

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