer*, or designee, to support interregional coordination. When the DESR is mobilized, the *Situation Room Unit Leader*, is responsible for the following activities:

- monitor distribution system conditions;
- function as the “Emergency Information Center” for Electric Operations and accumulate and report pertinent information;
- receive information from *Regional Information Officers*;

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- hold periodic conference calls with RECCs and EMCs;
- provide information as requested by Corporate Affairs’ Media Relations staff (*i.e.*, for news releases), or when requested;
- provide engineering support and technical expertise;
- assist the regional operating areas in formulating corrective actions, when required;
- coordinate the distribution of crews and support staff amongst the operating regions;
- obtain periodic weather updates from the *Company Meteorologist(s)* on DESR status update calls (to the extent that they are available) and by email;
- coordinate and allocate generator deployment, when required, in coordination with the *Interregional Logistics Section Chief*, or designee, and *Regional Incident Commanders*, or designees;
- consolidate damage reported by the operating regions; and
- communicate system status to DPS Staff, as per the [ETR Protocol \(Attachment 12\)](#), via the Electric Outage Reporting System (“EORS”)<sup>34</sup> or as requested by Staff.

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

**Distribution Engineering’s DESR Staff**

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

- *Display Processor A*: responsible for monitoring the condition of the distribution system and its components
- *Display Processor B*: responsible for monitoring customer outages
- *Interregional Information Officer*: responsible for gathering pertinent information from the regions and preparing reports

**Customer Operations’ Situation Room Liaison**

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

- work closely with Distribution Engineering staff to relay information about outages affecting Special Needs and LSE customers to the Call Center (so they can initiate the required customer outreach);
- be proactive in gathering information on system status, potential impact on customers, whether 1-800-COOLNY and/or Westchester County number(s) have been activated, or if Community Centers in housing projects (e.g., NYCHA) opened for emergencies, and relaying that information to CMG;

<sup>34</sup> When activated by NYS Department of Public Service, this form is used by Distribution Engineering to provide DPS Staff with required outage information.

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- at the request of the CMG, confirm information received regarding customer outages;
- report any outage or voltage reduction to CMG immediately;
- obtain next worst-case impact information when there are networks in trouble;
- notify critical stakeholders (*i.e.*, *Senior Vice President, Customer Operations; General Manager, Customer Assistance; Managers, Customer Assistance; Manager, Communications Management Group; Center of Excellence personnel; Communications Management personnel; Digital Customer Experience personnel; and Customer Outreach personnel*) of potential imminent problems (*e.g.*, multiple feeder outages that may subsequently affect a particular network);<sup>35</sup> and
- act as a conduit for information requests to the DESR from CMG and/or Customer Outreach personnel, the *Senior Vice President, Customer Operations, and/or General Manager, Customer Assistance*.

**Demand Management’s Situation Room Representative**

Between the beginning of May and end of September (*i.e.*, the timeframe during which the Company’s Demand Response Programs with customers are active)<sup>36</sup>, whenever the DESR activates, the *Section Manager, Targeted Demand Management*, or designee, will assign a *Demand Management Situation Room Representative* to the DESR to be the primary point of contact for the receipt of requests to initiate an Emergency Demand Response Program (“EDRP”). Such requests would come from either the *Regional Incident Commander(s)*, or designee(s), or the DESR’s *Situation Room Unit Leader*, or designee. It is important to note that while implementation of the Demand Response Programs may be requested as one of several possible load relief measures<sup>37</sup> in order to mitigate network contingencies prior to the employment of load-management power outages, the program is designed to engage voluntary usage reductions from customers, not to resolve voltage stress on feeders during system emergencies.

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

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<sup>35</sup> In accordance with *CSP 2-0-1: Corporate Event Customer Response Plan (Attachment 5)*.

<sup>36</sup> During peak hours (6am-midnight) of the summer (May 1 - Sept 30), Con Edison customers may be compensated to temporarily reduce their energy use through Con Edison’s [Smart Usage Rewards](#) (*a.k.a.*, Demand Response) program.

<sup>37</sup> Load relief measures can include any of the following, depending on the circumstances of the event: initiation of demand response events, a general appeal to customers to reduce power consumption, direct appeals in the geographic area of concern to reduce all-but-essential load, requesting customers go on self-generation, selected forced outages, and voltage reductions.

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received, the Demand Management Representative will initiate the demand response event.

**Emergency Preparedness’ Interregional Liaison Officer**

Whenever more than one region activates to Class 2 or greater, the role of *Regional Liaison Officer* transitions to the role of *Interregional Liaison Officer*, in coordination with the DESR. It is the responsibility of EP’s *Director, Strategic Planning and Preparedness*, or designee, to assign an EP representative to the DESR to serve in the role of *Interregional Liaison Officer*. The responsibilities of the role are the same as those of a *Regional Liaison Officer*, as detailed in [ERP Section 5.3.1 – Regional Command Staff](#).

**Environment, Health & Safety’s Interregional EH&S Officer**

It is the responsibility of the *Director, EH&S Operations*, or designee, to assign an EH&S employee to the role *Regional / Interregional EH&S Officer*. Whenever more than one region activates to Class 2 or greater, the role of *Regional EH&S Officer* transitions to the role of *Interregional EH&S Officer*. The Interregional EH&S Officer will actively engage with *EH&S Field Representatives* to response to incidents in the field. For more information on the role’s responsibilities, see [ERP Section 5.3.1 – Regional Command Staff – Regional EH&S Officer](#).

**Information Technology’s Situation Room Representative**

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

**External Representatives**

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

**5.4.2 Activation of Interregional Logistics**

Whenever two or more regions declare an incident classification level of Class 2 or greater, logistics coordination will proactively transition from the regional structure to an interregional structure, under the oversight of an *Interregional Logistics Section Chief*, who will assume responsibility for managing the overall logistical response effort and logistics activities across the service territory in coordination with regional ICS staff.

**Interregional Logistics Section Chief**

The *Interregional Logistics Section Chief* will:

- mobilize employees with a Logistics-related SEA, as needed;

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

(**Note:** When CERC is activated, the *Interregional Logistics Section Chief* will often transition to *LOCC Unit Leader*, supporting the *CERC Logistics Section Chief*.)

**Logistics Operations Control Center**

The *Section Manager, ESG*, or designee, will activate the Logistics Operations Control Center (“LOCC”) whenever two or more regions declare they will mobilize to an incident classification level of Class 2 or greater.

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

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

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

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**LOCC Unit Leader**

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

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

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

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

**5.5 CORPORATE EMERGENCY RESPONSE CENTER ROLES & RESPONSIBILITIES**

As previously detailed in [ERP Section 5.1.3–Corporate Level of Activation](#), the Company’s Corporate Emergency Response Center (“CERC”) is activated for Corporate-level events at the discretion of a Company SVP(s), or designee(s), in coordination with the *Senior System Operator* or designee and with concurrence from the *Vice President, Emergency Preparedness*, or designee. The *Vice President, Emergency Preparedness*, or designee, is responsible for ensuring that EP personnel maintain the *CERC Emergency Duty Roster*<sup>38</sup> and for the mobilization plan for incidents requiring a CERC mobilization.

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

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

- *CERC Environment, Health and Safety (EH&S) Officer*
- *CERC Liaison Officer*

<sup>38</sup> For more information, see ERP Section 2.2.1: Emergency Duty Rosters

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- *CERC Information Officer*
- *CERC Customer Operations Officer*
- *CERC Energy Services Officer*
- *CERC Communications Officer*
- *CERC Information Technology Officer*
- *CERC Law Officer*
- *CERC Corporate Security Officer*

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

Following are brief descriptions of each of these roles and their respective responsibilities.

**Note:** The CERC organizational chart resides in [CI 260-4: Corporate Response to Incidents and Emergencies](#) (Attachment 2).

### **5.5.1 CERC Incident Commander**

The *CERC Incident Commander* is responsible for strategic management, command, and control of any incident that requires activation of the Company's CERC. For Class 3 activations, the *CERC Incident Commander* shall be selected from a list of trained senior officers (in accordance with the Company's annual ICS training certification).

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

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

### **5.5.2 CERC Environmental Health & Safety Officer**

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

- communicating and coordinating with *EH&S staff*, who are providing EH&S guidance or support to regional field crews/personnel as well as ensuring (through coordination with

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*Regional EH&S Field Representatives*) that EH&S incident objectives are being met at the regional level (e.g., mutual assistance and contractor crews receive a Safety Orientation at onboarding, prior to being deployed to the field);

- anticipating hazardous and unsafe situations in order to develop and recommend measures for personnel and public safety;
- ensuring that assessment, modeling, surveillance, monitoring, and permitting of environmental aspects related to the incident are being accomplished;
- providing initial Safety Message to be shared on CERC and regional *ICS Conference Calls*;
- answering EH&S-relevant questions and providing EH&S updates (e.g., incident-related statistics) on CERC Calls;
- evaluating the initial briefing and subsequent IAPs to identify any health and safety concerns and offer EH&S suggestions;
- reviewing the HASP of any mutual assistance or contractor personnel, as needed;
- reviewing and approving the Medical Plan, as needed;
- exercising emergency authority to prevent or stop unsafe acts; and
- documenting appropriate actions in MS Teams.

### 5.5.3 CERC Information Officer

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

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

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**5.5.4 CERC Liaison Officer**

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

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

**5.5.5 CERC Communications Officer**

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

During a CERC activation, a manager from Corporate Affairs will typically staff the *CERC Communications Officer* position, to serve as a conduit between the CERC Command Staff and Corporate Affairs’ two major organizations: Corporate Communications and Government Relations & Regional and Community Affairs (“GR&CA”).

During a CERC activation, CECONY’s *Director - Corporate Communications* and *Director - Government & Community Affairs* (both reporting to the *SVP, Corporate Affairs*) retain overall responsibility for the activities associated with the organizations under their span of control.<sup>39</sup>

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

- coordinating with the *CERC Information Officer*, and other members of CERC as needed, to collect information for Corporate Communications’ preparation of press releases;
- assisting in developing talking points/fact sheets for GR&CA’s updates to elected officials;
- presenting drafted press releases to *CERC Incident Commander* for review and approval; and

<sup>39</sup> For more information, see ERP Section 7: Corporate Affairs and Communications

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- alerting the *CERC Incident Commander* to any news reports that could affect incident planning.

### 5.5.6 CERC Customer Operations Officer

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

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

### 5.5.7 CERC Energy Services Officer

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

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

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**5.5.8 CERC Corporate Security Officer**

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

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

**5.5.9 CERC Information Technology Officer**

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

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

**5.5.10 CERC Legal Officer**

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

**5.5.11 CERC Operations Section Chief**

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

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

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- maintaining awareness of where materials are being staged, and at what locations, through contact with the *CERC Logistics Section Chief*; and
- supporting efforts to demobilize resources as soon as they are unneeded by providing a list of surplus resources to the *CERC Planning Section Chief* and *CERC Logistics Section Chief*.

**CERC Operations Branch Director – Electric Operations**

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

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

**5.5.12 CERC Planning Section Chief**

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

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

**5.5.13 CERC Logistics Section Chief**

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

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

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

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

**5.5.14 CERC Admin/Finance Section Chief**

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

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

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## 6. LIAISON PROGRAMS

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

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

- Section 6.1 describes the *EP Liaison* role, which is a 24/7/365 on-call position, and the *Liaison Officer* role, which is staffed by EP whenever the Company goes into a Class 2 or Class 3 ICS structure.
- Section 6.2 describes the role of *EOC Liaisons*, who are Company representatives deployed to external agencies, upon request, in response to large-scale emergencies and/or the activation of that agency’s EOC or interagency Task Force.
- Sections 6.3 and 6.4 describe the Company’s two liaison programs: The Municipal Liaison Program and Utility Liaison Program.

### 6.1 THE EP LIAISON AND LIAISON OFFICER

#### 6.1.1 EP Liaison

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

- New York City Emergency Management (“NYCEM”);
- Westchester County Department of Emergency Services (“WCDES”);
- WCDES’s Emergency Communications Center (“60 Control”)<sup>40</sup>;
- The New York City Police Department (“NYPD”);
- The Fire Department of the City of New York (“FDNY”);
- The Metropolitan Transportation Authority (“MTA”);
- The Port Authority of NY/NJ (“PA-NY-NJ”);
- New York State Department of Transportation (“DOT”); and
- New York State’s Emergency Management Office (“SEMO”).

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

<sup>40</sup> “60 Control” is the primary dispatch center for over 80 Fire, EMS and Support Agencies in Westchester County, NY.

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

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

**6.1.2 Liaison Officer**

During Class 2 and Class 3 ICS activations, the ICS position of *Liaison Officer* (staffed by EP personnel at the regional, interregional or corporate level of activation) has the primary responsibilities of communicating interagency emergency requests and resource coordination needs and interacting with County and City OEMs and first responders (*i.e.*, police and fire). For more detail on the responsibilities of this ICS role, see [ERP Section 5.3.1 – Regional Liaison Officer](#).

**6.2 EMERGENCY OPERATIONS CENTER LIAISONS**

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

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

- Westchester County’s’ EOC;
- NYC’s NYCEM Situation Room or EOC;
- NYC’s Task Forces;<sup>41</sup> and/or
- NYS’s OEM.

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

Prior to receiving an *EOC Liaison*, the requesting OEM will contact either the *EP Liaison* (during blue-sky days/non-activations) or *Liaison Officer* (during activations) to request a Company representative. The request will typically include any, or all, of the following information: time the EOC or Task Force was, or will be, activated; operational periods (typically 12-hour shifts); and role requested (*i.e.*, EOC agency representative or Task Force member).

EP’s *Director, Strategic Planning and Preparedness*, or an on-call *EP Manager*, in collaboration with the *SEA Program Coordinator*, or designee(s), will then determine who will be activated (as requested) and create a staffing pattern for *EOC Liaisons* to cover additional shifts and will

<sup>41</sup> For more information, see ERP Section 6.2.2: NYC Task Forces

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manage any requests for additional staff, as needed. Once activated, it is the responsibility of all *EOC Liaisons* to maintain regular communications with, and provide updates to, the *Liaison Officer* staffing the regional ICS, DESR or CERC, as appropriate.

All *EOC Liaisons* receive function-specific training<sup>42</sup> on various Company systems in order to be able to provide the most up-to-date and accurate information regarding response efforts to the EOC they are staffing. Through these systems,<sup>43</sup> *EOC Liaisons* have access to view all jobs scheduled, assigned, and completed for each day, broken down by municipality and county, and will receive the daily Restoration Work Plan.

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

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

### **6.2.1 Emergency Operations Centers**

#### **New York State’s Emergency Operations Center**

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

#### **New York City’s Emergency Operations Center**

New York City Emergency Management (“NYCEM”) serves as the City’s command post during weather-related events. NYCEM is also the agency responsible for coordinating interagency and critical-stakeholder communications prior to and during emergency events impacting NYC.

In addition to City agencies and departments, transportation agencies and private partners as well as utility companies participate in NYCEM’s Steering Committee Calls, on which each agency reports out on requested information and provides status updates, as required. When an *EOC Liaison* is not already deployed to NYCEM, CECONY’s *EP*

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<sup>42</sup> For more information, see ERP Section 3.2.1: Function-Specific Training.

<sup>43</sup> Customer Relationship Management System (“CRMS”), Outage Management Dashboard (“OMD”), the Municipality Electric System Trouble Report Form, etc.

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*Liaison* will call in to represent the Company. Otherwise the *EOC Liaison* will participate in the call (over the phone or in person), as required. The *EP Liaison* or *EOC Liaison* will communicate relevant information related to the current emergency conditions (e.g., number of customer outages, critical facilities/customers impacted, current staffing, anticipated mutual assistance, voltage reductions in-place, mobile generator locations) and will communicate NYC’s prioritization requests back to the appropriate RECC.

**Westchester County’s Emergency Operations Center**

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

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

Con Edison will make known our priorities to municipal / county / state transportation entities, and collaborate to prioritize cleaning activities for make-safe, repair, and restoration.

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

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

**6.2.2 New York City Task Forces**

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

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**Power Outage Response Team**

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

**Downed Tree Task Force**

NYCEM’s *Downed Tree Task Force* (“DTTF”) serves a similar function as CECONY’s Westchester County-based Municipal Liaison Program<sup>44</sup> by prioritizing road closures and wire-down calls in New York City. NYCEM’s [Downed Tree Task Force Emergency Protocol](#) defines the triggers for when the DTTF is activated, and outlines how downed tree responses are prioritized and managed.

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

Upon activation of the DTTF by NYCEM in consultation with the NYC Parks Department, the NYCEM will notify the EP Manager. Company representatives from (primarily) CECONY, FDNY, NYPD, the Parks Department and DSNY are mobilized (at NYCEM’s headquarters or remotely via TEAMS) to coordinate the City’s response to damage and public safety issues (e.g., downed wires, blocked roads) caused by downed trees. The Parks Department receives automated downed tree reports directly from 311, which is then triaged by the agencies in the DTTF. The DTTF relies on 311 to provide road-closure and tree-down data for all five boroughs, as it is staffed 24/7 and the Parks Department only operates during business hours.

A Con Edison *EOC Liaison* assigned to the DTTF will work with other DTTF members to perform initial prioritization of reported trees down and then enter trouble tickets correctly into the Company’s OMS so that those reported incidents receive the proper prioritization (i.e., dispatching crews) without undue delay. The *EOC Liaison* assigned to the DTTF will

<sup>44</sup> See ERP Section 6.3: The Municipal Liaison Program

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follow up with an *RECC Shift Manager/Unit Leader* or *Regional Operations Section Chief*, or designee, as required.

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

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

**Damage Assessment Workgroup**

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

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

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

**6.3 THE MUNICIPAL LIAISON PROGRAM**

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

The Program includes the following positions and respective responsibilities:

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

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

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

- **Division A:** Bedford, Buchanan, Cortlandt, Croton-On-Hudson, Mt Kisco, Mt Pleasant, New Castle, North Castle, Peekskill, Pleasantville, Yorktown
- **Division B:** Ardsley, Briarcliff Manor, Dobbs Ferry, Elmsford, Greenburgh, Hastings-On-Hudson, Irvington, Ossining (Town and Village), Sleepy Hollow, Tarrytown
- **Division C:** Bronxville, Eastchester, Harrison, Scarsdale, Tuckahoe, Westchester County (EOC), White Plains, Yonkers
- **Division D:** Larchmont, Mamaroneck (Town and Village), Mount Vernon, New Rochelle, Pelham Manor, Pelham Village, Portchester, Rye Brook, Rye City

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Typically, four (4) liaisons are assigned to each of the municipalities in Westchester. All *Municipal Liaisons* are trained<sup>45</sup> and exercised throughout the year to prepare them to staff any *Municipal Liaison* position (i.e., at a different municipality). Similar to *EOC Liaisons*, *Municipal Liaisons* receive training on various Company systems<sup>46</sup> that they can access, remotely, when assigned to support a municipal EOC, either in person or remotely, in order to be able to provide the most up-to-date and accurate information regarding response efforts (e.g., crewing information, ETRs, road-closure updates, critical facility outage status/updates).

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

When municipalities request a *Municipal Liaison* for a forecasted event (i.e., pre-storm) or during an event, an *EP Manager* (or the *MRG Branch Director*), or designee, will schedule them and provide the *Municipal Liaison*<sup>47</sup> with the contact information for the municipal point of contact. The *Municipal Liaison* will then coordinate with the provided point of contact regarding their shift/working hours and reporting location/method (i.e., in-person or virtual). *Municipal Liaisons* maintain a weekly on-call schedule that assigns a primary liaison, and at least one secondary liaison, to be on-call for each municipality. If an incident occurs and the primary liaison is unable to respond, the secondary liaison assigned to that municipality (or another liaison, as needed) will fulfill the role.

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

During the make-safe phase of a response, when public safety hazards and blocked roads are the priority, *Municipal Liaisons* will help the municipality input road closures (using the Municipal Dashboard) and coordinate road-clearing efforts, as prioritized by the municipality. By utilizing the CRMS platform, *Municipal Liaisons* are able to provide updates to the municipalities regarding

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<sup>45</sup> For more information on the training *Municipal Liaisons* receive, see ERP Section 3.2.1: Function-Specific Training

<sup>46</sup> CRMS, OMD, the Municipal Dashboard, Municipality Electric System Trouble Report Form

<sup>47</sup> During Routine operations, emergency calls (e.g., downed wires, blocked roads) from municipal officials (e.g., Police, Fire, Highway) come to B/W’s RECC directly. When severe weather is anticipated or call volume becomes excessive, those lines are transferred to the “Muni Desk” where *Energy Services Reps* take over the intake of calls and generation of trouble tickets.

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road closures that have been completed, as well as those that have been identified as Non-Company Interest (“NCI”), which can then be cleared by the municipal DPW staff.

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

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

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

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

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

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

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

#### **6.4 THE UTILITY LIAISON PROGRAM**

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

- In the Bronx/Westchester (“B/W”) region, when the Municipal Response Group (“MRG”) / Road-Clearing Task Force is formally activated (in Westchester), and significant Overhead impact develops, representatives will be invited, by CECONY’s *Utility Liaison Program Manager*, to the B/W regional EOC, advised that their assigned representative is the Utility Liaison, or *MRG Branch Director* if the *Utility Liaison* is not available, and provided with their name/contact information.
- When any of the company’s other regions (e.g., Brooklyn/Queens, Staten Island, Manhattan) is/are activated at an incident classification level of Class 2 or greater, and significant overhead impact develops, representatives will be invited by CECONY’s *Utility Liaison*

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*Program Manager* to the respective regional EOC(s), or DESR, and assigned a company representative (e.g., *Regional Overhead Operation / Restoration Branch Director*), and provided with their name/contact information.

**Note:** *It is often the case that, when one of the company's NYC-based regional EOCs is activated (i.e., Manhattan, Brooklyn/Queens and/or Staten Island), NYCEM's EOC is also activated (e.g., for major storms impacting the NYC area). When activated, NYCEM's EOC becomes the centralized body within NYC for interagency coordination, and liaisons from CECONY, telecommunications providers, and other infrastructure utilities are invited to co-locate there. In turn, CECONY and the providers may coordinate at the centralized NYCEM location (when it is simultaneously activated) versus at both NYCEM and the Company's regional EOC(s).*

- When CERC is fully activated, CECONY's *Utility Liaison Program Manager* will invite representatives from the telecommunication providers, and other infrastructure utilities to send a representative to the CERC (possibly in addition to any regional-level representation/coordination), advised that their assigned representative is the *CERC Liaison Officer*, and provided with their name/contact information.

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

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## 7. CORPORATE AFFAIRS & COMMUNICATIONS

This section describes CECONY’s various communication methods with the media, elected officials and the public. Corporate Affairs is responsible for all communications with print as well as broadcast media (e.g., press releases, interviews and briefings), elected and other government officials, and the public (e.g., social media), all of which are managed in accordance with the Company’s Corporate Instruction on crisis communications (refer to [Attachment 3 – CI 810-2: Corporate Affairs’ Crisis Communications Plan](#) for more detail). This Instruction outlines the Company’s communications standards and procedures, including but not limited to communications during outage events and/or emergencies. The *Senior Vice President - Corporate Affairs*, or designee, provides advice and counsel on, and oversight of, this Instruction. During an ICS activation, a manager from Corporate Affairs will typically staff the *CERC Communications Officer* and *Assistant Communications Officer* positions to serve as a conduit between the CERC Command Staff and Corporate Affairs.

### 7.1 REGULATORY COMPLIANCE

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

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

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

- **CECONY’s Vice President – Communications**, reporting to the *Senior Vice President - Corporate Affairs*, oversees Company communications with the public (e.g., customer emails, and updates to the Company’s website).
- **CECONY’s Director – Media Relations**, reporting to the *Senior Vice President – Corporate Affairs*, oversees Company communications with the media (e.g., press releases and press briefings).
- **CECONY’s Director – Government & Community Affairs (“G&CA”)**, reporting to the *Senior Vice President - Corporate Affairs*, oversees all Company communications with government and elected officials, community stakeholders, and municipal officials in Westchester County.

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

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**7.1.1 Corporate Affairs' ETR Protocol Communications**

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

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

**Table 7.1.1A: ETR Protocol Actions**

<b>For Events Anticipated to Last 48 Hours or Less</b>	
Within the first <b>6 hrs.</b> of restoration period	<ul style="list-style-type: none"> <li>Provide available information to the public. Update website.</li> </ul>
Within the first <b>12 hrs.</b> of restoration period	<ul style="list-style-type: none"> <li>Provide the public with any available Regional (County) ETRs and any available Local ETRs. Update website.</li> <li>Issue a press release that includes known ETRs for next upcoming news cycle.</li> <li>Communicate with affected municipal and elected officials. This communication may or may not be by way of municipal conference call.</li> </ul>
Within the first <b>18 hrs.</b> of restoration period	<ul style="list-style-type: none"> <li>Provide the public with any additional Local (town/municipal) ETRs. Update website.</li> </ul>
Within the first <b>24 hrs.</b> of restoration period	<ul style="list-style-type: none"> <li>Consider issuing a press release for the next upcoming news cycle based on conditions.</li> </ul>
<b>For Events Anticipated to Last More than 48 hours</b>	
<b>Pre-Event</b>	<ul style="list-style-type: none"> <li>Complete pre-storm communications with outreach to employees, the news media, social media sites, and advisories to municipal and elected officials.</li> <li>Conduct pre-event municipal conference calls.</li> <li>Issue public statement and/or press releases.</li> </ul>
Within the first <b>6 hrs.</b> of restoration period	<ul style="list-style-type: none"> <li>Provide a public statement and/or press release indicating the likelihood of extended outages; make this info available to the public via website.</li> </ul>
Within the first <b>12 hrs.</b> of restoration period	<ul style="list-style-type: none"> <li>Issue press releases based on predetermined time periods defined in ERP.</li> <li>Communicate information, such as system damage, outages, restoration status etc., with affected municipal and elected officials, as appropriate.</li> <li>Schedule the first post-storm municipal/elected official call unless an alternative contact method is more appropriate. The first call must be scheduled within the first 12 hours and will be held within the first 24 hours.</li> </ul>
Within the first <b>24 hrs.</b> of restoration period	<ul style="list-style-type: none"> <li>Complete the first scheduled municipal (elected official) conference call.</li> <li>Provide the public with a Global ETR, any available Regional (County) ETRs, and any available Local (town or municipal) ETRs. Update website.</li> </ul>
Within the first <b>48 hrs.</b> of restoration period	<ul style="list-style-type: none"> <li>Provide the public with any remaining Regional (County) ETRs. Update the Company website and eliminate all references to Global ETR.</li> <li>Provide the public with any additional Local (town or municipal) ETRs. Update the website.</li> </ul>
Within the first <b>60 hrs.</b> of restoration period	<ul style="list-style-type: none"> <li>Provide public with any remaining Local ETRs. Update website.</li> </ul>

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**7.1.3 Corporate Affairs’ PSC Scorecard Communications**

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

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

**Table 7.1.2A: Scorecard Metrics**

Scorecard Metric	Measure	Criterion
<b>Press Releases / Text Messaging / Email / Social Media</b>	Pre-storm communications through: <ul style="list-style-type: none"> <li>- Press Releases,</li> <li>- Text Messaging,</li> <li>- E-Mail, and</li> <li>- Social Media</li> </ul>	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 <u>daily</u> 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, X, 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.
<b>(Pre-Storm) Municipal Conference Call</b>	Pre-storm call held and determined to be highly effective or effective	Municipal call will be held prior to the storm and provide information relating to the type and anticipated severity of the storm, the affect it may have on the utility and expected level of system damage, activities being taken to prepare for the event, and processes for communicating with companies throughout the event. To determine call effectiveness, consideration will be given to: whether the time of the call was communicated to all stakeholders, whether the previously stated information was communicated, how the call was managed, whether the call allowed for sufficient Q&A, and how the Company responded to questions posed.
<b>Publication of Estimated Times of Restoration</b>	Publication of ETRs in accordance with the established protocol.	Time periods for evaluation will be measured from the utility’s start of restoration start time. Publication of ETRs in advance of guideline expectations will be awarded additional points.

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<p><b>(Restoration) Municipal Conference Calls</b></p>	<p>Calls are held at least daily in compliance with the Company's approved Electric Emergency Plans and determined to be highly effective or effective.</p>	<p>Municipal calls should be held daily until 90% of the affected customers have been restored. An alternative contact method should be in place to respond to questions and issues from officials regarding the remaining scattered single outages once calls are no longer required. The first call can be held at the utilities discretion but must be held within the first 24 hours from the start of restoration. To determine call effectiveness, consideration will be given to whether the time of the municipal call was communicated to all stakeholders, how the call was managed, if baseline information and status of road clearing activities were provided, whether the call allowed for sufficient Q&amp;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.</p>
<p><b>Web Availability</b></p>	<p>Websites are accessible and contain appropriate storm-related information</p>	<p>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.</p>
<p><b>Customer Communications</b></p>	<p>Daily Communications through</p> <ul style="list-style-type: none"> <li>- Press Releases,</li> <li>- Text Messaging/ E-Mail, and</li> <li>- Social Media</li> </ul>	<p>Companies are required to issue daily messages through the stated communications vehicles for each day of restoration. Text messages <u>and/or</u> 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, X and other forms of social media as applicable, during the restoration. Contents of the communications should include baseline restoration information whenever possible and the character limitations of some communication vehicles will be considered when reviewed for content.</p>

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## 7.2 COMMUNICATIONS WITH MUNICIPAL AND ELECTED OFFICIALS

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

The following sub-sections detail the various ways that CECONY's GR&RCA team, under the direction of the *Director*, or designee, proactively reaches out and make themselves available to all affected elected officials, municipalities, and community stakeholders before, during, and/or after both forecasted weather events, as well as unplanned outages and other serious emergencies. GR&RCA communications activities include direct outreach via phone calls, texts and emails, emailing press release updates, monitoring social media for elected officials' comments, assigning 24-7 emergency contact staff during off-hours, and hosting operator-assisted calls. This allows for two-way, ongoing, and dynamic communication between CECONY and community representatives.

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

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

Under the direction of Corporate Affairs' *Director - Government & Community Affairs*, or designee, Regional and Community Affairs' ("RCA") maintains an emergency-duty roster, which is designed as a weekly rotational schedule.

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

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

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

## **7.2.2 Proactive Outreach to Elected Officials / Community Stakeholders**

### **Blast Emails**

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

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

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

### **Direct Phone/Email Outreach**

Before, during, and/or after both forecasted weather events, as well as unplanned outages<sup>49</sup> and other serious emergencies, RCA staff maintains regular phone- and email-based communications with the officials of impacted areas, providing them with updates, and addressing their concerns and inquiries, as needed. More specifically, in their communications with elected officials and other stakeholders, RCA staff will determine what mode of communication is preferred by the stakeholder (e.g., if an elected official prefers text or email messages versus calls or voicemails, the RCA staff member will communicate in that preferred format or manner).

Pursuant to the Company's Corporate Policy Statement (810-2) on crisis communications, (refer to [Attachment 3 – CI 810-2: Corporate Affairs' Crisis Communications Plan](#) for more

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<sup>48</sup> See ERP Section 7.3: Communications with the Media

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

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detail), for each event, RCA staff members reach out, proactively, to elected officials in several ways. For example:

- For an outage or voltage reduction affecting a specific network or networks, RCA staff will consult its *Key Contact List*.<sup>50</sup> This list can be sorted by network to identify *affected* elected officials. This allows the RCA staff to reach out to those elected officials by phone. If the elected official cannot be reached directly, RCA staff will leave a voicemail, and/or send an email and/or text with their contact information.
- For an incident affecting one region or community, RCA staff will reach out to those affected elected officials (e.g., for an electric incident limited to a specific geographic area in Manhattan).

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

### **Operator-Assisted Calls**

In accordance with the requirements set forth in the [ETR Protocol](#) (see [Section 7.1.1 – Compliance with the ETR Protocol](#)), whenever there is sufficient notice of an impending weather event that is expected to result in power outages lasting greater than 48 hours,<sup>51</sup> it is the responsibility of Corporate Affairs' *Director, New York City Regional & Community Affairs* (for NYC events) and *Director, Westchester Regional & Community Affairs* (for Westchester County events), or their respective designee(s), to schedule and conduct a *pre-event* operator-assisted call (with line-muting capabilities) with the elected and government officials within their respective geographic territories. Each pre-event call held in Westchester County will be recorded in its entirety, including the question-and-answer period.

- For NYC calls, it is the responsibility of Corporate Affairs' *Director, Government & Community Affairs*, or designee, to determine whether it is most appropriate to host one call for all NYC invitees or multiple calls that are either borough-specific or grouped together by operating region (e.g., Brooklyn-Queens).
- For Westchester County calls, it is the responsibility of Corporate Affairs' *Director, Westchester Regional & Community Affairs*, or designee, in coordination with Electric Operations' *General Manager-Bronx/Westchester*, or designee, to determine whether it is most appropriate to host one call for all of the municipalities served within

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<sup>50</sup> See ERP Section 2.2.7: Municipal and Elected Officials' Contact Information

<sup>51</sup> See ERP Sections 9.1-9.4 to learn more about how severe weather forecasts lead to the scheduling of pre-storm calls, where the forecasted conditions and their potential impacts are discussed, and the appropriateness of various pre-event communications are assessed.

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Westchester County or multiple calls that group together more narrow geographical territories (e.g., up to four quadrants).<sup>52</sup>

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

- For NYC calls, an invitation is sent to:
  - NYC elected officials (e.g., legislators at the Federal, State, and Local level, and borough presidents);
  - NYC Community Board District Managers;
  - NYC's Office of the Mayor;
  - NYCEM Intergovernmental Affairs; and
  - NYS DPS Staff.
- For Westchester County calls, an invitation is sent to:
  - Westchester County municipal officials (e.g., Mayors, Municipal Administrators, DPW Commissioners and Fire/Police Staff);
  - Westchester County officials (e.g., County Executive and staff, Legislators and Office of Emergency Management staff);
  - State Assembly members and staff;
  - State Senate representatives and staff;
  - US Congressional representatives and staff; and
  - NYS DPS Staff.

The email invitation provides the following:

- a high-level call agenda;
- the contact information for on-duty/emergency-duty RCA staff in case they prefer to reach out one-on-one or at another point in time during the event; and
- as applicable, any additional information known about ice distribution and/or Outreach Van locations that may be more current than the most recently distributed press release.

The agenda for pre-event calls typically includes:

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<sup>52</sup> Quadrant A = Yorktown, Bedford, Cortlandt, Peekskill, Buchanan, New Castle, North Castle, Croton, Mount Kisco, Mount Pleasant, Pleasantville  
 Quadrant B = Tarrytown, Ossining (Town), Ossining (Village), Briarcliff, Sleepy Hollow, Hastings, Dobbs Ferry, Greenburgh, Elmsford, Irvington, Ardsley  
 Quadrant C = Yonkers, White Plains, Scarsdale, Bronxville, Eastchester, Harrison, Tuckahoe  
 Quadrant D = Rye, Rye Brook, Port Chester, Mamaroneck (Village), Mamaroneck (Town), Mount Vernon, Larchmont, New Rochelle, Pelham (Town), Pelham (Village), Pelham Manor

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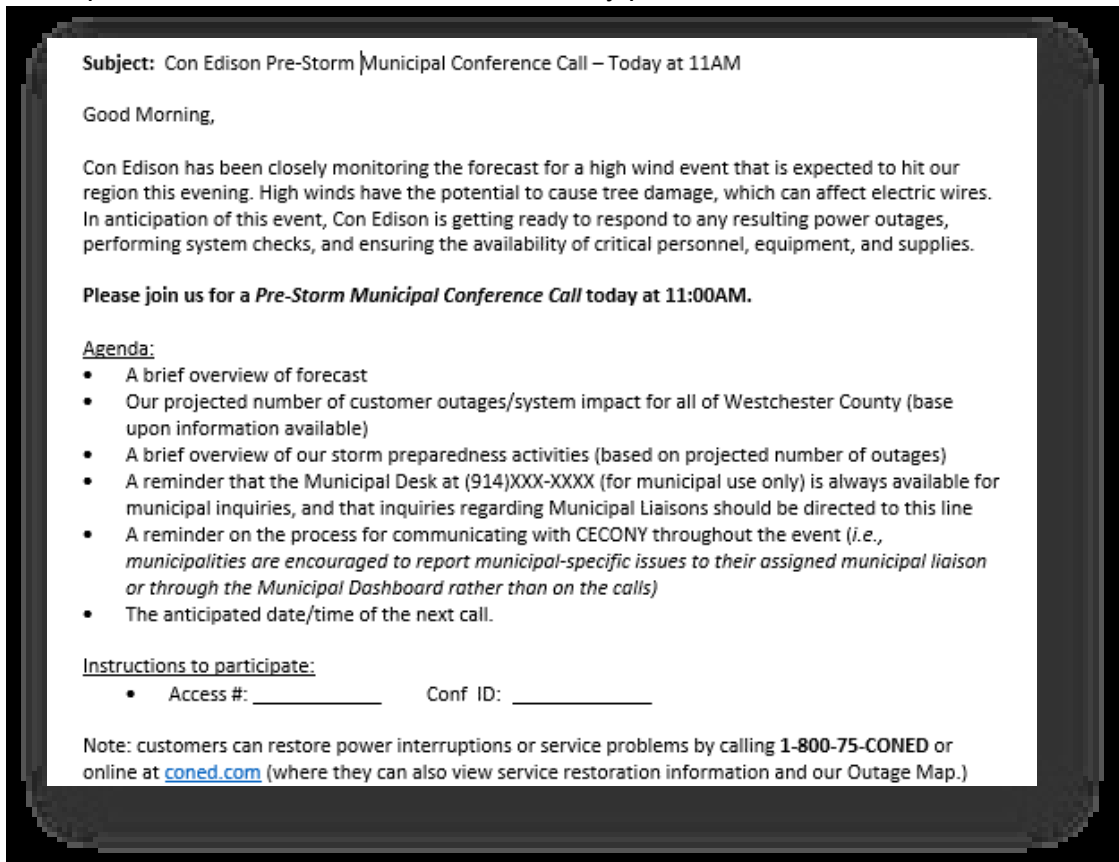
SUBJECT

**ELECTRIC EMERGENCY  
RESPONSE PLAN**

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- type and anticipated severity of the event;<sup>53</sup>
- projected customer outages and system impact;
- an overview of preparedness activities including, to the extent possible, resource numbers (*i.e.*, Company and contractor crews/FTEs and mutual assistance requests);
- an overview of the process for communicating with CECONY throughout the event (*e.g.*, in Westchester County, officials are asked to report municipal-specific issues to their assigned *Municipal Liaison* or through the online trouble ticket dashboard rather than to discuss them on the calls); and
- the anticipated date/time of the next conference call.

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



In addition, whenever an event (with or without advanced warning) results in significant outages to customers within either the NYC boroughs and/or Westchester County, with a restoration period that will exceed 48 hours, it is the responsibility of Corporate Affairs' *Director, New York City Regional & Community Affairs* (for NYC events) and *Director,*

<sup>53</sup> A Company meteorologist will provide the weather forecast highlighting the main weather-related threats that the incoming weather event has the potential to bring. If this briefing cannot be carried out live on the call, the meteorologist will provide the call host with a written forecast, upon request.

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*Westchester Regional & Community Affairs* (for Westchester County events), or their respective designee(s), to schedule and conduct daily operator-assisted *restoration* calls with the affected municipal and/or officials and key stakeholders within their respective geographic territories beginning within the first 24 hours following of event’s Start of Restoration) (“SOR”).<sup>54</sup> Each call held in Westchester County will be recorded in its entirety, including the question-and-answer period.

For events with Class 3 impact, calls may shift in their target audience from the broader group (e.g., City- or County-wide), to a more geographically narrow group (i.e., as more localized damage assessment information becomes available), then back to the broader invitee group (i.e., as restoration nears completion). For example:

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

The agenda for *restoration* calls typically includes:

- geographic areas impacted (providing an overall summary and targeting information regarding the hardest-hit areas);
- the number of customers out of service and impact(s) to the system;
- the status of recovery and restoration activities, including:
  - o what restoration activities have been accomplished since the last call;
  - o that day’s Restoration Work Plan (i.e., job numbers, crew/FTE numbers, the number of customers expected to be restored that day based on the work plan, etc.); and
  - o to the extent possible, a general overview of future restoration activities;

<sup>54</sup> Per the *ETR Protocol* (Attachment 12) Start of Restoration (SOR) is the point in time when field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions (where adverse weather conditions are applicable) and when the potential additional damage to the electric system from the storm would be low in proportion to the expected level of damage already sustained. The Start of Restoration may be different for distinct areas where the effect of a storm limits access to facilities (e.g., severe flooding).

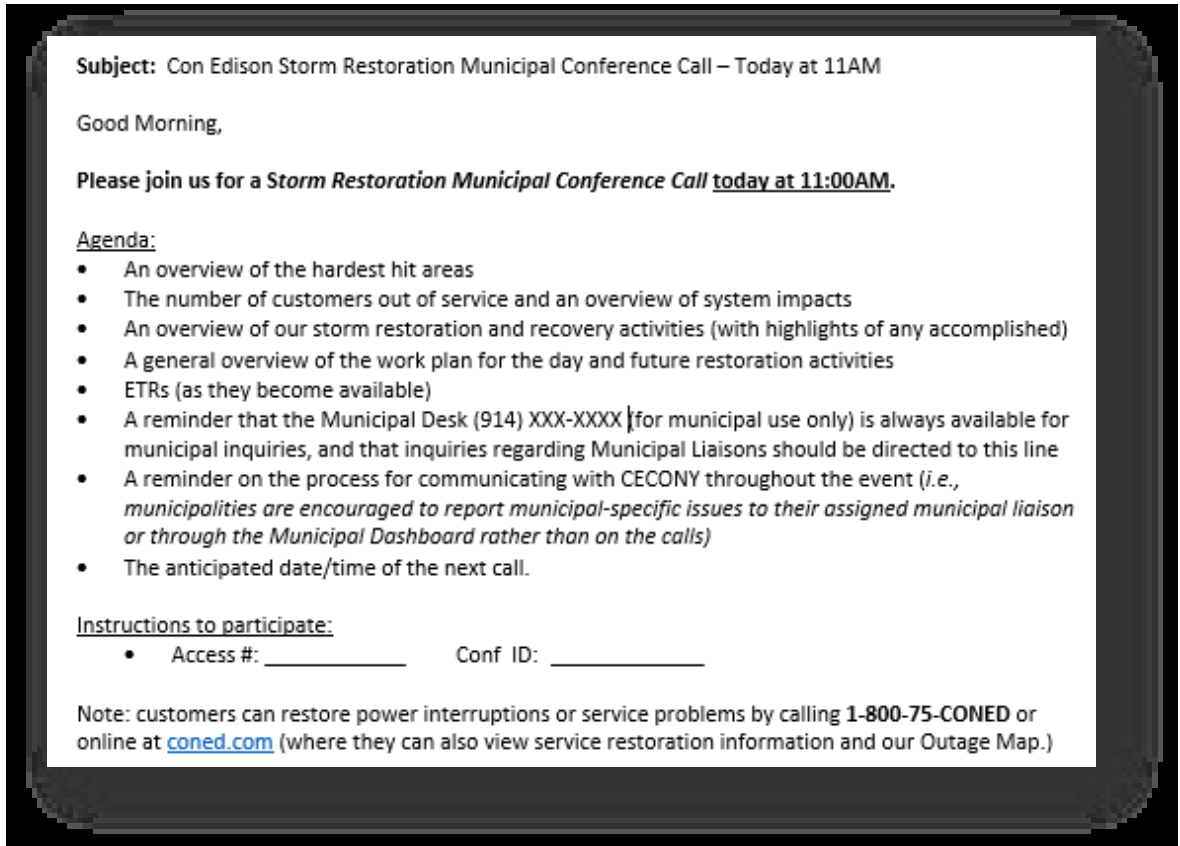
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- the appropriate ETR level (*i.e.*, Global and Regional) per the *ETR Protocol*, as available (specific ETRs for individual customers/municipalities are not covered);
- a reminder that outage updates can be obtained between calls by viewing the Outage Map (to which they have access, and, for those in Westchester, with which their *Municipal Liaison* can assist);
- a reminder of the process for communicating with CECONY throughout the event (*i.e.*, to report municipal-specific issues to their assigned *Municipal Liaison*, or through the online trouble ticket dashboard, rather than to discuss them on these calls); and
- the anticipated date/time of the next conference call.

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



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

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

**Responses to Elected Officials’ Social Media Mentions of Con Edison**

As set forth in [ERP Section 7.4.2: Social Media](#), Marketing’s *Social Media Managers* monitor the conversations taking place on various social media platforms (including but not limited to blogs, Facebook, X, YouTube) concerning the corporate event. Their focus is on monitoring these platforms for information that may need a corporate-level response. This includes monitoring when elected officials tag, or otherwise mention, the Company on social media platforms (e.g., X). When this happens, the Social Media team will push the information to the RCA team with a “*Con Edison Elected Official Social Media Mention*” email alert. Once alerted, RCA staff, in coordination with the Social Media team, and Government Relations, will craft a response, as warranted.

**7.2.3 Government Relations Outreach**

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

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

**7.3 COMMUNICATIONS WITH THE MEDIA**

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

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### 7.3.1 Press Briefings

At the discretion of the Senior Vice President, Corporate Affairs, or designee, Media Relations may supplement the issuance of a press release with a press briefing (either digitally, via conference call or in person) for larger-impact events. In such cases, Media Relations personnel, under the direction of the Director, Media Relations, or designee, will reference the internal guidance set forth in the Company’s Corporate Instruction on crisis communications (refer to attachment 3 Corporate Affairs’ Crisis Communication Plan for more detail).

### 7.3.2 Press Releases

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

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

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

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

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

- number of customers impacted;
- Global ETR (if Regional/Local ETRs are not yet available);
- number of customers restored;
- number of customers remaining to be restored (including their geographical area/region and current ETR, as available and appropriate);
- local communities or areas<sup>55</sup> that experienced the greatest impact;
- Regional/Local ETRs, as available (particularly for areas where the impact was greatest);
- reasons for any prolonged outages (e.g., for those in the 5% that will be last to be restored);

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<sup>55</sup> **Note:** internal nomenclature for operating regions (e.g., “Bronx/Westchester”) is not used in press/news releases.

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- the importance of contacting the Company if service is lost;
- alternate ways to contact the Company in the event phones do not operate during an outage;
- safety tips (e.g., electrical hazards such as downed wires and the use of portable generators);
- where to learn about, and stay up to date on, outage information and ETRs (i.e., the Company’s Outage Map);
- suggested contingency plans for consumers;
- engage and respond to social media inquiries, where applicable; and
- when activated, information regarding any warming/cooling-center locations that the Company is aware of being established via NYCEM or other providers (e.g., American Red Cross).

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

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

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

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

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

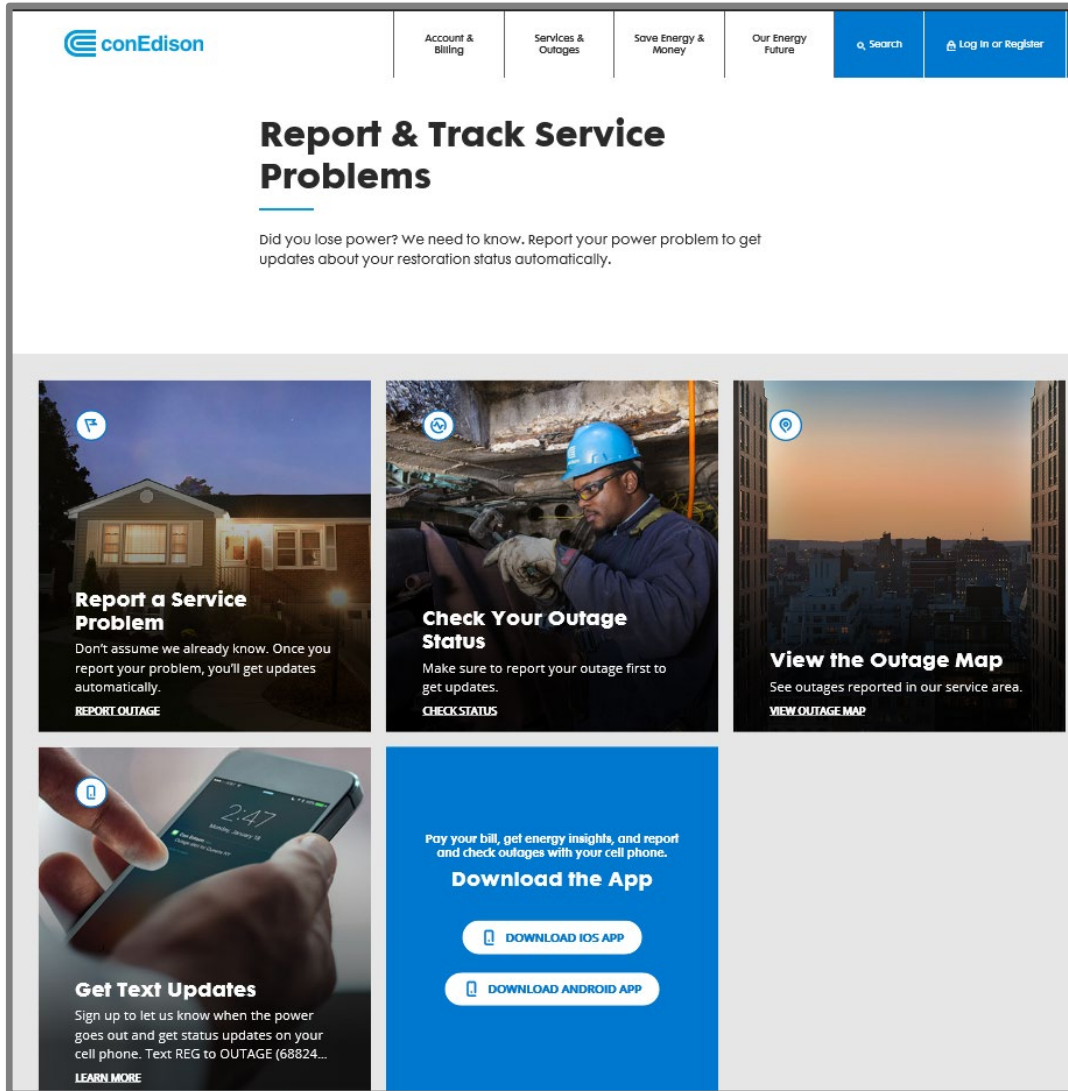
## **7.4 COMMUNICATIONS WITH THE PUBLIC VIA THE COMPANY WEBSITE AND OUTAGE MAP**

### **7.4.1 The Company Website (conEd.com)**

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

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

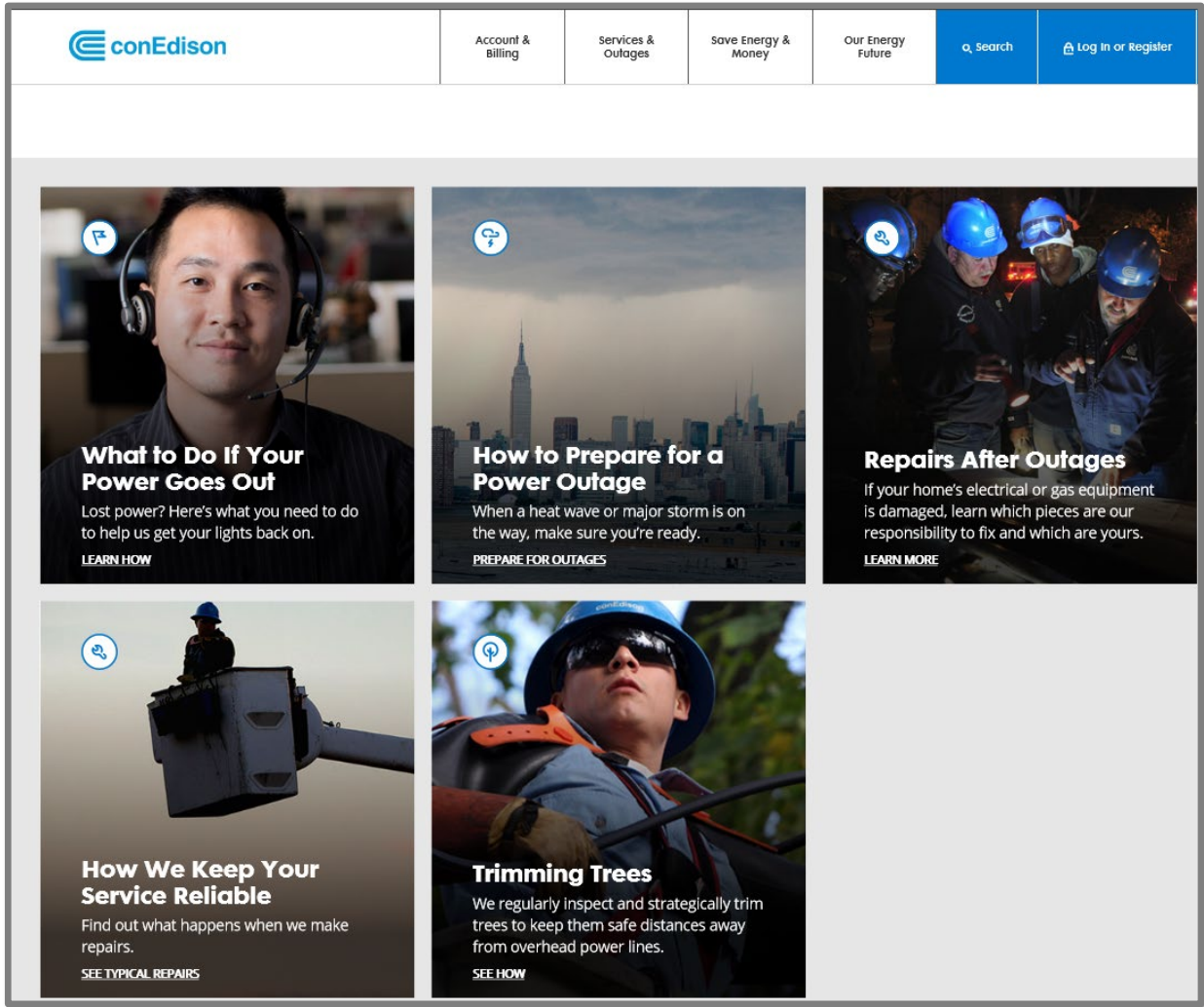
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The [Prevent & Recover From Outages](#) page provides website visitors with useful information to explain the Company’s restoration process, preparedness measures that they can take prior to an outage/event, and [What To Do If The Power Goes Out](#),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

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

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During major storms or storm-like events, Corporate Affairs' Marketing Director, or a designee, coordinates with Digital Communications personnel to ensure the Company website (conEd.com) is prominently displaying links that customers can use to report an outage, view information related to preventing and recovering from outages, and find up-to-date news.

When outage ETR thresholds are met, Digital Communications personnel will deploy a supplementary Storm/Event page where visitors can find event-related news, safety information, outage and restoration details, and ice distribution locations when applicable. Website banners will be used to guide customers to this webpage.

The Storm/Event page will link to a form where customers can file a claim for damages, and will also link to an Emergency Resources page with additional links to municipal, state, and federal agencies (e.g., NYCEM, WCDES, Red Cross).

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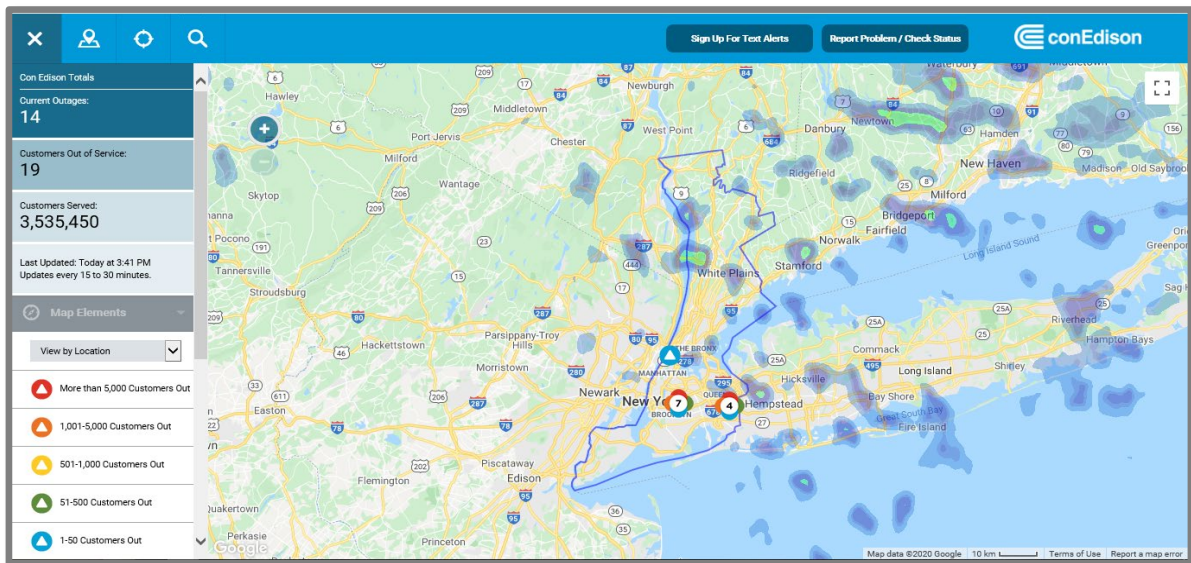
The Storm/Event page is timestamped to indicate when its information was last updated. If no new information is released during an 8 hour period, the timestamp is refreshed to indicate the existing content reflects the most up-to-date information available.

**7.4.2 The Company Outage Map**

On the Company’s website, the Company’s [Outage Map](#) displays various ETR information that is updated at least hourly.

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

**Image 7.4.2A: Company Outage Map**



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

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Return to Map WESTCHESTER COUNTY  
This screen provides a list of customers served, customers without power, and an estimate of when power will be restored in each area. A "customer" refers to a Con Edison account, not an individual person. Customers are encouraged to report all outages to receive information specific to their service.

Enter Area to Filter    ▲ CURRENT OUTAGES 1    👤 CUSTOMERS OUT 16

AREA NAME	CUSTOMERS OUT	CUSTOMERS SERVED	ESTIMATED TIME OF RESTORATION
WESTCHESTER	16	360,045	Today at 3:00 PM
ARDSLEY VILLAGE	0	1,847	
BEDFORD TOWN	0	1,053	
BRIARCLIFF MANOR VILLAGE	0	3,065	
BRONXVILLE VILLAGE	0	2,615	
BUCHANAN VILLAGE	0	1,044	
CORTLAND TOWN	0	12,713	
CROTON-ON-HUDSON VILLAGE	0	3,752	
DOBBS FERRY VILLAGE	0	4,294	
EASTCHESTER TOWN	0	8,169	
ELMSFORD VILLAGE	0	2,176	
GREENBURGH TOWN	0	19,373	
HARRISON VILLAGE	0	9,792	
HASTINGS-ON-HUDSON VILLAGE	0	3,553	

**7.4.3 Website / Outage Map Availability / Contingency Processes**

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

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

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

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**7.5 COMMUNICATIONS WITH THE PUBLIC VIA SOCIAL MEDIA**

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

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

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

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

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**ELECTRIC EMERGENCY  
RESPONSE PLAN**

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**8. CUSTOMER COMMUNICATIONS AND METHODS**

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

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

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

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

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

**8.1 DEFINING CUSTOMER TYPES**

**8.1.1 Life Support Equipment (LSE) Customers**

16 NYCCR II A [§ 105.4 Content of electric emergency plans](#) defines “LSE Customers” as those customers who require electrically operated machinery to sustain basic life functions. This includes designated electrically operated medical equipment prescribed by a qualified physician to be used on a continuous basis or as circumstances require as specified by the physician to avoid the loss of life or serious medical complications requiring immediate hospitalization. Electrically operated medical equipment shall include, but not be limited to, the following:

- apnea monitors for infants
- cuirass respirators
- hemodialysis machines
- intravenous feeding machines
- intravenous medical infusion machines

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- oxygen concentrators
- positive pressure respirators
- respirators/ventilators
- rocking bed respirators
- suction machines
- tank type respirators

### 8.1.2 Special Needs Customers (including Medical Emergencies)

16 NYCCR II A [§ 105.4 Content of electric emergency plans](#) defines “Special Needs Customers” as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility impaired, and human service agencies representing these customers. Additionally, customers with a medical emergency will be included in this category. A “Medical Emergency” is defined in 16 NYCRR § 11.5(2) as cases when a customer or resident of a customer’s home suffers from a serious illness or a medical condition that severely affects their well-being. A medical emergency is often a temporary situation as described in 16 NYCRR § 11.5(4)(i) whereby a medical doctor or qualified official of the Local Board of Health states in writing to the utility the expected duration of the medical emergency and explains either the nature of the medical emergency or the reason why the absence of utility service would aggravate the medical emergency.

### 8.1.3 Critical Facilities

Critical Facilities are defined as those “facilities” from which essential services, functions for continuation of public health and safety, and disaster recovery are performed or provided, such as hospitals, water plants, and fire stations. Levels of Critical Facility have been determined in order to assist with establishing utility restoration priorities for these facilities.<sup>56</sup> The established levels, as well as planning before an event, help ensure that essential services and functions are restored in a flexible and coordinated manner.

#### **Critical Facilities - Level 1**

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

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

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<sup>56</sup> ERP Section 12.2: Restoration Priorities and Public Safety

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- Military Bases
- Critical Flood Control Structures

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

**Critical Facilities - Level 2**

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

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

**Critical Facilities - Level 3**

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

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

**8.2 PRE-EVENT CUSTOMER COMMUNICATIONS**

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

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

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

It is the responsibility of Customer Operations' *Section Manager, Communications Management Group ("CMG")*, or designee, to ensure that, prior to storms and other forecasted distribution system emergencies with an incident classification of Class 2 or greater, CMG personnel activate an automated outbound notification campaign to LSE and Special Needs (including Medical Emergency) Customers as well as to Critical Facilities.

An appropriate message is selected and approved, from a library of notification announcements, by Customer Operations' *Section Manager, Communications Management Group ("CMG")*, or designee. The message advises of the approaching conditions and advises the customer to consider making plans in case service is interrupted, by going to a hospital, calling 911, or making other arrangements (e.g., using battery back-up). The message script is subject to change, but might read something like the following:

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

Elderly, the vision-impaired, the hearing and speech-impaired, and the mobility impaired are offered the opportunity to opt out of receiving automated calls by pressing a button on the call or by telling a CSR,<sup>57</sup> and the Company is responsible for capturing opt-out data.

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

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

It is the responsibility of Customer Operations' *General Manager, Customer Assistance*, or designee, to communicate with those customers who may be impacted right before and during any preemptive de-energization of service. Specifically, whenever any RECC has high confidence that, in the next system event, it will lead to "load shedding" (i.e., a preemptive discontinuation of service to customers within a given network in order to prevent significant

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<sup>57</sup> LSE, Medical Emergency and Critical Facility customers are not eligible to opt out of outage-related automated outbound calls.

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equipment failure and/or infrastructural damage), the *RECC Shift Manager*, or designee, shall initiate communication with the Central Information Group (CIG) once the high likelihood of de-energization (load shedding) is determined, and the following steps will take place:

CIG will create and post notifications on its Central Information Dashboard (CIG InfoDash), based on the initial information provided about the event.

Relevant internal stakeholders monitoring the CIG InfoDash will then prepare content to update Media, Social Media and Outage Map, and website banners.

Customer Operations' Communications Management Group (CMG) will:

- Initiate outbound calls to LSE customers impacted by the service disruption;
- Advise Customer Service Representatives of the event.

CIG will continue posting updated information provided by relevant RECC Shift Manager or designee as the event progresses.

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

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

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

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

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**Warning - Preemptive Shutoff Script**

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

**Warning (Preemptive Shutoff)**

**SMS/Text:**

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

**Voice Call:**

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

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**REDACTED**

**Notice - Preemptive Shutoff Script**

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

**Notification (Power has been shut off)**

**SMS/Text:**

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

**Voice Call:**

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

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**Notice – Preemptive Shutoff ETR Script**

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

**SMS/Text:**

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

**Voice Call:**

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

**Preemptive Shutoff Not Needed – Closing-the-Loop Message**

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

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

**SMS/Text:**

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

**Voice Call:**

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

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**Restoration Message After Preemptive Shutoff**

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

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

**SMS/Text:**

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

**Voice Call:**

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

**Disruption of Service Due to Unpredicted Equipment Failure**

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

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

**SMS/Text:**

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

**Voice Call:**

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

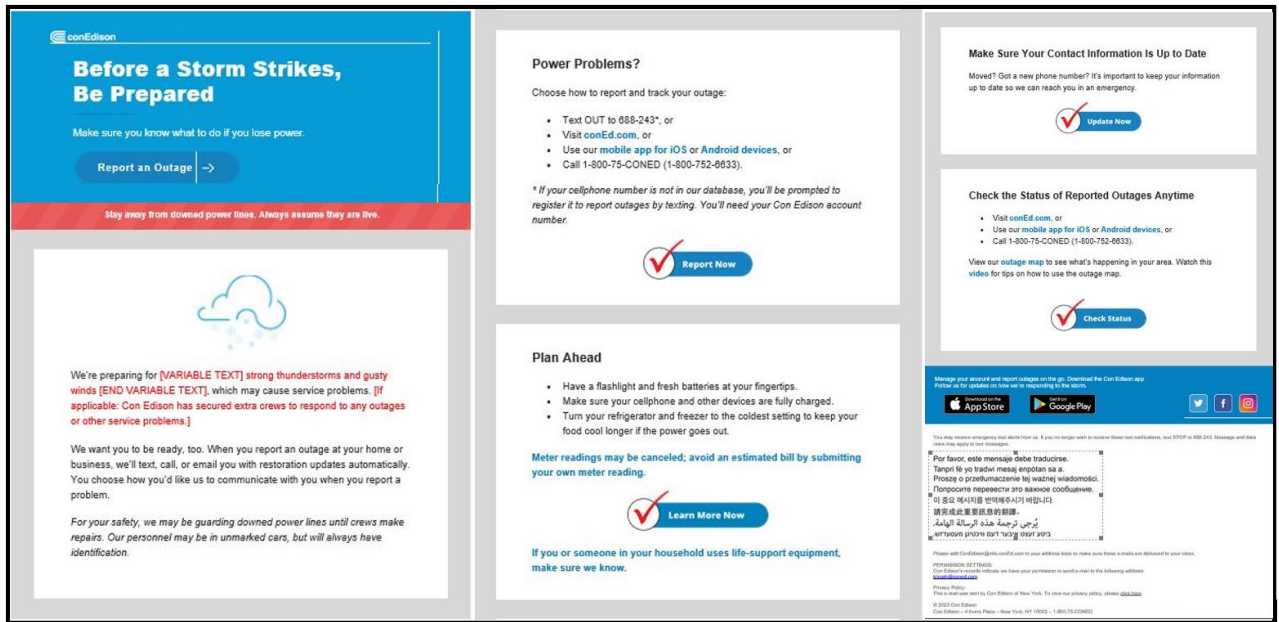
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**8.2.3 Pre-Event Customer Email Blasts**

CECONY’s pre-event email blasts are managed by Corporate Affairs and Customer Operations, with overall responsibility residing with Vice President, Communications, or designee. Per the [ETR Protocol \(Attachment 12\)](#), a pre-event email blast will be sent out to subscribed customers<sup>58</sup> (either within specific regions of anticipated impact or systemwide) whenever the Company has sufficient notice of an impending weather event that has the probability to cause outages that last greater than 48 hours. Pre-event email blasts will contain CECONY’s contact information (e.g., mobile application, web, and phone), an embedded link to the Company’s website ([conEd.com](#)), as well as a clear call-to-action to report outages. The emails will focus on preparing customers for a possible outage, including how to report outages, how to check the status of their outage, and what to do around downed power lines (as appropriate).

See sample below:



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

<sup>58</sup> Subscribed customers refers to customers who have not opted out of email communications from the Company.

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### 8.3 STORM / EVENT CUSTOMER COMMUNICATIONS

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

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

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

#### 8.3.1 Post-Storm Customer Emails

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

#### 8.3.2 Customer Calls

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

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

When speaking with a CSR, the CSR will utilize an application that prompts the representative to solicit and document specific information from the customer about the customer’s electric service problem. When using the Speech IVR, the IVR will proactively provide the customer with concise, comprehensive and accurate information as well as solicit specific information from the customer about the customer’s electric service problem. In both instances, a trouble ticket with a specific

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trouble type is generated based on the customer's verbal response to the questions asked by either the CSR or Speech IVR.

**Speech Interactive Voice Response System / IVR Message**

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

- Review current IVR messaging for any necessary changes/updates for a minimum of the following categories as found in the press release:
  - storm status/current information on storm/event;
  - outage and restoration information (e.g., estimated number of customers affected) (if available);
  - Global or Regional ETRs (if available);
  - information pertaining to emergency resources (e.g., dry ice, emergency shelters/cooling centers) (if available);
  - safety messaging, emergency options, etc.
- Draft an updated IVR message with above information and time and date stamp.
  - **Note:** The Company WILL update the time and date stamp, even if the prior IVR messaging is still accurate. Timestamp will not exceed 8-hour intervals.
- Implement the updated IVR message.
  - **Note:** Message is to be no longer than 60-90 seconds in length.<sup>59</sup>

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

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

**High-Volume Call-Answering Service Vendor IVR System**

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

The contracted HVCA IVR system can:

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<sup>59</sup> In the event the Company's website is down, IVR messaging may exceed the recommended length times in order to provide customers with up-to-date and timely information.

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

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

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

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

**Speaking with a Live Customer Service Representative**

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

- storm/restoration status;
- the latest ETR information for their account, as available;
- safety tips related to the emergency event (e.g., electrical hazards such as downed wires and the use of portable generators);
- information regarding claims eligibility;
- locations of dry ice distribution sites (as available) and cooling centers; and
- locations of Customer Outreach Vans<sup>60</sup> (when dispatched to service outage locations).

The Customer Care and Billing system used by CSRs prompts the representative to update all contact information whenever a LSE customer calls, including alternative emergency contact numbers, if available.

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<sup>60</sup> Customer Outreach representatives may staff ice distribution sites to communicate with customers in person. Customer Outreach van dispatch is done in accordance with *CI 490-2, Customer Care Emergency Response Plan (Attachment 4)*.

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**Call Center Staffing**

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

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

	CLASS 1	CLASS 2	CLASS 3
DAY (7am - 7pm)	80	100	300
NIGHT (7pm - 11pm)	60	80	150
OVERNIGHT (11pm - 7am)	15	18	25

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

	CLASS 1	CLASS 2	CLASS 3
DAY (7am - 7pm)	75	90	275
NIGHT (7pm - 11pm)	50	75	125
OVERNIGHT (11pm - 7am)	15	18	25

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

**Table 8.3.2C: Customer Assistance Minimum LSE Staffing<sup>61</sup>**

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

**8.3.3 Storm / Event Communications with Life Support Equipment Customers**

**Life Support Equipment Customers Contacting CECONY**

When an LSE customer has the need to contact the Company during an emergency or storm, the Company recognizes that this may be a very urgent and potentially life-impacting matter. Therefore, a priority toll-free call-back number is provided to LSE

<sup>61</sup> Applicable to both Overhead and Underground events where LSE Customers are affected.

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customers, which facilitates their ability to call the Company and quickly speak directly with a CSR. If the customer indicates that their situation is one requiring emergency services, the CSR will contact 911 on their behalf.

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

**Life Support Equipment Customer Contact and Wellness Checks**

Customer Operations' *General Manager, Customer Assistance*, or designee, will assign an *LSE Coordinator*, who will oversee *LSE CSRs*, during events with an incident classification level of Class 2 or greater. *LSE CSRs* will attempt to contact 100% of affected LSE customers and are required to contact a minimum of 80% of affected LSE customers within 12 hours from the start of the event using the main customer contact number in addition to other emergency contact numbers the customer has provided.

Contact of an affected LSE customer includes:

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

In accordance with PSC Scorecard requirements, and with the Customer Assistance [Life Support Equipment Customer Contact Procedure During Events](#) (*Attachment 16*), during an event, and on a daily basis for the duration of an event, Call Center personnel will make live phone calls to LSE customers when they are predicted or verified to be out of service. In cases where there is no answer to the primary, alternate, or third-party number that is on record for an LSE customer, and service is predicted or verified to be out, a second

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attempt is made within 12 hours with a minimum of one hour between attempts (also to all contact numbers provided by the customer) consistent with PSC Scorecard requirements. Additionally, 100% of predicted or verified to be out of service LSE customers will be directly contacted or referred to an emergency service agency within 24 hours from the start of the event.

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

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

When Call Center personnel cannot reach a Westchester-based LSE customer by phone, it is the responsibility of Customer Operations' *LSE Supervisor*, or designee, to ensure that information on the customer<sup>62</sup> is provided, via telephone, to the customer's respective city, town, or village police department in Westchester County within twenty-four (24) hours. A worksheet titled ***Westchester County LSE Contact and Notification Tracking Worksheet*** will be used to track LSE contact and notification information for LSE referrals pertaining to Westchester customers.

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

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

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<sup>62</sup> Information provided includes the customer's name, address, contact number(s), town, and additional relevant information (e.g., apartment number, unit, floor, etc.), as appropriate.

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

**Tracking of Contact with Life Support Equipment Customers**

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

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

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

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

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

**Customers Who Have Reported An Outage**

Once an ETR is established (as explained in [ERP Section 12.5: Management and Communication of ETRs](#)), customers who have reported an outage (including Life Support Equipment and Special Need/Medical Emergency Customers) will receive an automated call or text message and e-mail with their ETR. Customer Operations' *General Manager, Strategic Applications*, or designee, will ensure that customers who report an outage through any channel receive an automated call or text message and e-mail with ETR updates, including a restoration message when the Company believes their service has

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been restored. Customers with smart meters will receive a message confirming power was restored. Customers whose smart meter indicates power has not been restored, and customers without a smart meter, will receive a restoration message prompting them to confirm whether they have, or do not have, power. Customers who indicate, via SMS, that they are still without power will have a ticket automatically generated for them in the Outage Management System. Customers who answer the automated call and indicate that they are still without service are given the option to speak with a CSR. At any point in this process, a customer can “opt out” of receiving text messages by replying STOP.

**PSL 73A - Critical Facilities Notification for Outages Lasting 24 hours or More**

In response to NYS Public Service Law Section 73A, following a widespread prolonged outage that affects at least 20,000 customers in the Con Edison service territory, the Company will as soon as practicable by call, text, or email, make the following notifications:

- Notify the designee of any Village, Town, or City that the associated County has previously informed the Company of its police department, fire department, ambulance service or advanced life support first response service facility that meets the following criteria:
  - Has installed an appropriate transfer switch for using an alternate generated power source;
  - Has registered such emergency service facility with the Division of Homeland Security and Emergency Services; and
  - The facility is expected to be out of power for over 24 hours.

It is the responsibility of each county to provide the list of applicable sites to the Company.

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

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

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## 9. EMERGENCY ANTICIPATION AND MOBILIZATION PREPAREDNESS

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

### 9.1 PREDICTED SEVERE WEATHER NOTIFICATIONS

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

- the *Company Meteorologist(s)' Weather Risk & Assessment* email;<sup>63</sup>
- weather alert emails from the Company's meteorological vendor;<sup>64</sup>
- System Operation's internally emailed *24-Hour Status Morning Report* (extremely limited distribution/confidential), which contains weather information from the meteorological vendor by default; and
- *Severe Weather Alerts* from NYCEM (which are derived from National Weather Service products) and/or Westchester County OEMs.

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

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

### 9.2 DETERMINING THE INCIDENT CLASSIFICATION

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

- the region-specific weather forecast and projected impact (**Note:** different operating regions may have different projected impacts);

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<sup>63</sup> CECONY employs at least one on-staff meteorologist who provide weather monitoring for the Company's entire service territory. When severe weather is forecast, it is communicated broadly through the issuance of their *Weather Risk Assessment and Forecast* (via email). The company may employ additional meteorologists and/or will use bona fide commercial vendors or other reliable sources to assist with the meteorologist's work or to inform its incident classification decision, as applicable.

<sup>64</sup> Maxar, the current vendor, is a private company that specializes in subscription-based services for the analysis and delivery of real-time forecast and weather information.

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- the classification level and associated staffing / mobilization requirements (including potential mutual assistance needs);
- the timeframe for convening a *Pre-Storm/Event ICS Call*; and
- the anticipated *Regional Incident Commander* (as needed).

Each *Regional General Manager, Electric Operations*, or designee, is responsible for determining the region’s incident classification level and mobilization level. In general, the regional mobilization level will align with the regional incident classification level and its associated regional minimum staffing requirements. However, the *Regional General Manager*, or designee, has discretion to mobilize resources beyond the minimum staffing requirements (e.g., a region may declare an incident classification level of Class 1, but the *Regional General Manager*, or designee, may decide to staff certain resources at the staffing level more typically associated with a Class 2-level event in order to have more field resources readily available).

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

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

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

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

### 9.3 REGIONAL PRE-STORM/EVENT ICS CALLS

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

Representatives from the following organizations are typically invited to participate:

- Electric Operations (General Managers, Dept./Section Managers, and RECC Managers)
- EH&S

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- Construction
- Customer Operations
- Distribution Engineering
- Emergency Preparedness (including Company Meteorologist)
- Energy Services
- Finance
- Facilities and Field Services
- Gas Operations
- Information Technology
- Media Relations
- Operations Support/Financial Services Group
- Regional & Community Affairs
- Regional Engineering
- System Operation (including Company Meteorologist)
- Supply Chain

The purpose of the call is to:

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

#### 9.4 THE INTERREGIONAL CONFERENCE CALL

When an incident is predicted to impact more than one region, it is the responsibility of EP's *Section Manager, Resource Acquisition*, or designee, to host an *Interregional Conference Call*. The purpose of the call is to review the forecasted weather and regional impact(s), the incident classification level to be declared (in each region, and when), and any projected resource needs (*i.e.*, for additional Company, contractor and/or mutual assistance restoration crews). If

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supplemental resources are required, EP’s *Section Manager, Resource Acquisition*, or designee, will begin the acquisition of those resources.<sup>65</sup>

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

## 9.5 INCIDENT MOBILIZATION PREPARATION

As per the Company’s Corporate Instruction on emergency management,<sup>66</sup> “the magnitude and complexity of mobilization increases with the severity and urgency of the incident,” which the Company shall categorize into one of four incident classification levels.<sup>67</sup> Each incident classification level identifies the extent of resources and mobilization needed. In short, mobilization at the regional level is managed by the respective RECC(s); mobilization of the DESR<sup>68</sup> is managed by Distribution Engineering; mobilization of the CERC<sup>69</sup> is managed by EP; and activation of the SEA Program is also overseen by EP.

### 9.5.1 Notification of Regional Mobilization

In accordance with [CI 260-4, Corporate Response to Incidents and Emergencies \(Attachment 2\)](#), each region shall maintain the capability to receive and evaluate information of incidents on a 24-hour seven-day a week basis, and to mobilize personnel in response to incidents, as needed. For electric system incidents with a declared incident classification level of Class 1 or greater, each region is responsible for staffing its own ICS organization [*a.k.a.*, Emergency Response Organization (“ERO”)] and for all emergency response/restoration activities within its respective area of jurisdiction.

Notification of a regional mobilization occurs when the respective *RECC Shift Manager*, or designee, contacts System Operation’s Central Information Group (“CIG”). The CIG then sends out an internal email/text notification (via the Central Information Dashboard), as well as the appropriate external notifications, in accordance with the Company’s Corporate Instruction on incident reporting.<sup>70</sup>

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<sup>65</sup> ERP Section 10: Mutual Assistance

<sup>66</sup> [CI 260-4, Corporate Response to Incidents and Emergencies \(Attachment 2\)](#)

<sup>67</sup> ERP Section 4.1: Incident Classification Definitions / Response Levels

<sup>68</sup> ERP Section 5.4.1: Activation of the Distribution Engineering Situation Room

<sup>69</sup> ERP Section 5.5: Corporate Emergency Response Center Roles & Responsibilities

<sup>70</sup> [CI 260-2, Incident Reporting \(Attachment 1\)](#)

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

**9.5.2 Alerting / Activating System Emergency Assignment Personnel**

In anticipation of weather-related incidents that may require activation of the Company's SEA Program<sup>71</sup> (*i.e.*, an incident classification of Class 2 or greater), EP will send out a situational awareness communication to *SEA Coordinators* and *Storm Role Owners*. They then will notify their teams of a possible activation, as appropriate (*e.g.*, *Municipal Liaisons*, who only provide support to Westchester municipalities, would only be notified of a possible activation when the Westchester region is forecast to be impacted).

When it is clearly determined that additional support personnel are needed to meet minimum staffing requirements for an expected/declared incident, EP will activate the SEA Program by contacting *SEA Coordinators* and *Storm Role Owners*. EP's Section Manager of Business Resiliency, or designee, then will reach out to activate SEA staff directly, via phone and/or email, or via the Company's third-party callout application<sup>72</sup>, to notify employees of their specific assignments.

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

**9.5.3 Travel Ban Exemption for Utility Workers**

In response to emergency events during a State-wide travel ban, utility employees are exempt from any and/or all New York State imposed travel bans according to the [Travel Ban Exemption for Utility Workers](#), in order to perform all service work related to the restoration and maintenance of energy and communications infrastructure.

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<sup>71</sup> ERP Section 3.1: System Emergency Assignments

<sup>72</sup> ARCOS is the third-party callout application used by CECONY. It allows the Company to target employees for callouts based on a number of employee attributes (*e.g.*, job position, SEA, department, section, organization, etc.). In addition to outbound notifications, ARCOS can also be used to schedule employees for work shifts (*e.g.*, AM, PM). It can be used to directly contact employees whose SEA has been activated, by phone and/or email, using a pre-populated message regarding the SEA activation requirements (*e.g.*, contact information, reporting location, SEA assignment). It also can be used for either a large-scale event (*e.g.*, high-impact storm or hurricane) or smaller-scale (localized) event, as well as for incidents that were unanticipated (*i.e.*, no-notice).

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## 10. MUTUAL ASSISTANCE

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

### 10.1 REGIONAL MUTUAL ASSISTANCE

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

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

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

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

CECONY is a member of NAMAG and EP serves as the Company's primary liaison to NAMAG. Participation in NAMAG requires that, even if the Company is not expected to be impacted by a given incident (*i.e.*, storm), at least one Company representative will participate in all NAMAG mutual assistance conference calls to which the Company is invited.<sup>73</sup>

As a participating member of NAMAG, once the Company determines that external resources are needed, the mutual assistance process is implemented in a manner consistent with the terms set forth within NAMAG's North Atlantic Mutual Assistance Agreement and in alignment with [EEI's Mutual Assistance Agreement](#) (Attachment 19).

Such terms include, but are not limited to:

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<sup>73</sup> As required by DPS Staff's report on *Utility Performance in the October and December 2008 Winter Storms affecting National Grid, NYSEG and Central Hudson*.

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

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

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

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

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

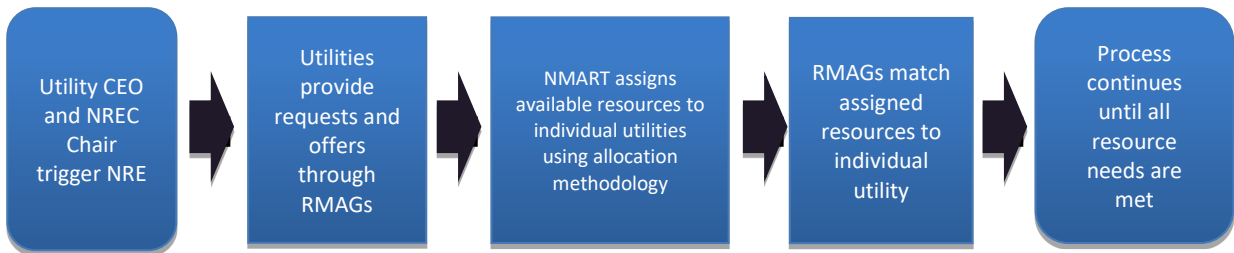
If the resource needs cannot be met from within NAMAG, the request may be expanded to encompass neighboring Regional Mutual Assistance Groups (“RMAGs”), as well as members of the Municipal Electric Utilities Association (“MEUA”) of New York State, and the New York Association of Public Power (“NYAPP”) (through the [New York State Public/Private Utility Mutual Assistance Protocol](#)), with a request to canvass their members for available resources. If the needs still cannot be met, a national RMAG call will be requested through EEI.

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**10.3 NATIONAL RESPONSE EVENTS**

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

**Figure 10.3A: NRE Process**



**10.4 NEW YORK STATE EMERGENCY ASSISTANCE**

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

**10.5 NEW YORK MATERIAL SHARING GROUP**

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

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**10.6 PROCESS OVERVIEW FOR REQUESTING AND MANAGING MUTUAL ASSISTANCE RESOURCES**

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

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

**10.6.1 Retiree Emergency Activation Program**

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

EP solicits interest in the program through four channels:

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

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

**10.6.2 Travel Expediting**

In order to help minimize the travel times of mutual assistance resources, EP, working with the All-Hazards Consortium (“AHC”)<sup>74</sup> and the Multi-State Fleet Response Group, has developed a process for expediting the movement of vehicles through the E-Z Pass toll systems in fourteen

<sup>74</sup> 501(c)(3) non-profit group focused on homeland security and emergency management issues.

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states along the east coast, and expediting the process for utility crews when crossing the US-Canadian border.

### **10.6.3 Receiving Mutual Assistance from Canadian Utilities**

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

### **10.6.4 CECONY and O&R Mutual Assistance Requests**

In the event that an incident causes widespread damage to both the CECONY and O&R electric distribution systems, the request for mutual assistance for both companies will be coordinated through CECONY’s EP *Director, Support Services and Preparedness*, or designee, in consultation with EP’s *Vice President*, or designee, (for both CECONY and O&R), and CECONY and O&R Electric Operations’ *Vice President(s)*, or designee(s). In addition to the mutual assistance groups referenced previously, mutual assistance can be secured from a number of resources including but not limited to contractors who routinely perform work activities on the distribution system, contractors who have established emergency contracts or agreements (e.g., retainers, right of first refusal), or fly-in resources that can utilize the Company’s storm reserve vehicles. One consolidated request will be made for both companies to ensure the safe and timely restoration of customers in both service territories. Any mutual assistance resources that are obtained are then allocated between the two companies based upon EP’s [Acquisition and Allocation of Mutual Assistance and External Resources Guide](#) (Attachment 9).

Post-impact, EP’s *Vice President*, or designee, will initiate a call between CECONY’s *Vice President, Engineering & Planning*, or designee, and O&R’s *Vice President, Operations*, or designee, to review the number of customers interrupted, the number of outage jobs and the general scope of damage. Resource needs will be periodically assessed and reallocated, as necessary.

### **10.6.5 Acquisition to Onboarding of Mutual Assistance and Contractor Crews**

The following organizations are responsible for ensuring that mutual assistance/contractor resources are properly acquired, received, allocated, and integrated into the restoration effort.

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**Table 10.6.5A - Acquisition to Onboarding - Roles and Responsibilities**

<p><i>Emergency Preparedness</i></p>	<ul style="list-style-type: none"> <li>• Maintain a list of retiree <i>Crew Guides</i> (see <i>Retiree Emergency Activation Program</i>) and third-party contractors approved by Electric Operations, and acquire those resources, as needed, at the direction of Electric Operations</li> <li>• Contact emergency contractors for availability including contractors on retainer</li> <li>• Contact utilities and contractors that may be available to be flown in to assist</li> <li>• Contact contractors with vehicles available to lease</li> <li>• Allocate mutual assistance resources in accordance with the <a href="#">Acquisition and Allocation of Mutual Assistance and External Resources Guide</a> (Attachment 9)</li> <li>• Verify that periodic calls between the <i>VP - Emergency Preparedness</i> (CECONY), <i>VP - Engineering &amp; Planning</i> (CECONY), and <i>VP - Operations</i> (O&amp;R) are made to assess needs and re-allocate resources as needed</li> <li>• Provide advise/counsel to mutual assistance/contractors (e.g., reporting location)</li> <li>• Contact mutual assistance companies, as needed, to track crews en-route</li> <li>• Utilize a mutual assistance tracking software/program (e.g., Oracle Field Services “OFS”) to upload/track pertinent information (i.e., rosters, equipment, and estimated times of arrival)</li> <li>• Assess possible re-deployment of mutual assistance crews following a demobilization order, and administer performance evaluation surveys</li> <li>• Archive daily roster sheets (with Finance/Admin) and invoices from vendors</li> </ul>
<p><i>Administration</i></p>	<ul style="list-style-type: none"> <li>• Receive contractor(s) roster(s) from EP</li> <li>• Collect daily contractor time sheets, update master contractor intake form with reconciled numbers</li> <li>• Collect daily roster sheets for payment and record keeping</li> <li>• Archive time sheets, master contractor intake forms, and daily roster sheets (with EP) at the end of the incident</li> </ul>
<p><i>Electric Operations</i></p>	<ul style="list-style-type: none"> <li>• Identify assets, skill sets, equipment, restoration crews, ladder line crews, and vegetation crews needed</li> <li>• Provide and assign <i>Crew Guides</i> for the mutual assistance teams</li> <li>• <i>Crew Guides</i> 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</li> </ul>
<p><i>EH&amp;S</i></p>	<ul style="list-style-type: none"> <li>• In coordination with Electric Operations, co-facilitate the “<i>Safety &amp; Technical Briefing</i>” as detailed in Electric Operations’ <a href="#">Handbook for Mutual Assistance Workers</a> or <i>Video for Mutual Assistance Workers</i></li> <li>• Forward the <i>Safety &amp; Technical Briefing Sign-In Sheets</i> to Work Management for entry into system for completion of the on-boarding process</li> <li>• Conduct safety reviews and safety talks</li> </ul>

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<p><i>Work Management</i></p>	<ul style="list-style-type: none"> <li>• Work with <i>Mutual Assistance Branch Director</i> to obtain <i>Crew Guide/Cell Lead</i> assignments for incoming mutual assistance crews</li> <li>• Perform preliminary modification of mutual assistance crews in OFS, based on information provided by the <i>Mutual Assistance Branch Director</i>, or designee</li> <li>• Check in, verify and onboard all mutual assistance crews and support staff</li> <li>• Check in mutual assistance vehicles and equipment and provide list to <i>Mutual Assistance Branch Director</i> for visual verification; update vehicle and equipment data in OFS</li> <li>• Maintain mutual assistance crew and vehicle/equipment data in OFS</li> <li>• Create and maintain mutual assistance crews in STAR</li> <li>• Release mutual assistance crews in OFS and STAR</li> </ul>
<p><i>ESG</i></p>	<ul style="list-style-type: none"> <li>• Assign a Logistics Site Unit Leader and Logistics Site Managers/Support, as necessary, to manage staging area operations which may co-exist at mutual assistance onboarding locations</li> <li>• Coordinate meals, vehicle fuel, lodging, water supply, and transportation for mutual assistance crews</li> <li>• Coordinate with Stores Operations regarding activation of the Stores Ops Unit Leader and/or Stores personnel who will report to staging area locations to coordinate storm-restoration material on-site (e.g., poles, cable)</li> <li>• Coordinate site demobilization in coordination with any Stores personnel on-site</li> </ul>
<p><i>Supply Chain</i></p>	<ul style="list-style-type: none"> <li>• Manage material distribution at staging areas</li> <li>• Provide sufficient inventory of material</li> <li>• Execute contracts and procure equipment, material, and services as needed</li> <li>• P-Card and supplier enablement administration support</li> </ul>
<p><i>Corporate Security</i></p>	<ul style="list-style-type: none"> <li>• Coordinate site security at staging areas</li> </ul>

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### 10.6.6 Management of Mutual Assistance/Contractor Crews During Restoration

The Company's *Minimum Staffing Matrices* prescribe the initial resources required for all storm roles, based upon the predicted impact of anticipated storm or storm-like conditions and the Company's respective *Incident Classification Matrices*, customized by region. Initial resources are mobilized to the probable affected areas until each region's staffing matrix is satisfied (as appropriate). Storm-role resources are adjusted, daily, based upon evolving storm predictions, as the event nears, or the as the storm begins to impact the territory. This is documented through meeting notes, emails, and increases/decreases in the Company's storm response level(s).

To track resources being utilized for storm restoration work, the Company utilizes a crew roster (see *Attachment 18: [OFS Crew Roster Template](#)*) to track contractor crews, mutual assistance crews, associated Company crews, and other types of contractors brought in due to exceptional circumstances (e.g., survey/inspectors).

Prior to the start of each shift, *Crew Guides* will obtain all work packages, communicate the work location(s) to each crew, and, subsequently, meet each crew at the work location to provide their job briefing.

### 10.6.7 Demobilization of Mutual Assistance Resources

The *Regional Planning Section Chief*, or designee, is responsible for determining if circuit sweeps are required prior to releasing mutual assistance crews. Once the *Regional Planning Section Chief*, or designee, has determined that mutual assistance resources no longer are needed, the *Chief Engineer*, or designee, will be notified.

Some of the factors considered are:

- whether ETRs have been met;
- whether there are outstanding mutual assistance requests in NYS and NAMAG;
- distances to travel to home offices;
- types of crews (e.g., Distribution, Service, Tree); and
- size of contingent.

Once notified, the *Chief Engineer*, or designee, will notify EP's *Director, Support Services and Preparedness*, or designee, and/or EP's Resource Acquisition team. EP will then send an e-mail notification to the home office of the utility and/or contractor indicating that their support is no longer required.

Mutual assistance resources will be advised of their release by the *Regional Mutual Assistance Branch Director*, or designee, and/or the *Regional OH Restoration Branch Director*, or designee. In general, release occurs at the beginning of the shift to allow for safe travel but could happen at other times during the day. If release occurs at the end of the shift, the Company assumes responsibility for lodging to allow for appropriate rest time. In addition, all unused material is to be brought back to the designated location.

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## 11. PREEMPTIVE DE-ENERGIZATION

### 11.1 OPERATIONAL PHILOSOPHIES, CRITERIA & PREEMPTIVE MEASURES

The Company will strive to maintain safe operation of its energy systems to the fullest extent possible at all times. Energy systems will operate to maintain essential services until continued service is imminently threatened (e.g., by storm and system conditions), resulting in a decision to preemptively de-energize the system to minimize damage.

When it is apparent that continued operation will result in significant damage to facilities and equipment, and/or potentially compromise the safety of the public or employees, actions will be taken to remove those facilities from service.

If a Company- or customer-owned critical facility is evacuated in which there is operating equipment, the decision to shut down or allow continued operation will follow a predetermined plan developed by the operating authority. Real-time system conditions, however, may require actions to deviate from the plan. Any deviation will first be identified to the Incident Command Planning Section. The determination if real time system conditions may require deviations from the establish plans would be made by the Senior System Operator. This would be communicated to the Incident Commander or communicator in-person or via telephone or conference call.

All Control Centers will continue to monitor the effects of the storm including wind, flood, system, and facilities, and will respond to field emergencies as long as crews can execute the work safely.

The Substation Management team is responsible for the evacuation of field personnel which will depend on the arrival of tropical storm-force winds and time required for field personnel to reach a safe location. In addition, evacuation of field personnel will be required if storm surge floodwaters will block safe egress from the outdoor field locations.

Site-specific Workout Location (“WOL”) Evacuation Plans have been developed and are maintained by Facilities and Field Services for the following facility locations deemed at-risk due to storm surge:

- 16<sup>th</sup> Street
- 28<sup>th</sup> Street
- 110<sup>th</sup> Street
- 3<sup>rd</sup> Avenue
- Neptune Avenue
- Davis Avenue
- Victory Boulevard
- College Point Boulevard
- Astoria Complex
- Eastview
- Rye

Following a partial- or full-system shutdown, and after an evaluation of the transmission and distribution systems, the *Senior System Operator* (“SSO”), or designee, in consultation with the *Regional Incident Commander* (or *Vice President*), or designee, and *Chief Distribution Engineer*, or designee, shall decide on the timetable to re-energize the impacted areas.

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Prior to re-energizing, Energy Systems will inspect and make safe any known Company equipment that is damaged and cannot be safely re-energized (e.g., below grade 460-volt network compartments located in flood areas).

## 11.2 SYSTEM & TRANSMISSION OPERATIONS

**NOTE:** *The following content has been extracted from the Company’s Corporate Coastal Storm Plan (more specifically, from the System Operation Coastal Storm Plan and Transmission Operations Coastal Storm Plan, which are tabs contained within the CCSP). For more detailed content, please reference the CCSP.*

System and Transmission Operations will prioritize safety to personnel and the public, continuity of service to customers, and prevention of damage to equipment in decisions regarding the operation and potential shutdown of components on the electric system, in accordance with *General Instructions Governing Work on System Electrical Equipment*. Transmission Operations’ operating philosophy during potential shutdown conditions is driven by System Operation’s operating philosophy. System Operation will implement System Operation procedure *SO 5-12, Guide for Action in a Major Emergency*, which outlines actions to be taken in the event of low frequency, equipment overloads, low voltage, and other emergencies. Actions may include voltage reduction, use of maximum generation, disconnection of facilities, and load shedding.

Generally, transmission infrastructure/stations shall not be de-energized on a preemptive basis based on wind hazards but shall be operated in accordance with established procedures based on actual conditions. In those cases where there is inadequate relay protection, those facilities may be removed from service in accordance with procedure *SO 10-3, Criteria for Operation of Facilities with Less Than Design Relay Protection*. The transmission system shall be operated in accordance with established procedures including implementation of the *SO 5-2, System Operation Thunderstorm Procedure*. This will reduce reliance on overhead transmission corridors by increasing in-city generation.

Prior storm experience has shown that transmission facilities may trip due to operation of control and relay protection equipment in the presence of transient faults during extreme weather events, and not due to permanent faults. In these cases, *SO 05-39, Rapid Restoration Procedure*, should be implemented to ensure timely restoration of transmission facilities.

Overhead systems should be operated throughout the storm, unless shutdown occurs as a result of de-energizing a substation supply for the reason indicated above.

For the event of a system shutdown or other severe condition:

- The SSO, or designee, should declare a system-wide condition “Red”;
- The SO, or designee, should notify the DOs, or designee(s), of the shutdown via the “All DOs Hotline”;
- The SO, or designee, should contact the NYISO and neighboring transmission owners to establish the extent of the disturbance;

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- The DOs, or designee(s), should immediately notify the Shift Manager of the Regional Electric Control Centers; and
- The CIG shall send out an internal email/text notification (via Central Information Dashboard) and make required regulatory and agency notifications as per CG 2-11, and/or CG 2-10.

**11.3 SUBSTATION OPERATIONS**

*NOTE: The following content has been extracted from the Company’s Corporate Coastal Storm Plan (more specifically from the Substation Operations Coastal Storm Plan). For more detailed content, please reference the CCSP.*

Substation Operations will operate to maintain continuity of services until continued service is imminently threatened by storm and system conditions. The System shall be operated in accordance with existing procedures. In the case of preemptive shutdown, the final decision will rest with the SSO who will direct those operations, as necessary, to eliminate equipment damage/failure.

**11.3.1 Stations Equipped with Flood-Level Sensors**

As part of the *Coastal Storm Preparedness Program*, flood-level sensors were installed at the following locations:

- |  |  |
|--|--|
| 1. East 13 <sup>th</sup> Street          | 7. Gowanus   |
| 2. East 36 <sup>th</sup> Street          | 8. Farragut (camera)   |
| 3. West 49 <sup>th</sup> Street (camera) | 9. Vernon (camera)   |
| 4. Avenue “A”                            | 10. Bruckner   |
| 5. Leonard Street                        | 11. Sherman Creek (camera)                                       |
| 6. Goethals (camera)                     | 12. Steam Generating Stations: East River + 59 <sup>th</sup> St. |

Flood-level sensors do not have rate-of-rise monitoring; rather, they are designed to set off an alarm once a set point has been reached.

Prior to receiving a flood-level alarm, based upon wind, water, and/or structural issues, on-site personnel may determine that it is no longer safe to remain at a facility. In such cases, prior to evacuating, the *Operator*, or designee, will notify the *Control Center Shift Manager*, or designee, on the Emergency Line [REDACTED] that conditions have become unsafe (or that the agency having jurisdiction has ordered an evacuation of the area). If a *Shift Manager*, or designee, receives a flood alarm, they shall notify the SSO, or designee, immediately of plans to evacuate. Employees evacuating a station will report to local safe havens. The SSO, or designee, will then make the determination if/when the facilities within the substation, or the entire substation, needs to be shut down (via SCADA).

Substations that have already been evacuated will rely upon the flood-level sensors to indicate water intrusion, which shall be used by the SSO, or designee, in determining the need for a station shutdown. The Senior System Operator would initiate the request for the SSO Shift Manager to

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reach out to SOC to get a real-time assessment of conditions through video monitoring to aid in the decision to shut down a substation. The SSO Shift Manager will report back to the Senior System Operator.

### 11.3.2 Stations Not Equipped with Flood-Level Sensors

Category 3 (and above) stations are not equipped with flood-level sensors. Structures within these sites are not designed for Category III wind and, therefore, are unsafe to house employees. Flood levels will be documented at routine intervals during an event.

For substations that are not equipped with remote flood indication and control, the criteria for shutting down the substation is provided in *SO 5-5, Criteria for Shutting-Down a Substation* (“SO 5-5”). Factors of consideration include:

- Transmission feeder(s) loading over Short-Term Emergency or Long-Term Emergency limits and the overload(s) cannot be cleared within specified time limits;
- To facilitate firefighting in the event a substation fire cannot be controlled or isolated;
- Substation flooding or street flooding, which may result in escalating failures of non-submersible equipment;
- Loss of all DC systems that are used for relay protection and fault clearing. Refer to *SO 10-3, Criteria for the Operation of Facilities with Less than Design Relay Protection*;
- The number of transformers in service at a station is not capable of supporting the load within their emergency ratings; and
- To provide safety for Company personnel and/or the public.

## 11.4 ELECTRIC OPERATIONS – UNDERGROUND NETWORK

**NOTE:** *The following content has been extracted from the Company’s Corporate Coastal Storm Plan (more specifically, from the Electric Operations Underground Coastal Storm Plan) and [Flood Response Guide](#) (Attachment 15). For more detailed content, please reference the CCSP and the provided attachment.*

If the weather forecast calls for extensive flooding, the Company may elect to de-energize portions of its underground distribution system (*i.e.*, network). The operational goal will be to de-energize, preemptively, equipment that is at-risk of failing catastrophically based on the forecasted flooding. The preemptive action is designed to protect both Company and customer equipment. Electric Operations will evaluate if the number of feeders that are required-to-be-removed-from-service to achieve this goal places any particular network in jeopardy of failing; then, that network will be shut down preemptively as well.

The decision to shut down or isolate a network will be based on remote-monitoring capabilities, remote-operation capabilities, and availability of automatic-protection devices. The remote-monitoring system is available to the RECCs and Regional Engineering personnel via NetRMS (“Network Remote Monitoring System”), which provides information regarding availability of equipment (*i.e.*, underground transformers and their associated network protectors).

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The decision to shut down a network shall be made by Electric Operations' *Regional Vice President*, or *Regional General Manager(s)*, or designee(s), in consultation with System Operations' *Chief District Operator*, or designee. The *Regional Incident Commander*, or designee, will notify CERC of the decision and order to de-energize. The sequence of order to shut down a network will be logged into the minutes being kept within the regional ICS organization as well as the *RECC Shift Manager Carryover Log*.

When a preemptive shutdown is determined to be necessary, Regional Engineering will review plans for the following:

- Isolating 4kV systems and providing radial feeds to minimize damage;
- De-energizing 27kV/13kV feeders supplying Unit Substation as directed by the *Chief Engineer - Regional Engineering*, *Chief Engineer - Distribution Engineering*, or their designee;
- De-energizing unit substations in flood zones as part of a controlled shutdown and mobilizing Company of qualified contractors to remove station equipment;
- Opening sectionalizing switches to isolate and de-energize flood-prone sub-networks from the rest of the networks;
- Opening sectionalizing switches to isolate and de-energize primary feeds to 460/265V transformers and associated network protector installations; and
- Operating 460/265V network protectors in the flood zone remotely via SCADA.

[EO-4095, Distribution System Operation under Contingency Conditions](#) provides details for the actions required in order to preemptively shutdown or de-energize/isolate equipment and provides guidance on the requirement to document the conditions that are being observed that led to the decision to shut down a network.

## 11.5 ELECTRIC OPERATIONS – OVERHEAD DISTRIBUTION SYSTEM

**NOTE:** *The following content has been extracted from the Company's Corporate Coastal Storm Plan (more specifically, from the Electric Operations Overhead Coastal Storm Plan) and [Flood Response Guide](#) (Attachment 15). For more detailed content, please reference the CCSP and the provided attachment.*

The electric overhead system is designed to operate until failure. Overhead systems shall be operated throughout the storm, unless a shutdown occurs as a result of de-energizing a substation supply, for the reasons indicated.

Given a forecast of tropical storm-force winds, the *Chief Distribution Engineer* and *Regional Engineers*, or their designees, in discussion with Electric Operations' *Regional General Managers*, or designee(s), will determine if the electric overhead distribution system, or parts thereof, will be put into a radial mode of operation. Operating in this mode may contribute to public safety, limit damage to overhead and underground residential distribution ("URD") equipment and provide for a more expeditious restoration of the system after the storm has passed through the area.

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- For feeders that emanate from substations that are not deemed to be in a flood zone (and as a result the substation bus will not be de-energized), making them radial can be accomplished by opening and blocking Tie Vacuum Recloser Switches (“TVRS”) on auto-loops, and opening sectionalizing switches on the 4kV grids.
- For feeders that emanate from substations that are deemed to be in a flood zone (and as a result, the substation bus will be de-energized), sectionalizing switches and reclosers shall remain closed. The feeder can remain energized if one of the source substations is staying in service and can be isolated from the substation that will come out of service. In this case, isolate the feeder at the appropriate riser switches emanating from the substation that will come out of service.

Any pre-storm changes to the status of the overhead distribution system will be communicated to RECC personnel, the responsible operating authority by the Regional General Manager, or designee to the RECC.

In areas where there is widespread flooding, there may be impact to the customer equipment due to flooding. In those events, it is not un-common for the local fire agency or the authority having jurisdiction to request de-energization of portions of the overhead system to reduce the impact to the customers. Such requests will be handled by the respective *RECC Shift Manager*, or designee.

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## 12. SERVICE RESTORATION

### 12.1 GUIDING PRINCIPLES

Guiding principles help to manage the resources necessary to expedite the restoration of service to customers. CECONY’s guiding principles for service restoration include:

- maintain the safety of employees and the public as a primary objective<sup>75</sup> including but not limited to:
  - have all personnel comply with the *General Instructions Governing Work on System Electrical Equipment*, which provides guidelines to ensure safety to personnel, continuity of service to customers, and the prevention of damage to equipment;
  - have all personnel comply with [EO-4095, Distribution System Operation under Contingency Conditions](#), which provides guidance for actions to be taken when unusual operating conditions (such as multiple contingencies above the design criteria and/or elevated system loading) arise on the distribution system; and
  - use existing processes, where applicable, to measure the extent of the damage to both the secondary and primary networks.
- have one approach to the management of a major electric system emergency incident that is scalable to match the magnitude of the incident<sup>76</sup> and allows for a reasonable restoration time;
- follow pre-determined restoration priorities<sup>77</sup> when developing the Restoration Work Plan, with a focus on restoring the most customers in the shortest amount of time;
- assign all outages an Estimated Time of Restoration<sup>78</sup>; and
- convey timely and reliable information pertaining to customer outages and estimated times of restoration (“ETRs”) to:
  - customers;<sup>79</sup>
  - municipal/elected officials;<sup>80</sup> and
  - the news media.<sup>81</sup>

### 12.2 RESTORATION PRIORITIES AND PUBLIC SAFETY

The Company recognizes public safety as the primary concern during restoration. Insofar as practical, the responsible *RECC Unit Leader*, or designee, *Regional RPT Unit Leader* or designee, *Regional Operations Restoration Branch Director*, or designee, and, as applicable depending on

<sup>75</sup> ERP Section 1: Introduction

<sup>76</sup> ERP Section 4: Incident Classification and Staffing; ERP Section 5: Activation Roles, Responsibilities, and Org Charts

<sup>77</sup> ERP Section 12.2: Restoration Priorities and Public Safety

<sup>78</sup> ERP Section 12.5: Management and Communication of Estimated Times of Restoration

<sup>79</sup> ERP Section 8: Customer Communications and Methods

<sup>80</sup> ERP Section 7.2: Communications with Municipal and Elected Officials

<sup>81</sup> ERP Section 7.3: Communications with the Media

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the type of event, the *Regional Damage Assessment Unit Leader*, or designee, and *Regional Site Safety Unit Leader*, or designee, will organize restoration and recovery work into the following priorities:

- Downed Wires: Energized
- Manhole Fires / Explosions
- Downed Wires: Blocking Priority Roadways
- Transmission Lines
- Substations
- Critical Facilities<sup>82</sup>
- Distribution Feeders
- Other Primary Lines and Spurs
- Transformers, Secondary Circuits and Services
- Life Support Equipment Customers<sup>83</sup>
- Individual Services

### **12.2.1 Damage Assessment**

Damage assessment is a process that provides the Company with detailed visual reports of damages that have occurred to the Company’s OH distribution system and is conducted in accordance with the [Damage Assessment Guide](#) (Attachment 10) and 16 NYCRR II A [§ 105.4: Content of Electric Emergency Plans](#). Damage Assessment is notified of the need to mobilize by Regional Electric Control Centers and *Damage Assessors* are assigned field jobs by Damage Assessment Coordinators.

Activated *Damage Assessors* are assigned to either feeder patrol or individual area/wire-down assessments:

- *Damage Assessors* assigned to feeder patrol supplement Electric Operations’ *Troubleshooters*, *Supervisors*, and Construction crews in providing broad preliminary damage assessment information on feeders identified to have the largest customer outages within the first 24 hours of Start of Restoration (“SOR”);
- *Damage Assessors* assigned to individual area assessments provide more detailed damage assessment information within the first 48 hours of SOR; and
- *Damage Assessors* assigned to individual wire-down tickets provide the most granular level of damage assessment information throughout the response, as needed.

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<sup>82</sup> In Westchester County, the Company currently coordinates with each municipality to prioritize the restoration sequence of critical facilities, on a structured time schedule, so it can be considered when creating work packages for the next day. County and local officials will be asked to provide their input by 6 PM for potential inclusion into the next day’s work packages. If the County’s EOC is open, the Company will coordinate with the County for priority jobs as well.

<sup>83</sup> ERP Section 8.1: Defining Customer Types

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Wherever possible, *Damage Assessors* assigned to perform feeder patrol will assess their assigned locations and then proceed on with their patrol. The exception to this is when a location is determined to be a “Priority Level 1” location (see table below) that poses an immediate safety hazard to the public.

**Table 12.2.1A – PSC-Defined Downed Wire Priority Levels**

Priority Level	Description
1 (Highest)	Wire-down reports where it is indicated that the wire is burning, arcing/sparking, or poses an immediate hazard, and/or ingress and egress are prohibited due to the downed wires.
2	Relief of fire/police departments or other municipal agencies that are standing-by on downed wires.
3	Report of a wire down from an Emergency Organization: <ul style="list-style-type: none"> <li>• Reported to be affecting traffic flow on a major public highway</li> <li>• Reported to be blocking or near a pedestrian walkway or driveway</li> <li>• Reported to be primary conductor</li> <li>• Reported to be secondary conductor</li> </ul>
4	Report of wire down from other sources: <ul style="list-style-type: none"> <li>• Primary conductor is indicated</li> <li>• Secondary conductor is indicated</li> </ul>
5 (Lowest)	Report where type of wire down is not indicated, or it appears wire could be not an electric conductor
<b>Notes</b>	
<p><b>Priority Level 1:</b></p> <ul style="list-style-type: none"> <li>• Reports of a wire down in high pedestrian areas are treated as a Priority Level 1 (regardless of the source)</li> </ul> <p><b>Priority Level 3:</b></p> <ul style="list-style-type: none"> <li>• Emergency Organizations include members of the 911-Call Center, police, fire, OEMs/EOC personnel, and Municipal Emergency Managers.</li> <li>• Priority Level 3 also includes wires identified by <i>Damage Assessors</i> performing Feeder Patrol and made safe before moving on.</li> </ul> <p><b>Priority Level 4:</b></p> <ul style="list-style-type: none"> <li>• Priority Level 4 also includes requests from <i>Damage Assessors</i> for Site Safety relief.</li> </ul>	

In these cases (*i.e.*, Priority 1 cases, where a wire is arcing, burning, or sparking), the *Damage Assessor* performing feeder patrol will notify the respective RECC or emergency department of the situation so that they can prioritize response to the location accordingly. The *Assessor* also will request a *Site Safety Representative* via the Damage Assessment mobile application (which appears in Site Safety’s SSMS application as a “DMG” trouble type) as well as notify their assigned *Damage Assessment Coordinator* that they have requested site safety relief. This is so that the *Damage Assessment Coordinator* can coordinate with their *Site Safety Coordinator* counterpart to ensure that every effort is made to assign a *Site Safety Representative* to relieve the *Damage Assessor* as soon as possible (ideally within 8 hours). Because the situation poses an immediate safety hazard, the *Damage Assessor* must remain on location until relieved by another employee (*e.g.*, dispatched by the RECC) or *Site Safety Representative*. Once the *Site Safety Representative* or another employee arrives, or the location has been made safe, the *Damage Assessor* may continue with their damage assessment duties.

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*Damage Assessors* assigned to individual area assessments or individual wire-down tickets that encounter downed wires perform their assessments and complete the necessary reports that capture and transmit damage assessment information to the Outage Management System (“OMS”) via the Damage Assessment mobile application.

If for any reason the Damage Assessment mobile application is experiencing a disruption or unable to transmit data, the *Damage Assessor* will contact their respective *Damage Assessment Coordinator* by phone to provide the damage assessment information. Information can also be shared via marked-up feeder prints.

### **12.2.2 Downed Wire Prioritization and Response**

For events where outages are the result of significant impact to the Overhead (“OH”) system (e.g., major storms), downed wires that are not yet being addressed by repair crews are fielded by either *Damage Assessors* or *Site Safety Representatives*. These System Emergency Assignment (“SEA”) roles are staffed in accordance with each OH region’s minimum staffing matrices and, as outlined in [Section 9.3 – Regional Pre-Storm/Event ICS Calls](#), the regional ICS staffing requirements are reviewed by the respective region’s *General Manager, Electric Operations*, or designee, during the region’s pre-storm/event ICS call.

#### **Site Safety Representatives**

*Site Safety Representatives* are dispatched to wire-down locations when resources that might normally respond are otherwise engaged in restoration efforts.

The primary responsibility of a dispatched *Site Safety Representative* is to ensure the safety of the public at the location of a potentially energized downed wire. Another important function of *Site Safety Representatives* is to relieve *Damage Assessors* (or restoration crews) who need to continue on from a downed-wire location in order to continue to perform the damage assessment function.

*Site Safety Coordinators* will focus on dispatching a *Site Safety Representative* to relieve a *Damage Assessor* who has requested site safety relief as soon as possible (ideally within 8 hours); however, it is not always possible to provide an immediate dispatch. Rather, the Company is required to dispatch *Site Safety Representatives* to respond to downed-wire locations in accordance with the prioritization levels shown in the Table 12.2.2A.

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**Table 12.2.2A – PSC-Defined Severity Levels**

Severity Level	Conductor Type / Location	Responder Role
1 (Highest)	Wire down is a primary conductor that poses a high risk to public safety due to its location (e.g., in a road or pedestrian-accessible area).	These situations require the responder to remain on-site and guard the wire until they can be relieved. Site Safety Representative may leave after the wire has been made safe by a qualified employee or contractor.
2	Wire down is a primary conductor but is not on a main road or other easily accessible location.	These situations will also require the responder to remain on-site until the conductor can be verified as de-energized by a qualified employee or contractor. Once the wire is known to be de-energized, the Site Safety Representative will barricade the area and then can move on to the next location.
3	Wire down is a secondary conductor.	Site Safety Representative will attempt to notify public in the immediate area and will barricade/tape off the area. If wire is in a public area and is either open wire secondary, or triplex service cable that has an exposed end (wire is broken), Site Safety Representative will remain on-site until a qualified employee or contractor has verified that the wire is not energized.
4 (Lowest)	Wire down is not an electric conductor and is not in contact with an electrical conductor, but is instead phone, cable or another communications property (NCI).	If the situation is safe, Site Safety Representative will inform their respective coordinator of this and move on to the next location.
<p><b>Note:</b> For all severity levels, the 'Remarks' section of Trouble Ticket needs to be updated accordingly in order to reflect the latest status.</p>		

This table defines the order by which *Site Safety Representatives* are dispatched to different locations based upon different circumstances, with public safety as the most critical prioritization factor. Relief of *Damage Assessors* guarding a location is defined as a Priority Level 4. (An exception is when a restoration crew becomes stopped at a location that cannot be immediately repaired. In such cases, a damage assessment-qualified person or *Site Safety Representative* needs to be assigned to the location expeditiously so that the restoration crew can continue to respond to locations where immediate repairs are possible.) The table is also used to determine whether a *Site Safety Representative* must remain on location.

In addition, one of the primary tasks of a *Site Safety Representative* (if this has not yet been done by another Company responder, such as a *Damage Assessor*) is to establish a safe zone around the potential hazard using cones, barricades, and barricade tape, while maintaining a safe distance from the downed wire, as outlined in the Table 12.2.2A (below). Doing so will restrict public access to the area until the condition can be made safe by qualified personnel and/or the downed wire is determined to be “Non-Company Interest.”

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**Table 12.2.2B – Safe Distances from Downed Primary Wires**

Voltage	Safe Distance - Dry Conditions	Safe Distance - Wet Conditions
4kV/13kV	10 Feet	20 Feet
27kV	20 Feet	40 Feet
33kV	30 Feet	60 Feet

**Note:** For downed Secondary wires, a safe approach distance of 10 feet shall be maintained.

*Site Safety Representatives* are typically assigned to rotational 12-hour shifts. It is the responsibility of *Site Safety Representatives* to remain at their assigned location until they are relieved (e.g., by a shift transfer) or until directed otherwise by their respective *Site Safety Unit Leader*, or designee.

**Responding to Reports of Downed Wires from Municipal Emergency Officials**

In accordance with the Commission Order<sup>84</sup>, the Company must respond to reports of downed wires by Municipal Emergency Officials within the following time frames:

- For events where the restoration period lasts 3 to 5 days, response must be within 18 hours or less; and
- For events where the restoration period exceeds 5 days, response must be within 36 hours or less.
- As per PSL 66 (21)(a)(xi) – The Company will promptly secure downed wires within 36 hours of notification of the location of such downed wires from a municipal emergency official with plans to prioritize the securing of downed wires over routine maintenance or other work unrelated to a response to an emergency event, after notification by an individual of the location of such downed wires and where such notification includes information indicating wire burning, arcing/sparking, or the restriction of ingress and egress from a building or vehicle, or other immediate hazards. The Company shall, locate, and assess the reported wire no later than seventy-two hours after the response to an emergency event ends.

Response times are measured from the applicable operating region’s Start of Restoration (“SOR”) day/time.

In order to effectively manage the Company’s response to these reported locations, as well as to track and monitor the Company’s response times, tickets for wires that are down and reported by a Municipal Emergency Official receive one of the following codes in OMS:

- MW1: Municipality Reported Downed Wire. Municipality Standing By

<sup>84</sup> Case 13-E-0140 – Proceeding on Motion of the Commission to Consider Utility Emergency Performance Metrics – ORDER APPROVING THE SCORECARD FOR USE BY THE COMMISSION AS A GUIDANCE DOCUMENT TO ASSESS ELECTRIC UTILITY RESPONSE TO SIGNIFICANT OUTAGES (Issued and effective December 23, 2013).

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- MW2: Municipality Reported Downed Wire. Municipality NOT Standing By
- MR8: Municipality Reported Road Closed with Downed Wire/Equipment. No Ingress / Egress
- MR9: Municipality Reported Road Closed with Downed Wire/Equipment. Municipality StandingBy
- MRW: Municipality Reported Road Closed with Downed Wire/Equipment. Municipality NOT Standing By

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Dispatching Codes

Table 12.2.2C shows how different dispatching codes are used in OMS.

**Table 12.2.2C – Downed-Wire Dispatch Priority Levels / Trouble Codes**

Reporting Source	Specifics of Downed Wires	Dispatch Priority Levels / Codes				
		Priority One Trouble Code	Priority Two Trouble Code	Priority Three Trouble Code	Priority Four Trouble Code	Priority Five Trouble Code
ALL	<u>Burning / Arcing / Sparking</u> <i>(regardless of what resource may be onsite)</i>	<b>WBR</b> Wire Burning <b>WBL</b> Wire Burning (Lights)				
	Municipal Emergency Official <b>STANDING BY AT LOCATION</b>		<b>MW1</b> Downed wire reported			
Municipal Emergency Official  (Fire, Police, 911, OEM, Public Works)	Municipal Emergency Official <b>NOT STANDING BY AT LOCATION</b>			<b>MW2</b> Downed wire reported		
	Municipal Emergency Official <b>ROAD CLOSURE</b>	<b>MR8</b> Road closed w/ downed wire /equipment; No Ingress / Egress (i.e., cul-de-sac)	<b>MR9</b> Road closed w/ downed wire; Official Standing By	<b>MRW</b> Road closed w/downed wire; Official NOT Standing By		
Damage Assessment	DA NEEDING SITE SAFETY RELIEF				<b>DMG</b> DA Request for Site Safety Relief	
Others  (Excluding Fire, Police and Municipality)	PRIMARY INDICATED				<b>PRD</b> Primary Wire Down	
	SECONDARY INDICATED				<b>SCD</b> Secondary Wire Down	
	HOUSE SERVICE INDICATED				<b>SDN</b> <sup>85</sup> Service Wire Down	<b>SDL</b> Service Down Lights On
	NO INDICATION OF WIRE TYPE					<b>WDN, WDL</b> Wire Down Unidentified <b>WDL</b> Wire Down (Lights)

<sup>85</sup> When a trouble job comes in as an SDN, the customer count is set to 1 with an ETR. If the comments on the ticket indicate that the service wire is down but the customer has lights, the operator will change the trouble type from SDN to SDL and remove the ETR. The customer count will change from 1 to 0. Although the customer count is set to 0, the job must be prioritized appropriately.

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**Non-Company Interest Wires**

When a qualified Company representative (e.g., *Damage Assessor, Crew Guide*) identifies a downed wire as Non-Company Interest (“NCI”) (e.g., it is the property of a phone/cable/other communications company), they will make a reasonable attempt to determine whether the wire is an electrical conductor and/or in contact with an electrical conductor in the nearby vicinity. If the NCI wire is determined to not be an electrical conductor and/or in contact with an electrical conductor in the nearby vicinity, the Company representative does not need to remain on-site/guard the location. The Company representative will enter no company interest (NCI) into the Damage Assessment App and the Network Management System (STAR) is then updated automatically.

When the downed wire is identified as a Non-Company Interest (“NCI”) wire, a *Damage Assessor* does not need to remain on site and does not need to request a *Site Safety Representative* to be dispatched to the location. [Note: this also holds true for when the wire is a “service” wire (to an individual residence) that is entirely disconnected from the pole side and there is no customer generation that may cause the wire to be energized.]

If the Company representative who identifies the NCI is also qualified to perform a voltage test (i.e., restoration crews only, not *Damage Assessors*) and, in doing so, determines that the wire is energized (by a primary or secondary electrical conductor), the location of the energized NCI wire is then cordoned off and reported to the respective RECC.

**12.3 RESTORATION WORKFLOW**

There are five general trouble ticket types that represent the majority received during a storm:

- Wires down
- No light (area or individual)
- Municipal<sup>86</sup> problems
- Wires burning
- Tree on wires

Regardless of whether the incident/outage is reported via the Company website, mobile app, text message, a Customer Service Representative, the IVR, or via the Muni Desk, once reported, an incident will become associated with a trouble ticket in the Company’s Outage Management System (a.k.a., “STAR”). System Trouble Analysis and Response (“STAR”) automatically

<sup>86</sup> The MRG and Road Clearing Task Force work closely, in the field, with Departments of Public Works (“DPW”). CECONY crews do not make an area safe without someone from the municipality being physically present to whom we would convey that the wires have been secured and road clearing efforts can begin. Additionally, the condition that indicated a wire was down is removed from the ticket (which can be checked by the municipality) once the situation is resolved. When ICS is not active, unsafe locations reported by the municipality are guarded by PD/FD or DPW representatives. Once the CE crew has made the area safe, they would coordinate with the representatives on-site.

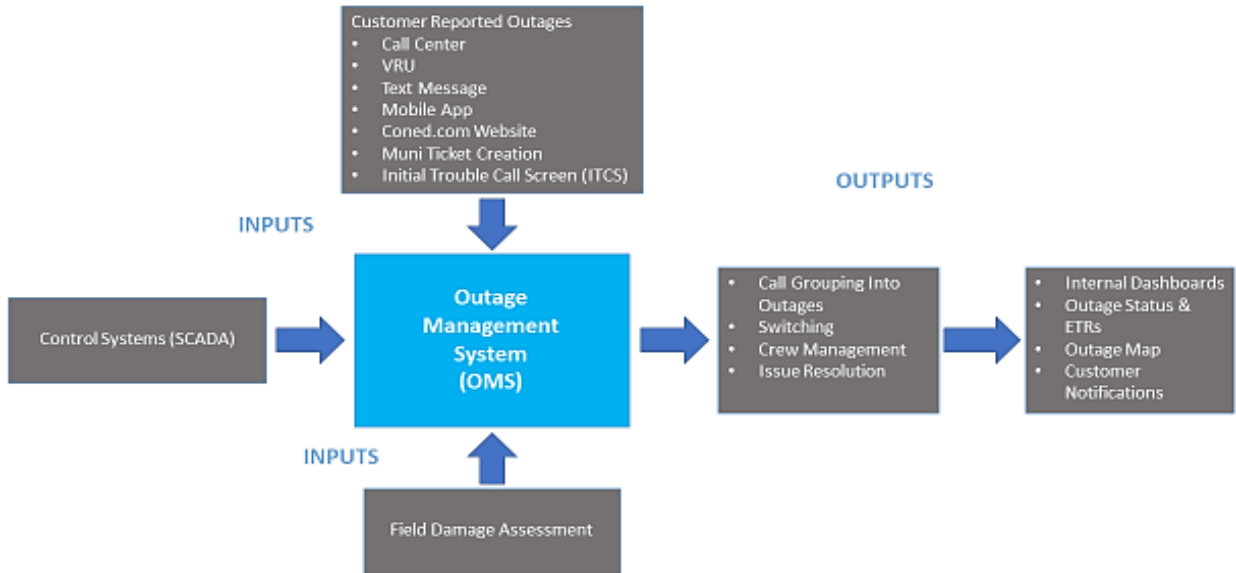
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analyzes tickets as they relate to feeder circuits. Trouble-ticket flow is shown in Diagram 12.3A below.

**Diagram 12.3A OMS Flowchart**



The primary objective of the RECC and regional RPT Units is to compile individual trouble tickets into well-defined jobs that can be referred to the Operations Section for repairs. If additional field information is required, damage assessment will be dispatched to perform a visual inspection.

The scope and time associated with restoration work is determined by many factors, including crewing, extent and type of damage, and weather conditions. The mission of safe and rapid restoration of service may be accomplished via temporary measures, where possible.

Restoration progress will be managed through updates to STAR and the use of OMS. If these systems are unavailable, manual processes will be used, and periodic conference calls will be scheduled. In the event that OMS (STAR) was unavailable at CECONY, email notifications would be issued to all users by the Information Technology team and a manual process would be initiated. Customer Operations Call Center employees will then call, email, or communicate outage information in other applications to the Regional Command Staff and Response Planning Team (RTP) for further analysis or dispatch to the field. Outage information and requested next steps will be communicated via email, phone call or other application to the Branch Directors or delegates so that field crews can be dispatched accordingly. Field Services employees will acquire information from field employees and email, call or post comments regarding customer outage status in the same manner. RPT or delegates will document and track jobs via a spreadsheet or paper list. In addition, the Corporate Affairs Web Team will publish summary information on the overall recovery effort on the Company’s website for the benefit of both internal and external parties (i.e., customers, the media, municipal officials, and the DPS) twice daily.

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As jobs are completed and job status entered into STAR (e.g., by *Crew Guides*, *Cell Leads* or RECC personnel), customer callback lists are generated by identifying all trouble tickets related to the system job, and customer notifications are initiated via automated outbound calls or text messages through an external vendor.<sup>87</sup> The automated customer notification system is run and monitored by the Customer Experience Center of Excellence to ensure delivery. On the outbound call, customers are given the option to speak with a *Customer Service Representative*<sup>88</sup> in the event that they are still without service. Customers who receive notifications via text and indicate that they are still without power will have a new trouble ticket generated in STAR automatically.

**12.4 CREW MANAGEMENT AND TRACKING**

To maximize the efficiency of resource management throughout restoration events, CECONY uses both OFS (“Oracle Field Services” a resource management system) as well as OMS.

- OFS is used to *record* external mutual assistance/contractor resources that have been acquired, onboarded, and paired with a *Crew Guide* (see Attachment 18: [OFS Crew Roster Template](#)).

Upon arrival, mutual assistance resources are physically checked in by the Mutual Assistance Branch Director, or designee, and their support team to participate in an onboarding process. This process includes manually completing a paper sign-in sheet with resource names, titles, Company affiliations, etc. This information will be used by CECONY to track mutual assistance crews if OFS becomes unavailable during the restoration process.

- The Company’s OMS is the primary tool used to track the *physical location* of all crews [*i.e.*, internal Company crews (OH, LL, Tree) from all regions, Company Contractor crews, and/or mutual assistance crews] and their respective assignments throughout restoration events. Through OMS, the Company knows what crews have been assigned and dispatched to what jobs.

For internal crews, each region will complete its own restoration first before making its crews available to support the next hardest hit region. The decision process for how to allocate external crews is proportionally determined based upon regional impacts. When the event is not a CERC-level mobilization, this occurs via discussion with Local ICs. When the CERC is mobilized, this is discussed between Local ICs and the CERC Planning Section Chief.

**12.5 MANAGEMENT AND COMMUNICATION OF ESTIMATED TIMES OF RESTORATION**

The [ETR Protocol](#) (*Attachment 12*) provides the minimum requirements necessary for informing the public and DPS Staff of their Estimated Times of Restoration (“ETRs”), following any outage impacting of 5,000 or more customers within a county or borough, or 20,000 or more customers

<sup>87</sup> ERP Section 8.3.4: ETR Updates  
<sup>88</sup> ERP Section 8.3.1: Customer Calls

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Company-wide, for more than 30 minutes. Global, Regional and Local ETRs are issued in accordance with the requirements and timeframes noted in the ETR Protocol.

ETR terms and definitions include:

- **Corporate Restoration Target:** The estimated time at which all affected customers will have been restored ( $\approx 100\%$ );<sup>89</sup>
- **Global ETR (issued within 24 hours for events expected to last longer than 48 hours):** A refinement of the Corporate Restoration Target that represents the restoration of 90% of the total affected customers;<sup>90</sup>
- **Regional ETR (issued within 12 hours for events less than 48 hours; issued within 48 hours for events greater than 48 hours):** A refinement of the Global ETR that represents the restoration of the top 95% and final 5% of the total affected customers within an operating region (*i.e.*, the five boroughs of NYC and Westchester County);
- **Local ETR (issued within 60 hours for events greater than 48 hours):** The estimated restoration time representing the top 95% and final 5% of the total affected customers within a municipality/town; and
- **Customer-Specific ETR:** Identifies individual ETRs at the customer level.

### 12.5.1 ETR Protocol Assignments

When the [ETR Protocol](#) (Attachment 12) is triggered, Electric Operations' *Regional Department Manager*, or designee, has overall responsibility for assigning appropriate Electric Operations' personnel to develop ETRs in accordance with the protocol.

- During non-activations, it is typically the responsibility of the *RECC Shift Manager*, or designee, to develop ETRs;
- During Regional ICS activations, the *Regional ETR Officer* is responsible for developing ETRs (in coordination with the *Regional Operations* and *Planning Section Chiefs*, or designees); and
- During CERC activations, the *CERC Incident Commander* and/or *CERC Planning Section Chief*, or designee, is responsible for reviewing and approving the Company's ETRs. Once an event becomes a CERC event, *Regional ETR Officers* will coordinate with the *CERC Planning Section Chief*, or designee.

### 12.5.2 Developing ETRs

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<sup>89</sup> Assumes some customers will not be able to be restored due to circumstances beyond CECONY's control (e.g. damage to customer-owned equipment, no access to utility equipment on private property, seasonal accidents with no customer contact)

<sup>90</sup> 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.

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Developing ETRs is a complex process that involves individual judgment, coupled with technological tools to calculate and communicate information to customers.

At the onset of a major outage event, the *Regional ETR Officer* begins the ETR development process by determining an approximate restoration target (*i.e.*, an estimate of when approximately all impacted customers will be restored) in consultation with the *Regional Incident Commander* and *Regional Planning Section Chief*. That target then is used to develop ETRs that start off as geographically wide (*e.g.*, systemwide, NYC-wide, County/borough-wide) and then become narrower (*e.g.*, municipalities, and then, finally, to job-specific) as more detailed restoration information becomes available (*e.g.*, via damage assessment or information reported by field crews).

To establish ETRs, the *Regional ETR Officer* (or *RECC Shift Manager*, during non-activations), or designee, uses a combination of OMS tools and daily Restoration Work Plans (assembled by the RPT Unit). This combination allows for improved calculation speed and accuracy for ETR development in the mandated timeframes and more timely communication of the information necessary to develop work plans that will ultimately streamline restoration resource assignments. This process includes streamlined ETR calculations, automation of damage assessment reporting through a near real-time mobile field application, and integration of daily Restoration Work Plan/scheduling functionality into OMS. The separation of work by County/Borough allows the Company to distinguish the hardest hit areas from less impacted areas. The output of the process allows for the preparation of outage incidents into daily Restoration Work Plans.

### **12.5.3 Communicating Initial ETRs**

During ICS activations, once an ETR has been approved by the respective *Incident Commander*, or designee, the *Regional ETR Officer*, notifies the *RECC Shift Manager*, or designee, and publishes the approved ETR(s) on the Company's Outage Map (see [ERP Section 7.4](#)).

Once a *RECC Shift Manager*, or designee, has an approved ETR, they will notify the CIG Desk, which will then send out an InfoDashboard<sup>91</sup> alert that notifies all subscribed internal stakeholders, *e.g.*, RCA, Customer Operations, of the ETR.

### **12.5.4 Ongoing ETR Oversight / ETR Modifications**

Throughout restoration, the *Regional ETR Officer* will:

- monitor ETR commitments;
- evaluate and prioritize embedded outages that may require ETR revisions; and
- work with the region's *RPT Unit Leader*, *RECC Unit Leader*, and *Operations Section Chief/Branch Directors*, or designee(s), on meeting or modifying ETRs (as necessary).

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<sup>91</sup> The Info Dashboard is CECONY's internal method of communicating incidents and status including Regional ETRs.

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To accomplish this, throughout restoration, the *Regional ETR Officer* will initiate conference calls with the regional ETR team (including *ETR Supervisors* who are situated within Operations-based Cells), and work with the RPT Unit and Operations Section, to review ETRs. Typically, these calls are held every four to eight hours, depending on the severity of the event. The focus of these calls is on jobs with ETRs that are coming due and will not be met and jobs with no ETRs, to ensure timely and appropriate ETR actions are taken. ETRs are constantly reviewed throughout the day and updated as soon as the crew determines it will not be met. This can be as early as when the crew first arrives and completes their assessment, or after they begin repairs and the scope expands due to additional work not visible, i.e., internal issue with a transformer. CECONY strives to update ETRs no later than 2-3 hours before expiration.

Prior to, and in preparation for, these calls, the *Regional ETR Officer*, working in conjunction with the *ETR Supervisors* and/or Operations personnel, will review all dispatched and work planned for the day. Operations personnel will contact *Crew Leads/Crew Guides* to obtain status of restoration and any ETR updates, as applicable.

By 19:00 hours (7 PM), daily, the *Regional ETR Officer*, or designee, shall determine which jobs will not be restored that day and update those ETRs in OMS by 20:00 hours (8pm). This will allow time for an outbound notification (via text or automated call) to go out to customers who reported their outage to notify them of the updated ETR.

For those customers who did not report their outage/opt-in to Company-driven ETR updates, their updated ETR will also be reflected on the Company's [Outage Map](#) as well as available for confirmation via the IVR or a CSR.

In addition, when there is a significant change to a Local ETR, the *Regional ETR Officer* will notify the *Regional Communications Officer* in a manner that confirms receipt (e.g., phone call), so that the *Officer* can then relay that message to the appropriate Corporate Affairs groups (i.e., Media Relations and Government Relations & Regional and Community Affairs).

In addition, for outages lasting longer than 48 hours, once the Regional ETR is established, the Global ETR will no longer be referenced in communications; instead, the Company will reference its longest Regional ETR in press releases and other communications channels to inform customers and municipal/elected officials of estimated times of restoration.

#### **12.5.5 PSC Scorecard Events: ETR Analysis**

Following PSC Scorecard events with a restoration period of greater than 72 hours, Electric Operations' *Regional Department Managers*, or designee(s), will complete an analysis of ETR performance relative to the *ETR Protocol and PSC Scorecard*. The results of this analysis will be incorporated into the PSC Scorecard that is provided to DPS Staff (see [ERP Section 2.4: PSC Scorecard](#)).

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## 12.6 COORDINATION WITH OTHER UTILITIES

### 12.6.1 Electric Utility Coordination

In order to address outages impacting CECONY’s borderline customers (which is only the case in the Bronx/Westchester operating region where some CECONY customers are supplied by NYSEG circuits), it is the responsibility of Electric Operations’ *Regional Department Manger* (Bronx-Westchester), or designee, to maintain close communications with NYSEG’s control center personnel during routine operations as well as major events. (**Note:** CECONY does not supply electricity to any neighboring utility customers.)

When an outage occurs to this subset of customers (which the *RECC Shift Manager* is able to distinguish based upon distinctly designated circuit numbers in OMS), the first step is verification of the outage and affected facilities, by an RECC-dispatched *Troubleshooter*. If the damage is found to be on CECONY’s portion of the line, then it will be handled in accordance with our standard restoration process and priorities.

To assist in expediting restoration efforts with the other utilities in CECONY’s service territory, critical facilities information has been requested to ensure that they are prioritized during restoration efforts, and this information is identified in CECONY’s Emergency Operating System (“EMOPSYS”).

If it is determined that the damage is not on CECONY’s portion of the line (*i.e.*, it belongs to NYSEG), then the *RECC Shift Manager (B/W)*, or designee, will call NYSEG’s *Control Center Shift Manager*, or designee, to report the damage location (if known) and request a preliminary ETR. Beyond ETRs, additional information that may be requested by the *RECC Shift Manager (B/W)*, or designee, includes but is not limited to crew location(s), escalated repairs, outage information, down wires, corporate and local contact information, locations where one company’s facilities are interfering with the other’s restoration, and telecommunication/cable company generator locations.

Once known, the ETRs for these outages will be entered into OMS (hard-coded) by the *RECC Shift Manager (B/W)*, or designee, so that CECONY customers will be able to obtain this information via any of our standard communication channels. As the restoration period continues, the *RECC Shift Manager (B/W)*, or designee, will continue to monitor these borderline outages and stay in regular contact with NYSEG’s *Control Center Shift Manager*, or designee, (*e.g.*, checking in at a minimum once per shift, and escalating if it becomes apparent that they will not meet the ETRs).

### 12.6.2 Gas Utility Coordination

Furthermore, *RECC Shift Managers (or Emergency General Supervisors)* in other regions (Staten Island, Brooklyn/Queens) are responsible for communicating with neighboring gas companies (*e.g.*, National Grid), to coordinate restoration efforts or combined-commodity responses, or to notify them of potentially compromised equipment.

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To facilitate this coordination and communication, the respective *RECC Shift Manager*, or designee, would either call National Grid directly, or CECONY’s Emergency Gas Control Center, for a priority response. **Note:** *RECC Shift Managers* have an escalation list (for both National Grid and CECONY) to direct them to the correct point of contact, depending upon the event level and urgency of the needed response.

### **12.6.3 Telecommunications Utility Coordination**

To facilitate communication and coordination between CECONY and telecommunications providers, the Company will invite neighboring telecommunications providers to send representatives (e.g., Verizon, AT&T) to co-locate within a Company EOC (e.g., regional EOC, or CERC). This will allow the telecommunications representative to interact with a Company representative with regard to information exchange and progress on applicable and mutually beneficial restoration efforts, issues, and/or priorities. Specifically, the *Regional Overhead Operations / Restoration Branch Director*, or designee, will coordinate pole-setting activities with telecommunications representatives.

Additional details can be found in [ERP Section 6.4 – The Utility Liaison Program](#)

## **12.7 POST-FLOODING RESTORATION AND JURISDICTIONAL AUTHORITIES**

In the event of *extensive flooding that results in widespread damage to customer equipment*, (i.e., similar to Superstorm Sandy), the Company would be in a Corporate level of ICS activation. When CERC is activated, it is the responsibility of the *CERC Planning Section Chief*, in coordination with the *Operations Chief / Branch Directors* and the *CERC Energy Services Officer*, to establish damage assessment strategies and restoration priorities for review and concurrence by the *CERC Incident Commander*. When CERC is activating, it is the responsibility of Energy Services’ *General Manager*, or designee, for staffing the role of *CERC Energy Services Officer* and support staff (i.e., *Energy Services’ Customer Project Managers and Energy Services Representatives*).

Under the direction of the *CERC Energy Services Officer*, *Energy Services’ Customer Project Managers and Energy Services Representatives* will coordinate with the relevant local jurisdictional authorities regarding the isolation of damaged buildings and/or customer electrical equipment. Consideration will be given to customer requests to isolate specific buildings prior to restoration of the distribution system.

In addition, the *CERC Energy Services Officer*, in coordination with the *CERC Incident Commander*, will assess whether it is appropriate to initiate implementation of the Company’s *Simplified Certification Process*, which is applicable to both Westchester County and NYC.

### **12.7.1 Simplified Certification Process for Customers in Westchester County and NYC**

The *Simplified Certification Process* is a process designed to simplify the steps needed for customers to expedite their own “turn-on” requests and restore service faster following a flooding event that causes damage to customer-owned equipment.

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Because flood waters and winds can damage *privately-owned* electric and gas equipment, jurisdictional authorities require a licensed electrician or plumber to certify that systems can be re-energized before CECONY can turn the power back on. Outside of an emergency event, this certification process is typically managed through the customer’s relevant jurisdictional authority (*i.e.*, in Westchester, the process is coordinated through the local municipality’s Underwriter; in NYC, the process is coordinated through NYC’s Department of Buildings).

However, when a major utility, such as CECONY, is recovering from a significant Corporate-level flooding event that has impacted many customers, customers/contractors may be permitted to file a *Self-Certification Form* directly with the utility (*i.e.*, bypassing their jurisdictional authority in NYC), in order to streamline this process and, in turn, restore their service faster.

During a CERC activation, the *CERC Energy Services Officer*, or designee, will initiate discussion around activation of the *Simplified Certification Process* with the *CERC Incident Commander*. (**Note:** If CERC were not activated, CECONY’s *General Manager, Energy Services*, or designee, would consult with the *Vice President, Emergency Preparedness*, or designee.)

Once jurisdictional approval(s) is/are granted by the respective party(parties)<sup>92</sup>, the respective Energy Services’ *Customer Project Manager(s)* and/or *Energy Services Representative(s)*, will update the *CERC Energy Services Officer*, or designee. The *CERC Energy Services Officer*, or designee, then provides updates regarding these approvals to the *CERC ICS Command and General Staff* during CERC conference calls (thereby informing the *CERC Communications Officer, CERC Customer Operations Officer, CERC Information Officer, CERC Liaison Officer*, and other interested parties) and reminds call participants that the most current *Self-Certification Forms* will be posted on the Company’s website, included as a link in press releases, and made available to customers via any dispatched Customer Outreach representatives.

CECONY’s *General Manager, Energy Services*, or designee, would also instruct Energy Services personnel to establish and/or verify the functionality and accessibility of the storm-specific email addresses.

The most current steps for a customer to engage in the *Simplified Certification Process* are detailed on the *Self-Certification Form(s)*; however, an example of the steps is detailed below:

1. Have your energy equipment inspected, cleaned, and repaired by a licensed contractor.
  - Have your contractor complete the Company’s most current *Self-Certification Form* (examples of past forms are shown below).
  - In Westchester, you must also have the work signed-off by the municipality’s Underwriter or Authorities Having Jurisdiction (“AHJ”).

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<sup>92</sup> In NYC, Dept. of Building’s *Deputy Commissioner-Enforcement*; in Westchester, jurisdiction resides with the local municipalities.

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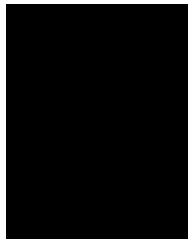
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2. Email the complete *Self-Certification Form* (and, in Westchester, the Underwriter’s Form) to the respective Westchester County or NYC email address (examples shown below):

- Westchester: StormNameWestchester@conEd.com
- Brooklyn: StormNameBrooklynQueens@conEd.com
- Manhattan: StormNameManhattan@conEd.com
- Queens: StormNameBrooklynQueens@conEd.com
- Staten Island: StormNameStatenIsland@conEd.com
- Bronx: StormNameBronx@conEd.com

Or fax your form(s) to:

- Westchester:
- Brooklyn:
- Manhattan:
- Queens:
- Staten Island:
- Bronx:



Or directly hand your completed form(s) to a CECONY employee staffing either a Mobile Command Center or Customer Outreach Van.

Once the form(s) are received and reviewed for acceptance/accuracy, an Energy Services’ *Customer Project Manager* and/or *Energy Services Representative* will coordinate any further activities needed with the customer(s) so that a service turn-on can be scheduled.

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SUBJECT

**ELECTRIC EMERGENCY  
RESPONSE PLAN**

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**Certification Form - NYC Certified Electrician (SAMPLE)**

**Certification by New York City Licensed Electrician  
(Storm Name) Flood ELECTRIC INSPECTION / REPAIR Form**

Name of Electrician making repairs: \_\_\_\_\_

Customer/Business Name: \_\_\_\_\_

Customer/Business Address: \_\_\_\_\_

Master/Special Electrician License No.: \_\_\_\_\_

Electrician Cell Phone #: \_\_\_\_\_

**Warning:** Electric service will not be energized until after the customer's internal electrical service box and associated electrical equipment have been verified safe by a NYC Licensed Electrician.

I certify that, at the customer's request, I conducted an inspection and/or repairs of the electrical switchgear equipment and cable under the Department of Buildings Permit Application Number indicated below and inspected the electric meters and CT cabinet at the above address on the date(s) indicated. I certify that they are free of electrical defects and that the main service disconnect was exercised and is fully operational and may be energized at this time. I further state that all necessary documentation was submitted to the New York City Department of Buildings and that I will follow the Department's procedures regarding inspection and sign-off.

Inspection/ Repair (circle one)  
If repair, please list repair type.

Repair Type	Application Number	Date(s)
_____	_____	_____
_____	_____	_____

**New York City Licensed Electrician Signature and License Seal (required):**

Print Name \_\_\_\_\_ Signature \_\_\_\_\_ Seal \_\_\_\_\_

**Customer/Owner Acknowledgement:**

\_\_\_\_\_  
(Customer Initial) I am fully aware, and acknowledge potential safety concerns relative to the structural integrity of the electrical equipment at the above-referenced address on the date(s) indicated above, and accept full responsibility. I have sought professional advice from a licensed electrician to ensure the electrical equipment was appropriately inspected, cleaned and restored to a safe operating condition before requesting electric service to be restored.

Customer/Owner (Print Name) \_\_\_\_\_ Customer/ Owner (Signature) \_\_\_\_\_

Customer/Owner Phone #: \_\_\_\_\_ Customer/Owner Email: \_\_\_\_\_

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SUBJECT

**ELECTRIC EMERGENCY  
RESPONSE PLAN**

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**Certification Form - Westchester Certified Electrician (SAMPLE)**

**Certification by Westchester County Licensed Electrician  
(Storm Name) Flood ELECTRIC INSPECTION / REPAIR Form**

Name of Electrician making repairs: \_\_\_\_\_

Customer/Business Name: \_\_\_\_\_

Customer/Business Address: \_\_\_\_\_

Master/Special Electrician License No.: \_\_\_\_\_

Electrician Cell Phone #: \_\_\_\_\_

**Warning:** Electric service will not be energized until after the customer's internal electrical service box and associated electrical equipment have been verified safe by a Westchester County Licensed Electrician.

I certify that, at the customer's request, I conducted an inspection and/or repairs of the electrical switchgear equipment and cable under the Authorities Having Jurisdiction indicated below and inspected the electric meters and CT cabinet at the above address on the date(s) indicated. I certify that they are free of electrical defects and that the main service disconnect was exercised and is fully operational and may be energized at this time. I further state that all necessary documentation was submitted to the Authorities Having Jurisdiction.

Inspection/ Repair (circle one)  
If repair, please list repair type.

Repair Type	Application Number	Date(s)
_____	_____	_____
_____	_____	_____

**Westchester County Licensed Electrician Signature**

Print Name \_\_\_\_\_ Signature \_\_\_\_\_

**Customer/Owner Acknowledgement:**

\_\_\_\_\_  
(Customer Initial) I am fully aware, and acknowledge potential safety concerns relative to the structural integrity of the electrical equipment at the above-referenced address on the date(s) indicated above, and accept full responsibility. I have sought professional advice from a licensed electrician to ensure the electrical equipment was appropriately inspected, cleaned, and restored to a safe operating condition before requesting electric service to be restored.

Customer/Owner (Print Name) \_\_\_\_\_ Customer/ Owner (Signature) \_\_\_\_\_

Customer/Owner Phone #: \_\_\_\_\_ Customer/Owner Email: \_\_\_\_\_

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**12.8 DRY ICE PROCUREMENT, DISTRIBUTION, AND COMMUNICATIONS**

Dry ice is particularly effective to address the need for keeping perishables safe during a prolonged outage event, as it has twice the cooling power of water or wet ice. Accordingly, New York utilities distribute dry ice (or wet ice, if dry ice is unavailable) during extended power outages to help minimize customers’ loss of food, medication, or other perishable goods that require refrigeration. Specifically, CECONY distributes dry ice to members of the public when an event or system emergency will cause customers to be without electric service beyond 48 hours; to the extent possible (*i.e.*, based upon product and distribution site availability), dry ice distribution will commence within 24 hours of the event’s Start of Restoration.

**12.8.1 Dry Ice Estimation and Procurement/Substitution**

Dry ice is produced to order by a limited number of vendors in the tri-state area with a minimum production time of 24-72 hours.

For events with advanced warning, where there is the potential for restoration efforts to exceed 48 hours, the discussion regarding the need to procure dry ice is initiated by the *Department Manager, Customer Outreach*, or designee, on either the *Pre-Storm Regional or Interregional Call*, or via direct communications with the respective *Regional General Manager(s), Electric Operations*, or designee(s), and the *Section Manager, ESG*, or designee. In these discussions, it is the responsibility of the *Regional General Manager(s), Electric Operations*, or designee(s), to review the probable regional incident classification level(s) (or sub-levels, to the extent known) and to confirm whether restoration efforts are likely to exceed 48 hours. Per their determination, the *Section Manager, ESG*, or designee, will begin the dry ice procurement process. In general, a pre-storm order of dry ice will be based upon an estimate of the number of customers projected to potentially lose power, the assumption that 5 percent of impacted customers will desire dry ice, and that each interested customer will be apportioned approximately 5-10 pounds of ice at established distribution locations. Prior to placing a pre-storm order, the *Section Manager, ESG*, or designee, will review the proposed quantity of dry ice to be procured with the *Regional General Manager(s), Electric Operations*, or designee(s), for concurrence and authorization to proceed.

As an event progresses, discussions regarding the need to procure additional dry ice will shift to the *Department Manager, Customer Outreach*, or designee, the *Logistics Section Chief*, or designee, and the respective *Regional Incident Commander(s)*, or designee(s). These discussions will tie in the current number of outages, the estimated usage rate at various distribution locations, and any logistical issues that may be occurring with the procurement of dry ice. (**Note:** when dry ice is not immediately available, the Company will substitute with wet ice until sufficient quantities of dry ice can be received.)

**12.8.2 Ice Distribution Site Establishment**

As detailed in [ERP Section 3.7.2 – Site Establishment Requests](#), the request for dry ice is initiated by each *Regional General Manager, Electric Operations* (or *Regional Incident Commander*, if

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activated), or designee, to FFS's *Section Manager, ESG* (or *Logistics Section Chief*, if activated), or designee. Once the request is received, the *Section Manager, ESG* (or *LSC*, if activated), or designee, will begin to assess both product and distribution site availability. If the request is to establish sites in Westchester County, EP's on-duty *EP Liaison* (or *Liaison Officer*, if activated), or designee, will place a phone call to the *Director, Westchester County OEM* to communicate that the Company will be beginning the process of determining ice distribution site availability. If the County has any recommendations on which of the Company's pre-identified sites that they would like to assist CECONY in evaluating for availability (e.g., County-managed parks), then the County should let CECONY know right away. A follow-up email will also be sent. If no response is received from the County within two hours of this contact, the *EP Liaison* (or *Liaison Officer*, if activated), or designee, will notify the *Section Manager, ESG* (or *Logistics Section Chief*, if activated), or designee, to proceed, independent of County coordination.

When ice distribution is needed in NYC, the *Section Manager, ESG*, or designee, (or *LSC*, or designee, during an activation), in conjunction with EP's Liaison to NYCEM, will work with NYCEM's Logistics Section (or the Logistics Center, if mobilized) to verify that publicly owned sites previously identified by NYCEM as sites for potential use (see [ERP Section 3.7.1: Site Identification](#)) are available for use. Because there are very few large, open spaces in NYC, NYCEM centrally coordinates and prioritizes their use, based upon availability and need. (In NYC, other privately-owned sites have also been pre-identified as potential locations for dry ice distribution.)

When ice distribution is needed in Westchester County, the *Section Manager, ESG*, or designee, will determine which of its pre-determined sites (see [ERP Section 3.7.1: Site Identification](#)) may be available for use through contact with the respective property managers.

When ice distribution is needed in both NYC and Westchester County, the Company will strive to establish at least one distribution site within each of the County/Boroughs affected by the outage event; to the extent possible and practical, the Company will establish multiple ice distribution sites to address the hardest hit areas of Westchester County while considering those affected customers' proximity to the distribution sites.

Site availability is not guaranteed for the following reasons:

- certain pre-identified sites may only be used if they are not needed as staging or material laydown areas for service restoration;
- certain pre-identified sites may only be available during certain periods of time (e.g., off-season, time of day) due to the sites' normal business operations;
- pre-identified sites may be denied Company use by the property owners; and
- certain pre-identified sites may be inaccessible or unusable at the time of need (e.g., due to storm-related road closures, down wires, debris).

If additional sites are needed, the *Section Manager, ESG*, or designee (or *LSC*, or designee, if activated) may solicit assistance from EP's *Director, Strategic Planning and Preparedness*, or designee, and/or RCA's *Director, Westchester*, or designee, in contacting municipal/government-

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owned sites (e.g., schools, Metro-North Railroad) and Energy Services support personnel (under the direction of the *Energy Services Officer*, or designee) in contacting private property owners (e.g., large managed accounts) to source additional potential locations in the desired distribution areas of the County. Distribution will also be coordinated with local and/or County officials, to the extent possible, based upon requests for dry ice distribution at locations that are in addition to the ones the Company initially secures.

### **12.8.3 Dry Ice Distribution**

Once dry (or wet) ice has been procured and is available for distribution, the *Logistics Section Chief*, or designee(s), will arrange for the transportation of the product to the agreed-upon distribution locations.

In accordance with Customer Operations' internal procedure, [CSP 2-0-22 Customer Operations – General: Dry Ice Distribution \(Attachment 6\)](#), Customer Operations is responsible for staffing and supervising dry ice distribution locations, ensuring that distributed dry ice is properly packaged, and handling instructions are provided to the customer.

### **12.8.4 Dry Ice Information Sharing / Communications**

As previously stated, the Company will share information regarding dry (or wet) ice distribution (to include at a minimum distribution locations, dates and times) as follows:

- Media Relations will issue a press release;<sup>93</sup>
- the Company website ([conEd.com](http://conEd.com)) will be updated;<sup>94</sup>
- customers who call 1-800-75-CONED can listen to a telephone broadcast IVR message or speak with a live CSR to obtain this information;<sup>95</sup> and
- if the Company is hosting elected/municipal conference calls (and/or participating on NYCEM's *Elected Official Calls*), then the respective Corporate Affairs representative will share this information with call participants.<sup>96</sup>

The above methods will identify the type of ice being distributed such that the public has proper transport container.

## **12.9 SPOILAGE CLAIMS**

For events where the restoration period is likely to exceed 72 hours, the *CERC Customer Operations Officer* and *CERC Communications Officer*, in coordination with Legal Services, will develop a communications plan to provide information to customers regarding spoilage claims for

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<sup>93</sup> ERP Section 7.3.2: Press Releases  
<sup>94</sup> ERP Section 7.4.1: Company Website  
<sup>95</sup> ERP Section 8.3.1: Customer Calls  
<sup>96</sup> ERP Section 7.2.2: Government Relations

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events where the Company fails to meet the restoration time set forth in the [ETR Protocol \(Attachment 12\)](#).

Information related to food spoilage is located on the Company website ([conEd.com](#)) under [File A Claim](#). Claim forms are available under [Download a Claim Form](#) for both residential and commercial customers in multiple languages.

For more information regarding the Company's responsibilities regarding claims, see [CI 730-2, Settlement of Claims for Spoilage of Food, Prescription Medicine, or Perishable Merchandise and Customer Compensation due to Power Outage \(Attachment 17\)](#), and PSL73 (see explicit details below).

## **12.10 PROLONGED OUTAGE CREDITS AND SUSPENSION OF COLLECTION-RELATED ACTIVITIES AND LATE PAYMENT CHARGES**

Customers are eligible for an outage credit and a temporary suspension of collection-related activities and late payment charges if they experience an electric outage of 72 hours or more resulting from an emergency, in accordance with the NY PSC's November 13, 2013 Order Establishing Policies in Case 13-M-0061. This policy is also covered in the Company's electric tariff, PSC No. 10, General Rule 12.5. The detailed responsibilities and actions required to comply with this policy are outlined in [Customer Service Procedure 2-2-115, Customer Operations – Account Operations/Accounting: Electric Customer Outage Credits \(Attachment 13\)](#).

### **12.10.1 Outage Credits/Reimbursements Customer Communications Plan**

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 Director in Corporate Affairs, Media Relations, Social Media, or designee, will distribute a press release and social posts.

In addition, Corporate Communications will send customer emails, IVR, and text messaging by no later than noon the next day, following the day that the requirements of a widespread prolonged outage have been. This will notify customers that they may apply for reimbursement for food or prescription spoilage. If necessary, these communication plans can be partially segmented, based on geographic media and social media coverage of our service territories in Brooklyn, Queens, Staten Island, Manhattan, The Bronx, and Westchester. This information regarding the claims process will be shared based on Press Releases via text messaging, and on the website at conEd.com and ORU.com in the section about claims, for 14 days. Con Edison is prepared to send the information on this new credit law when we experience an outage lasting 72 hours.

**Sample Text:** Any power loss can be incredibly difficult. While we are committed to providing safe and reliable service to all our customers, the severity of <variable – storm,

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heat event, or other error> that resulted in service interruption, has resulted in a power outage lasting more than 72 hours in your area. We will reimburse customers up to \$235 for food loss if you can provide an itemized list, or up to \$540 if you can provide proof of loss that occurred during this same time period <variable – this sentence would change for small businesses>. Con Edison will also reimburse you for any prescription medications that have spoiled, up to the amount of the actual loss. To receive the reimbursement, you must provide us with itemized lists, and/or proof of loss by <variable text date>. For more information and instructions please visit conEd.com. We assure you that we are doing all we can to prevent it from happening again, and thank you for your understanding on this matter.

For emergency events when CERC has been activated, the *CERC Planning Section Chief*, or designee, will determine if the criteria for customer outage credits have been met, as per the tariff. For non-CERC emergency events, the customer Operations CERC Officer in conjunction with the Operations Application & Support group will determine if the criteria for customer outage credits have been met.

## 12.11 DEMOBILIZATION

Demobilization planning should begin as soon as reasonably practicable.

### External Resources

The process for releasing mutual assistance crews, which is coordinated between Electric Operations and EP, is detailed in [ERP Section 10.6.7: Demobilization of Mutual Assistance Resources](#).

### Company Resources

During ICS activations with incident classifications of Class 2 or greater, the *Incident Commander*, or designee, is responsible for initiating demobilization. Each member of Command and General Staff (e.g., *Officers* and *Section Chiefs*) is responsible for overseeing the demobilization of their respective resources in accordance with the direction provided by the *Incident Commander*, or designee.

The regional ICS structure will typically be demobilized when:

- the factors for demobilization of mutual assistance crews have been reviewed and addressed;
- all incident-related jobs are assigned;
- the majority of incident-related customer outages have been restored; and
- after circuit/feeder sweeps are either performed and verified outages have been restored or after sweeps have been determined as not required, per the *Planning Section Chief*, or designee.

The *Planning Section Chief*, or designee, is responsible for notifying Company personnel of demobilization plans via either conference call(s) and/or email notification(s).

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RESPONSE PLAN**

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CIG also sends out email/text notifications to both internal and external recipients regarding ICS demobilization status, in accordance with the Company's Corporate Instruction on incident reporting.<sup>97</sup>

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<sup>97</sup> CI 260-2, Incident Reporting (Attachment 1)

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