

Attachment 18.3 Outage Management

Case 16-M-0610: Comprehensive Management and Operations Audits of New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation

Recommendation #	Project Lead/Subject Matter Expert	Topic Area	Project	Expected Completion Date	Status
<u>1</u>	Tara Morgan	Communications	Situational Awareness- Employee		In Progress
<u>2</u>	Juanita Washington	Communications	PIO Guidelines and Checklists	-	Complete
<u>3</u>	Dave Gridley/ Erik Robie	Communications	Public Official Situational Awareness	-	Complete
<u>4</u>	Bonnie Vareka	Communications	PLO Tools and Training	12/31/2019	In Progress
<u>5</u>	Katelynn Scott	Communications	PLO Tools and Training	-	Complete
<u>6</u>	Dave Gridley/ Erik Robie	Communications	Critical Facility Communications	-	Complete
<u>7</u>	Tara Morgan	Communications	Media and Officials Communications – methods and approvals	-	Complete
<u>8</u>	Tara Morgan	Communications	Improve ability to get photos to PIO		In Progress
<u>9</u>	Amy Adams	Communications	PLO Tools-Translation of Circuits into Town	-	Complete
<u>10</u>	Tracy Maus	Work Plan	Text Alerts		In Progress
<u>11</u>	Sarah Hanley	Communications	IVR		In Progress
<u>65</u>	Leona Michelsen/Kevin Elwell	Communications	Text alerts wording		Not Started
<u>12</u>	Kevin Guimond	Crew Management	Crew Acquisition	-	Complete
<u>13</u>	Amy Adams/Erik Robie	Work Plan	Critical Facilities Management-Coding	-	Complete
<u>16</u>	Cindy Gronwall	Crew Management	Resource On Boarding		In Progress
<u>17</u>	Nate Boutwell	Crew Management	Safety Officer Briefing	-	Complete
<u>18</u>	George Potter/ Tom Layton	Crew Management	Municipal Coordination – Road Clearing	-	Complete
<u>19</u>	Shannon Fitzgerald	Crew Management	Work Assignments - Work Flow	-	Complete
<u>20</u>	Bill Sears	Crew Management	Crew Locations		In Progress
<u>21</u>	Tamara Jones-Smith	Crew Management	Border Crossing Resource Management		In Progress
<u>22</u>	Amy Adams	Crew Management	LSE Customer Scorecard Compliance	-	Complete
<u>23</u>	Michael Craven	Crew Management	Activation and Resource Tracking	-	Complete
<u>24</u>	Walt Matyjas/Kevin Therriault	Crew Management	Make Safe and Restoration Management	-	Complete
<u>25</u>	Diane Chester	Crew Management	Determining Wire Guard Resourcing	-	Complete
<u>26</u>	Andy Winn	Crew Management	Use of Service Crews for Event Response		Not Started
<u>27</u>	Paul Ripic	Logistics	Dry Ice, Bottled Water and Other Extended Event information		In Progress

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60	Linda Ball	Work Plan	AMI System Improvements	-	Complete
61	Kerri Therriault	Work Plan	Dig Safe Ticket Process		Not Started
62	Tom Layton	Work Plan	Substation Flood Mitigation (OPE 57)		In Progress
63	Chuck Eves	Work Plan	End to end OEI process		In Progress
67	Cindy Gronwall	Work Plan	Cable/Telcom Coordination	-	Complete
68	Cindy Gronwall	Communications	Situational Awareness- Employee		In Progress