

**ATTACHMENT 01:
CORPORATE INSTRUCTION 260-2:
INCIDENT REPORTING**

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SUBJECT

260-2 CI Incident Reporting

- 1.0 **PURPOSE** -- To specify procedures and establish criteria for reporting incidents to System Operation's Central Information Group (CIG), System and Transmission Operations.
- 2.0 **APPLICATION** -- This Instruction applies to all organizations and employees of Consolidated Edison Company of New York, Inc. (CECONY). The term *Company* when used in this Corporate Instruction refers to CECONY.
- 3.0 **DEFINITIONS** --
- 3.1 **Critical Facilities** – In general, critical facilities are facilities from which essential services and functions for the continuation of public health and safety and disaster recovery are performed or provided. Examples include hospitals, water supply/treatment plants, fire houses, prisons, nursing homes, government agencies, research institutions, public transportation systems, and may include those locations deemed critical by New York City Emergency Management (NYCEM) or Westchester County Department of Emergency Services (DES) and other locations as identified by the New York State Department of Public Service (DPS).
- 3.2 **Distribution Load Relief Program (DLRP)** – A Company program that is designed to reduce the strain on transmission and distribution lines. Any customer within the CECONY electric service territory can participate if they conform to the eligibility requirements outlined in Rider T of the Electric Tariff.
- 3.3 **New York Independent System Operator (NYISO) Targeted Demand Response Program (TDRP)** – A NYISO program that is activated during periods of actual power shortages or other emergencies in certain defined sub-zones within the CECONY service territory (NYISO Zone J). When the Distribution Load Relief Program (DLRP) is not sufficient to reduce strain in specific local distribution areas, the Company can request that NYISO activate the NYISO TDRP in a specific sub-zone. NYISO will contact program participants in their respective Emergency Demand Response Program (EDRP) or Special Case Resource (SCR) programs, with a request to invoke curtailment measures. TDRP can also be dispatched independently during the off-peak season (between October 1 and April 30) if load relief resources are necessary and Con Edison's Demand Response programs are not active.
- 4.0 **GENERAL PROVISIONS** --
- 4.1 CIG is responsible for acquiring and disseminating information on reportable incidents (as covered in paragraphs 5.2 through 5.6) to all affected Company organizations as well as to specified regulatory and governmental agencies.

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- 4.2 CIG is located at the Energy Control Center, is staffed at all times, and can be reached 24 hours a day, seven days a week, at primary phone number [REDACTED] and backup phone numbers [REDACTED]. CIG depends on accurate, thorough, and timely information from Company sources, which provides the basis of CIG's reports. Thus, Company personnel must provide CIG with complete, accurate, and timely reports of incidents as well as the necessary follow-up reports. Any initial reports received through e-mail or other system generated notification, shall be promptly followed up with a phone call to CIG from the responsible organization.
- 4.3 When an Incident Command Post is mobilized, the Incident Commander is responsible for assuring that information related to the incident is gathered, disseminated, and forwarded to CIG by the designated Communicator (the field person responsible for formal internal communications at the Field Command Post) in a timely manner. At a minimum, the following information is required: Incident Level (e.g., Class 1, Class 2, or Class 3), name of Incident Commander, name of the Communicator, Communicator's telephone number, location of command post, and location of staging area. All responses to incidents and emergencies must adhere to the guidelines provided in Corporate Instruction CI-260-4, "Corporate Response to Incidents and Emergencies."
- 4.4 CIG will utilize the Central Information Dashboard to disseminate notifications to subscribed parties.

5.0 PROCEDURES --

- 5.1 **Incident Reporting Responsibilities** – Each Company organization must identify types of incidents specific to its organization that are required to be reported to satisfy regulatory reporting requirements and develop procedural protocol, including information required, for reporting to CIG.
- 5.2 **Reportable Incidents** – Reportable incidents include those that impact Company operations or threaten degradation of service to a significant number of customers or critical customers; those that involve injuries to employees, contractors, or members of the public; and/or those that might result in media interest or impact the Company's image. The following incidents must be reported to CIG as soon as possible.
- a. Incidents that affect transmission operation and capabilities on the Electric System, such as those described below, must be reported to CIG by the Senior System Operator and/or System Operator. This information will be

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supplied for the CECONY system and for any other utility or other market participant that may affect the CECONY system. Note: Various incidents included in this section may be reportable to the North American Electric Reliability Corporation (NERC), Northeast Power Coordinating Council, Inc. (NPCC), and the U.S. Department of Energy (DOE). NERC Standard EOP-004, "Event Reporting," and Critical Infrastructure Protection Program CIP 008, "Cyber Security - Incident Reporting and Response Planning," include specific reporting requirements.

- (1) Generators, boilers, and other generating station equipment that are removed from service for any reason, their effect on the generating station capacity, and estimated time of return.
- (2) Transmission feeders, overhead transmission lines, and all feeders rated at 69kV and above removed from service for any reason.
- (3) Interconnection ties that are out-of-service and operational impacts, if any, to the New York Independent System Operator (NYISO) control area or neighboring systems.
- (4) Loss of transmission components/disturbances that affect the integrity of the interconnected systems operations, result in system separation/islanding/collapse, loss of generation, loss of firm system demands, loss of significant number of customers, or incidents resulting in a declaration of Condition Red/Condition Yellow.
- (5) Actions that result in voltage excursions, major damage to power system components, or failure/degradation of protection schemes and operating systems.
- (6) For bulk power events, voltage reduction of any type or magnitude and firm load shedding, including time of outage, location and/or load management block number, megawatt load of area affected, number of customers affected, and an estimate of the time of restoration.
- (7) Appeals to the public by either NYISO or the Company for demand reduction or energy conservation as well as any declarations of a Major Emergency by the NYISO.
- (8) Actual or attempted acts of terrorism, sabotage, vandalism, theft of Company vehicles, cyber-attacks/theft incidents involving critical cyber assets, physical threats, surveillance activities, or security breaches at a Company-owned or Company-occupied facility.

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- b. Incidents that affect the electric, gas, or steam distribution systems, such as those described below, must be reported to CIG by the appropriate emergency supervisor or responsible party.
- (2) Incidents that meet certain defined criteria, as outlined in Gas Operations Standard G-11850, "Reporting Natural Gas Incidents, Evacuations, Major Service Interruptions, Exceeded MAOP and Carbon Monoxide Incidents," associated with gas main leaks, main shutdowns, customer interruptions, and property damage as well as pressure troubles, and/or gas related/carbon monoxide incidents involving injuries or evacuations.
 - (3) Electric, gas, or steam customer interruptions that meet the following predetermined thresholds:
 - (a) Electric Interruptions:
 - 1) NYC $\geq$ 500 non network customers
 - 2) NYC $\geq$ 250 network customers
 - 3) Westchester County $\geq$ 1000 customers
 - (b) Gas Interruptions $\geq$ 10 services.
 - (c) Steam—any unscheduled interruption.
 - (d) Impacts critical facilities.
 - (4) Steam or water main breaks.
 - (5) Underground electric system troubles such as manhole fires, explosions, carbon monoxide evacuations, or transformer fires resulting in impact to the public and/or significant local impact to customers.
 - (6) Overhead electric system troubles, wires down, and/or damage to overhead equipment, resulting in significant impact to either the reliability of the system or resulting in significant local impact to customers.
 - (7) Complete loss and/or reduction of steam, electric, or gas supply or a major commodity shortage.

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- (8) Evacuation of any Company-owned or Company-occupied facility.
 - (9) Incidents relating to suspected or actual acts of terrorism, sabotage, vandalism, theft of Company vehicles, cyber-attacks/theft incidents involving critical cyber assets, physical threats, surveillance activities, or security breaches at a Company-owned or Company-occupied facility.
 - (10) Use of voltage reduction and/or implementation of other load relief programs including Distribution Load Relief Program (DLRP), NYISO targeted demand response programs, public appeals, and localized load shedding.
- c. Incidents involving fatalities, personal injuries, or property damage related to or caused by Company employees and/or Company equipment, such as those described below, must be reported to CIG by the appropriate emergency supervisor or responsible party. Note: The following incidents must be reported to CIG immediately as described in Corporate Environmental, Health and Safety Procedure (CEHSP) S08.00 - Notification, Reporting and Recording of Accidents, Injuries and Property Damage. Refer to this CEHSP for guidance on actual reporting requirements. The Company may be required to notify agencies within 60 minutes of the occurrence of any injury or accident.
- (1) Fatalities of Company or Company contractor's employees.
 - (2) Work-related injuries to Company or contractor's employees requiring on-site treatment from emergency response personnel or result in transport to a hospital for evaluation and/or treatment. Note: A follow up phone call to CIG is required to provide an update on the injury (i.e., severity of injury, admission to hospital, released from hospital, treatment provided, etc.).
 - (3) Fatalities or any reports of injuries to the public as a result of Company operations or equipment.
 - (4) Building fires, explosions, storm, or water damage in which Company equipment may be involved.
 - (5) Reports of electric shocks regardless of whether an injury is reported or confirmed.

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- (6) Any damages to customer/private property caused by the unexpected release/failure of an energy commodity (electric, gas, or steam) or any damage caused by Company employees or operations resulting in damage reasonably expected to be in excess of \$100,000.
 - (7) Property Damage of at least \$500 from any Unmanned Aerial System (UAS) or drone related accident.
 - (8) Fire or Damage at an Energy Storage (Utility Scale battery) System facility that causes a significant event response (e.g., evacuation, explosion, loss of electrical service to customers). The deployment or presence of an emergency government response shall be considered a significant event.
- d. Incidents involving civic obligations, such as those described below, must be reported to CIG by the appropriate emergency supervisor or other responsible parties. Note: CIG may initially be notified of these types of incidents via non-Company sources (e.g., Fire and/or Police Department). In these cases, CIG is responsible for notifying the appropriate Company organization, so it may respond and confirm the impact or potential impact to the Company and its facilities whether the facility is Company owned or Company occupied.
- (1) Notification of aviation warning lights out-of-service.
 - (2) Noise and pollution complaints including conditions affecting the air, land, or water resulting from discharges of oil, smoke, etc.
 - (3) Bomb threats.
 - (4) Civil disturbances or disorders.
 - (5) Significant major incidents occurring within the CECONY service territory in which there may be Company involvement.
 - (6) Oil spills and fires involving Company equipment or operations. For specific requirements, refer to CEHSP E10.01 - Release Reporting.
 - (7) Releases of hazardous substances (including polychlorinated biphenyls [PCBs] and asbestos) into the environment from Company equipment or operations. For specific requirements, refer to CEHSP E10.01 - Release Reporting.

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- (8) Appeals by either NYISO or the Company to the general public, large customers, or critical customers to reduce electrical load for emergency reasons or network contingencies.
- (9) Severe weather such as hurricanes or Nor'easters or other natural disasters that could or have affected the Company's equipment.
- (10) Media presence at a Company-related incident.
- (11) NYISO Threat Notices.
- (12) Incidents relating to suspected or actual acts of terrorism, sabotage, vandalism, theft of Company vehicles, cyber-attacks/theft incidents involving critical cyber assets, physical threats, surveillance activities, or security breaches at a Company-owned or Company-occupied facility.

5.3 Gas or Steam Incidents – Incidents affecting the gas or steam transmission/distribution systems, such as those described below, must be reported to CIG by the appropriate Gas System Operator or Energy-Steam Dispatcher.

- a. Gas or steam incidents that meet defined reporting criteria associated with gas/steam main leaks, gas-main shutdowns, steam-main shutoffs (Category 1 Emergency or Category 2 Emergency), customer interruptions, property damage, pressure-related troubles, and/or gas-related incidents/carbon monoxide incidents involving injuries or evacuations.
- b. Over pressurization problems which result in gas/steam pressures exceeding maximum allowable operating pressures.
- c. Declaration and termination of gas or steam system emergencies.
- d. Gas or steam interruptions as specified in paragraph 5.2b (3), subparagraphs (b) or (c).
- e. Evacuation of any Company-owned or Company-occupied facility.
- f. Incidents relating to suspected or actual acts of terrorism, sabotage, vandalism, theft of Company vehicles, cyber-attacks/theft incidents involving critical cyber assets, physical threats, surveillance activities, or security breaches at a Company-owned or Company-occupied facility.

5.4 Electric Operations – The following information must be reported to CIG by the Electric Operations Control Center Shift Managers whenever there is a multiple-

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feeder contingency, low-voltage condition, or customer outages on the distribution system as specified in paragraph 5.2b (3) (a):

- a. Network and load area feeders out-of-service, time of outage, current impact, customer impact on next worst contingency and any critical facilities affected.
- b. Restoration time of feeder(s) and associated alleviation of outage, current impact, and customer impact on next worst contingency.
- c. Unit substation incidents resulting in significant damage to Company equipment that results in public/media attention and/or jeopardizes the overall reliability of the facility to provide electric service.
- d. Fire or Damage at an Energy Storage (Utility Scale battery) System facility that causes a significant event response (e.g., evacuation, explosion, loss of electrical service to customers). The deployment or presence of an emergency government response shall be considered a significant event.

5.5 Generating Station Operations – The following information must be reported to CIG by Generating Station Shift Supervisors:

- a. Notification of aviation warning lights out-of-service.
- b. Notification of excessive stack emission, smoke, soot, or noise complaints by the public.
- c. Fires involving Company equipment or operations.
- d. Release of hazardous substances (including PCBs and asbestos) into the environment from Company equipment or operations.
- e. Generators, boilers, and other generating station equipment that trip off-line, are removed from service or derate the unit, as well as the time of outage, cause, and estimated return date. Note: For Electric Units, these incidents are generally reported to CIG by the Energy Dispatcher at the Energy Control Center.
- f. Actual or potential nitrogen oxide (NOx) emission violations.
- g. Evacuation of any Company-owned or Company-occupied facility.

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- h. Incidents relating to suspected or actual acts of terrorism, sabotage, vandalism, theft of Company vehicles, cyber-attacks/theft incidents involving critical cyber assets, physical threats, surveillance activities, or security breaches at Company-owned or Company-occupied facilities.
- i. Fuel inventories dropping below 50% of normal levels or other fuel-related issues that threaten the reliability of the plant's operation.

5.6 Substation Operations – The following information must be reported to CIG by Substation Operations:

- a. Substation incidents resulting in significant damage to Company equipment that results in public/media attention and/or jeopardizes the overall reliability of the facility to provide electric service.
- b. Fires involving Company equipment or operations.
- c. Release of hazardous substances (including PCBs and asbestos) into the environment from Company equipment or operations.
- d. Bus section outages in an area substation.
- e. Evacuation of any Company-owned or Company-occupied facility.
- f. Incidents relating to suspected or actual acts of terrorism, sabotage, vandalism, theft of Company vehicles, cyber-attacks/theft incidents involving critical cyber assets, physical threats, surveillance activities, or security breaches at Company-owned or Company-occupied facilities.
- g. Fire or Damage at an Energy Storage (Utility Scale battery) System facility that causes a significant event response (e.g., evacuation, explosion, loss of electrical service to customers). The deployment or presence of an emergency government response shall be considered a significant event.

5.7 CIG Notifications – After receipt of an incident report, CIG will make required notifications as required to the appropriated organization including the following:

- U.S. Department of Energy (DOE)
- North American Electric Reliability Corporation (NERC)
- Northeast Power Coordinating Council, Inc. (NPCC)

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- National Response Center (NRC)
- United States Coast Guard (USCG)
- United States Department of Transportation (DOT)
- New York State Department of Public Service (DPS) – Various Divisions
- New York City Emergency Management (NYCEM)
- New York City Police Department (NYPD)
- New York City Fire Department (FDNY)
- New York State Department of Environmental Conservation (NYSDEC)
- New York City Department of Environmental Protection (DEP)
- Westchester County Department of Emergency Services (DES)
- New York City Department of Health and Mental Hygiene (NYCDOHMH)
- Westchester County Department of Health
- Other regulatory agencies as required
- Affected Company organizations and individuals

Note: These notifications do not preclude or restrict any other required reporting requirements to these agencies by other Company organizations.

5.8 Notifications to the New York State Department of Public Service (DPS) - CIG will ensure that all required notifications to the Office of Electricity and the Office of Gas, Water, and Safety are made in compliance with all applicable codes, regulations, and DPS standards.

5.9 Late Reporting – In cases where an incident was not properly reported in a timely manner, based on existing regulations and/or internal protocols, as covered in paragraph 5.1, the responsible organization must immediately notify CIG so that any required external or internal notifications can be made. In addition, the responsible organization must review the incident, including applicable procedures and protocols, to formulate areas for improvement and develop and conduct lessons learned in order to ensure accurate and timely reporting of future incidents.

6.0 ADVICE AND COUNSEL -- The General Manager, System Operation, System and Transmission Operations will provide advice and counsel on this Instruction.

7.0 POLICY OWNER – Section Manager – System & Transmission Operations Central Information Group/Watch Engineering.

8.0 REVIEW CYCLE – This Corporate Instruction is reviewed every two years.

9.0 SUMMARY OF CHANGES –

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Approval Date	Summary of Changes
03/10/2022	Section 3.2 – Revised DLRP definition, 3.3 – Added information to TDRP definition, 5.2 a. – Modified Note to state that various incidents "may be" reportable and not "are" reportable, 5.2 (8) – Modified verbiage to match CIP 008 reporting requirements, 7.0 – Added Policy Owner section, 8.0 – Added Review Cycle section, 9.0 – Added Summary of Changes section.
10/31/2023	Section 5.2 c. – Corrected grammatical error, 5.2 c. (6) – Updated damage amount to customer/private property, 5.2 c. (7) – Added property damage from UAS, 5.4 a. and 5.4 b. – Modified verbiage to match the most recent requirements.
06/21/2024	Section 4.3 – Updated Incident Level to match the most recent ERP, Section 5.2 c, 5.4, 5.6 – Added reportable incidents pertaining to Utility Scale batteries, Section 7.0 – Specified Policy Owner.

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CORPORATE RESPONSE TO
INCIDENTS AND EMERGENCIES

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1.0 **PURPOSE** --

- 1.1 The purpose of this Corporate Instruction is to establish the process and to define the organizational structure used to prepare for, plan, and respond to incidents and emergencies ("incidents") involving Consolidated Edison Company of New York, Inc. (CECONY). The terms *Corporate* or *Company* when used in this Instruction refer to CECONY, unless otherwise stated.
- 1.2 This Instruction establishes guidelines to determine the appropriate level of response and mobilize the appropriate Company and external resources in a timely manner in response to any incident. This instruction describes the Incident Command System (ICS), the ICS organizational structure, and it also outlines the role of the Incident Commander and staff. Its principles are used to manage any incident or emergency.

2.0 **APPLICATION** --

- 2.1 This Corporate Instruction is applicable to all Company departments and applies to all incidents in order to prevent or mitigate the impact on the public, Company employees, Company facilities, and the environment.
- 2.2 The Vice President, Emergency Preparedness, and the assigned staff provide assistance to Operations and support organizations for preparation of their emergency plans; facilitate preparations for response to incidents; and ensure that incident responses are successfully executed under the Incident Command System. Operations is responsible for responding to incidents and any recovery operations required.

3.0 **DEFINITIONS** --

- 3.1 **CERC** – The acronym stands for Corporate Emergency Response Center, which is the Company's emergency operations center when mobilized for Full-Scale incidents. The center may be located at 4 Irving Place, The Learning Center, or any other location deemed necessary to provide strategic management of an incident.
- 3.2 **Command Staff** – The ICS Command Staff could consist of the Information Officer; Environment, Health and Safety (EH&S) or Safety Officer; Liaison Officer; Communications Officer; Customer Operations Officer; Energy Services Officer; Corporate Security Officer; Information Technology Officer; and, in some instances, a Legal Officer. They report directly to the Incident Commander (IC). In the field or facility application of the Command Post, an Emergency Response Group (ERG) or an Environment, Health and Safety Response & Reporting Team (ERRT)

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member may be part of the Command Staff.

- 3.3 Communications Officer** – A member of the Command Staff, typically staffed by personnel from Corporate Affairs, who is responsible for communicating emergency recovery information to all relevant stakeholders including, but not limited to, governmental stakeholders (e.g., NYC Office of the Mayor or Westchester County Elected Officials). The Communications Officer also ensures the ongoing flow of communication, and consistent communications, between the regional ICS organization(s) and various Corporate Affairs groups (i.e., Regional & Community Affairs, Government Relations, Media Relations, Corporate Communications, etc.), as appropriate.
- 3.4 Communicator** – Field person responsible for formal communications, both internal and external, at the field Incident Command Post. The Communicator works closely with the field Incident Commander to gather work status information, and establishes a formal communication structure with the Regional Control Center for the timely conveyance of work updates. The Communicator presents information to outside agencies at the scene, and also records and logs all major actions for current and future reference.
- 3.5 Corporate Security Officer** – A member of the Command Staff responsible for coordinating security activities.
- 3.6 Customer Operations Officer** – A member of the Command Staff responsible for the coordination of Customer Operations resources and providing assistance and information to customers adversely impacted by a Company event in accordance with Customer Service Procedure CSP 2-0-1, “Corporate Event Customer Response Plan,” and Corporate Instruction CI-490-2, “Customer Care Emergency Response Plan.” In addition, the Customer Operations/ Outreach Officer provides informational updates to the Senior Vice President, Customer Operations.
- 3.7 Critical Facilities** – Customers who, for public health or safety reasons, require the special handling of Energy Services, Steam Operations Business Development, Engineering and Planning, and Customer Operations for communications, service restorations, and/or response to service needs in accordance with Customer Service Procedure CSP 4-5-4, ENERGY SERVICES– GENERAL, “Energy Services Responsibilities Associated with the Emergency Operating System (EMOPSYS).”
- 3.8 EH&S Officer** – A member of the Command Staff responsible for developing and recommending measures for personnel and public safety, assessing and or anticipating hazardous and unsafe situations, and ensuring that

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assessment, modeling, surveillance, monitoring, and permitting of environmental aspects related to the incident are accomplished. Only one primary EH&S Officer, per operational period, will be assigned to each incident. The EH&S Officer is responsible to ensure the overall EH&S incident objectives and resources necessary to accomplish them are addressed within the Operational Planning Cycle, Meetings, and Briefings. The EH&S Officer may have assistants. Assistants may have specific organizational responsibilities, and/or be assigned specific functional areas such as personnel safety inspections, hazardous material, etc.

- 3.9 **Emergency Response Plan (ERP)** – The Company's Emergency Response Plan detailing an organization's response to incidents and events affecting an energy system.
- 3.10 **Finance/Administration Section** – The Section is responsible for all incident costs and financial considerations, and includes, Business Finance, Human Resources, Learning and Inclusion, and Legal Services.
- 3.11 **General Staff** – A group of incident management personnel organized according to function who report to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief.
- 3.12 **Incident** – An incident is an unexpected event caused by equipment, personnel, or other phenomena from which an undesired condition or situation results, requiring action by personnel to prevent or minimize loss of life or damage to property and/or natural resources, and/or maintain or restore the generation, transmission, or distribution of energy service.
- 3.13 **Incident Classification**¹ – Incidents are classified into four levels as described below in subparagraphs a through d. EXHIBIT A provides an expanded discussion of the four incident levels.
 - a. **Routine Level**. An incident that is managed by the responsible operating organization, usually using local assigned crews.
 - b. **Upgraded Level (and/or Class 1)**. An incident that may require more than one response crew, and management assistance is requested for more than routine guidance.
 - c. **Serious Level (and/or Class 2)**. A more complex incident that involves a

¹ Electric Underground events use classifications Routine, Upgraded, Serious, and Full-Scale. Electric Overhead events use classifications Class 1, Class 2, and Class 3 as referenced in the Electric Emergency Response Plan (ERP), Section 4.1.

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regional response of assigned crews diverted to the incident scene with Corporate support, as needed. There may be a need for support from outside the Company (commonly referred to as mutual assistance) at this level.

- d. Full-Scale Level (and/or Class 3). An incident that involves widespread need for Company forces in one or multiple service areas, and which could include support from outside the Company.

3.14 **Incident Commander (IC)** – The individual responsible for the overall management of the incident. The IC should be trained to the appropriate level based upon the incident classification.

3.15 **Incident Command Post** – The location at which the primary command functions are executed.

3.16 **Incident Command System (ICS)** – A standardized emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single, or multiple, incidents without being hindered by jurisdictional boundaries.

3.17 **Information Officer** – A member of the Command Staff responsible for gathering and sharing accurate and timely data required for critical communications during a corporate emergency, when CERC is activated, or during a regional incident, when the regional ICS is activated. At the regional level, the Regional Information Officer reports to the Regional IC, and works closely with the Communications Officer, Liaison Officer, and other members of the ICS, to gather and distribute information.

3.18 **Information Technology (IT) Officer** – A member of the Command Staff responsible for network, systems, applications, infrastructure, and other IT- related issues.

3.19 **Liaison Officer** – A member of the Command Staff responsible for coordinating activities with representatives from external agencies involved in the incident response. The Liaison Officer communicates inter-agency requests and helps with resource coordination between the Company and agencies such as NYC Emergency Management, NYPD, FDNY, Westchester County and others. This position is typically staffed by a representative from Emergency Preparedness, and may support Electric Operations at the regional level (as part of the regional ICS), or in the DESR, or CERC.

3.20 **Logistics Section** – Responsible for providing facilities, services, and materials for the incident.

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- 3.21 **Mutual Assistance** – A formal agreement among emergency responders to lend assistance across jurisdictional boundaries when required, either by an emergency that exceeds local resources, or a disaster.
- 3.22 **Operations Section** – Responsible for tactical operations at the incident.
- 3.23 **Planning Section** – Responsible for the collection, evaluation, and dissemination of tactical information related to the incident, and for the preparation and documentation of Incident Action Plans. This section also maintains information on the current and forecasted situation, and on the status of resources assigned to the incident. The Planning Section includes the Situation, Resource, Documentation, and Demobilization Units, as well as Technical Specialists.
- 3.24 **Qualified Individual** – A person who, by means of training and experience, is competent to perform necessary duties with respect to the commodity, incident, and function at issue.
- 3.25 **System Peak Load** – Is the maximum hour-ending integrated electrical load, in megawatts, for a given day in the year.
- 3.26 **Unified Command** – A unified team effort that allows all agencies with responsibility for the incident, either geographically or functionally, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing, or abdicating, any single organization's authority, responsibility, or accountability.
- 3.27 **White Hat** – The designation of "white hat" refers to the individual who assumes the role of IC during Routine and Upgraded incidents. As the incident escalates to a Serious or Full-Scale Incident, the White Hat may be transferred to higher levels of management. For the purposes of identification, this is typically a field designation.
- 4.0 **PROCEDURES** -- This Instruction describes how the Company utilizes the ICS process to manage any incident or event within the Company's sphere of work.
- 4.1 **Emergency Preparation** –
- a. This Instruction authorizes an Emergency Preparedness (EP) Program, as part of the Company's Corporate Emergency Management Strategy (CEMS), under the guidance of the Vice President of Emergency Preparedness, to ensure that emergency preparation and incident response capabilities and responsibilities are maintained, and

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continuously improved.

- b. Vice Presidents of Operations organizations and support organizations are responsible for ensuring that their organizations are prepared to respond to incidents within their areas of responsibility. This responsibility includes any, or all, of the following:
 - (1) Developing response plans and procedures based on appropriate hazards analysis.
 - (2) Reviewing response plans and procedures on an annual basis, or as specified in the document.
 - (3) Ensuring that personnel within their organizations are ICS trained and maintaining a roster of qualified personnel capable of responding to incidents.
 - (4) Reviewing, evaluating, and documenting exercises and responses to Serious and Full-Scale Incidents to identify and address areas for continuous improvement.
 - (5) Documenting, tracking, and closing out "Issues" (as defined in EM- PL-100, "Commitment and Corrective Action Tracking") that result from Serious and Full-Scale Incidents and submitting this information to Emergency Preparedness for inclusion into the Con Edison Tracking System.
- c. Support organizations that work under the rules, procedures, and protocols of an Operations organization in response to an emergency situation need not comply with paragraph 4.1b, except they must maintain a roster of trained personnel capable of meeting the support requirements to which they have committed.
- d. The Vice President, Emergency Preparedness, and staff have the responsibility for oversight of the EP Program and are responsible for facilitating the Company's preparation for, and response to, incidents. Emergency Preparedness has specific responsibility for:
 - (1) Specifying common terminology and standards for communication that are necessary for the uniform effective preparation for, and the response(s) to, incidents.
 - (2) Establishing requirements for ICS (EXHIBIT B) and

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incident response training, qualification, and exercises.

- (3) Review of Operations and support organization response plans and procedures implementing this Corporate Instruction.
- (4) Establishing and maintaining the "Con Edison Exercise Development and Evaluation Guide" on the Conor intranet site.
- (5) Establishing requirements for reporting and evaluating incidents and exercises.
- (6) Participating in lessons-learned development, and maintaining a commitment tracking system of the issues pertaining to exercises and responses to Serious and Full-Scale Incidents to improve the emergency management process.
- (7) Ensuring that there is continuing liaison between CECONY representatives and the external governmental organizations that have important functions in the preparation for, and response to, emergency incidents such as, but not limited to, police, fire, state, county, and local Offices of Emergency Management (OEMs).
- (8) During multi-commodity incidents that involve Orange and Rockland Utilities, Inc. (O&R), request O&R to provide a liaison to coordinate activities, and provide updates to the Incident Commander.
- (9) Conducting and documenting annual assessments of the overall effectiveness of the EP Program.
- (10) Responding to incidents to provide guidance and support to the operating organization(s) on ICS structure.
- (11) Working with external organizations on emergency response preparations during non-emergency periods.
- (12) Developing and maintaining personnel lists and conducting notification testing of individuals capable of responding to a Full- Scale Incident requiring Corporate Emergency Response Center (CERC) mobilization.
- (13) Maintaining this Corporate Instruction and providing counsel for implementing procedures.

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4.2 **RESPONSE** –

- a. The Company's response to any incident, as defined in paragraph 4.2f, will be conducted under the structure of the ICS, as provided in EXHIBIT B. The appropriate level of the Company's response to an incident will be based on the size, type, and potential impact of the incident, as described in this paragraph.
- b. The level of the incident directly affects the size of the ICS organization that will be mobilized. An incident may involve one or two individuals performing their normal job, or it may involve personnel drawn from many Company organizations, contractors, and government agencies.
- c. Incident Identification and Reporting.
 - (1) Employees are responsible for identifying and reporting incidents to their supervisor, or directly to the appropriate Control Center, or to System and Transmissions Operations Central Information Group (CIG) using the guidance in Corporate Instruction CI-260-2, "Incident Reporting," and Corporate Environmental, Health and Safety Procedure CEHSP E10.01, "Release Reporting."
 - (2) Incidents may be identified by employees directly, or by members of the public, informing the Customer Experience Center; Control Center(s); officials from other organizations such as police, fire, state, county, and local OEM's; or other Company/employee contacts.
- d. Incident Evaluation. It is important to recognize the difference in incident levels in order to ensure that an appropriate response is mobilized, and to ensure the safety of the public and Company employees, protection and repair of Company facilities, and protection of the environment.
 - (1) The appropriate operating employee (Senior System Operator, Operating Gas Supervisor, Shift Manager, etc.) on duty in the appropriate Control Center(s) evaluates each reported incident based upon severity level and urgency, and formulates an incident classification level using the guidance provided in Corporate Instruction CI-260-2; Corporate Environmental, Health and Safety Procedure CEHSP S24.01, "Emergency Response Plan"; EXHIBIT A of this Instruction; the Electric Emergency Response Plan(ERP); Specification G-4905, "Guidelines for

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Major Contingencies on the Gas System”; StOP 5-0-16, “Steam Operations Response to Incidents and Emergencies”; StOP 5-0-19, “Steam Operations Incident Command System Emergency Response”; and applicable inputs from emergency investigation work crews.

- (2) EXHIBIT A, Incident Levels, should be used for incident evaluation as it helps classify most types of incidents into four levels of severity based on situational criteria.
 - (3) Upon arrival at the incident, the Incident Commander (IC) may change the incident classification level, if warranted. The IC, or the Communicator, shall call the appropriate Control Center with an update of:
 - (a) The Incident Name (usually a geographic location name)
 - (b) IC’s name
 - (c) Incident Command Post Location
 - (d) Incident Classification Level
 - (e) Field Communicator (name), along with the phone number of the Communicator at the Command Post
 - (4) Either the local Control Center, or the onsite Field Communicator, is required to provide CIG with the information outlined in paragraph 4.2d (3).
 - (5) The appropriate Control Center, or Control Rooms, shall inform the IC of any system condition that can affect the items specified in paragraph 4.2d (3).
- e. Incident Mobilization Preparation. Mobilization consists of the designation, notification, and deployment of personnel and other resources. The magnitude and complexity of the mobilization increases with the severity and urgency of the incident.
- (1) Each Operations organization shall maintain a capability to accept and evaluate information of incidents on a 24-hour seven-day-a-week basis, and will establish procedures to mobilize personnel and associated resources in response to incidents within their service areas, or to support responses to incidents elsewhere in the Company.

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- (2) Operations organizations are responsible for maintaining controlled notification lists of ICS trained personnel to respond to all levels of incidents.
 - (3) The CIG is responsible for maintaining call lists for notifications to regulatory and support agencies, and necessary management and support personnel.
 - (4) The Vice President, Emergency Preparedness, is responsible for maintaining the call list and mobilization plan for Full-Scale Incidents requiring CERC mobilization.
- f. Emergency Response and Incident Commander Actions. Upon determination that a response is warranted for a Routine through Full-Scale Incident, and/or Class 1, 2, or 3 (per guidance in EXHIBIT A), the Control Centers and the CIG will notify various internal and external organizations, and personnel, using pre-determined notification protocols. The Control Room Operator or other authorized person will promptly select and notify the IC, if one is not already on scene. In addition, for Full-Scale (and/or Class 3) Incidents, System Operations Procedure CG 05-05, "CIG Notifications for Upgraded, Serious, and Full-Scale Incident Command Systems (Non-Weather Related) and Corporate Emergency (CERC) Activations," will apply. This procedure specifies method(s) of notification for responders, including an IC, for regulatory and support agency notifications, and for notification of management and support personnel.
- (1) The IC is responsible for the strategic management and the overall coordination of field response efforts of the Company. The first ICS trained qualified individual to arrive at the incident scene will put on a "white hard hat" and wear identification showing his/her name, and assume the role of the IC. If more than one qualified individual is at a location, the most experienced individual in the commodity affected shall be the IC. The IC's name, and the command post location, will be provided to the appropriate Control Center and CIG. (The White Hat is a designated symbol to outside agencies as the person-in-charge of the incident, similar to the New York City Fire Department [FDNY].)
 - (a) **IMPORTANT:** When the incident is managed at the field location, only one White Hat IC shall be present on the

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site at any one time. There are two exceptions to this rule—the first is if the Company has entered into a Unified Command with an outside agency such as the FDNY whose IC also wears a white-colored hat, and the second is when there is an incident at one the generating stations where there may be two White Hats within the station during an emergency. One of the White Hats is the communicator who will meet the responding outside agencies (i.e., FDNY), and the second White Hat is the person who is in charge of the plant operations.

- (2) In the emergency phase of any incident when there is a threat to human health or safety, the IC from the appropriate on-scene emergency response agency (e.g., the FDNY) has overall command authority and responsibility.
- (3) During incidents that are anticipated to continue for an extended period of time, the IC will delegate his/her normal duties.
- (4) Upon arrival on the scene, or at the selected command post, the IC organizes communications and resources, as necessary, to:
 - (a) Protect the responders, the public, and the environment.
 - (b) Contain the incident or emergency condition.
 - (c) Restore services and provide recovery from the incident working with the appropriate Control Center.
- (5) Examples of other communications expected during an incident are provided in EXHIBIT C.
- (6) The authority levels for ICs reflect the scope and severity of the specific incident. EXHIBIT D provides a summary of IC authority by incident classification level.
- (7) The IC, or Operations organization, is responsible for notifying the Senior System Operator (SSO) at the Energy Control Center (ECC) of events or conditions that may require declaration of a Serious or Full-Scale Incident.
- (8) The SSO, appropriate Control Center (s), and the IC are responsible for determining the extent of existing problems and potential contingencies, mobilizing the appropriate Company

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resources, and coordinating with outside agencies to ensure that the event is resolved in a timely manner while minimizing its potential impact upon the system and the public.

- (9) The SSO located at the ECC and/or the IC is responsible for declaring a Full-Scale Incident. The SSO will be notified prior to the declaration of a Serious or Full-Scale Incident.
- (10) In the event of a major incident involving multiple commodities, the SSO will identify the involved operating department(s). If more than one department is involved, the SSO shall designate the lead organization. The SSO, or the responsible Operations senior officer, shall then select an IC as outlined in System Operations Procedure SO5-38, "System Operation Response to Corporate Emergencies and Major Events, including System Shutdown."
- (11) During Full-Scale Incidents where appropriate, Control Centers formulate operational decisions. Each Control Center should notify the IC of these major operational decisions prior to their implementation, if practical.
- (12) The Senior Vice President, Corporate Affairs, determines if incidents warrant the implementation of the Corporate Affairs' Crisis Communications Plan, as described in Corporate Policy Statement 810-2, "Corporate Affairs' Crisis Communications Plan."
- (13) A Full-Scale Incident will be preemptively declared by the SSO in conjunction with the Vice President, Engineering and Planning, in the following situations:
 - (a) The National Weather Service (NWS) predicts that a major storm (e.g., nor'easter/hurricane) is expected to impact our operational area.
 - (b) The predicted temperature variable is greater than 86 degrees F for two, or more, consecutive days.
- (14) A Full-Scale Incident may be preemptively declared at the discretion of a Senior Vice President (Band 74), or higher level, when warranted by the circumstances, with the concurrence of the Vice President of Emergency Preparedness and the SSO.
 - (a) NOTE: Additional specific IC responsibilities are

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described in EXHIBIT B.

- g. Incident Command Post. The Incident Command Post is the facility where the IC, the IC's staff, and the Section Chiefs normally co-locate to manage the response to an incident. It is the IC's responsibility to designate the location of the Command Post. The size and location of the incident, and the size of the ICS organization, are primary factors in determining the location of the Command Post. The following list includes possible locations, which may be selected by the IC.
- (1) On-scene (usually designated by the presence of a Portable Command Post)
 - (2) Mobile Command Center, or Field Operations Center
 - (3) Off-site Command Post (e.g., hotels, local schools)
 - (4) 4 Irving Place
 - (5) The Learning Center
 - (6) A Regional Control Center
 - (7) Rye Headquarters
- h. Demobilization. As plans are being implemented to address the incident, a plan shall begin to be formulated to demobilize employees, contractors, and equipment from the incident scene. The IC, in consultation with the Planning Chief, determines if, or when, the implementation of the demobilization plan is to occur, and if the plan may be formally transferred to an operating department for completion. Transfers of responsibility for the recovery, and completion of the recovery, are reported to CIG.

4.3 Training and Qualifications – Personnel assigned to respond to incidents and emergencies must be qualified to perform the duties expected in these situations, and are required to have the skills and capabilities needed to respond to service, system, and environmental incidents. It also requires the ability to fulfill their responsibilities within the ICS utilized for responding to incidents.

- a. Organization – Specific Training. The Vice Presidents of each organization are responsible for establishing functional qualifications and formal training requirements for their employees to cover the operational portion of the responses to incidents that could occur within their areas of

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responsibility. The Vice President, Emergency Preparedness, will establish ICS training standards and a position training matrix. This includes training employees to serve as ICs and Section Chiefs (e.g., for the Operations and Planning sections) for Routine, Upgraded, Serious, and Full-Scale Incidents. The Learning Center and Emergency Preparedness staff will assist each operating department and support organizations in establishing appropriate training requirements. The Vice President, Emergency Preparedness, may specify additional qualifications for ICs and Section Chiefs for handling Serious and Full-Scale Incidents.

- b. ICS Training Is offered through the external FEMA site.
 - (1) The Learning Center will maintain records of ICS training and qualifications successfully completed by each employee. On-line access is provided so that Emergency Preparedness or Operations organizations may verify individual qualifications.

4.4 Exercise Requirements – Exercises are crucial to ensuring the Company's readiness to respond quickly and effectively to incidents. Exercises are intended to drill personnel on established response procedures, and to practice responding to realistic scenarios of system problems and/or environmental releases. Company organizations will follow the ["Con Edison Exercise Development and Evaluation Guide"](#) in the development and conduct of exercises.

- a. General Requirements. The Vice President, Emergency Preparedness, is responsible for monitoring and recording the execution of response exercises for the Company in accordance with 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).
Emergency Preparedness also provides guidance in developing and conducting incident response exercises and their evaluation, as appropriate.
 - (1) Serious and Full-Scale exercises will be documented by the organization conducting the exercise. Records will be maintained for five years, where appropriate, or as required by regulations, and may be subject to review by federal or state regulatory agencies to confirm compliance with applicable regulations.
 - (2) All organizations with responsibility for conducting exercises are

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to utilize the “Con Edison Exercise Development and Evaluation Guide.”

- (3) The organization conducting the exercise, working with Emergency Preparedness, should invite appropriate stakeholders to participate in, or observe, Serious and Full-Scale Level Exercises.

b. Required Company and Agency Exercises.

- (1) System Exercises. Emergency Preparedness will initiate an annual Exercise in accordance with 16 NYCRR Part 105 that includes the mobilization of utility personnel with specific service restoration assignments, and engages external stakeholders (e.g., local governments, other utilities).
- (2) Operations Organization Exercises. Each Operations organization, with the exception of Customer Operations, will conduct at least two response exercises per year as specified in the IPP. If an actual Serious or Full-Scale Incident has taken place during the calendar year that meets the objectives of the planned exercise, it may be used in lieu of the exercise.
- (3) The exercise will include the use of the ICS and must be based on a realistic risk-based scenario that tests the organization’s capabilities to respond either to a system-related incident, or an environment- related incident, which would be classified at an Upgraded or Serious incident level. These exercises should ensure that support organizations are included to test their capabilities.
- (4) In addition to the exercises required by paragraph 4.4b (1) and (2), all Company organizations must comply with any and all exercise requirements as prescribed by federal, state, and local laws and regulations, and other Corporate Instructions and procedures.

5.0 RESPONSIBILITIES --

5.1 Responsibilities for all Organizations – Each organization, as appropriate, will:

- a. Establish and maintain mobilization plans for incidents within the responsibilities of the originating organization.

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- b. Establish functional requirements and standards for designating and training employees to manage and support the operational portion of the emergency response activities.
- c. Train employees on established standards.
- d. Maintain a list of trained employees.
- e. Utilize the “Con Edison Exercise Development and Evaluation Guide” when planning exercises within their organization.
- f. Conduct or participate in response exercises at prescribed frequencies as specified by the IPP.
- g. Classify incidents and select an Incident Commander to respond. Report the Incident Commander’s name, Command Post location, and the Incident Classification level to the appropriate Control Center and to CIG (if a CIG notification is required by local procedure).
- h. Conduct, or participate in, the after-action process, following each exercise or after a Serious or Full-Scale Level Response, and follow-up with all responsible parties for implementation of opportunities for improvement.
- i. Provide Emergency Preparedness with the list of opportunities for improvement, and their responsible parties, from the lessons learned for inclusion into a commitment tracking system.

5.2 Specific Organization Responsibilities –

- a. Emergency Preparedness. The Vice President of Emergency Preparedness, in conjunction with the Emergency Preparedness organization, has the following responsibilities under this Corporate Instruction:
 - (1) Issue and maintain this Corporate Instruction.
 - (2) Review, monitor, and, as necessary, establish policy and procedures to improve the effectiveness of the Company’s overall emergency management programs, resulting in enhanced service to our customers and the communities we serve.
 - (3) Conduct effective risk assessments for operating and related

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business functions, developing appropriate prevention or risk mitigation strategies, and implementing comprehensive emergency preparedness programs for the Company.

- (4) Communicate the Company’s emergency management strategies and principles to internal and external stakeholders.
- (5) Facilitate the Company’s preparation and response to incidents utilizing the Company’s emergency management principles.
- (6) Develop, plan, and implement emergency response activities that will achieve effective mitigation, efficient response, and timely restoration.
- (7) Develop, in conjunction with Operations organizations, response strategies for contingencies using the Incident Command System (ICS) including the coordination of staffing and resources to support Company organizations during emergency responses.
- (8) Liaison activities with external stakeholders including local public officials and agencies during exercises and actual events.
- (9) Develop and maintain a list of ICS training levels required by IC's and Section Chiefs in order for them to manage Full-Scale Incidents requiring CERC mobilization.
- (10) Establish and maintain the “Con Edison Exercise Development and Evaluation Guide”.
- (11) Maintain a commitment tracking system of the recommendations, lessons learned, and corrective actions pertaining to exercises and responses to Serious and Full-Scale Incidents and Emergencies.
- (12) Communicate lessons learned.
- (13) Monitor and evaluate annual Full-Scale Exercises.
- (14) Provide oversight of the Corporate Emergency ICS Logistics training and responsibility for facilitating the Company’s logistical preparation and response to incidents.

b. Learning and Inclusion. The Director of The Learning Center has

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the following responsibilities under this Corporate Instruction:

- (1) Develop and provide training courses on the ICS and its application to incidents experienced by the Company.
 - (2) Maintain on-line access of training records for personnel trained in incident response and ICS.
- c. Facilities and Field Services and Supply Chain. The Vice President of Facilities and Field Services and the Vice President of Supply Chain have the following responsibilities under this Corporate Instruction:
- (1) Review mobilization and restoration plans prepared by Company organizations, and develop effective logistical plans to support these plans.
 - (2) Provide advice and counsel to the Vice President, Emergency Preparedness, and to other departments, as requested, for the purpose of developing the Corporate Logistical Response.
 - (3) Upon request, provide an ICS Logistics Representative for exercises, and actual events, involving CECONY organizations, and include this position when CECONY sends crews out for mutual assistance.
 - (4) Maintain a list of qualified Logistics Chiefs to support Serious and Full-Scale Incidents.
 - (5) Maintain a database of resources and vendor contacts pertaining to responses to incidents and emergencies.

6.0 **EXHIBITS** --

- 6.1 **EXHIBIT A** - Incident Levels
- 6.2 **EXHIBIT B** - Incident Command System Overview
- 6.3 **EXHIBIT C** - Emergency Response Communications
- 6.4 **EXHIBIT D** - Incident Commander (IC) Authority by Response Level

7.0 **ADVICE AND COUNSEL** -- The Vice President, Emergency Preparedness, shall provide advice and counsel on this Instruction.

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- 8.0
- POLICY OWNER** – Vice President, Emergency Preparedness.
- 9.0
- REVIEW CYCLE** – This policy will be reviewed every five years.
- 10.0
- SUMMARY OF CHANGES** –

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January 26, 2024	- Various updates, mainly concerning Incident Level classification, ICS training, and exercise planning. - Updates to Exhibit A, Exhibit B and Exhibit D.

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EXHIBIT A

INCIDENT LEVELS

NOTE: Information in EXHIBIT B provides guidance for identifying the level of response to natural or man-made incidents that affect Company operations and service capabilities. The Incident Level assigned should be primarily based on the "Incident Response" column that identifies resource needs to manage the incident. The last column "Matching Guidance" provides additional examples of incidents that would normally fit within specific "Incident Levels" and may be used for guidance. The Company shall participate as requested by government agencies to support citywide or area-wide responses to incidents or events.

INCIDENT LEVEL	INCIDENT RESPONSE	ICS COMMAND AND CONTROL	MATCHING GUIDANCE
ROUTINE	Local-Assigned Crews (coordinated within a single Control Center or department)	INCIDENT COMMANDER IS NORMALLY ONE OF THE RESPONDING FIELD PERSONNEL	Routine Work
UPGRADED (Underground) and Class 1 (Overhead)	Local-Assigned Crews plus Diverted Crews. 1. Automatically declared whenever more than one response crew is required and management assistance is requested for more than routine guidance.	INCIDENT COMMANDER MAY BE A LOCAL MANAGER OR A SUPERVISOR WITH A SEPARATE INDIVIDUAL WHO IS OPERATIONS CHIEF. REPORT: INCIDENT COMMANDER'S NAME, COMMAND POST LOCATION, INCIDENT CLASSIFICATION LEVEL TO THE APPROPRIATE CONTROL CENTER AND CIG FOR INCIDENTS INVOLVING MORE THAN ONE COMMODITY, INDIVIDUALS AT THE SCENE OR INITIATING CONTROL CENTER MANAGEMENT DETERMINES THE INCIDENT COMMANDER.	• ERRT is requested to respond to scene. • ERG is requested to respond to the scene to facilitate the ICS process. • Public Displacement or evacuation not requiring relocation. • Claims Department assistance required for property damage. • Minor Injuries without hospitalization. • Outside Agency on-site. • Contained hazardous material release or oil release with minimal public impact. • Steam: pressure below 100 psig in two telemetric locations due to supply deficiencies. • Electric: more crews or management assistance than required for normal operations, with an anticipated time to 90% restoration of ≤ 24 hours. • Gas: 50 to 400 residential homes / units, or 200 to 1,600 apartments, out of gas service. • 200 to 1,600 apartments out of Gas service • Facilities and Field Services support is expanded. • Critical customers affected for less than 1 hour and they are unable to serve their customers. • Street Closings and Transportation Disruption. • Low Commodity Availability forecast. • Hurricane or Natural Disaster forecast to impact the region within 72 hours.

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INCIDENT LEVEL	INCIDENT RESPONSE	ICS COMMAND AND CONTROL	MATCHING GUIDANCE
SERIOUS (Underground) and Class 2 (Overhead)	Regional Response assigned plus diverted crews and/or Corporate support necessary. 1. Automatically declared when significant resources from outside the region are requested or normal work is extensively interrupted. 2. May be initiated by a Senior Executive Officer without meeting other criteria.	INCIDENT COMMANDER MAY BE RETAINED FROM THE UPGRADED INCIDENT OR MAY BE CHANGED TO A GENERAL MANAGER. CONSIDER NAMING FULL ICS GENERAL & COMMAND STAFF. REPORT: INCIDENT COMMANDER'S NAME, COMMAND POST LOCATION, INCIDENT CLASSIFICATION LEVEL TO THE APPROPRIATE CONTROL CENTER AND CIG	- Public Evacuation or Displacement for relocation. - Serious injury or death occurs. - Outside Agency on site more than 4 hours. - Uncontained hazardous material or oil release; cleanup time to exceed 12 hrs. - Underground Electric Condition YELLOW. - Electric: more complex incident that could include more crews than an Upgraded (Class 1) incident, including crews from different Con Ed regions or support from outside the Company, with an anticipated time to 90% restoration of ≤ 72 hours. - Gas: 400 to 1,000 residential homes / units, or 1,000 to 4,000 apartments, out of gas service. - Facilities and Field Services support is stretched to support single or multiple incidents. - Up to 10 Critical customers impacted; out of service for more than 1 hour. - Transportation disruption causing major commuter delays. - Critical commodity shortage. - Mobilization for natural disaster or serious threat to services. - Unit Substation shutdown more than one hour. - Gas transmission main outage. - Hurricane or Natural Disaster forecast to impact the region within 48 hours (Note: Forecasted storm strength should be considered).

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INCIDENT LEVEL	INCIDENT RESPONSE	ICS COMMAND AND CONTROL	MATCHING GUIDANCE
FULL- SCALE (Underground) and Class 3 (Overhead)	Corporate Response: Response expands to the full ICS structure, with a fully manned Incident Command Post, and other Mobile Command Posts as required. Incident Commander decides on Incident Command Post location. 1. Automatically declared if the resources of CECONY are not adequate to respond. 2. A Full-Scale Incident can be preemptively declared based on excessive heat as defined in paragraph 4.2 Response, subparagraph f (13), or major storm impacting the region.	INCIDENT COMMANDER IS NORMALLY A CORPORATE OFFICER ASSIGNED REPORT: INCIDENT COMMANDER'S NAME, COMMAND POST LOCATION, INCIDENT CLASSIFICATION LEVEL TO THE APPROPRIATE CONTROL CENTER AND CIG	- Major Environmental Incident involving multiple government regulators on-site. - Uncontrolled hazardous material or oil release with cleanup time extended and uncertain. - Electric: 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% restoration of > 72 hours. - Gas: greater than 1,000 residential homes / units, or 4,000 apartments, out of gas service. - Steam: loss of steam system. - Area substation shutdown and/or loss of electric network(s). - Major mutual assistance required for electric or gas outage (i.e., loss of more than 40,000 radial electric customers). - Facilities and Field Services unable to support incident with internal resources and requires significant external resources. - The predicted temperature variable is greater than 86 degrees F for two or more consecutive days. - The NWS predicts a major storm (i.e., Hurricane) is expected to impact our operational area within the next 36 hours.

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EXHIBIT B

INCIDENT COMMAND SYSTEM OVERVIEW

B.1 General –

- A) The response to an incident (Corporate, or otherwise) shall be conducted using the Incident Command System (ICS) organizational structure. ICS consists of five major management activities, as shown in Figure B-1, consisting of the Incident Commander and Staff, and the Operations, Planning, Logistics, and Finance/Administration Sections, which are described below. These five major management activities are the foundation upon which the ICS organization develops. They apply whether you are handling a Routine Incident, or managing a major response to a Full-Scale Incident. On Routine Incidents, these major activities may all be managed by one person, the Incident Commander. Larger incidents usually require that these activities set up Sections within the organization as shown in Figure B-1. Local organizations are encouraged to tailor the size of this structure to meet their needs. This commonly understood command structure shall allow CECONY to participate in a seamless "Unified Command" with outside agencies, when necessary.
- B) A major feature of standard ICS is the Unified Command (UC) concept. UC is a team effort that allows federal, state, local agencies, and the Company to make consensus strategic decisions in responding to incidents. Whenever one or more organizations are actively involved in an incident response, and proposing strategic or tactical decisions to handle the response, the UC concept should be implemented.

B.2 Incident Commander (IC) and Staff –

- A) The IC is responsible for the strategic management of an incident or emergency. Strategic management includes consulting with the appropriate Electric, Gas, or Steam system operator before operating switches or valves that could affect continuity of service on the system.
- B) If the function of the IC is transferred to a successor party, a formal turnover of incident related facts and planned actions is conducted. Such a turnover briefing includes a review of the Incident Action Plan; the status of site security; incident containment; internal and external notifications; resources or services requested and deployed; injuries; status of customers; traffic; regulators, government officials, and media personnel involved; the current plan of action; and associated progress of status. The briefing should also review staff and section chief assignments.

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- C) If the incident is classified as Serious or Full-Scale, and it involves more than one energy commodity or Company department, the Senior System Operator (SSO) shall designate the lead organization. The SSO shall then work with the responsible operating department senior officer to select an Incident Commander. At the time when an Incident Commander is chosen, the IC at the field location will transfer command to the successor party. The field shall retain the White Hat and remain in charge of field operations.
- D) The IC shall establish liaison with the NY City Office of Emergency Management (OEM), Westchester County Department of Emergency Services, police, fire, and other governmental representatives on the site, unless the IC designates a Liaison Officer under the Incident Command System (ICS) structure to perform this role.
- E) The IC, designated field operations or control center scribe, or the Situation Unit in the Planning Section, shall maintain a log showing the time of major events and actions including: evaluations of the situation; arrivals and departures of crews, successive ICs, and other Company representatives; and start and completion of assignments. This log shall be preserved and made available for incident After-Action Review (AAR).
- F) The Incident Commander shall request Company representatives (emergency duty roster may be used), as required, who shall report to him/her upon arrival. All other Company personnel at the scene shall report to the IC, who may provide them with an ICS-based position, or may direct them to leave the site, if their services are unneeded.
- G) The IC, via the communicator, shall keep the appropriate Electric Operations Control Centers, the Gas Emergency Response Center, the Steam Desk, and CIG informed. Information provided should include the Incident Commander's name, and the incident classification level.
- H) The IC is responsible for ensuring that shift reliefs are implemented during extended incidents.
- I) The IC shall wear the White Hat at incidents that take place on CECONY-owned property, regardless of who owns the equipment. In situations where Company equipment is involved in an incident located on a third party energy company's land (e.g., LS Power/Helix Energy Solutions Group's Ravenswood Generating Station), that company's representative shall wear the White Hat and act as IC. In both cases, a Unified Command should be established with external agencies, and other energy companies involved, to encourage open communications.
- J) For Full-Scale Emergencies, the IC shall be selected from a list of trained Corporate

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officers and shall be the officer responsible for the energy commodity most affected, whenever possible.

- K) The IC Command Staff consists of an Information Officer; Safety or EH&S Officer; Liaison Officer; Customer Operations Officer; Corporate Security Officer; Energy Services Officer; Information Technology Officer; Legal Officer; and a Communicator (for field response).
- L) The IC Command Staff is responsible for the content of external communications made during Serious and Full-Scale incidents. The Information Officer shall assure that external messages prepared by other Officers are consistent with the messages/talking points being delivered to the media and elected officials.
- M) The Incident Management Assist Team (IMAT) supports the incident commander at CERC, regional control center, or field response, with complex incident/crisis management for all-hazard incidents and events.

B.3 Operations Section –

- A) The Operations Section is responsible for managing the tactical response to the incident.
- B) The Operations Section Chief, who is an appropriately trained individual from the responsible operating department, directs all activities of the Operations Section, as well as assesses the resources and assistance required. The Operations Section Chief is generally based at the Incident Command Post.
- C) The Field Supervisor(s), or Operations Section Branch Managers, report to the Operations Section Chief and are located at the emergency site(s). The number and type of field supervisors is determined based on the size, magnitude, and disciplines of the affected facilities and areas, and the number of separate operations involved with the incident. The field supervisor(s) work in the field and are responsible for direct supervision of Company and contractor resources.

B.4 Planning Section –

- A) The Planning Section is responsible for developing an Incident Action Plan (IAP) documenting the status of the response effort and projected requirements, maintaining the status of all resources involved in the incident, and providing engineering and technical support (such as resources at risk, resource damage assessments, alternative cleanup techniques, etc.). An outline of an initial incident briefing, [ICS Form 201 – Incident Briefing Form](#), addressing the initial response which remains in force and continues to develop (updated) until the

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response ends, or the Planning Sections generate the incident's first IAP, [ICS Form 202 – Incident Action Plan Cover and Executive Summary](#).

- B) The Planning Section Chief, who is an appropriately trained individual from the responsible operating department (for oil spills or hazardous substance releases, this person could be a representative from Environment, Health and Safety), can direct these activities from the Incident Command Post or the emergency site, depending upon the incident, but is generally located at the Incident Command Post.
- C) Planning Section personnel can be trained employees from the facility at the site of the initial incident, or from other Company organizations or contractor-provided specialists, as appropriate.
- D) For Full-Scale Incidents, Planning Branch Managers should report to their normal work location and then make contact with the Planning Section Chief in CERC.

B.5 Logistics Section –

- A) The Logistics Section is responsible for providing services and supplies necessary to support the response operations.
- B) The Logistics Section Chief is an individual from a Corporate support organization, with broad knowledge of the Company's support resources and activities. The Logistics Section is staffed with personnel from Facilities and Field Services, and Supply Chain, with other personnel assigned, as required, to provide appropriate functional support. The Logistics Section Chief is generally based at the Incident Command Post.

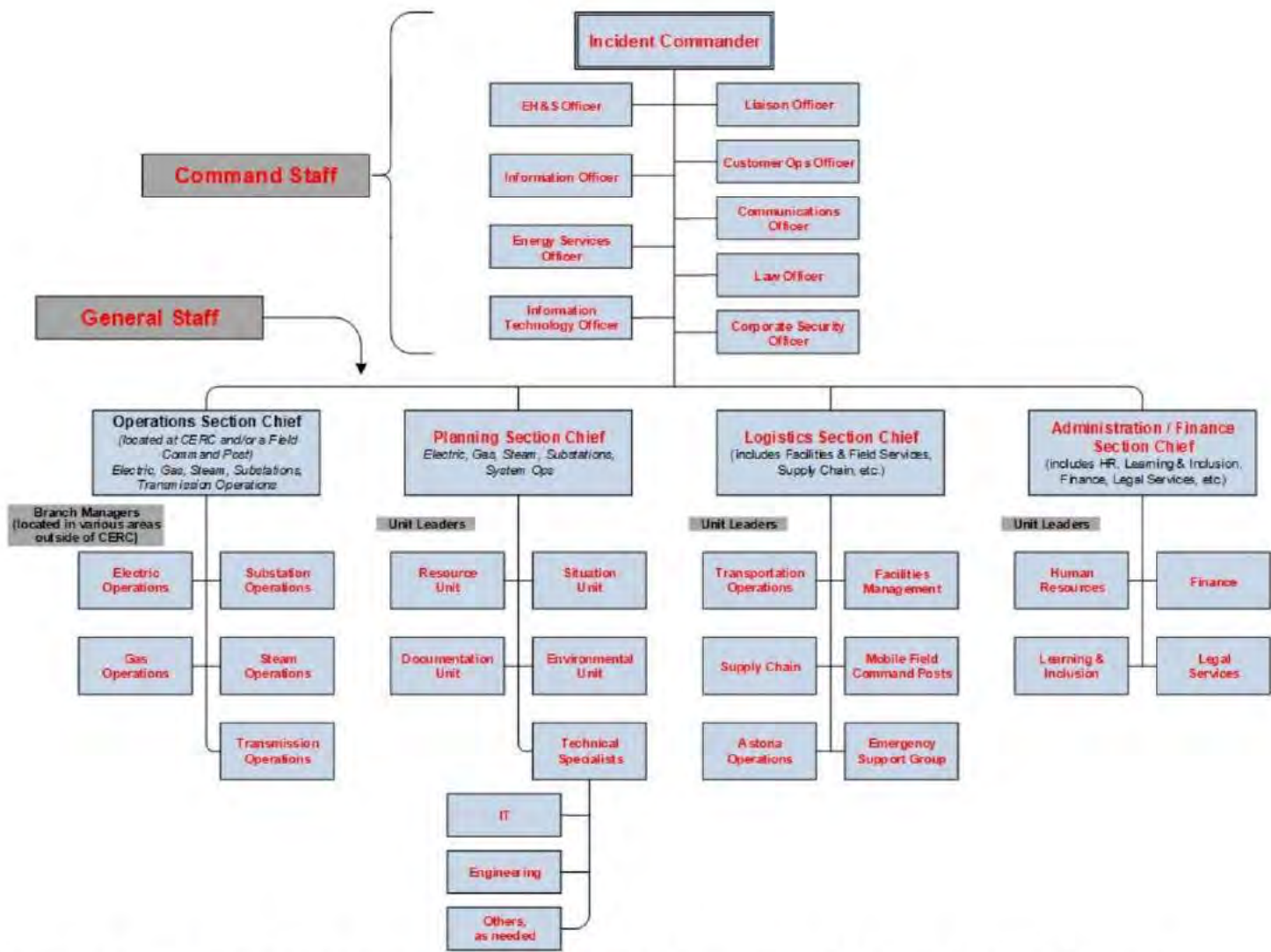
B.6 Administration/Finance Section –

- A) The Administration/Finance Section is responsible for financial and cost documentation and analysis for the incident, including claims and contract administration. This Section is generally based at the Incident Command Post and includes unit leaders from Information Technology, Human Resources, Corporate Security, Learning and Inclusion, Legal Services, and Business Finance and staff to perform cost analysis and to conduct internal reporting.
- B) The Administration/Finance Section Chief, who directs these activities, should be an individual experienced in contract administration, and project cost analysis.

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FIGURE B-1

INCIDENT COMMAND STRUCTURE



*Response organization varies based upon incident. This is an example of a typical Full-scale Incident.

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EXHIBIT C

EMERGENCY RESPONSE COMMUNICATIONS

The following events and conditions are normally expected to be communicated from the scene of an incident. These communications should be logged in, and time noted, at the applicable Local Control Center and at the Incident Command Post.

- Name of the Incident Commander (IC) arrived on-site.
- Location of the Command Post.
- Incident Level Classification.
- Name and phone number of the Communicator.
- Initial condition observations, or assessment on-site, by the Incident Commander.
- Periodic status updates, and command post location changes.
- Requests for resources/resource arrival (special problem support).
- Escalation criteria exceeded, or escalation requested by the IC.
- Containment of the emergency condition.
- Resolution of the emergency condition.
- Changes of command including shift changes and demobilization.
- Special notifications or actions.
- Regulator or media on-site (and major status changes).
- Commencement, and completion, of "Recovery" phase.
- Aid to the public.
- Assistance to government agencies.
- Time of specific notifications, or content of communications, with regulators and agencies.
- VIPs and executives arrival, or departure, from the incident scene
- Customer impacts.

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EXHIBIT D

INCIDENT COMMANDER (IC) AUTHORITY BY RESPONSE LEVEL

ROUTINE INCIDENT – The IC authority includes the following:

- Authority to have the local Control Center (CC) dispatch additional local resources.
- Authority to escalate the response to an Upgraded Incident.
- Authority to direct resources on-site, and to dispatch resources available in local support and workout centers.
- Authority to dispatch logistics support.
- Authority to dispatch Environmental Response & Reporting Team(s) (ERRT).
- Authority to dispatch local Government Regional and Community Affairs representatives to the emergency site.

UPGRADED AND/OR CLASS 1 INCIDENT – The IC authority includes the following:

- All authority of an IC assigned to a Routine Incident.
- Authority of the applicable operating organization Vice President for internal resources and/or external contracting, or payment authorization.
- Authority to escalate the response to a Serious Incident.
- Authority to dispatch CECONY representative(s) to external agency site command(s) (e.g., OEM, New York Police Department [NYPD], FDNY, and Westchester County Department of Emergency Services [WCDES]).

SERIOUS AND/OR CLASS 2 INCIDENT – The IC authority includes the following:

- All authority of an IC assigned to an Upgraded Incident.
- Authority to lead the implementation of an approved contingency plan, or storm emergency plan.
- Authority to escalate the response to a Full-Scale Incident.
- Authority to direct response and recovery resources by requesting support of resources from all Operations organizations and Corporate headquarters, or specialized support staff from outside the Company.

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FULL-SCALE AND/OR CLASS 3 INCIDENT –

- All aAAuthority of an IC assigned to a Serious Incident.
- The IC authority includes the Authority of the President and Chief Operating Officer of CECONY to temporarily allocate resources to contain the emergency condition.

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ATTACHMENT 03:
CORPORATE INSTRUCTION 810-2:
CORPORATE AFFAIRS'
CRISIS COMMUNICATIONS PLAN

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CORPORATE AFFAIRS' CRISIS COMMUNICATIONS PLAN

- 1.0 **PURPOSE** -- The purpose of this Corporate Policy Statement is to describe a plan of action that may be implemented, in whole or in part, during a Corporate Emergency event. This Corporate Policy Statement also provides timely and accurate information through the news media to the public, elected officials, and community organizations on system events or issues that could or have affected electric, gas and/or steam service, disrupt municipal services, have an impact on the environment, or otherwise have an impact on customers in the Consolidated Edison Company of New York, Inc. ("CECONY") service territory. This plan does not apply to major customers or special needs customers, who will be contacted directly by Energy Services, Engineering and Planning, or by the Quality Assurance and Communications Management Group (CMG), Customer Operations.
- 2.0 **APPLICATION** -- This Corporate Policy Statement applies only to CECONY. The term *Company* when used in this Corporate Policy Statement refers to CECONY unless otherwise stated.
- 3.0 **GENERAL PROVISIONS** --
- 3.1 **Plan Implementation** -- The plan, or portions of it, will be implemented when system problems or Corporate Emergency events generate or have the potential to generate significant news media attention and/or have a major impact on customers. The Senior Vice President, Corporate Affairs, will determine if events warrant the full or partial implementation of the plan, irrespective of the implementation of the Incident Command System (ICS). (NOTE: For Information on the ICS refer to Corporate Instruction CI-260-4, "Corporate Response to Incidents and Emergencies.")
- 3.2 **Notification to Media Relations** -- The Central Information Group (CIG), System and Transmission Operations; Distribution Engineering, Engineering and Planning; and/or the local Government Regional and Community Affairs offices or control centers will notify Media Relations, Corporate Affairs, or its designated off-hours duty officer of significant system events that are reasonably anticipated to attract media attention or inquiries. The Senior Vice President, Corporate Affairs, in consultation with the appropriate operating department(s), will decide whether public notification through the news media and/or notification of elected officials and community organizations is warranted. During off-hours, when the duty officer receives such notification, the duty officer will immediately notify the Director of Media Relations, or designee. The Director, Media Relations, or his or her designee determines whether the duty phone will be reassigned until the office and/or scene are staffed.
- 3.3 **Press Release and Press Briefing Guidelines** -- Media Relations will issue a press release whenever any of the following are triggered:
- Outage Notification Incentive Mechanism;

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- [ETR Protocol](#)
- [PSC Scorecard](#) and/or
- Corporate Affairs Communications Matrix (Exhibit A).

In anticipation of a significant storm which may result in triggering any of the above, press releases will be distributed to local media providing information on the Company's outage and restoration procedures and emphasizing the steps customers should take in the event of a service outage.

In the event that the Outage Notification Incentive Mechanism thresholds for outage reporting are reached, Corporate Affairs has established guidelines for issuing press releases and for conducting press briefings as specified in paragraph 3.4.

3.4 Initial Press Briefing –

- Once the Outage Notification Incentive Mechanism is **outage thresholds are** triggered, an initial press briefing can be conducted in person, virtually, or via conference call.
- Once notified, the Company is required to provide the press with specific information such as the cause of the outage, geographic area affected, estimated number of customers impacted, and estimated time of restoration, if known.
- The time periods for conducting the initial press briefing and subsequent briefing(s) are detailed in EXHIBIT A.

3.5 Press Release –

- If the Outage Notification Incentive Mechanism is **outage thresholds are** triggered, the Company will issue a press release to all media. The press release will provide information on the Company's outage procedures and the restoration process, how the Company prioritizes restoration, and emphasizes the steps customers should take during a service outage.
- Press releases during significant events will contain critical service related information including, but not limited to counties or municipalities where major customer impacts have occurred; the importance of contacting the Company if service is lost; alternate ways to contact the Company in the event telephones do not operate in an electric outage; safety during an outage or near hazardous equipment; where to learn

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about outage information and estimated times of restoration (ETR); suggested contingency plans for consumers; if appropriate, ice distribution and Customer Outreach Advocate locations; and, when activated, links to New York City and/or Westchester County cooling-center locations. Whenever possible, press releases will provide the most current ETR and/or, at a minimum, be released once daily and will include the most current and relevant information. (Reference [Estimated Time of Restoration \(ETR\) Protocol](#)). If the Outage Notification Incentive Mechanism is **outage thresholds are** triggered, press releases must be issued in accordance with the time periods specified in EXHIBIT A and are determined by the number of customers affected and the duration for which they are out of service.

- c. Con Edison will issue press releases and/or statements, based on information that is available and confirmed, as soon as practicable before and during emergency power shut off events that affect 5,000 or more customers. The press releases/statements will confirm the emergency power shut off and include available information regarding the reasons for the shut off (such as failing equipment due to heat), the number of customers affected and any other outages in the area, ETR information and revisions as they become available, and the number of customers restored. In some instances, it may be more efficient to distribute a short, concise statement, instead of a press release, because information is still developing. The Company's statements are distributed to the press, posted on our website and on social media channels. These are the same channels Con Edison uses for press releases.

4.0 **RESPONSIBILITIES --**

4.1 **Responsibilities During Plan Implementation --**

- a. The Media Relations Director, or designee, has overall responsibility for the implementation of the Company's website (<http://www.coned.com>) and Employee Communications portion of the plan.
- b. The Vice President, Government Regional and Community Affairs, or designee has overall responsibility for the notification of elected officials and community organizations portion of the plan.
- c. Upon implementation, Media Relations and other Corporate Affairs staff as shown in EXHIBIT B will be assigned specific duties as described below.

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4.2 **Corporate Spokesperson** –

- a. The Media Relations Director will serve as the Corporate Spokesperson unless the Senior Vice President, Corporate Affairs, selects a subject-matter expert from an operating department or designates a Corporate officer to serve as Corporate Spokesperson.

4.3 **Media Relations Staff** –

- a. The Media Relations staff will develop and distribute press releases and/or statements that provide timely and accurate information, as well as serving as the basis for the core Corporate message, regardless of the message's distribution channel, during an incident or Corporate event.
- b. The Media Relations staff may provide information to the media from approved press releases and statements and will schedule press interviews with appropriate company personnel.
- c. When required, the Media Relations staff will organize and conduct press briefings within the time frames specified in paragraph 3.4 or EXHIBIT A.
- d. Media Relations will maintain a contact list for media outlets in the Company's service area, and will update this list at least semi-annually,
- e. checking with news outlets for all appropriate e-mail addresses and phone numbers.

4.4 **Control Room Liaisons** –

- a. The Media Relations Director may assign technical advisors to Media Relations, the Energy Control Center, the Regional Electric Control Center(s), the Gas Emergency Response Center, and/or other appropriate control centers upon implementation of this plan.
- b. The technical advisors will provide the Media Relations staff with information necessary to draft written materials that include the desired message and facts concerning the event.

4.5 **Press Release Writer** –

- a. The Press Release Writer gathers information, to be used in preparing written statements or press releases, from CIG, Incident

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Commander, Communications Officer, Information Officer and/or any appropriate Company personnel or resources.

- b. The Press Release Writer helps coordinate messages for use in response to customer calls and is responsible for ensuring that the message is distributed and received by appropriate Customer Operations personnel.
- c. Prior to distribution, all press statements must be approved by the Senior Vice President, Corporate Affairs, or a designee, and the Incident Commander if the ICS has been implemented. When the situation permits, the Press Release Writer may use pre-approved template press releases for certain system events. Where appropriate and to ensure technical accuracy, the Press Release Writer may seek technical review of press releases from qualified and authorized control room personnel or the Incident Commander.
- d. The Press Release Writer will also ensure that the Director of Government Regional and Community Affairs, the Government Regional and Community Affairs staff, the Employee Communications staff, Digital Communications Team, and Customer Operations receive copies of press releases produced during the event.

4.6 Government Regional and Community Affairs Liaison –

- a. The Director of Government Regional and Community Affairs, or his or her designee, will direct Government Regional and Community Affairs staff and/or the appropriate Corporate Affairs Director in the affected customer service area to initiate notifications to elected officials and community boards.
- b. Government Regional and Community Affairs staff will maintain a record of these communications made during large-scale events and emergencies. Notifications will be made by distributing approved press releases and/or statements via phone, fax, e-mail, and/or distribution of statements in the field. Updates will be provided on a timely basis.
- c. Government Regional and Community Affairs staff will maintain a contact list for New York City and Westchester County local, state, and federal elected officials, and local community boards, and will update this list at least semi-annually by asking those officials and boards for contact information including district office locations, e-mail addresses,

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phone numbers, and fax numbers.

- d. During large-scale events or emergencies, the Company will communicate with both the local and Washington, D.C. offices of federal officials. In addition, Government Regional and Community Affairs will use its contact list to distribute press releases, statements, updates, and ice distribution locations so that government officials receive the same information as the news media.
- e. When the Bronx Westchester region anticipates severe weather, during which an outage duration is expected to last more than 3 days (72 hours), operated-assisted phone calls, with line-muting capabilities, are held within the first 36 hours from the Start of Restoration ("SOR") and held daily, thereafter, until 90 percent of the affected customers are restored.
Regional and Community Affairs will invite the municipalities and elected officials to these calls via email with a detailed agenda covering what will be discussed.
- f. If the Outage Notification Incentive Mechanism is **outage thresholds are triggered**, Government Regional and Community Affairs will hold regular daily briefings for elected officials as specified in EXHIBIT A.
- g. The Vice President, Government Regional and Community Affairs, has overall responsibility for maintaining and updating the contact list.

4.7 Employee Communications Liaison – The Employee Communications Liaison will gather information from Media Relations about the event and prepare materials for dissemination to appropriate Company personnel, as necessary. The information will be consistent with press releases and other written material drafted by the Press Release Writer and will be disseminated using e-mail, Updates, Postmasters, and other internal communications vehicles.

4.8 Digital Communications Team –

- a. During an outage event or emergency, the Digital Communications Team will post essential and up to date information to the Company's website.
- b. Customer information messages, including the use of a web banner as

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needed, will be prominently displayed on the homepage so that all visitors to the site, including customers, elected and government officials, and the news media, can easily find information relevant to the emergency. Con Edison will deploy banners when it is necessary to disseminate brief critical status updates that are not already prominently displayed on the Company's website. Links to more robust content will be used when character limits are met. The information provided on the website will include, but is not limited to, outage restoration information, dry ice distribution and customer advocate locations, news releases, and claims information. All relevant news releases will be posted to the Company's website as soon as they are issued. News releases will include restoration times as well as a listing of the number of outages by municipality.

4.9 Social Media Staff –

- a. Marketing will designate staff members ("social media staff") to monitor the conversation taking place on various social media platforms (including but not limited to Blogs, Facebook, X Twitter, YouTube) concerning the Corporate event.
- b. Only individuals authorized to communicate on social media sites on behalf of the Company can disseminate official Company information on these platforms.
- c. Social Media staff will provide accurate and real time *social media* messages and responses based on already approved press statements *when applicable*. Corporate Communications will communicate with Social Media staff and call center supervisors for guidance on issues that are sources of significant comments, messages, postings, or phone calls. *Social Media and/or Corporate Communications staff will communicate significant comments to stakeholders.* If appropriate, Media Relations will include the company's awareness of the issue(s) in a news release.
- d. Con Edison's public social media channels are:
 1. Facebook: www.facebook.com/ConEdison
 2. X Twitter: www.twitter.com/conedison
 3. Instagram: www.instagram.com/conedison/
 4. YouTube: <https://www.youtube.com/user/ConEdisonNY>
 5. LinkedIn: www.linkedin.com/company/con-edison
- e. The social media staff will follow the rules and guidelines outlined in the Corporate Affairs Social Media Policy (posted on the Corporate

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Affairs intranet).

4.10 Customer Operations –

- a. CMG will advise Corporate Affairs when incident related communications are made to life support and other critical needs customers.
- b. CMG will coordinate Interactive Voice Response messages with the Media Relations Director during incidents.
- c. CMG will be provided with message related information by Corporate Affairs to ensure that consistent event information is delivered to customers via the media, the Company's website, customer emails and telephone.

5.0 EXHIBITS --

5.1 EXHIBIT A – Outage Notification Incentive Mechanism [Corporate Affairs Matrix for Initiating Communications Activities](#)

5.2 EXHIBIT B – Staff Assignments

6.0 ADVICE AND COUNSEL -- The Senior Vice President, Corporate Affairs, will provide advice and counsel on this Policy Statement.

7.0 POLICY OWNER Senior Vice President, Corporate Affairs.

8.0 REVIEW CYCLE – This policy is reviewed every five years.

9.0 SUMMARY OF CHANGES –

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03/04/2024	- Section 3.4 (a) – Added 'an initial press briefing can be conducted in person, virtually, or via conference call. - Section 4.5 (d) – Added 'Digital Communications Team' - Section 4.8 (a) – Added 'Digital Communications Team - Section 4.9 (c) – Updated Media to Social Media - Section 4.10 – (a) Replaced 'sustaining' with 'support'. (b) Updated to Interactive Voice Response and Media Relations Director

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	• Sections 7.0, 8.0, and 9.0 – Added newly required sections for corporate policies • Changed title: VP of Government and Regional Community Affairs to Director of Government and RCA throughout document

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Outage Notification Incentive Mechanism**Corporate Affairs Matrix for Initiating Communications Activities**

Number of Customer Outages	Duration of Outage	Time for Initiating Communications	Type of Communication
20,000 or more in one network/load area	At least 3 hours	1 hour (3 during off hours)	a) Notify elected officials b) Press release
40,000 or more	At least 2 hours	2 hours (4 during off hours)	a) Notify elected officials b) Press Release c) Press Briefing
70,000 or more	At least 1 hour	3 hours (5 during off hours)	a) Notify elected officials b) Press Release c) Press Briefing
Entire network/load area	At least 1 hour	3 hours (5 during off hours)	a) Notify elected officials b) Press Release c) Press Briefing

Off hours are all day Saturday, Sunday and CECONY holidays as well as Monday through Friday from 5 p.m. to 9 a.m.

Matrix requirements meet or exceed PSC Outage Notification Incentive Mechanism thresholds.

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STAFF ASSIGNMENTS

Corporate Spokesperson	--	Director of Media Relations; or as designated by the Senior Vice President, Corporate Affairs
Employee Communications Liaison	--	Employee Communications Manager or designee
Government Relations Liaison	--	Director, Government Regional and Community Affairs, or designee
Spokespersons	--	Media Relations Managers
Press Release Writer	--	Media Relations Managers
Social Media Staff	--	As assigned by the Marketing Director Social Media Section Manager, or Media Relations Senior Staff
Digital Communications	--	Content Administrator

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ATTACHMENT 04:
CORPORATE INSTRUCTION 490-2:
CUSTOMER CARE
EMERGENCY RESPONSE PLAN

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Corporate Instruction

Note: This Corporate Instruction is being revised with regard to the Outage Notification Incentive Mechanism (ONIM), and is currently under review for approval.

SUBJECT

CUSTOMER CARE EMERGENCY RESPONSE PLAN

1.0 **PURPOSE** --

- 1.1. The purpose of this Instruction is to establish guidelines to coordinate efforts that will provide customers with assistance (i.e., "Customer Care"), ~~per the requirements of the Outage Notification Incentive Mechanism (ONIM) and/or~~ when deemed necessary by the Incident Commander (IC), following an electric, gas, or steam incident.

2.0 **APPLICATION** --

- 2.1 This Instruction applies to all organizations of Consolidated Edison Company of New York, Inc. (CECONY). The primary organizations involved with Customer Care are Corporate Affairs, Customer Operations, Electric Operations, Gas Operations, Legal Services, Steam Operations, Substation Operations, Supply Chain, and System and Transmission Operations. Support from Emergency Preparedness; Emergency Support Group; Energy Services, Engineering and Planning; and Environment, Health and Safety (EH&S) may also be required.
- 2.2 When used in this Instruction, the term "Company" refers to CECONY.

3.0 **PROCEDURES** --

3.1 Declaring a Customer Care Emergency --

- a. During Corporate-level emergency events, the CERC Incident Commander (or designee) would be responsible for determining whether or not to implement the Customer Care Emergency Response Plan. The CERC Communications Officer or the Customer Operations Officer (or designee) may make the recommendation to the CERC Incident Commander (or designee) to consider enacting the Customer Care Emergency Response Plan, based on information that ~~they he/she is~~ receiving from Customer Outreach personnel in the field.
- b. The Customer Care Emergency Response Plan should be invoked if one of the following occurs:
- (1) The health and safety of customers directly affected by the emergency are adversely impacted to a significant degree by an electric, gas, or steam system condition that cannot be corrected during the initial field response. This includes, but is not limited to, those events where heating and/or water systems have been damaged.

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- (2) Unforeseen and disruptive events that impact our service as a result of severe natural phenomena, environmental events, hazardous materials releases, or negative impacts from emergency response.
 - (3) A situation develops that responding Company personnel (IC and staff) determine may adversely affect customers and/or external stakeholders/agencies.
- c. The factors to be weighed in determining whether to implement the Customer Care Emergency Response Plan include, but are not limited to:
- (1) The Company's responsibility in the cause of customer damages and/or hardships.
 - (2) The cause of outage/displacement.
 - (3) The number of customers affected by the incident.
 - (4) The type of customer(s) affected [e.g., life sustaining equipment (LSE) customers, critical facilities such as hospitals, etc.].
 - (5) Whether relocation/displacement is required.
 - (6) The estimated amount of time people will be displaced.
 - (7) The extent of any property damage caused and its impact on overall customer safety and well-being.
 - (8) Whether a government agency has requested assistance.
 - (9) The extent to which customers' needs are already being addressed via assistance from other local or regional agencies [i.e., New York City Emergency Management (NYCEM), Westchester County Department of Emergency Services (WCDES), New York Police Department (NYPD), American Red Cross (ARC), etc.).
- d. When deemed necessary and/or appropriate, the IC and/or appropriate on-site emergency response personnel will declare a "Customer Care Emergency" and initiate the Customer Care Emergency Response Plan by notifying their respective control center [e.g., Regional Electric Control Center (RECC), Gas Emergency Response Center (GERC), Steam Trouble Desk, or Substation Operations Desk at the Energy Control Center (ECC)].
- e. Upon request from an IC, and/or appropriate on-site emergency response person, to initiate the Customer Care Emergency Response Plan, the respective control center will contact CMG at [REDACTED] as well as Legal Services.

CUSTOMER CARE EMERGENCY RESPONSE PLAN

f Upon notification from a respective control center of the initiation of the Customer Care Emergency Response Plan, CMG will notify Customer Outreach.

g. Upon notification from CMG, Customer Outreach will confer with the respective control center(s), IC, and/or appropriate on-site emergency response personnel for additional information in order to determine an appropriate level of staffing for the response as well as to determine if deployment of a mobile Customer Information Center (CIC) ~~(a.k.a., "mobile command center vehicle" in the ONIM)~~ is necessary.

(1) NOTE: Not every activation of the Customer Care Emergency Response Plan requires the mobilization of a CIC to the field location.

h When deemed necessary, Customer Outreach will contact CMG to arrange for the mobilization as described in paragraph 4.2b(5).

i. CMG is responsible for notifying the Central Information Group (CIG), System and Transmission Operations, that a request has been made to mobilize a CIC to a field location. CIG, in turn, will make notifications in accordance with Section 10 of Procedure CG05-05, "CIG Notifications for Class 1 Upgraded, Class 2 Serious, and Class 3 Full Scale Incident Command Systems (non- weather related) and Corporate Emergency (CERC) Activations."

j. Immediately after the declaration of the Customer Care Emergency Response Plan being implemented, the on-site IC, or designee, will call CIG and request that a Central Info Dashboard be issued. ~~CNS message be issued to CNS qualified individuals~~. Information will also be disseminated via the communications officer at CERC. Additional information will also be provided to

(1) The General Manager(s)/Control Center(s) of the operating organization directly involved with the incident.

(2) The on-site IC or Emergency Response Manager.

(3) Quality Assurance and Communications Management Group (CMG), Customer Operations.

(4) Government Relations & Regional and Community Affairs (GR&RCA), Corporate Affairs.

(5) Corporate Communications, Corporate Affairs.

(6) Duty Liaison, Emergency Preparedness.

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- (7) Legal Services.
- (8) Emergency Support Group, Facilities and Field Services.

3.2 **Customer Care includes –**

- a. Assisting customers in obtaining updated information during an emergency.
- b. Providing assistance to affected customers in securing food, clothing, transportation, temporary housing, and/or other basic essentials, when necessary.
- c. Addressing customers' concerns and providing assistance in those instances where significant property damage has been caused and this property damage is associated with customer safety and/or security.
- d. Intervening on behalf of the affected customer with Company departments, governmental and social service agencies, and other agencies or bodies, when deemed necessary.
- e. Maintaining an infrastructure of customer service resources to respond to the needs of affected customers.
- f. Providing updated customer and incident information to the Quality Assurance and Communications Management Group (CMG).

3.3 **Site Response –**

- a. All responding Customer Outreach personnel will report to the Incident Command Post (ICP) and communicate with the IC for additional instructions.
- b. The level of response to the incident site depends on the extent of the incident and the duration that customers are displaced. Generally, if there are no outages and customers are not displaced from their homes or are estimated to be displaced for four hours or less, the operating organization will handle all customer concerns.
- c. At the discretion of the Incident Commander, other Company organizations could be required to respond to the site, which may include but is not limited to: Customer Operations, Emergency Preparedness, Energy Services, EH&S, and Legal Services.
- d. Corporate Affairs, in consultation with the IC, will evaluate the situation and decide whether personnel will respond to the site.

3.4 **Post-Emergency Preparedness –**

After the immediate emergency (that required invocation of the Customer Care Emergency Response Plan) has been brought under control or is resolved, remaining customer issues may require that the procedures outlined in the plan continue to be applied. The IC in charge of the initial emergency or ~~their his/her~~ relief is responsible for maintaining contact with the Customer Outreach staff remaining on scene until such time that all outstanding customer issues are resolved.

- a. The on-site IC will follow through and initiate the demobilization of the Customer Care Emergency Response Plan when customer care actions are completed and communicate the same to all responders, the operating department(s) on-site, the respective control center(s), and CIG. When customer care actions are needed beyond the time when on-site activities are required, customer care activities and demobilization will be determined by Customer Operations and Legal Services. Other departments will continue to assist as needed.
- b. At all times, the operating organization having the greatest responsibility for the remediation of the overall incident will be responsible for monitoring all costs associated with the Customer Care Response by making sure receipts and/or cost estimates for all activities are collected. The on-site IC has the ultimate authority to assign someone to this role, and the assignment of this role will depend on the severity of the incident and the types of expenses that are incurred.

3.5 **Post-Emergency Evaluation –**

After all the customer issues have been resolved, the IC from the responsible organization led by the General Manager or his or her designee will hold an after actions review with all involved organizations to discuss the overall effectiveness of the Customer Care Emergency Response Plan, an evaluation of the Company's response, and specific changes and recommendations for improvement, where needed.

4.0 **RESPONSIBILITIES --**

4.1 **Corporate Affairs –**

Provides timely and accurate information to appropriate Company personnel; and the public through the news media, social media, and the Company website; and elected and municipal officials and community organizations, in accordance with Corporate Policy Statement 810-2, "Corporate Affairs Crisis Communications Plan."

4.2 Customer Operations –**a. Customer Outreach.**

- (1) Obtains the status of the incident from the IC upon responding to the site. (Reference Corporate Instruction CI-260-4, "Corporate Response to Incidents and Emergencies.")
- (2) Communicates updated incident status to affected customers.
- (3) Determines the needs of affected customers throughout the event.
- (4) Maintains contact with affected customers throughout the event including the period when they are lodged.
- (5) Performs as a liaison to other Company departments on behalf of customers.
- (6) Keeps the IC apprised of all Customer Outreach activities and that all of these activities are appropriately recorded/logged with the documentation kept as part of the overall incident response.
- (7) Arranges for bi-lingual personnel to respond, when needed, to address customer needs.
- (8) Determines the needs of impacted customers and discusses these needs with the IC and Emergency response Group, Facilities and Field Services. Customer needs might include local transportation, personal vehicle fuel, food, lodging, dry and wet ice, prescriptions, and other personal items or services as deemed necessary to facilitate recovery from the incident.
 - a) NOTE: Procurement-Card (P-Card) charge policies are covered in Corporate Instruction CI-320-11, "Corporate Procurement Card (P-Card)."
- (9) Tracks the number of customers interacting with Outreach personnel at the site.
- (10) Documents the problems and questions customers present to Outreach personnel at the site and refers this information to the appropriate organizations as needed.
- (11) Reports on the conditions/situation in the vicinity of a mobile CIC.
- (12) Deploys appropriate signage to highlight the location of a mobile CIC.

- (13) Notifies the on-call Emergency Preparedness Duty Liaison that appropriate signage has been deployed by either calling the 24-7 coverage line at [REDACTED] or by sending an email to [REDACTED].
- (14) Calls Government Relations & Regional and Community Affairs to advise that appropriate signage has been deployed and provides the signage locations.
- (15) Removes signage when the activity at the site ceases.

b. Quality Assurance and Communications Management Group (CMG) and Project and LAN Support.

- (1) Notifies Customer Outreach personnel that there has been a request to activate the Customer Care Emergency Response Plan.
- (2) Updates the CMG log with incident information.
- (3) Updates the Off-Hours Call Center, Customer Operations, if customer billing adjustments are necessary.
- (4) Provides timely updates on the event to the Customer Operations Customer Assistance Call Centers (*i.e.*, Bronx-Westchester CC/WICs, Customer Communications Center 1, Customer Communications Center 2, Staten Island Call Center, and/or Off-Hours Call Center), which ensures that a uniform, consistent message is conveyed to any customers who call for information and updates.
- (5) Upon request by the IC and/or on-site emergency response representative, and with the concurrence of Customer Outreach, will mobilize a mobile CIC by calling a predetermined list of Customer Operations employees who will deliver the mobile CIC to the emergency site.
- (6) Quality Assurance and Communications Management Group (CMG) is responsible for notifying CIC at [REDACTED] that a mobile CIC has been deployed to support the incident response.

4.3 Electric Operations. Gas Operations. Steam Operations. Substation Operations. and/or System and Transmission Operations –

- a. The IC for the affected operating department or the IC for environmental incidents:
 - (1) Determines if the Customer Care Emergency Response Plan is to be implemented.

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- (2) Exercises overall authority over any Customer Care response.
 - (3) Coordinates the Customer Care response, determines the level of response, determines what organization(s) must respond, and determines if services, such as lodging and transportation, will be provided.
 - (4) Mobilizes Customer Outreach through the Quality Assurance and Communications Management Group (CMG), as required.
 - (5) Mobilizes, at their discretion, other Company organizations in accordance with paragraph 3.3.
- b. Central Information Group (CIG), System and Transmission Operations.
- (1) Makes notifications relating to the incident, including any reports of damage, injuries, evacuations, etc. according to existing notification protocol and based on information provided by the communicator, IC, or applicable control center.
 - (2) Based on the information provided by the IC or designee notifies involved Customer Care departments of scheduled conference call(s).
 - (3) For those Customer Care Emergency Response Plan activations that warrant the dispatching of a mobile CIC, makes the appropriate notification indicating this action.

4.4 Energy Services, Engineering and Planning –

- a. When customers are relocated due to damage to their homes as a result of a problem with the CECONY system, Energy Services will follow up with the customers' electrical and/or plumbing contractor(s) performing service-related repairs for the sole purpose of expediting the restoration of the Company utility service(s).

4.5 EP/Duty Liaison, Emergency Preparedness –

- a. Assumes the position of Liaison Officer to effectively communicate with NYCEM, NYPD, WCDES, and other external agencies such as the American Red Cross, if necessary.

4.6 Emergency Support Group, Facilities & Field Services –

- a. Works with the IC to arrange for hotel accommodations and/or transportation for customers impacted by the emergency.

- b. Uses designated P-Cards for the purchase of emergency items during Company-wide or locally declared emergencies. These cards will be permanently opened for all purchase categories and will be assigned to those individuals who are designated by their organizations to act in an emergency. Direct withdrawal of cash is not permitted. (Reference Corporate Instruction CI-320-11.)

4.7 **Legal Services** –

- a. Provides advice and counsel to all involved parties as it relates to the payment of claims and distributes information to customers on claims and reimbursement.
- b. Responds to any event where a mobile CIC has been deployed in order to review the incident, makes recommendations for the handling of claims, ensures that consistent guidance is provided to Customer Outreach personnel for dissemination to customers, and determines if Corporate Instruction CI-110-1, "Investigation of Serious Accidents, Incidents, or Other Occurrences," is implemented.
- c. In consultation with the IC, establishes the appropriate protocols for addressing damaged customer property.

4.8 **Supply Chain** –

- a. Under special circumstances, Supply Chain's Procurement Card Administrator (PCA) may raise the \$5,000 per transaction limit for a specific one-time spot purchase with proper justification based on written approval from the General Manager/Director of the appropriate using department and the General Manager/Director, Supply Chain. Approval documents, such as e-mails sent from a General Manager/Director stating the one-time limit increase is approved, must be retained in the cardholder's monthly P-Card envelope.
 - (1) NOTE: P-Cards can be used for expenses such as meals, hotels, and transportation during system emergencies only. The cardholder may use the P-Card for these expenses only when so authorized in accordance with the provisions of Corporate Instruction CI-320-11.
- b. Provides guidance on the use of P-Cards for unusual expenditures.
- c. Makes an Emergency Buyer available after normal business hours who can assist with spot purchases.

5.0 ADVICE AND COUNSEL -- The Vice President, Emergency Preparedness will provide advice and counsel on this Instruction.

ATTACHMENT 05:
CUSTOMER SERVICE PROCEDURE 2-0-1:
CUSTOMER OPERATIONS:
CORPORATE EVENT
CUSTOMER RESPONSE PLAN

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Customer Service Procedure

2-0-1

TITLE

**CUSTOMER OPERATIONS – GENERAL: Corporate
Event Customer Response Plan**

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Changes are noted with a **GRAY** band.

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- 1.0 PURPOSE** -- This procedure describes the Customer Operations actions to ensure that customers and contact Customer Service Representatives receive consistent, timely and accurate information during the course of a corporate event.
- 2.0 DEFINITIONS** --
- 2.1** Corporate Event: Any condition leading to the activation of Distribution Engineering Situation Room at Irving Place. Events may be related to severe weather such as a major heat wave, imminent tropical storm or major winter storm, or other emergency, regardless of source, having a potential of major adverse impact on the Company's distribution system.
- 2.2** Situation Room Liaison: Customer Operations will assign personnel as liaison to the Distribution Engineering Situation Room. The liaison is a conduit for information and action requests between Customer Operations and the Situation Room.
- 2.3** Life Support Equipment (LSE) customers are defined as those who require electrically operated machinery to sustain basic life functions. This includes designated electrically operated medical equipment prescribed by a qualified physician to be used on a continuous basis or as circumstances require as specified by the physician to avoid the loss of life or serious medical complications requiring immediate hospitalization.
- 2.4** Critical Facilities: These may include hospitals, nursing homes, senior housing complexes and other housing developments that have been identified to us by appropriate municipal agencies such as the New York City Department for the Aging and Westchester County.
- 2.5** Special Needs Customers, as defined in the Electric Emergency Response Plan: Special Needs Customers are defined as our Medical Emergency, Elderly, Blind and Disabled (EBD) customers, and the human service agencies representing these customers. A Medical Emergency customer is defined as a resident who suffers from a serious illness or a medical condition that severely affects their well-being. A medical emergency is often a temporary situation as described in 16 NYCRR § 11.5(4)(i) whereby a medical doctor or qualified official of the Local Board of Health states in writing to the utility the expected duration of the medical emergency and explains either the nature of the medical emergency or the reason why the absence of utility service would aggravate the medical emergency. An EBD customer is considered a residential customer who is known or identified to the utility to be 62 years of age or older, and all the remaining residents of the household are 62 years of age or older, 18 years of age or under, or blind or disabled. A



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person shall be considered disabled if the person has a disability as that term is defined in the Human Rights Act (Executive Law 292[21]).

3.0 ANNUAL PREPAREDNESS

By May 30 of each year, the following actions will be taken.

- 3.1** Customer Operations Outreach will prepare literature for insertion with bills offering enrollment to residential customers in our special needs programs.
- 3.2** Customer Operations Outreach with support from Corporate Communications, will prepare information on summer and winter storm preparation, heat-related dangers and ways to stay cool (warm in the winter) for distribution to customers through Company publications such as, *SPOTLIGHT* and *Customer News*.
- 3.3** Customer Outreach will send pre-storm emails to Human Service Agencies serving Special Needs Customers to warn them about an imminent major storm, heat wave or other event.
- 3.4** Customer Operations Communications Management Group (CMG) will ensure that standardized messages are available for calling LSE customers in advance and as required during an event in accordance with CSP 3-1-8.
- 3.5** Media Relations will issue public appeals through the media. These announcements will be shared with CMG prior to distribution of such information to the media, public and/or Company website. CMG requires this information to ensure messages placed on the Call Center's telephone system are consistent and timely with information shared via media channels.
- 3.6** Customer Outreach will contact community and governmental groups that serve elderly, ill, and disabled constituencies, and ask them to distribute Company literature concerning heat-related dangers/emergency preparedness and Con Edison's special needs programs.
- 3.7** Credit & Field Operations will verify with Stores that a sufficient number of completed storm kits are available for Site Safety. (700 Storm Kits)

By June 15 of each year, the following actions will be taken

- 3.8** Energy Services will identify Critical Facilities using the EMOPSYS data system, including the name and phone numbers of a responsible person

for each location who can be contacted in case of an outage. Energy Services identifies the critical facilities customer accounts on the Customer Information System and requests that a Critical Location Indicator Code ("CLIC") be posted to the account.

4.0 EMERGENCY ROSTERS -- Emergency Duty Rosters, including home, work and cell phone numbers will be maintained as described below:

- Situation Room Liaison - Staffed by second band employees from various Customer Operations organizations. Specialized Activities personnel coordinates this list.
- Customer Experience Center Emergency Duty Lists - Each Customer Experience Center, including Staten Island, will update their emergency duty roster into the Performance Management Track System including work, home and cell phone numbers.
- Outreach Staffing – Schedule of Outreach employees and augmentees that will coordinate Outreach response and staff Customer Information Centers. Outreach coordinates this list.
- Credit & Field Operations Staffing – Credit & Field Operations contact and availability for Corporate Events is coordinated by the Site Safety Coordinator. Staffing includes Site Safety Representatives wire guard and dry ice distribution. The Outreach van drivers are coordinated by Revenue Protection Unit management.

5.0 NOTIFICATION ABOUT A CORPORATE EVENT --

- 5.1** Distribution Engineering will notify that the Situation Room will be opened in advance of a Corporate Event via e-mail to [REDACTED] activation. When the notification is received, CMG will advise the Situation Room Liaison representatives of the pending assignment confirm notification to the Senior Vice President, General Manager, Customer Outreach Department Manager or designee and coordinate Customer Experience Center Customer Service Representative and management staffing as required.
- 5.2** During a hot weather emergency (heat index forecast greater than 100 degrees), System Operations will notify the General Managers of Electric Operations, the General Managers of Customer Operations and Energy Service, the Customer Experience Center Managers, CMG Manager and duty person, Customer Outreach, the Credit & Field Operations Managers, the Law Department Collections Group, and the Public Affairs Managers no later than 7:00 a.m. on a day in which the heat index is expected to be at or over 100 degrees Fahrenheit.

6.0 ACTIONS DURING A CORPORATE EVENT -- The following actions are taken during the course of a corporate event.

6.1 Situation Room Liaison: The Customer Operations Distribution Engineering Situation Room Liaison's duties are as follows:

- The primary function is to be proactive in gathering information on system status, potential impact on customers, whether 1-800 COOLNY and/or Westchester County number(s) have been activated, or if Community Centers in housing projects opened for emergencies, and relay the information to CMG.
- Any outage or voltage reduction problems should be reported to CMG immediately.
- Obtain next worst-case impact information when there are networks in trouble.
- Notify Communications Management, Communications Management Group Manager, Senior Vice President Customer Operations, the General Manager of Customer Assistance, Customer Assistance Managers (), the Center of Excellence (), Outage Communications Rotation (), Digital Customer Experience (), and Customer Outreach () of potential imminent problems (multiple feeder outages that may subsequently affect a particular network).
- Act as a conduit for information requests from CMG, the Senior Vice President Customer Operations, the General Manager of Customer Assistance and Customer Outreach.
- At the request of the CMG confirm information that it gets from other parties.

6.2 Communications Management Group: The actions by CMG include the following:

- Ensure that LSE, Medical Emergency and EBD customer records are extracted from Customer Care & Billing (CC&B) by borough/county on a weekly basis. These records will be used to contact LSE, Medical Emergency and EBD customers. Phone numbers from these records will be uploaded to an automated outbound system and used to contact these customers before and after an event.
- Implement the process to make automated outbound contacts to LSE, Medical Emergency and Critical Facilities customers to warn them about an imminent major storm, heat wave, or other event. Energy Services provides CMG with Critical Facilities customer contact information semi-annually.

Implement the process to make outbound contacts to EBD customers in a weather event classified as a **Class 2** Level 2 Serious event or higher.

- During non-CERC, non-ICS events that require a free form message or power shutoff notices, such as load shed (any messages that go beyond LSE, CLIC, MED and EBD communications), CMG should trigger Arcos to alert the Emergency Outage Rotation team that deployment of these messages is needed. If the situation requires, CMG will also record voice messages and send the audio files back to the Emergency Outage Rotation team for distribution.
- Get information regarding daily telephone conferences with the NYCEM during a citywide event from Corporate Affairs and Emergency Preparedness and update Customer Operations management about the meeting results.
- Update Customer Service Representatives (CSRs) by Area Outage Updates on Microsoft Outlook with information obtained from the Distribution Engineering Situation Room Liaison concerning pending conditions, area outages, estimated restoration times, etc.
- Update Customer Assistance employees of messages about the event played to customers via the Call Center's communications system. Also ensure that appropriate messages reside on inbound and outbound calls provided by the high-volume call answering service vendor we utilize.
- Advise customers about area outages, heat stress messages, estimated restoration time, etc., via the Call Center's telephone system. Refer to Attachment 22 (Order Approving Outage Notification Incentive Mechanism) of the Emergency Response Plan (ERP) for minimum response times allowed for the activation of County Specific / Broadcast messages, and LSE notification requirements.
- When unpredictable events cause all customers' inbound lines to become busy or unavailable, inbound 800-75CONED calls will overflow automatically to a redundant automated IVR system provided by our high-volume call answering service vendor. CMG will monitor inbound toll free and local trunks, and in the event of weather and/or network conditions that result in a rapid increase in customer calls that tie up 55-70% of all trunks, will take action to manually send overflow calls to high volume call answering service vendor we utilize, and ensure that customers who transfer out of our high-volume call answering service system can connect with a CSR.
- Compile and distribute hourly reports of staffing, calls received and answered, percent answered and service level in accordance with the Storm Metric Card.
- Via the Outage Management Dashboard (Obvient) obtain information about LSE customers who are predicted to be without service. Follow procedures (including CSP 3-1-8) to ensure that these customers are notified during outage events; Notifications to these customers during

events should recommend that they seek medical or police assistance if required.

- Ensure that messaging on the telephone switch and customers, without service, are updated periodically as circumstances warrant.
- Respond to requests from the Situation Room as needed.
- Coordinate with Corporate Affairs where applicable to ensure that information provided to customers over the telephone is consistent with information provided to the press and in individual Outreach efforts. (Reference CI 810-2 and CSP 2-1-3).
- Maintain an event log of all CMG actions throughout the event. Place all related back-up and supporting documentation in a shared folder on the department's resource server.
- Obtain information regarding restoration estimates, dry ice locations or any other pertinent information during outages.
- Ensure messaging heard by customers from our high-volume call answering service system provided by a vendor is appropriate for the circumstances.
- Record all hourly statistics and reports.

6.3 Customer Outreach: The actions by Customer Outreach include the following:

- Act as liaison and brief appropriate senior centers and/or social services organizations during the course of an event.
- In collaboration with Corporate Communications, Coordinate internal and external Outreach messaging such as e-mail blasts, post-event letters to customers, etc.
- Visit community sites during the course of an event as required and coordinate staffing for the Customer Information Center (Outreach van) as required during an event.
- Send pre-storm emails to Human Service Agencies serving Special Needs customers to warn them about an imminent major storm, heat wave or other event.

6.4 Customer Experience Centers: The following actions will be taken by Customer Experience Center management at the outset and during the course of an event:

- Ensure that the required staffing is available in accordance with the Electric Emergency Response Plan (Electric ERP)
- Monitor CSR performance.
- Implement storm/incident communications with LSE customers as described in the Electric ERP and the [LSE Contact Procedure](#)

6.5 Site Safety/ Wire Guarding

- Credit & Field Operations alerts all employees scheduled on the Duty Roster to inform them of the time and location to report for an event and ensures that the staffing requirements for the storm level are obtained.
- All equipment and supplies are ordered and/or verified at each location to meet the storm level.
- The Site Safety Coordinator and Regional Unit Leaders participate on the Corporate ICS calls and Regional ICS calls to report the status of Wire Guarding.
- Site Safety is mobilized when an Electric Region establishes an incident classification of **Class 2** Serious and above for an overhead storm, or as requested by the Regional Incident Commander
- **Site Safety Representatives** Wire Guards receive their Safety Briefing and are dispatched to the field based on the Trouble Type prioritization table on the Site Safety Management System.
- Unit Leaders monitor the Site Safety Management System to ensure that we meet the Public Service Commissions Scorecard goals and any request from Emergency Preparedness, Electric Operations and Damage Assessment.
- Site Safety Supervisors continuously communicate with the **Site Safety Representatives** Wire Guards in the field during an event to ensure their safety and that the wires down locations are properly staged to ensure public safety.
- When Necessary, **Site Safety Representatives** Wire Guards assist in the distribution of dry ice to the public.
- All staffing records, arrival times and communications are recorded on the Site Safety Management System for an event as a point of reference.

6.6 Liaison Officer: The following actions will be taken by the Liaison Officer (Regional or CERC) during the course of an event:

- Request lists of potential cooling/warming centers from NYCEM and WCDES, as appropriate, and share the information gathered with the respective Communications Officer (so that this information may be relayed to Corporate Affairs for inclusion on the Company website), Regional Customer Operations Officer, Customer Outreach, and CMG.

7.0 SPECIAL ACTIONS DURING A HOT WEATHER EMERGENCY DAY -- On such days, the following actions will be taken.

- 7.1** Customer Operations' Credit & Field Operations Management will expedite the completion of all start service field activities, and turn-ons, and suspend residential turn-offs for non-payment.
- 7.2** CMG will inform callers that it is important to stay cool and to check on relatives and neighbors who are elderly and/or have disabilities. (This will be done through the use of a recorded message on the telephone switch.)
- 7.3** At its discretion, Media Relations will issue press releases and public service announcements to increase the public's awareness of heat-related dangers.

8.0 REFERENCES --

CSP 3-1-4: Medical Emergency Cases
CSP 3-1-8: Accounts Coded Life Support Equipment
Electric Emergency Response Plan (ERP)
CSP 2-1-3: Processing Emergency Calls
CSP 2-0-22: Dry Ice Distribution
CI 810-2: Corporate Affairs Crisis Communications Plan
CI 260-4: Corporate Response to Incidents and Emergencies
LSE Customer Contact Procedure
CI 610-4: Climate Change Adaptation and Resiliency

9.0 PROCEDURAL RESPONSIBILITY -- The Senior Vice President, Customer Operations, is responsible for this procedure. Assistance, as described in this document, will be provided by System Operations, Government Relations, Media Relations, Energy Services, Corporate Communications, Corporate Affairs, Electric Operations, and Distribution Engineering.

10.0 CEO CERTIFICATION REQUIREMENT NOTICE -- This procedure is relied upon for compliance with Public Service laws, rules and / or regulations as documented in connection with the PSL 65(15) CEO Certification Project. Any revisions to this procedure must be made with consideration to the requirements identified in Customer Operations' CEO Certification Matrix.

11.0 CLIMATE CHANGE ADAPTATION AND RESILIENCY -- Climate change may impact certain design criteria related to this procedure. For guidance on climate



**Customer Service
Procedure**

TITLE

**CUSTOMER OPERATIONS – GENERAL: Corporate
Event Response Plan**

change impact considerations, please refer to the Climate Change Adaptation and Resiliency Corporate Instruction [CI-610-4](#).

Log - Concurrences / Final Approvals

**This procedure was revised to incorporate internal process updates and new Customer Care and Billing (CC&B) system terminology. Material updates will take place during the next full review in 2024.*

Department / Organization	VP/SVP	*Date
Energy Services, Electric Ops		5/17/21
Distribution Engineering, Electric Ops		5/17/21
Corporate Affairs		5/24/21
System Operations		5/24/21
Emergency Preparedness		5/24/21



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ATTACHMENT 06:
CUSTOMER SERVICE PROCEDURE 2-0-22
CUSTOMER OPS—GENERAL:
DRY ICE DISTRIBUTION

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Customer Service Procedure

2-0-22

TITLE

**CUSTOMER OPERATIONS--GENERAL: Dry Ice
Distribution**

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Customer Service Procedure

2-0-22

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**CUSTOMER OPERATIONS--GENERAL: Dry Ice
Distribution**

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1.0 PURPOSE— To document Customer Operations responsibilities and processes related to the distribution of dry ice to consumers whose electric service has been interrupted and are expected to be without service for 48 hours or more as a result of weather-related events or system emergencies.

2.0 POLICY — The dry ice procedure will be followed *in preparation for and in response to a weather related event or system emergency* as per Public Service Commission mandate 16 NYCRR 105.4 N.Y. Comp. Codes Rules & Regulations, Title 16, 105.4.

The company will commence dry ice distribution within 24 hours from the start of restoration for outages resulting from anticipated events, expected to last 48 hours or more. However, dry ice will not be distributed when the Company cannot obtain dry ice due to interruption or limitations of dry ice production, or when other conditions (e.g. road and bridge closures) and time of day beyond the Company's control, prevent distribution. When dry ice is unavailable, the company will attempt to substitute with wet ice until sufficient quantities of dry ice can be received. Customers will be distributed approximately 5-10 lbs. of dry ice (or wet ice) at established distribution locations.

Upon the declaration of a corporate emergency, dry ice requests and activities will be coordinated through the Corporate Emergency Response Center (CERC). When CERC is not active, dry ice needs will be coordinated through regional incident command structures (ICS). An assessment of dry ice requirements may be included as part of the inter-regional conference calls.

3.0 PURCHASE, MANAGEMENT AND TRANSPORT OF DRY ICE – Supply Chain is responsible for establishing and monitoring agreements for dry ice. The Logistics Operations Control Center (LOCC) is responsible for ordering dry ice during emergencies or when CERC is activated. The Emergency Support Group, a section within Facilities and Field Services (FFS), manages the LOCC and will coordinate the purchase, receipt, transportation and unpacking of dry ice at the selected distribution location.

4.0 CUSTOMER OPERATIONS RESPONSIBILITIES –

Customer Operations is responsible for:

- Participating in discussions as part of CERC or the Regional ICS Organization during Incident Command Meetings or as part of an inter-regional call and subsequent discussions regarding dry ice distribution and initiating the discussion of dry ice distribution as necessary. For details see Paragraph 5.3.
- Staffing and supervising the dry ice distribution locations

- Ensuring that personnel involved in the handling and distribution of dry ice receive a job briefing as specified in the Training Guidelines for the Handling & Packaging of Dry Ice (Exhibit A). Ensuring that employees: comply with the rules for handling and packaging of dry ice (Exhibit A); that the required PPE is correctly utilized including the use of gloves, long sleeves and long pants; and that employees prominently display their Company IDs.
- Ensuring that the dry ice distributed is properly packaged before giving it to customers (e.g., double-bagged with paper and plastic) and that handling instructions are provided.
- Communicating information on dry ice distribution time(s) and location(s) to Customer Operations employees at the Call Center and other locations and customers who contact the Company and as per section 6.0 of this procedure.
- Discussing the need for relocation of the distribution site(s) if field conditions warrant with the Incident Commander (IC), Logistics Section Chief, Information Officer, and the Liaison Officer prior to the relocation of the distribution site(s).
- Credit and Field Operations provide hourly updates regarding the dry ice activities by location to Customer Operations Outreach. Information will be reported by email for each location as shown in Exhibit B. Customer Outreach will provide this information to the Incident Commander, Logistics Section Chief, Information Officer, and the Liaison Officer when CERC is active and the regional Incident Commander when CERC is not active.
- Initiating discussions as necessary related to the demobilization of dry ice distribution locations.

5.0 **DEPLOYMENT OF DRY ICE DISTRIBUTION LOCATIONS –**

- 5.1 Customer Operations Outreach** will represent Customer Operations in discussions related to the deployment of dry ice.
- 5.2 The Communication Management Group (CMG)** will be responsible for contacting the Outreach Representative on Call when notification is received that advises that an Incident Command Meeting or inter-regional conference call is scheduled. CMG will notify the *Outreach Representative on Call* about when the call will take place.
- 5.3** *It is the responsibility of Customer Operations Outreach, and Facilities & Field Services, to ensure that the discussion of the deployment of dry ice is initiated as part of the agenda for the initial Incident Command Meeting or as part of an initial inter-regional or regional conference call(s).* Discussions should take place between the Incident Commander (IC), the Logistics Section Chief, the Customer Operations Officer, the Liaison Officer, the Communications

Officer and the Information Officer under the CERC or Regional ICS Organization to determine if dry ice will be distributed and if so where it will be distributed.

- 5.4** The Credit and Field Operations **Dry Ice Unit Leader** is responsible for staffing and ensuring supervision of dry ice distribution locations. The Field Operations Duty Roster which lists duty assignments, will be posted on the Customer Operations Portal and provided to CMG.

The Credit and Field Operations **Dry Ice Unit Leader** is responsible for ensuring that personnel involved in the handling and distribution of dry ice receive a job briefing as specified in the Training Guidelines for the Handling & Packaging of Dry Ice (Exhibit A). The Credit and Field Operations **Dry Ice Unit Leader** is also responsible for ensuring that employees comply with the rules for handling and packaging of dry ice (Exhibit A) and that the required PPE is correctly utilized including the use of gloves, long sleeves, safety glasses, safety vest, long pants, and safety shoes and that employees prominently display their Company IDs.

- 5.5** The Credit and Field Operations **Dry Ice Unit Leader** or Field Operations on-site supervisor is responsible for providing an hourly count of bags of ice distributed. The Outreach Emergency Response Coordinator is responsible for hourly reporting to CERC or the regional IC and ensuring that the Dry Ice Distribution Report (Exhibit B) is prepared and issued at the end of each day that ice is distributed on-site.

- 5.6** **Staffing Dry Ice Distribution Locations** – When it is determined that dry ice distribution locations will be set up, the Credit and Field Operations **Dry Ice Unit Leader** will be contacted as follows:

- 5.6.1** **Staffing Dry Ice Distribution Locations During A CERC** – During a CERC the Customer Operations CERC Assistant will contact the Credit and Field Operations **Dry Ice Unit Leader** to provide information about the dry ice locations so that staffing can be arranged.

- 5.6.2** **Staffing Dry Ice Distribution Locations During Non-CERC Events** –

5.6.2.1 When **Communications Management Group (CMG)** is contacted with a request for the deployment of dry ice, CMG will contact the Outreach Representative on Call (Duty Manager)

5.6.2.2 Customer Outreach will in turn contact the Incident Commander to discuss the dry ice deployment.

5.6.2.3 Once the dry ice distribution locations are confirmed, the Outreach Representative on Call will call CMG to provide CMG with this information.

5.6.2.4 CMG will in turn contact the Credit and Field Operations Dry Ice Unit Leader to provide information about the dry ice distribution locations so that the Credit and Field Operations Dry Ice Unit Leader can arrange staffing.

5.7 Arranging for Staffing To Distribute Dry Ice –

5.7.1 The Credit and Field Operations Dry Ice Unit Leader will contact Customer Operations Outreach as necessary to discuss staffing requirements and to determine the number of employees to be assigned to dry ice distribution based upon the anticipated traffic at the dry ice distribution location(s). A minimum of a two-person crew will be assigned to distribute dry ice at each distribution location. In addition, the Credit and Field Operations Dry Ice Unit Leader will make arrangements for supervisory personnel, as necessary.

The Credit and Field Operations Dry Ice Unit Leader will be responsible for mobilizing personnel to the dry ice distribution locations. The Site Safety Duty Roster will be posted on Customer Operations Portal and will be used to identify Field Operation personnel that will be assigned to dry ice distribution for the event.

5.7.2 The Credit and Field Operations Dry Ice Unit Leader will contact CFRs to notify them of their dry ice distribution assignment. If sufficient resources are not available within Customer Operations, the Credit and Field Operations Dry Ice Unit Leader will arrange for additional staffing. During an event the Credit and Field Operations Dry Ice Unit Leader will either contact the (Customer Operations' System Emergency Assignment Coordinator or contact Emergency Preparedness to request additional staffing to distribute the dry ice.

5.7.3 The Credit and Field Operations Dry Ice Unit Leader will arrange for necessary supervision at the location(s).

6.0 COMMUNICATING DRY ICE DISTRIBUTION LOCATIONS –

6.1 During CERC events, once the dry ice distribution locations and distribution schedules have been determined, the CERC Assistant (if CERC is activated) or *Outreach Duty Manager* (in non-CERC) will advise CMG, who will then notify Customer Assistance representatives and supervisors of the dry ice distribution time(s) and location(s).

- 6.2** In non-CERC events, the Department Manager in Customer Operations Outreach will notify Corporate Communications and Regional Community Affairs of dry ice distribution times and locations, and request to have this information added to the Company website. Corporate Communications will also issue press releases.
- 6.3** If field locations warrant the relocation of the distribution site(s) Customer Operations Outreach will initiate a discussion with the Customer Operations Officer during a CERC and during a non-CERC event with the IC and Regional Community Affairs, *prior* to the relocation of the distribution site(s). If after discussion, the dry ice distribution time(s) and/or location(s) change, the updated information will be provided to CMG for dissemination to Customer Operations employees at call center and other locations.
- 6.4** CMG will ensure the communication of dry ice distribution location(s) and time(s) to the Customer Operations employees at the Call Center and other locations.

7.0 DISTRIBUTION OF DRY ICE –

- 7.1** Dry ice will be distributed with handling instructions. Customer Operations Outreach will work with Corporate Affairs to arrange for the printing of instructions in languages other than English and Spanish and ensure that sufficient quantities of instructions are provided to the dry ice distribution sites as needed.

Dry ice will be distributed to each customer (5-10 lbs.) in appropriate packaging (dry ice inside a paper bag, with an external plastic bag wrapped around it). The Credit and Field Operations Dry Ice Unit Leader or Field Operations on-site supervisor will ensure that handling instructions are distributed to each customer with the dry ice.

8.0 SUPERVISING THE DRY ICE CREWS –

Credit and Field Operations will provide supervision of the crew assigned to distribute dry ice.

Supervisory responsibilities include:

- Ensuring that the dry ice is distributed to each customer in appropriate packaging with handling instructions.
- Ensuring that each employee assigned to dry ice distribution utilizes PPE as specified in the Training Guidelines for the Handling & Packaging of Dry Ice (Exhibit A) and prominently displays their ID.

- The supervisor will also be responsible for observing the level of dry ice distribution activity and determining whether additional Customer Field Representatives (CFRs) and/or a dedicated supervisory employee are needed at the site. If additional support is needed, the Credit and Field Operations Dry Ice Unit Leader will be contacted.
- Ensuring that an hourly count of bags of ice distributed needed for the Dry Ice Distribution Report (Exhibit B) is maintained by the assigned CFRs at the dry ice distribution locations.

9.0 **JOB BRIEFINGS** – The Credit and Field Operations Dry Ice Unit Leader will ensure that employees assigned to dry ice distribution receive a job briefing as specified in the Training Guidelines for the Handling & Packaging of Dry Ice (Exhibit A).

10.0 **COMMUNICATING UPDATES OF DRY ICE DISTRIBUTION ACTIVITY**

- 10.1** Customer Operations is responsible for providing periodic updates regarding the dry ice activities by location to the Incident Commander. During a CERC, this information will be communicated from the field as described in sections 10.3 below to the Customer Operations CERC Assistant. During non-CERC events, this information will be communicated to the CMG.
- 10.2** Supervisors assigned to ice distribution will maintain an hourly count of bags of ice distributed needed for the Dry Ice Distribution Report (Exhibit B). This report provides information on the volumes of dry ice distributed during specific time periods.
- 10.3** The Customer Operations management employee responsible for overseeing the dry ice crew at each location will be responsible for reporting the information in the Dry Ice Distribution Report (Exhibit B) at the operational periods requested. Information will be forwarded to the CERC Assistant or CMG at the end of each operational period or more frequently if required. During a CERC, the CERC Assistant will provide this information to CMG.

During a non-CERC CMG will be responsible for communicating this information to the Incident Commander.

11.0 **DEMOBILIZING THE DRY ICE LOCATIONS** –When necessary, the Customer Outreach Duty Manager will initiate a discussion with the Incident Commander (IC), to determine when each dry ice location should be demobilized.

12.0 **REFERENCES--**

FFS 339-315: Dry Ice Procedure

CI 490-2: Customer Care Emergency Response Plan

CI 610-4: Climate Change Adaptation and Resiliency

13.0 **PROCEDURAL RESPONSIBILITY**--The Senior Vice President, Customer Operations, is responsible for this procedure.

14.0 **CEO CERTIFICATION REQUIREMENT NOTICE** -- This procedure is relied upon for compliance with Public Service laws, rules and / or regulations as documented in connection with the PSL 65(15) CEO Certification Project. Any revisions to this procedure must be made with consideration to the requirements identified in Customer Operations' CEO Certification Matrix.

15.0 **CLIMATE CHANGE ADAPTATION AND RESILIENCY** – Climate change may impact certain criteria related to this procedure. For guidance on climate change impact considerations, please refer to the Climate Change Adaptation and Resiliency Corporate Instruction [CI-610-4](#).

16.0 **EXHIBITS** –

EXHIBIT A – Dry Ice Handling Training

EXHIBIT B – Dry Ice Distribution Report

**Exhibit A – Training Guidelines
for the Handling & Packaging of
Dry Ice – Page 1 of 2**

1) Applicability - This training is for employees who distribute dry ice to our customers. This training does not apply to employees who cut dry ice into blocks. Additional personal protective equipment (PPE) and training would be required for this activity.

2) Safety Data Sheet

a) Relevant Information on Dry Ice SDS

1. Dry Ice is extremely cold (-109F / -78.5C)
2. Avoid contact with skin and eyes since it may cause cold burns.
3. Asphyxiant - liberates heavy gas that displaces oxygen and may cause suffocation.
4. KEEP OUT OF THE REACH OF CHILDREN AND PETS.
5. Do not seal in glass or other tightly closed containers
6. Do not enter areas where dry ice is used or stored until area is properly ventilated.
7. Use heavy gloves, safety shoes, and protective clothing when handling.

b) SDS kept on each transportation vehicle.

3) Handling and Packing Procedure

- a)** When handling dry ice in an enclosed truck, make sure to ventilate the truck by opening the back door and wait 3-5 minutes before entering.
- b)** Wear all appropriate PPE.
- c)** Avoid bringing exposed skin into contact with dry ice when handling.

PPE

- a)** Long sleeves – Fully buttoned at the cuffs
- b)** Long pants
- c)** Leather gloves or equivalent
- d)** Traffic Vest (if working in a high traffic area)
- e)** Safety Glasses
- g)** Safety Shoes

**Exhibit A – Training Guidelines
for the Handling & Packaging of
Dry Ice – Page 2 of 2**

4) Handling and Packing Procedure

- a).** Place 5-10 lb. blocks of dry ice (or Pellets) into brown paper bags.
- b).** Customer instructions are preprinted on handouts, noting use and handling instructions. Provide this copy to the customers.
- c).** Place brown paper bags into plastic bags to be carried by the customer. Provide the ice to the customer.
- d).** If pre-packing the dry ice (before customer's pickup), place the completed bags back into the dry ice plastic bins for future distribution to limit evaporation.

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Emergency Preparedness		05/22/2023
Supply Chain, Utility Shared Services		06/26/2023
Facilities and Field Services, Utility Shared Services		08/07/2023

ATTACHMENT 07:
CUSTOMER SERVICE PROCEDURE 2-1-3
CUSTOMER OPS—CUSTOMER COMMS:
PROCESSING CUSTOMER EMERGENCY REPORTS

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Customer Service Procedure

2-1-3

TITLE

**CUSTOMER OPERATIONS – CUSTOMER
COMMUNICATIONS – Processing Customer
Emergency Reports**

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- 1.0 PURPOSE** -- To provide guidelines for processing and responding to customer reported emergencies.
- 2.0 BASIC POLICY**-- Customers may report electric service problems by speaking with a Customer Service Representative. Customers may also self-initiate an electric trouble report through the IVR, SMS or through the trouble reporting application on the Con Edison website or native mobile application using any web-enabled device such as a computer or Smartphone. Customers are provided with an estimated restoration time when available.
- 3.0 DEFINITIONS--**
- 3.1 EMERGENCY-** A report or contact relating to Company service that indicates:
- Danger to a customer, the general public, or a Company employee
 - Damage to property
 - A service problem affecting a customer or the distribution system
 - Assistance requested from Police, Fire, EMS or other emergency organizations during emergencies
 - Other hazardous conditions
- 3.2 CUSTOMER EXPERIENCE CENTER-** An organization responsible for answering and documenting service-related emergency calls.
- 3.3 HIGH VOLUME CALL ANSWERING SERVICE-** A contracted service company which offers automated inbound (High Volume Call Answering service – HVCA) and outbound high volume contact call center solutions. Such services are utilized during corporate emergencies and other events, like storms and heat events. Specifically, these services allow customer inbound calls to be handled in a redundant automated interactive voice response (IVR) system during times when customer inbound lines become busy or unavailable – see **Exhibit D** – HVCA provides a high inbound port capacity allowing customers to report service troubles and obtain outage information. In addition, HVCA allows for CMG to broadcast pre-defined/adhoc event and outage notification messages to customers, including LSE, Medical Emergency, and Critical Care (nursing homes and hospitals). The automated outbound system can be access via the Internet or by phone 24x7.



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HVCA call flows and inbound and outbound announcements/messages can be obtained by contacting the Communications Management Group via email () or phone () or ().

- 3.4 RECORDED ANNOUNCEMENT**- Announcements are used to advise callers about an emergency event, status of an emergency event, or electric distribution system.

4.0 EMERGENCY REPORTING CHANNELS-

- Customer Service Representative
- Web
- Mobile Application
- Text (SMS)
- IVR

5.0 PROCESSING EMERGENCY REPORTS

- 5.1 CUSTOMER SERVICE REPRESENTATIVES** - Navigate to the Customer Care & Billing system (CC&B) outage screen from the Premise Context Menu in the Control Central dashboard to document customers' electric service problems (see EXHIBIT A). CC&B prompts Customer Service Representatives to solicit information about the service problem from the customer. A trouble report with a specific trouble type is generated based on the customer's verbal response to the questions asked by the representative.

- 5.2 SPEECH INTERACTIVE VOICE RESPONSE (IVR)** - Customers that call Con Edison may report electric troubles by using the IVR see EXHIBIT B. The IVR will proactively provide concise, comprehensive and accurate information. The speech IVR solicits information about the electric service problem from the customer. A trouble report with a specific trouble type is generated based on the customer's verbal response to the questions asked by the speech IVR.

- 5.3 WEB** - Customers may visit www.coned.com to self-report electric service problems. An emergency ticket with a specific trouble type is generated based on the Customers' selection see EXHIBIT C.

- 5.4** **MOBILE APPLICATION** - Customers may use Con Edison's mobile application self-report electric service problems. An emergency ticket with a specific trouble type is generated based on the Customers' selection.
- 5.5** **TEXT (SMS)** - Customers may text (SMS) to self-report electric service problems. An emergency ticket with a specific trouble type is generated based on the Customer's selection.
- 6.0** **RESTORATION RELATED COMMUNICATION** – Customers may obtain an estimated restoration time and/or check status for electric service problems by speaking with a Customer Service Representative, through the IVR, on www.coned.com, native application and by text. Customers may also obtain information through the Outage Map.
- 6.1** The electric emergency department assesses the condition causing the electric service problem and assigns an estimated restoration time to the job.
- 6.2** An automated outbound communication is made to customers who have reported an outage upon assignment of an ETR.
- 6.3** An automated restoration outbound communication via text or call is made to customers upon completion of the job. On the restoration call, customers are given the option to speak to a Customer Service Representative if they are still experiencing service problems. If a customer responds to a restoration text, a new outage ticket will be opened.
- 6.4** During specific outage events which require outbound messaging, the IVR messaging will be consistent with the information contained in press releases and updated within one hour of the issuance of a press release.
- 6.5** The Electric Emergency department addressed trouble reports to restore service or address hazardous conditions.
- 6.6** For Smoking Manhole Contacts, customers are directed to speak to a CSR when reporting a smoking manhole situation because of high safety concerns. When a fire in a manhole is reported, CSRs must call 911 emergency services.
- 7.0** **GAS EMERGENCY CONTACTS** – Due to the volatility of the commodity, all gas service trouble reports are processed by Customer Service Representatives. Customer Service Representatives navigate to the Customer Care & Billing system outage screen from the Premise Context Menu in the Control Central dashboard to document customers' gas service problems, see EXHIBIT A. The

gas trouble reports are addressed by the Gas Emergency department to restore customers' service or address the reported hazardous condition.

- 8.0** **STEAM EMERGENCY CONTACTS** - Customer Service Representatives use Maximo to issue trouble reports for customers calling with a steam emergency. The steam trouble reports are addressed by the Steam Emergency department to restore customers' service or address the reported hazardous condition.

9.0 **REFERENCES**

EM: Emergency Trouble Codes ()

EM: Automated Outbound ETR and Restoration Process ()

- 10.0** **PROCEDURAL RESPONSIBILITY** -- The Senior Vice President, Customer Operations, has responsibility for this procedure.

- 11.0** **CEO CERTIFICATION REQUIREMENT NOTICE**-- This procedure is relied upon for compliance with Public Service laws, rules and/or regulations as documented in connection with the PSL 65(15) CEO Certification Project. Any revisions to this procedure must be made with consideration to the requirements identified in Customer Operations' CEO Certification Matrix.

- 12.0** **PII NOTICE** -- The business operation(s) described in this procedure may require access to customers' personally identifiable information (PII) in order to be completed. All employees implementing this procedure must adhere to Corporate Policy Statement 310-2, Computer Data Security, as well as all departmental policies and practices governing access to, use and treatment of customer PII. Any revisions to this procedure must be made with consideration to the aforementioned requirements, and must be approved by the General Manager of Strategic Applications.

13.0 **EXHIBITS**

EXHIBIT A: ILT12 EMERGENCIES – PROCEDURE STEPS



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Customer Service Procedure

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**CUSTOMER OPERATIONS – CUSTOMER
COMMUNICATIONS – Processing Customer
Emergency Reports**



ILT12 Emergencies -
Procedure Steps.pdf

EXHIBIT B: SPEECH INTERACTIVE VOICE RESPONSE ELECTRIC EMERGENCY



TRBCallFlow
V1_7.pdf

EXHIBIT C: INTERNET ELECTRIC SERVICE PROBLEM APPLICATION

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CUSTOMER OPERATIONS – CUSTOMER
COMMUNICATIONS – Processing Customer
Emergency Reports

The screenshot shows the 'Report a Service Problem' page on the conEdison website. The page has a header with the conEdison logo and navigation links for 'Account & Billing', 'Services & Outages', 'Save Energy & Money', and 'How Outages Affect Us'. A blue button for 'Sign In' and a link for 'Log in or Register' are also present. The main heading is 'Report a Service Problem' with a subtext 'ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED'. Below this, a paragraph explains that users can report problems like power outages, dimming, or flickering lights, and can check a map for other reported outages. There are links for 'Check Outage Status' and 'Outage Map'. A section titled 'Do you have power?' has radio buttons for 'No', 'Partial', and 'Yes', with a green checkmark next to 'Yes'. Below this, a text box says 'Your outage is a result of damage to damaged wires or trees'. The next section is 'Where is the service issue?' with instructions to help find the location by providing account number, phone number, or logging in. There are input fields for 'Find Account by Account Number' and 'Phone Number', and a link for 'Find your issue by searching by address'. A 'Location' input field and a green 'Look Up Address' button are at the bottom.

EXHIBIT D: HVCA FLOWCHART



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ATTACHMENT 08:
CUSTOMER SERVICE PROCEDURE 3-1-8:
CUSTOMER OPS: CREDIT AND
COLLECTIONS – ACTIVE ACCOUNTS
CODED LIFE SUPPORT EQUIPMENT

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Customer Service Procedure

3-1-8

TITLE

CUSTOMER OPERATIONS – CREDIT AND
COLLECTIONS – ACTIVE ACCOUNTS: Accounts
Coded Life Support Equipment

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Customer Service Procedure

3-1-8

TITLE

**CUSTOMER OPERATIONS – CREDIT AND
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Coded Life Support Equipment**

Changes are noted with a **GRAY** band.

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1.0 POLICY - An account will be coded on the Customer Care & Billing (CC&B) system as LSE (Life Support Equipment) when electric service is provided to a residential premises, including a multiple dwelling, or household where a resident has a medically certified condition requiring utility service to operate a life-support device. In addition, any meter supplying electric service to an account coded as LSE will have a white LSE seal affixed to the meter to ensure that utility service is provided and not turned-off.

2.0 DEFINITION - If utility service is needed to operate medical equipment certified as life support by a medical doctor, nurse practitioner or physician's assistant or local board of health official, the account will be classified as LSE. LSE equipment is limited to:

- Positive Pressure Respirator (CPAP)
- Oxygen concentrator
- Cuirass type Respirator
- Tank Type Respirator
- Electrically operated respirator
- Hemodialysis equipment
- Rocking Bed
- Suction Machine
- Intravenous Feeding Machine
- Ventilator
- Infant Apnea Monitor
- Other equipment that a medical doctor, local board of health official, nurse practitioner or physician's assistant certifies as required for life preservation.

3.0 WHEN A REPORT IS RECEIVED THAT LSE EQUIPMENT IS IN USE - Any contact employee can be made aware that a medical situation exists that requires the use of LSE either during a field visit, through a letter or return of a Company form, during a telephone contact, electronic mail, website or through return of the Application for Special Services. If any of these are received by any employee, they should be sent to the Priority Customer Group and the Priority Customer Group will issue an LSE case.

At start service, customers are asked if life-support equipment is in use by anyone residing at the premises. When a call center Customer Service Representation (CSR) is made aware of a medical situation, they must issue an LSE establishment CASE on the customer's account.

When the information is obtained by a field employee, such as a Collector or Non-Routine Customer Field Representative (CFR), they will input the information into their handheld device. The employee who reviews the Field Activity results will then issue the LSE establishment CASE. Special Forces or



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other Collections employees that do not have a handheld device should call their local CSR within Credit and Field Operations (CFO) to issue a LSE establishment case.

Specific details of individual customer LSE conditions should not be input on notes on accounts on CC&B nor entered in free form comments in the handheld device.

4.0 CERTIFICATION REQUIREMENTS - Accounts will not be established as LSE on CC&B unless written certification, which meets all requirements of paragraph 4.1, has been received.

4.1 Written Certification Requirements - Written certification of the medical condition requiring utility service to operate a life-support device must be submitted on the stationery of the medical doctor, local board of health official, nurse practitioner or physician's assistant. This certification (which can be for either the initial or subsequent certification) shall include:

- The name, address and phone number of the certifying medical doctor, local board of health official, nurse practitioner or physician's assistant qualified to make a medical judgment.
- The doctor's State registration number.
- The name and address of the person requiring the life support device.
- The nature of the serious illness or medical condition.
- An affirmation that the illness or condition requires the use of specified electronically powered equipment in order to support life and a reason why the absence of utility service would pose a threat to life.
- The signature of the medical doctor, local board of health official, nurse practitioner or physician's assistant qualified to make a medical judgment.

4.2 Follow-up on Certification - Upon CASE creation, a notification and form will be sent to the customer advising that written certification must be received within 15 days. If written certification is not received within 15 days a second notification will be sent to the customer requesting written notification within 15 days. If written certification is not made within 30 days, the customer will be advised that the account cannot be established on the LSE program and that the account will be subject to normal collection action. A letter confirming this will be mailed to the customer.

When a customer has been disconnected for non-pay, and subsequently alerts the utility that LSE is in use at the premises, as part of the LSE Disconnect for Non-Pay procedure, the CSR must issue the appropriate

reconnect field activity order even if a payment has not been received. The Priority Customer Group will be responsible for contacting the customer within one business day of receiving notification that possible LSE is in use. The Priority Customer Group explains to the customer the documents required. If documents are received and approved, the Priority Customer Group will follow the LSE certification process and code the account accordingly. If documents are not approved and/or not received by the 30th day, the Priority Customer Group will contact the customer to advise of the current account status and discuss possible further steps needed to enroll onto the program.

- 5.0 ESTABLISHING AN LSE DESIGNATION ON AN ACCOUNT-** Once it is determined that an account should be designated as LSE, the Priority Customer Group will click the Confirm LSE action on the Case Step (exhibit A) to establish the LSE designation on CC&B which will appear as an alert in the dashboard and in the Critical Alert in red

The 'LSE action on the Case Step' is used to add, change, or delete information on CC&B related to the presence of LSE at the account premises.

- 5.1 ATEL CHARACTERISTIC.** The Priority Customer Group will ask the customer of record on an LSE account to provide an alternate telephone number during the initial recertification process. This information will be used in the event of an emergency when contact with the customer of record or LSE user is could not be made. If an alternate telephone number is provided, the Priority Customer Group will add the Alternate Telephone Number characteristic to record contact information on CC&B for emergency purposes. A valid entry for this field is a ten-digit number. If an alternate number cannot be obtained, the field should be left blank.

- 5.2 Coding LSE in Master-Metered Buildings.** The Priority Customer Group will click the Confirm LSE action on the Case Step to establish the LSE designation on the master-metered account. In order to identify the LSE user (tenant) who resides in a master-metered building the following steps are required:

The Priority Customer Group will create a 'person' relationship on the Master Metered account:

- Add a person record on the master meter account
- After the person ID is created the Priority Customer Group will create the LSE Case

6.0 **FIELD ACTIONS--**

6.1 Credit and Field Operations Actions - Once the Priority Customer Group CSR has removed or added the LSE designation, CC&B will auto generate a field activity to install or remove an LSE seal on the meters at the customers' location. an attempt to affix the LSE seal on the meter will be made within 30 days or at the customer's request. If a CT (Current Transformer) meter is supplying the LSE customer, **Credit and Field Operations ('CFO')** will affix an LSE seal to the meter and to the CT cabinet. Once the field activity is issued, **CFO** will be responsible for ensuring that the seal is installed or removed as required including resolving no access conditions or missed appointments caused by the CFR with the customer. In instances where the customer refuses the CFR access to the meter to either install or remove an LSE seal, the account will be referred back to the Priority Customer Group who will be responsible for resolving the matter with the customer.

6.2 Priority Customer Group Actions - All new LSE Removals and new additions of LSE seals are tracked on a SharePoint site that is reviewed monthly by **Credit and Field Operations** and the Priority Customer Group.

The following information is included on the SharePoint site:

- Customer account ID,
- LSE user name,
- LSE Verification Date,
- Seal #,
- Date Seal was installed, and
- LSI/LSM Pending (to determine if a field activity is pending).

The Purpose of this reconciliation is to ensure that **CFO** has removed or affixed the LSE Seals and that they have removed or added the LSE Seal numbers to **CC&B**. The LSE Seal number will appear as a characteristic on the service agreement.

6.3 Electric Operations Actions - Whenever an LSE notation is added to **CC&B**, the Priority Customer Group will immediately notify Engineering and Maps & Records from all regions in Electric Operations via the LSE Revision Form to annotate the M&S Plates and Feeder Maps to show the locations of LSE customers. Once completed, an e-mail is sent to the Priority Customer Group to confirm that the change was made.

In the event that an LSE account is closed, or an account is removed from LSE status, the Priority Customer Group will immediately notify Electric Operations and Engineering and Maps & Records, via the LSE Revision Form to update their M&S Plates, Feeder Maps, and Control Center (#9) Maps as needed.

Priority Customer Group will send a list of all accounts that were added or removed from the LSE Program to Electric Operations via SharePoint to ensure maps and records are up to date. On a **weekly** basis, Electric Operations will conduct a reconciliation of all LSE Accounts on maps and records with the Priority Customer Group. Electric Operations will send confirmation of receipt to Priority Customer Group to confirm that all maps and records have been updated.

- 6.4** **Ensuring the Integrity of the LSE Meter Seal.** HEFPA (Home Energy Fair Practice Act) 11.5 Termination of Residential Service- Special Procedures (5) Special rule for life support systems requires us to maintain appropriate identification on the meters of LSE customers for ensuring that utility service is provided for the duration of the customer's condition.

Any organization (i.e., Revenue Protection, Customer Operations, I&A, Construction, Control Center (#9), Meter & Test) that removes a meter which has an LSE seal affixed is responsible for ensuring that a new LSE meter seal is reinstalled on the meter. If a CT meter is removed, a meter seal will be attached to the new CT meter and the CT cabinet.

CC&B will be updated to include the "LSE Seal Number" and the Date of the last LSE Seal change on the service agreement. A SQL query is run against **CC&B**, which identifies active LSE accounts without an LSE seal number on record and indicates a seal potentially has not been installed. An LSE seal verification will be performed by CFO. To ensure that meters are properly identified after a meter has been exchanged, there will be a Post Exchange validation process to ensure that the seal was affixed to the newly set meter. The Priority Customer Group will issue a **field activity** to **CFO** to verify the LSE meter seal when they receive information that a meter exchange has been processed during the prior month.

- 7.0** **ANNUAL CONFIRMATION REQUIREMENTS** - Each year, the spring edition of the Company's Customer News bill insert includes an article that directs customers to contact the Call Center or log into Coned.com to report any LSE use. In addition, sent annually and to new customers, an Application for Special Services is included with the brochure entitled "Your Rights and Responsibilities as a Customer Billed Under Residential or Religious Rates" and a Life Support is in use form is included with the brochure "Your Rights and Responsibilities as a Non-Residential Customer".

The following additional actions are taken each year in order to encourage LSE enrollment:



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- Owners and agents of master metered buildings are requested in writing to assist in identification of LSE users among their tenants. Owners / managing agents of buildings with elevators are also reminded in writing of the importance of having emergency preparedness and evacuation plans in place.
- Community organizations, equipment distributors and health care providers are requested in writing to assist in identification of LSE users by informing clients who use life-support equipment about the program.
- Enrolled LSE users are informed in writing about the recertification process and asked to confirm whether LSE is still in use and to provide updated contact information (telephone number and email), including primary and secondary emergency contact information to the Company, if applicable.
- Once an account is certified as LSE, certification remains in effect for the life of the account until terminated by approval of the Public Service Commission (PSC) or its designee.
- The Priority Customer Group will review all LSE accounts on an annual basis to confirm whether LSE remains in use. The LSE VERF'D DATE field on the **Confirm LSE action on the Case Step** will be updated whenever the LSE has been confirmed.

8.0 UPDATING LSE CONTACT INFORMATION - Currently, the Company verifies and updates LSE contact information twice annually. In preparation for the summer, customers enrolled in the Company's LSE program are contacted annually via direct mail to request they provide update contact information. On an annual basis a letter is sent to all LSE customers to request recertification of whether LSE is still in use and provide updated contact information (telephone number and email), including emergency contact information to the Company, if applicable.

The Company will submit a letter, in the form of email, to the Director of Consumer Services, within 90 days after the end of each calendar year, to certify that LSE customers were sent at least two requests for updated information during the prior year.

9.0 REMOVING AN LSE DESIGNATION--When a customer informs the Company that LSE is no longer in use and we obtain written documentation, or we determine and have documentation that the LSE is no longer used, the Priority Customer Group will prepare case papers for submission to the Commission for review and approval to remove the LSE **designation**. If the Priority Customer Group is unable to obtain a document from the customer stating that LSE is no longer in use, a field visit to the LSE premises should be made.

Once the documentation is submitted, the Public Service Commission (PSC) will issue a letter to the customer of record to advise that the Company will contact the PSC for approval to remove or change the LSE designation to medical hardship. In addition, a **customer contact entry** will be **issued** to record the

actions taken by the Priority Customer Group, including the date the account will be sent to the PSC. The Case is transitioned to PSC hold status by clicking the Action button 'PSC Request for LSE Removal'.

The Priority Customer Group will petition the PSC for authorization to remove or change the LSE designation. If the PSC authorizes the removal of the LSE designation, the Priority Customer Group will click the Action Button 'PSC Approved Removal'. After 15 days have elapsed from the issue date of the PSC letter, the LSE designation will be removed. The Priority Customer Group must ensure that a subsequent PSC case involving the LSE removal or new LSE information has not been received in the interim when processing the 'PSC Approved Removal'. Cases involving a change from LSE to a medical hardship designation can be processed immediately. The LSE action on the Case Step should be used to delete the LSE designation and the medical hardship (MH) case should be issued to establish the medical hardship designation. The Priority Customer Group will review and update the meter reading instructions as necessary. For CCG accounts the removal of the LSE designation is handled by Specialized Activities.

If the PSC denied the request to remove the LSE status, the Case Status will change back to Recertify by clicking the CC&B Action Button 'PSC Denied Removal.'

If a stop service order is received for an LSE account, the Priority Customer Group should be contacted to process the stop service order since the Priority Customer Group employees have a D class enabling them to process the order. In the event that an LSE user is deceased, and the account is in the name of the LSE user, a stop service order must be processed followed by a start service order. This is required so that the responsible party can be established on CC&B. Cases involving stop service orders do not require PSC approval. However, meter reading instructions are stored on the service point so it is important to delete any LSE references.

- 10.0 LSE ACCOUNT IN ARREARS** - Whenever an LSE account has credit arrears, if a customer does not meet the HEAP guidelines, then the customer must complete a Financial Statement Form (FSF) and return it to us within 10 business days. We are permitted to ask the customer to complete a FSF form on a quarterly basis if the account remains in arrears. If LSE is no longer in use, follow the procedure for removal of the LSE designation outlined in paragraph 8.0.

Once the FSF is returned, we are required to determine whether the customer's liquid assets and current income are sufficient to pay utility bills, considering other necessary and reasonable expenses of the customer such as food, shelter, and medical expenses.

- 10.1 FSF Review/Customer Has Insufficient Assets** - If LSE is still in use and the customer cannot commit to a payment arrangement, the customer should be asked to apply for an emergency grant. Once we have determined that assets are insufficient, a case to HRA or DSS must be made, if the customer discloses that they are home bound, the case should indicate that the customer needs assistance in filling out the application. When the customer is referred to HRA or DSS the HRA/DSS reps will encourage the customer to apply for Public Assistance, fill out the LSE application with the customer and fax the application back to the Priority Customer Group.
- 10.2 FSF Review/Customer Has Sufficient Assets** - A customer, who has not demonstrated an inability to pay and has sufficient assets, will be asked to make full payment of the arrears or will be offered a deferred payment arrangement. If the customer does not pay or fails to enter into a deferred payment arrangement, we are required to notify the customer in writing that they have not demonstrated an inability to pay. We must also advise the customer of their right to a review of our decision by the PSC.
- 10.3 FSF Not returned, Or HRA/DSS Determines Customer Not Eligible for Assistance, or Customer Refuses to Apply for Assistance** - When a customer fails to return the FSF form, or refuses to apply for assistance, or when HRA/Department of Family Assistance determines they are not eligible for assistance, they will be asked to make payment or will be offered a deferred payment arrangement. If the customer still does not pay or fails to enter into an agreement, we are required to notify the customer in writing that an inability to pay has not been demonstrated. We must also advise the customer of their right to a review of our decision by the PSC.
- 10.4 Law Department Assistance** - When payment or a deferred payment arrangement is not made, we may obtain a Confession of Judgment or place a lien on the customer's real property, if any. In such a case, if the arrears are over \$2,000, we can refer the account to the Law Department to secure a lien. If the arrears increase, a subsequent lien will be instituted. We only seek to attempt to secure a lien when the customer is also the owner of the property.

- 11.0 MAINTAINING A LISTING OF ELIGIBLE LSE CUSTOMERS** - The Communication Management Group (CMG) in Customer Operations will maintain up-to-date lists of active LSE customers.

Accordingly, CMG will make available to the Control Centers via SharePoint a new listing of LSE and Medical Emergency-customers each week sorted by operating area for its use.



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CMG will prepare and distribute these updated listings. Additional data reporting / support will be provided as requested by the OEM contact to the control center as needed.

12.0 RETENTION OF DOCUMENTATION - Medical documentation received are stored in PEGA and all physical copies are shredded. Scanned copies are kept according to the record retention policy.

13.0 ELECTRIC OPERATIONS AND ENGINEERING OPERATIONS ACTIONS -

- Annotate the M&S and Feeder Maps showing the locations of LSE customers.
- Ensure the electric supply characteristic has been processed on the electric service point.
- Arrange to refer the LSE customer to local (City and Municipality) emergency service bureaus to assist as may be necessary.

14.0 ACTIONS IN CASE OF SERVICE INTERRUPTIONS--When conditions, such as an imminent storm, warrant customer notification prior to the storm, procedures outlined in EOP 5-0-2 Overhead System Emergency Plan, will be followed. In the event of a significant voltage reduction, Electric Operations personnel will notify or request Customer Operations to notify the affected LSE customers of the outage and the Company's intent to restore service as quickly as possible. These customers will be advised to use backup equipment or go to the nearest hospital emergency room for assistance.

When an LSE is suspected to be out of service due to a feeder or other area outage problem, CMG will identify the LSE accounts via the Obvient Outage Management Dashboard. The LSE accounts are sent to designated CSRs and Supervisors in the Specialized Customer Experience Center (XCEC) on a spreadsheet, via email to [REDACTED], who will contact these customers.

It is expected that 80% of affected LSE customers be contacted within 12 hours from the start of their electric service interruption and 100% of affected LSE customers be contacted, or referred to an emergency service agency (e.g., police or fire) for emergency assistance, within 24 hours of the start of their electric service interruption. Call Center personnel must make at least one additional attempt, within the same 12-hour period, to contact any LSE customer who was not contacted on the first attempt. During an event, and on a daily basis for the duration of an event, Call Center personnel will attempt to reach LSE customers by phone when they are predicted to be out of service. In cases where there is no answer to the primary, alternate, or third-party number that is on record for an



LSE customer, and service is suspected to be out, a second attempt is made within 12 hours.

For customers that were not contacted with two attempts, the XCEC Supervisor will email a completed worksheet with customer contact information to [REDACTED]. This distribution list includes the email addresses for NYPD (New York Police Department), OEM (Office of Emergency Management) and Con Ed personnel. The supervisor will also follow-up with a telephone call from a recorded line to verify that both agencies have received the emailed worksheet. The contact telephone number for NYPD is [REDACTED] and OEM is [REDACTED]. In cases where no contact has been made with a customer, NYPD will dispatch an officer to the LSE customers' location and report back with results. Should NYPD or Westchester Municipalities respond that they are unable to dispatch police to a location, Con Ed will dispatch internal resources to the LSE customers' residence as follows:

Electric Emergency Department will coordinate and arrange for the dispatching of internal resources to conduct welfare checks. The Call Center CSR will issue a trouble ticket (LSC) to the appropriate Electric Emergency Department and follow up via phone call from a recorded line. Once the welfare check has been completed, the ticket will be closed out by the Electric Emergency Department, with the appropriate findings.

14.1 FOR EVENTS CLASSIFIED AS CATEGORY 2 OR HIGHER: XCEC Supervisor will alert the Site Safety Unit Leader and the Section Manager of Accounting & Personal Service on duty (Based on the Site Safety Emergency Duty Schedule provided) when outbound LSE calls are made advising LSE customers that there is an outage in their area. The XCEC supervisor will call the Site Safety Unit Leader and the Section Manager of Accounting & Personal Service on duty to initiate a field visit to an LSE customer during an outage when OEM/NYPD or Westchester Municipalities are unable to make the field call, providing the account IDs and addresses that require field visits. (See Customer Assistance LSE Contact Procedure)

Electric Operations personnel will keep Customer Operations updated on the status of the service interruption so that if the outage approaches the 12-hour mark, XCEC personnel will re-contact the customer before that time and advise the customer of the situation.

In the event the Obvient Outage Management Dashboard is not available, Information Technology will generate a list of LSE customers who are predicted to be out of service via the Outage Management System and notify CMG accordingly.

15.0 TO DOs ASSOCIATED WITH LSE CASES -

15.1 MASTER CREDIT SYMBOL M, W OR WW RECVD ON T/ON TO DO -

This **To Do** is generated on commercial turn-on's when the credit symbol change is equal to M (Major); W (LSE) or WW (CAG).

15.2 LSE ACCOUNT IN ARREARS TO DO -

This **To Do** is produced when an LSE account has two or more credit arrears items. The To Do is also produced when an LSEP **characteristic** is input to add LSE information and the account has an active credit notice. The Priority Customer Group will contact the customer for payment of the arrears, or arrange a deferred payment **arrangement**, or obtain an FSF.

15.3 LSE ACCOUNT FINALLED TO DO -

This **To Do** is issued when an LSE account is closed (stop service order posted). This To Do is produced to ensure that the stop service was appropriate and to determine if the LSE customer is using service at a new address. If so, an LSEP **characteristic** should be processed if necessary for the new location.

15.4 BROKEN AGREEMENT – MEDICAL HARDSHIP ACCOUNT

Disconnect Notice - A disconnect notice is sent every 30 days until the customer is no longer a MH. The Priority Customer Group is required to contact the customer to discuss the broken agreement and make arrangements for payment.

15.5 LSE ADDED/REMOVED FROM ACCOUNT- ISSUE FIELD ACTIVITY

TO INSTALL/REMOVE LSE SEAL - CC&B will generate a field activity to CFO to install or remove a LSE meter seal. HEFPA, section 11.5, requires that every utility provide appropriate identification on the meters of LSE customers for the purpose of ensuring that utility service is provided for as long as the LSE account exists.

15.6 APNEA MONITOR AT PREMISES 1 YEAR REVIEW FOR LSE

REMOVAL TO DO. Infants using apnea monitors are usually taken off this equipment before they are 12 months of age. This **To Do**, which is issued on a quarterly basis, serves as an alert to review an apnea monitor coded account for removal from the LSE program. This **To Do** will continue to be issued on a quarterly basis until either the LSE designation is removed, changed, or the LSE VERF'D DATE field is updated.

16.0 REFERENCES—

The Home Energy Fair Practices Act, Part 11.5 (a). See sections on Termination of Residential Service, Special Procedures, and Medical Emergencies.

Applications for special services:

- Rights and Responsibilities As a Customer Billed Under Residential or Religious Rates
- Life Support is in use form - Your Rights and Responsibilities as a Non-Residential Customer

The following corporate procedures reference various emergency plans and actions that support customers and provide additional information during emergency situations:

- CSP 2-0-1 Customer Operations Event Procedure
- CSP 3-1-4 Medical Hardship Cases
- EOP 5023 Communication Guidelines in the Event of an Electric Emergency
- CI 490-2 Customer Care Emergency Response Plan

- 17.0** **PROCEDURAL RESPONSIBILITY**--The Senior Vice President, Customer Operations is responsible for this procedure.
- 18.0** **CEO CERTIFICATION REQUIREMENT NOTICE** – This procedure is relied upon for compliance with Public Service laws, rules and / or regulations as documented in connection with the PSL 65(15) CEO Certification Project. Any revisions to this procedure must be made with consideration to the requirements identified in Customer Operations’ CEO Certification Matrix.
- 19.0** **PII NOTICE** -- The business operation(s) described in this procedure may require access to customers’ personally identifiable information (PII) in order to be completed. All employees implementing this procedure must adhere to Corporate Policy Statement 310-2, Computer Data Security, as well as all departmental policies and practices governing access to, use and treatment of customer PII. Any revisions to this procedure must be made with consideration to the aforementioned requirements and must be approved by the General Manager of Strategic Applications.
- 20.0** **CLIMATE CHANGE ADAPTATION AND RESILIENCY** -- Climate change may impact certain design criteria related to this procedure. For guidance on climate change impact considerations, please refer to the Climate Change Adaptation and Resiliency Corporate Instruction [CI-610-4](#).
- 21.0** **APPLICABILITY**: This procedure has applicability to the following Organizations, Departments or Sections in whole or in part:
- Electric Operations
 - o Engineering Operations
 - Law Department



**Customer Service
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**CUSTOMER OPERATIONS – CREDIT AND
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Accounts Coded Life Support Equipment**

22.0 EXHIBITS

Exhibit A – Medical Cases Procedure Steps

Exhibit B – Customer Assistance Life Support Equipment Contact Procedure

**Customer Service
Procedure**

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**CUSTOMER OPERATIONS – CREDIT AND
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EXHIBIT A: MEDICAL CASES PROCEDURE STEPS



ILT20 Medical Cases -
Procedure Steps.pdf

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**EXHIBIT B - CUSTOMER ASSISTANCE LIFE SUPPORT EQUIPMENT (LSE)
CONTACT PROCEDURE**

[Life Support Equipment \(LSE\) Contact Procedure \(CMG, XCEC & Supervisors only\)](#)



Life Support
Equipment (LSE) Cor

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ATTACHMENT 09:
ACQUISITION AND ALLOCATION OF
MUTUAL ASSISTANCE AND EXTERNAL
RESOURCES

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SUBJECT

ACQUISITION AND ALLOCATION OF
MUTUAL ASSISTANCE AND
EXTERNAL RESOURCES GUIDELINE

ACQUISITION AND ALLOCATION OF MUTUAL ASSISTANCE AND EXTERNAL RESOURCES GUIDELINE

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1.0 PURPOSE

The purpose of this document is to provide guidance on the staffing assessment, resource acquisition, and ongoing re-allocation of mutual assistance and external contractor resources¹. Mutual assistance and contractor resources may include overhead line, service crews, vegetation management, damage assessment, logistic support, site safety, substation maintenance, underground splicing, underground network, or other resources deemed necessary by the operating organizations. This guideline outlines the required actions and responsibilities for situations where it is deemed necessary to request mutual assistance or external contractor resources for incidents on the electric transmission and distribution system.

2.0 APPLICATION

This guideline applies to storm or other emergencies requiring mutual assistance on the electric transmission and distribution systems. It applies to employees of both Consolidated Edison of New York ("CECONY") and Orange and Rockland ("O&R"), collectively referred to as the "Companies" or "CEI", and to all departments involved in the acquisition, distribution, and deployment of resources during the preparation and response to incidents on the electric transmission and distribution system including Electric Operations, Facilities and Field Services, Construction, Energy Services, Emergency Preparedness, etc.

3.0 PROCEDURES**3.1 The Decision Process**

- a. Each day, the Companies' meteorologists will review the weather forecast and impact for a six-day period and alert all stakeholders, including the Vice President ("VP") of Emergency Preparedness, if there is a potential for extreme weather to impact the Companies' service areas.
- b. For those situations where the risk of severe weather is low and/or the threat is not imminent, the VP of Emergency Preparedness, or designee, the CECONY VP of Engineering and Planning, or designee, and the O&R VP of Operations, or designee will maintain situational awareness regarding the weather forecast. If/when the weather forecast indicates moderate-to-high potential for extreme weather within the review period, the VP of Emergency Preparedness, or designee, will convene periodic conference calls or meetings (as necessary) with the CECONY VP of Engineering and Planning, or designee, and the O&R VP of Operations, or designee, to review the weather forecast and determine if external resources are required.
- c. Factors to consider in determining if external resources are required include:
 - the likelihood of the event occurring;
 - the expected timeframe (if a weekend or holiday will impact the ability to obtain resources);
 - if another event will require mutual assistance or contractor resources during the predicted timeframe (for example, a hurricane in the Gulf of Mexico and another storm or hurricane moving up the east coast at the same time); and
 - the potential for the event to cause widespread damage (for example, a weather event that impacts other utilities in the region).
- d. In the case of an unanticipated event, the Director of Emergency Preparedness, or designee, will communicate with the operating organizations in the Companies to determine the number and type of resources needed.

¹ The provision of mutual assistance is documented in *Guidelines for Release of Company Personnel to Provide Mutual Assistance to Outside Utilities*.

- e. For limited-impact events (*i.e.*, those instances in which the forecasted weather is anticipated to have a limited impact on a specific region, county, or local area), the decision to secure additional resources will involve the CECONY Regional VPs of Electric Operations, or designee(s), and the O&R VP of Operations, or designee. In those instances, the Director of Emergency Preparedness, or designee, will initiate communication with the VP of Emergency Preparedness, or designee, the Regional VPs of Electric Operations, or designee(s), and the O&R VP of Operations, or designee.
- f. For large-scale events (*e.g.*, a major hurricane forecasted to directly impact part, or all, of the service territory), or if it is predicted that the event may lead to a CERC or Class 3 response, then the decision to secure additional resources will include and/or be made by senior executives of the two Companies, and the Senior Vice President of Utility Shared Services will be notified.

3.2 **Acquisition of Resources**

- a. Once it has been determined by either or both Companies that external resources are required, (based on the respective emergency response plans and the predicted impact), the Director of Emergency Preparedness, or designee, is responsible for reviewing the resource requests, considering the anticipated impact, obtaining the external resources through the mutual assistance process or through direct contact with contractors, and for communicating the decision and status of acquired external resources (typically, this is done on the *Interregional Conference Call*, which includes representatives from both CECONY and O&R (*i.e.*, Emergency Preparedness, Electric Operations, Customer Operations, Corporate Affairs, Facilities and Field Services, etc.).
- b. In addition to engaging contractors directly, the Director of Emergency Preparedness, or designee, can request a North Atlantic Mutual Assistance Group ("NAMAG") call and communicate the resource needs to the member companies. If the resource needs cannot be met within the NAMAG, then the neighboring Regional Mutual Assistance Groups ("RMAGs"), as well as the New York State Municipalities and Coop Utilities, will be requested to canvass their members for available resources. If the needs still cannot be met, then a national RMAG call will be requested through the Edison Electric Institute ("EEI"). In the event that a National Response Event² ("NRE") is declared, the Director of Emergency Preparedness, or designee, will coordinate the acquisition of resources through the NRE process.
- c. Contractor crews are also routinely on the property to support work activities on the overhead distribution system (*e.g.*, overhead line crews and vegetation management crews). Given the negotiated agreements and the existing contractual relationships, contractors may be able to provide additional crews in support of an emergency response. Initially, for operational efficiency, the additional crews may be assigned within the same operating organization and will be counted as part of their total available resources.
- d. In parallel with the process for obtaining resources through the mutual assistance process, the operating organizations in both CECONY and O&R may seek to obtain additional contractor resources through the Companies' existing contracts. Emergency contracts have been pre-established to support both overhead and underground emergencies, which are categorized into zones based on the estimated travel time to our service territory from their home offices. Operating organizations that acquire resources during the preparation and response to incidents will coordinate their efforts with Emergency Preparedness to avoid duplication of effort, and to leverage the relationships that the operating organizations have with contractors and vendors.
- e. **Canadian Border Crossing of Crews**

² The National Response Event ("NRE") process was developed in 2013 by a team of executives from EEI member utilities and is designed to augment the normal RMAG process for the allocation of resources during storms that cause widespread damage to the electric distribution system.

To facilitate the acquisition of Mutual Assistance and contractor crews from Canada, a procedure for crossing the US/Canada border has been developed by the New York State Office of Emergency Management. This procedure must be followed or assistance will not be allowed to cross the border. Effective passage through the border requires coordination with the Port of Entry (POE), the New York State Office of Emergency Management, and New York State Department of Public Service as described in the [NYS Border Crossing Procedure for Mutual Assistance Crews](#) (Addendum). It is the responsibility of the requesting utility, collaborating with the responding entity, to comply with this procedure.

f. **Flying-in Crews**

- (1) If conditions warrant, senior executives of the Companies will instruct the Director of Emergency Preparedness, or designee, to obtain additional resources by flying-in crews.
- (2) Once the Company determines the need to arrange for crews to be flown in, the Director of Emergency Preparedness, or designee, will obtain these resources. Contact between the contractors and the Company must be facilitated by Emergency Preparedness.
- (3) Operating organizations will coordinate their efforts with Emergency Preparedness in order to facilitate the onboarding and coordination process for the crews that are flown in.
- (4) Emergency Preparedness and the contractor(s) will determine, and mutually agree, whether:
 - (a) the Companies will arrange the travel plans through the established travel agency contracts, or
 - (b) the contractor(s) will make their own arrangements to fly in their crews, which is the preferred method for mobilizing fly-in crews. If the contractor cannot make these arrangements, Logistics representative will be contacted to coordinate.
- (5) Flying-in crews will also entail the Companies providing the work trucks for the crews to use upon their arrival. In most cases, the contractors will manage their travel to / from work trucks.
- (6) See [Exhibit A](#) for additional requirements and details specific to flying-in crews.

3.3 Allocation of Resources

- a. All resources obtained, including any crews flown-in, will be considered CEI resources and allocated in accordance with this guidance document.
- b. If the combined contractor outreach and mutual assistance process fails to meet the needs of the Companies, a meeting or conference call will be held between the O&R VP of Operations, or designee, CECONY VP of Engineering and Planning, or designee, and the VP of Emergency Preparedness, or designee, to distribute the available resources in accordance with internal decision-making processes. During large-scale events (such as hurricanes), the distribution of additional resources will be made by senior executives of the Companies based on information provided to them by the O&R VP of Operations, or designee, CECONY VP of Engineering and Planning, or designee, and the VP of Emergency Preparedness, or designee. The Director of Emergency Preparedness, or designee, will maintain a record of the pre-event distribution, and ongoing re-allocation of resources.
- c. Prior to the arrival of a storm where the number of resources secured is not sufficient to meet the requirements of the Companies, and based on a forecast of equal impact to both Companies' systems, the distribution will be split after discussion by the VP of Emergency Preparedness, or designee, VP of Electric Operations, or designee, and the O&R VP of Operations, or designee. Although O&R has approximately 25% of the total customer population supplied by the non-network system (CECONY / O&R overhead), consideration is given to the number of poles (46%)

and transformers (51%) on the O&R system, as well as the geographical expanse of the O&R service territory for the initial distribution of resources. In some cases, the resources are distributed with approximately 60% assigned to CECONY, and 40% assigned to O&R.

- d. Once the storm has passed, and the damage has been assessed, daily meetings or conference calls will be coordinated by the Director of Emergency Preparedness or designee with the O&R VP of Operations or designee, CECONY VP of Engineering and Planning, or designee, and the VP of Emergency Preparedness, or designee, to determine if additional resources are needed and the distribution ratio for both the staged and the arriving resources. The post-event resource allocation is based upon the two most significant variables: the number of customers out-of-service, and the number of cases of trouble. Furthermore, consideration will be given to the extent and type of damage, the number of downed wires, the type of available resources, estimated time of arrival for additional external resources, the predicted estimated restoration time(s), and the difficulty travelling in each service area. The aforementioned parameters will be reviewed daily, and resources re-allocated, as necessary.
- e. Mutual assistance workers and contractors will be released as soon as possible to assist in the restoration efforts of other utilities, or to return to their home utility or company.

4.0 **REFERENCE DOCUMENTS**

4.1 **NYS Border Crossing Procedure for Mutual Assistance Crews**

Note: This file will be added as an Addendum to this Guideline when the ERP is filed.

5.0 **ADVICE & COUNSEL**

The Director of Emergency Preparedness, Support Services & Preparedness, or designee, will provide advice and counsel on this procedure.

EXHIBIT A - Requirements and Details Applicable to Flown-in Crews and Trucks Assignments

A) Guidelines:

Prior to mobilizing contractor crews for the purposes of flying them in to operate Company owned equipment, Emergency Preparedness will work with Supply Chain and Law to ensure that all terms and conditions are agreed upon by both parties. Included in the agreement are:

- a) insurance/liability requirements;
- b) number of FTEs to be included as part of the agreement;
- c) list of provided tools and material;
- d) confirmation that all Commercial Driver's License requirements are met; and
- e) confirmation that all safety requirements are met, e.g. Health and Safety Plans

B) General Requirements for Flown-in Crews:

1. Contractor(s) to provide Emergency Preparedness with complete ARCOS rosters that include the following resource information:
 - a) Full name of each member of the crew
 - b) Working title / class of each member of the crew / union or non-union
 - c) Confirmation that CDL requirements were met
 - d) Primary employing contractor (if sub-contractors are used)
 - e) Crew's supervisor, or primary contact, phone number
 - f) State departing from
 - g) Itinerary details:
 - ☐ Departure date, time, airport, airline, and flight number
 - ☐ Arrival date, time, and airport
2. Upon receipt of the resource information from the contractor(s), Emergency Preparedness to provide Electric Operations' Work Management ("Gateway") Team, and Logistics, with the rosters and estimated arrival times. More accurate times will be tracked and reported out via the use of the sSMART application, which each contractor will be requested to utilize. It is the contractor's responsibility to report and update Emergency Preparedness with changes to arrival times
3. Transportation of crews from airport to assigned destination will be determined at the time of activation. The preferred way for having crews reach their assigned destination would be the contractor managing all logistics involved with getting the requested number of resources to the designated location. Modes of transportation can include contractor provided accommodations (buses, vans, etc.), individual taxies, etc. If the contractor is unable to coordinate, the Logistics representative will be contacted to assist.
4. Electric Operations' Work Management Team, and Environment, Health and Safety, will conduct the onboarding session(s) for all flown-in resources. There may be times when onboarding documents will be sent in advance of arrival and, if sent, the onboarding team will verify that all contractors completed upon arrival.
5. Crews that are flown in will operate under one of two scenarios:

- a) Crews will be provided with a truck for day shift use only. Operational areas will coordinate the distribution of trucks.
- b) Crews may be required to work a night shift where they will continue working jobs by relieving day shift crews. This process will be coordinated through the Regional Incident Command Operations groups.

Both scenarios will be managed through the roster validation conducted by the Gateway Team in conjunction with the Regional Incident Command Operations group during the onboarding process as to which crews are swapping/relieving each other.

- 6. All resources are responsible for being ready to work upon arrival, and for bringing their own PPE with them. CEI is not responsible for providing PPE to any contractor. At a minimum, flown-in crews are to carry:
 - a) Personal Protective Equipment (hard hat, safety glasses, steel-toe boots, hearing protection)
 - b) FR Clothing
 - c) High-voltage gloves
 - d) Sleeves
 - e) Face shield
 - f) Climbing hooks
 - g) Harness
 - h) Face masks / hand sanitizer
- 7. All Company-provided trucks will be stocked with list of safety, and class & stock material. Material list for those items can be found in the attached file.



tools & material on
trucks.xlsx

C) Truck Assignment:

- 1. The Company has purchased an allotment of trucks for use during emergencies. Electric and Transportation Operations maintains the latest inventory counts of these purchased trucks [buckets and diggers], and they will be available for use by the flown-in crews, as well as any Company personnel that has the appropriate permission from an Electric Operations General Manager. Executives from both CECONY and O&R will decide on the allotment of trucks assigned to CECONY and O&R.
 - a) Trucks are to be stored and maintained throughout the year (see “Truck Requirements” section below):
 - (1) Maintenance and testing of trucks and equipment will be conducted by a selected vendor
 - (2) Trucks will be stored on Company-owned or leased property, or on designated vendor property.
 - b) Trucks are for the use of contractor resources, and the Companies for emergency use only.
- 2. If the trucks are stored at a vendor’s property, CEI will contact the vendor with a pre-determined lead time for delivery of trucks.

- a) The trucks will be delivered by the vendor to the designated location where the onboarding process will take place. If feasible or necessary, alternate arrangements can also be coordinated with the vendor so that the flown-in crews can access the trucks at an agreed-upon alternate location.
- 3. If the trucks are stored at a Company-owned or leased property, responding contractors will be required to meet at the designated property as outlined in the Authorization to Proceed.
- 4. All Company trucks that will be utilized for flown-in crews will be stocked with basic materials as determined by Electric Operations (see section B-7 above) that are to be dispersed based on jobs prior to being deployed for an event.
 - a) Trucks will be fueled with Ultra Low Sulfur Diesel (ULSD), standard at any fuel station. They will be maintained at 3/4 tank minimum.
 - b) Electric Operations will maintain a vehicle checklist that will be provided to the vendor within their contract.
- 5. **Safety Requirements:**
 - a) Trucks will maintain a hi-pot schedule to be readily available (vendor will provide CEI with access to online records).
 - b) DOT forms will be in each vehicle.
 - c) A JSA (Job Site Analysis) will be done with visual indication of where everything is stored in the truck.
 - d) Safety/vehicle operations video for the various truck models will be provided for all to see during onboarding:
 - (1) The video will go over operation of vehicle, bucket, and digger derrick, as well as where equipment and safety equipment, fire extinguisher are located on the vehicles.
 - e) When trucks are returned:
 - (1) The Crew Guide will conduct an inspection to ensure the truck is returned in working condition, and maintain an inventory on vehicle take-out/return.
 - (2) Both the contractor resource and the Crew Guide will sign off on the vehicle inspection findings, and resolve and/or report any differences found.
 - f) Once the restoration work is completed, EH&S will conduct an audit of the CDL requirements for a random sampling of employees operating Company trucks, and communicate their findings to Emergency Preparedness. In accordance with DOT requirements, the contractor is required to submit all documentation within 48 hours.

D) Night Shift Swap:

- 1. Flown-in resources assisting with storm restoration efforts can be placed on both day or night shifts. Crews working the day shift will hand off their trucks to the night shift for their work use.
- 2. Based on the number of resources secured, the Operational area(s) will determine whether crews will be required to work the night shift swap option. Contractor contacts will be informed prior to their crews arriving on Company property as part of the Authorization to Proceed that their crews could work night shifts.
- 3. Electric Operations will determine shifts and notify crews of their schedules and assignments.
 - a) Crews assigned to the night shift will be involved in restoration work.
 - b) Typical schedule for night shift swap is 9 PM – 5 AM.



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- c) The preferred method is for crews to be swapped in the field, where they can be bused to a job location to relieve the working crew(s) if a job is being continued. Otherwise, crews can be swapped at the hotel or staging area.
 - d) For field swap, the preferred method is that the contractor will provide busing services. CEI could also arrange busing through Logistics, if rental cars are not procured:
 - (1) Electric Operations will coordinate with Logistics on point of locations for busing.
 - (2) Arrange for a suitable vehicle or vehicle(s) to pick up / drop off crews between the hotel and the field locations.
 - (3) Incoming crew(s) will be picked up at the hotel, transported to the job location(s) for their briefing/turnover, complete their work, and be transported back to the hotel at the end of their shift.
 - (4) If a job is completed and the crew does not need to be relieved in the field, the crews will return to the staging area to swap the trucks and be bused back to their hotel.
 - e) For continuity, the day and night shift crews should be kept the same and paired together so they are designated to relieve each other.
 - f) When applicable, transport the crew and tools to their assigned truck, and complete the job briefing/turnover in the field.
 - g) Electric Operations and Logistics will coordinate fueling trucks in order to re-fuel the trucks in the field at the various job locations and staging areas.
 - h) Stores will coordinate a supply truck to replenish materials in the field at the various job locations, as needed, so the night shift crews have sufficient materials to continue working.
 - i) Electric Operations will determine appropriate work that can be performed at night (e.g., replacing poles/transformers, localized primary/secondary damage, secondary work, etc.)
 - j) Electric Operations and Stores will ensure that trucks have sufficient materials needed for the night shift work.
4. **Crew Guides:**
- a) Crews guides are required for both day/night shift crewing.
 - b) Electric Operations will provide qualified crew guides (ensure compliance with all training and provide any necessary reference materials).
 - c) Electric Operations and/or the Gateway team will arrange with the crew guides and the contractor to ensure accurate timesheets are collected on a daily basis
5. **Safety Requirements:**
- a) As part of the job briefing and turnover process, safety should always be the primary focus. Crew guides should be involved to ensure all relevant job information is clearly disseminated to all contractor crews.
 - b) Electric Operations will coordinate with Logistics to supply the necessary lighting for the crews working the night shift, or contractors could supply their own lighting upon approval from CEI.

E) **Demobilization:**

1. Electric Operations will notify Emergency Preparedness with advanced notice prior to demobilization / release times and locations (for truck return).
2. Emergency Preparedness will notify vendor(s) of demobilization plans. Electric Operations and Transportation will ensure that the vehicles are safely transported to the designated location.



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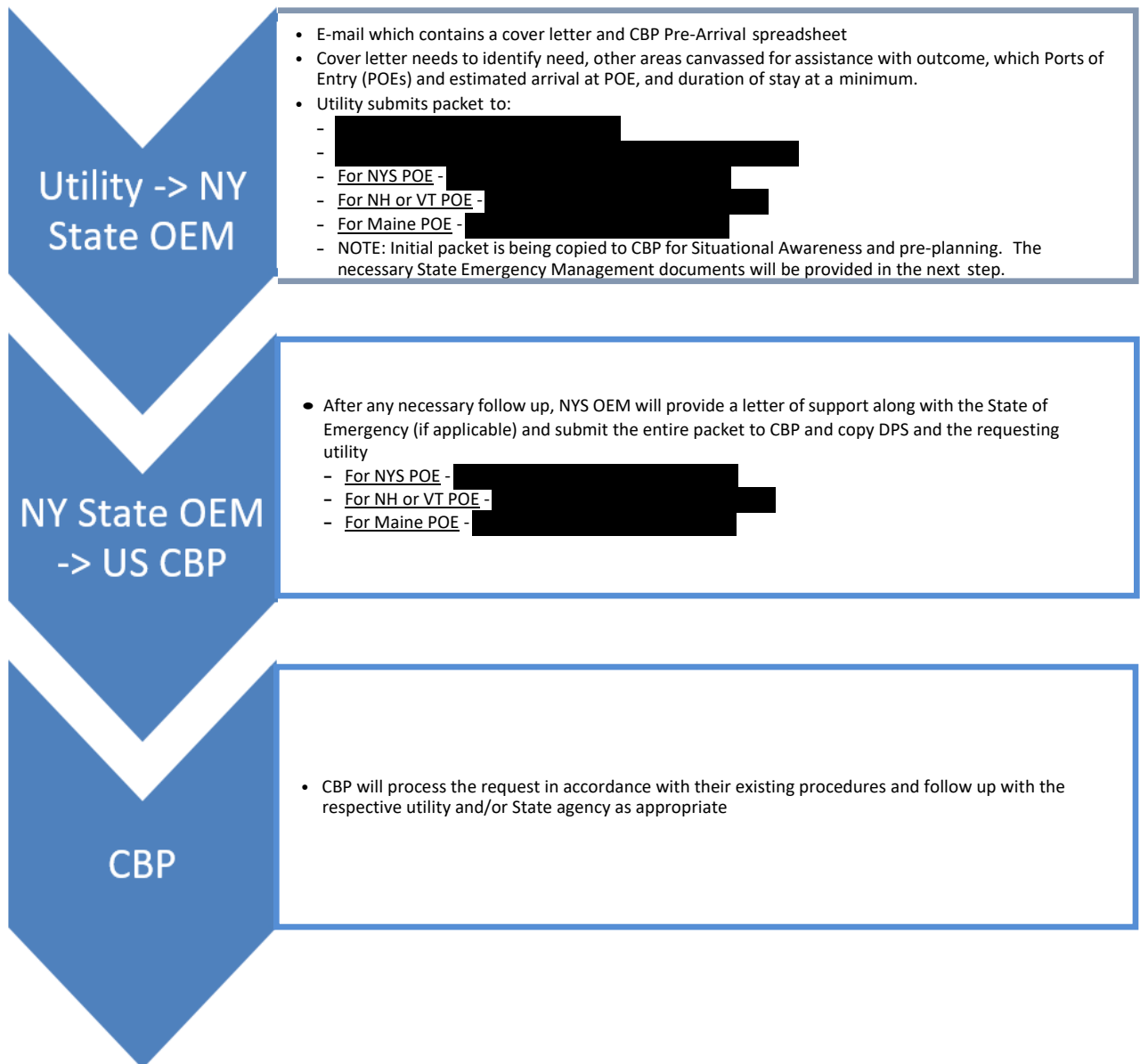
F) Truck Requirements:

1. The trucks will be inspected and maintained so that the trucks are deemed cleared to work in the field and available for use to both CECONY/O&R personnel, or flown-in crews.
2. The truck vendor will complete all hi-pot testing of trucks and equipment (vendor will provide CEI with access to online records for review).

**New York State Procedure for NY Based Utilities Activating
Canadian Utility Contractor Assistance During Extended Power Outage Events
(January 2020)**

**ADDENDUM TO EP's ACQUISITION AND ALLOCATION OF MUTUAL ASSISTANCE AND
EXTERNAL RESOURCES GUIDELINE**

To ensure compliance with U.S. Customs and Border Protection Guidelines for Activating Canadian Utility Contract Assistance for Buffalo and New England (dated December 2019 and May 2018 respectively and attached below), the following procedures will be used by utilities within New York State. These procedures have been reviewed by the New York State Office of Emergency Management and the New York State Public Service Commission. For further details, please see the **Guidelines for Activating Canadian Utility Contractor Assistance During Extended Power Outage Events**.



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Important Notes:

1. CBP recommends using staggered arrival times and several ports of entry for large movements of crews in order to expedite processing.
2. The New York utility company who reassigns any previously paroled Canadian utility company crew is responsible for notifying the original paroling Port of Entry of their assignment location and a roster of the employees being reassigned AND notify the New York State Watch center of the re-assignment.
3. If a Canadian Utility Crew that was originally requested by a New York utility company is released and then reassigned to any other utility either within New York State or outside NYS, then the “receiving” NY utility company must seek an additional letter of support from that receiving State’s Emergency Management Director and the accompanying declaration of a State of Emergency from that State.

Contact Information:

Agency	Phone Number	E-Mail
New York State		
New York State Office of Emergency Management		
New York State Dept of Motor Vehicles		
CBP Buffalo Area of Responsibility		
CBP Buffalo Field Office		
Buffalo, NY Area Port		
Alexandria Bay, NY Area Port		
Champlain, NY Area Port		
CBP Vermont Area of Responsibility		
CBP Vermont Field Office		
New Hampshire Homeland Security and Emergency Management		
New Hampshire State Police Commercial Vehicle Unit		
New Hampshire Bureau of Motor Vehicles		
Vermont Emergency Management Agency		
Vermont Bureau of Motor Vehicles		
St. Albans, VT Area Port		
CBP Maine Area of Responsibility		
CBP Maine Field Office		
Maine Emergency Management Agency		
Maine State Police Commercial Vehicle Unit		
Maine Bureau of Motor Vehicles		
Portland, ME Area Port		

For any questions, please contact the NYS Office of Emergency Management at .

**New York State Procedure for NY Based Utilities Activating
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Exhibit A-1 – CBP Pre-Arrival Spreadsheet

	A	B	C	D	E	F	G	H	I	J	K	L	M
	First Name	Middle Name	Last Name	DOB	Citizenship Country	Place of Birth Country	Place of Birth City	Gender	Passport Country Code	Passport Number	Passport Issue Date	Passport Expiration Date	Notes
1													
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Input | Contact Info | ISO Country Codes | State Codes | Visa Site Codes |

**New York State Procedure for NY Based Utilities Activating
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**Exhibit A-2– Guidelines for Activating Canadian Utility Contractor Assistance
During Extended Power Outage Events**

Buffalo Field Office

December 2019

United States utility companies, such as National Grid, NYSEG etc., routinely contract for additional workers and equipment assets from Canadian companies when weather conditions indicate a possible large-scale or long duration, power outage. This is done on a contractual basis between private entities; however, state and federal agencies are notified and take steps to help facilitate the deployment of Canadian resources into the United States.

When a specific utility company recognizes the need for supplemental crews and requests assistance from Canadian contractors, the process for providing advance notice of Canadian utility crews coming into the United States should be as follows:

1. The utility company which is requesting Canadian crews or to pre stage personnel and equipment in response to a specific emergency situation sends a letter of request to the State Emergency Management Director (EMA) and the Area Port Director at the Port of Entry at which they propose to have crews enter the U.S. The letter should identify a need for foreign utility workers and equipment to enter the United States and the letter should state the specific period of time for which assistance is needed.
2. The request should include the following information and it should be entered on the CBP Pre-Arrival-Name List spreadsheet.

On the Contact Info tab enter:

- a. Utility Company Name;
- b. Contact Person;
- c. Contact Phone Number;
- d. Event Reason;
- e. Date;
- f. Port of Entry at which processing is requested;
- g. Requested time of arrival at the Port of Entry. Note: the Port of Entry will confirm the time of arrival. CBP recommends utilizing staggered arrival times and several ports of entry for large movements of crews in order to expedite processing.**

On the Input tab enter for each subject:

- a. First and last name;
 - b. Date of birth (MM-DD-YYYY)
 - c. Two letter code for the person's country of citizenship (There is a searchable list of country codes on the spreadsheet)
 - d. Gender
3. The request should be sent via email using the address which corresponds to the state in which the Port of Entry is located.

State of New York:

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-
- This email is monitored twenty-four hours a day for all ports within the Buffalo Field Office.
 - Port of Buffalo
 - Area Port of Alexandria Bay
 - Area Port of Champlain
4. Prior to CBP making a determination whether the workers will be allowed to enter, Emergency Management Directors must forward documentation to CBP in support of the utility's request. Acceptable documentation includes either a State of emergency (SOE) for the impending weather/event or a letter from the respective State's Emergency Management Director on behalf of the Governor. This letter will indicate that the U.S. utility company requesting the Canadian utility workers has canvassed a reasonable area and is unable to locate sufficient US workers to support their backfill requirements.
- a. The Governor of the State requesting Canadian utility workers may or may not have declared a State of Emergency (SOE) for the impending weather/event.
 - b. If declared, the SOE may only waive the US Federal Motor Carrier Safety Administration rules on Hours of Service, or may waive additional restrictions if explicitly noted in the SOE text.
 - c. The SOE will never waive regulations on subjects such as CDL requirements, drug/alcohol, hazardous materials, size/weight limitations, federal registration/taxes, etc.
 - d. If a SOE has been declared in a specific state, the contractor is generally required to keep a copy of the SOE text in the vehicle at all times to prove the vehicle/personnel are responding in direct support to the State's declared emergency.
 - e. If the contractor is responding to assist a State for which they are being processed, then it is recommended that each vehicle keep a copy of the requesting State's SOE to prove the vehicle/personnel are responding in direct support to that State's declared emergency
 - f. This SOE does not negate any Federal Laws or Regulations enforced by CBP.
 - g. If a Canadian Utility Crew that was originally requested by a U.S. utility company is released and then reassigned to another State or to another U.S. utility company located in another State, then an additional letter of support must be obtained from that receiving states Emergency Management Director or a declaration of a SOE from that State. The U.S. Utility Company who reassigns any previously paroled Canadian utility company crew is responsible to notify the paroling Port of Entry of their assignment location and a roster of the employees being reassigned.**
5. The Area Port Director or respective Port Director will make a determination on the request to allow foreign workers to operate in the US for the specified length of time. In order to provide sufficient time for this determination, the United States utility company is encouraged to make the request with as much advance notice to CBP as possible.
- 6. Canadian utility workers and vehicles must carry appropriate documentation when they arrive at the US Port of Entry.**
- a) For **individuals**, a passport, NEXUS card or other Western Hemisphere Travel Initiative compliant travel document is required.
 - b) For **vehicles**, it is strongly recommended that vehicles be registered with the International Registration Plan (IRP) and carry appropriate International Fuel Tax Agreement (IFTA) licensing.
 - c) Other arrangements for temporary permitting of vehicles may be made through the specific

**New York State Procedure for NY Based Utilities Activating
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State Police Commercial Vehicle Unit and the Bureau of Motor Vehicles, however this is time consuming and more difficult to procure outside of normal business hours or on holidays.

**New York State Procedure for NY Based Utilities Activating
Canadian Utility Contractor Assistance During Extended Power Outage Events
(January 2020)**

Helpful Reference Information:

1. NYS Emergency Management:	██████████
2. NYS Department of Motor Vehicles:	██████████
3. CBP Buffalo Field Office:	██████████
4. Buffalo, NY Area Port:	██████████
5. Alexandria Bay, NY Area Port:	██████████
6. Champlain, NY Area Port:	██████████

7. Other CBP Contacts.

Below are contact emails and telephone numbers for our surrounding areas of responsibility. Please be advised that ports outside of the Buffalo Field Office may have different processing procedures and that this document only pertains to ports within the Buffalo Field Office.

State of Maine:

████████████████████

States of Vermont and New Hampshire:

████████████████████

State of Michigan

████████████████████

**New York State Procedure for NY Based Utilities Activating
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**Exhibit A-3 – Guidelines for Activating Canadian Utility Contractor Assistance
During Extended Power Outage Events**

New England

May 2018

United States utility companies, such as National Grid, Ensource, Green Mountain Power, Vermont Electric, CMP and Emera, routinely contract for additional workers and equipment assets from Canadian companies when weather conditions indicate a possible large-scale or long duration, power outage. This is done on a contractual basis between private entities; however, state and federal agencies are notified and take steps to help facilitate the deployment of Canadian resources into the United States.

When a specific utility company recognizes the need for supplemental crews and requests assistance from Canadian contractors, the process for providing advance notice of Canadian utility crews coming into the United States should be as follows:

1. The utility company which is requesting Canadian crews or to pre stage personnel and equipment in response to a specific emergency situation sends a letter of request to the State Emergency Management Director (EMA) and the Area Port Director at the Port of Entry at which they propose to have crews enter the U.S. The letter should identify a need for foreign utility workers and equipment to enter the United States and the letter should state the specific period of time for which assistance is needed.
2. The request should include the following information and it should be entered on the CBP Pre-Arrival-Name List spreadsheet.

On the Coversheet tab enter:

- a. Utility Company Name;
- b. Contact Person;
- c. Contact Phone Number;
- d. Event Reason;
- e. Date;
- f. Port of Entry at which processing is requested;
- g. Requested time of arrival at the Port of Entry. Note: the Port of Entry will confirm the time of arrival. CBP recommends utilizing staggered arrival times and several ports of entry for large movements of crews in order to expedite processing.**

On the Input tab enter for each subject:

- a. First and last name;
 - b. Date of birth (MM-DD-YYYY)
 - c. Two letter code for the person's country of citizenship (There is a searchable d. list of country codes on the spreadsheet)
 - e. Gender
3. The request should be sent via email using the address which corresponds to **the state in which the Port of Entry is located**

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State of Maine:



States of New Hampshire and Vermont:



4. Prior to CBP making a determination whether the workers will be allowed to enter, Emergency Management Directors must forward documentation to CBP in support of the utility's request. Acceptable documentation includes either a State of emergency (SOE) for the impending weather/event or a letter from the respective State's Emergency Management Director on behalf of the Governor. This letter will indicate that the U.S. utility company requesting the Canadian utility workers has canvassed a reasonable area and is unable to locate sufficient US workers to support their backfill requirements.
 - a. The Governor of the State requesting Canadian utility workers may or may not have declared a State of Emergency (SOE) for the impending weather/event.
 - b. If declared, the SOE may only waive the US Federal Motor Carrier Safety Administration rules on Hours of Service, or may waive additional restrictions if explicitly noted in the SOE text.
 - c. The SOE will never waive regulations on subjects such as CDL requirements, drug/alcohol, hazardous materials, size/weight limitations, federal registration/taxes, etc.
 - d. If a SOE has been declared in a specific state, the contractor is generally required to keep a copy of the SOE text in the vehicle at all times to prove the vehicle/personnel are responding in direct support to the State's declared emergency.
 - e. If the contractor is responding to assist a State for which they are being processed, then it is recommended that each vehicle keep a copy of the requesting State's SOE to prove the vehicle/personnel are responding in direct support to that State's declared emergency.
 - f. This SOE does not negate any Federal Laws or Regulations enforced by CBP.
 - g. **A SOE must be enacted in order for these utility companies and contractors to be in compliance with federal immigration laws.**
 - h. **If a Canadian Utility Crew that was originally requested by a U.S. utility company is released and then reassigned to another State or to another U.S. utility company located in another State, then an additional letter of support must be obtained from that receiving states Emergency Management Director or a declaration of a SOE from that State.**
5. The Area Port Director or respective Port Director will make a determination on the request to allow foreign workers to operate in the US for the specified length of time. In order to provide sufficient time for this determination, the United States utility company is encouraged to make the request with as much advance notice to CBP as possible.
6. **Canadian utility workers and vehicles must carry appropriate documentation when they arrive at the US Port of Entry.**
 - a) For **individuals**, a passport, NEXUS card or other Western Hemisphere Travel Initiative compliant travel document is required.
 - b) The POE may make exceptions in unique circumstances; however this should not be expected and will also delay the crossing of people and equipment through the border.
 - c) For **vehicles**, it is strongly recommended that vehicles be registered with the International Registration Plan (IRP) and carry appropriate International Fuel Tax Agreement (IFTA) licensing.
 - d) Other arrangements for temporary permitting of vehicles may be made through the

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specific State Police Commercial Vehicle Unit and the Bureau of Motor Vehicles, however this is time consuming and more difficult to procure outside of normal business hours or on holidays.

Helpful Reference Information:

1. MEMA		toll free (in-state)
2. Maine SP Commercial Vehicle Unit:		
3. Maine Bureau of Motor Vehicles:		
4. New Hampshire HSEM:		
5. New Hampshire SP Commercial Vehicle Unit:		
6. New Hampshire Bureau of Motor Vehicles:		
7. Vermont EMA:		
8. Vermont Bureau of Motor Vehicles:		
9. CBP Boston Field Office:		
10. Portland, Maine Area Port		
11. St. Albans, Vermont Area Port		

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Exhibit A-4 - Utility to DHSES Letter Template for Border Crossing

[Company Letterhead]

[Date]

[REDACTED]
New York State Office of Emergency Management
1220 Washington Avenue
Building 22, Suite 101
Albany, NY 12226-2251

(via electronic mail)

Re: Request for Assistance in Facilitating Border Crossing

Dear [REDACTED],

EXAMPLE:

[Utility] is currently preparing for the [Type of event] expected to begin, [Month Day, 202X]. As part of our preparation efforts to ensure we are able to quickly address anticipated power outages, we are seeking the assistance of electrical workers from Canada. [Contractor] is crossing at the [Point of Entry] on the [State] border and will be working in [Utility]'s [Identify service location or divisions]. We have determined that the nearest available US electrical workers reside in states further away and/or are not readily available to support the power restoration effort.

[Utility] requests the New York Emergency Management Agency to contact US Customs and Border Protection and request they allow entry of these Canadian electrical workers into the US for the mutual assistance support of [Utility] in New York. Attach is the CBP Pre-Arrival spreadsheet. It is expected that the electrical workers will be crossing the border between [Time and Time] on [Month Day, 202X]. It is also our expectation that the Canadian electrical workers will assist in storm restoration efforts, ending their assignment by [Month Day, 202X], or earlier.

Sincerely,

[Name and title of signatory]

CC: [REDACTED], New York State Department of Public Service
[REDACTED], New York State Department of Public Service
[Point of Entry]

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Exhibit A-5 - CBP Pre-Arrival Name Spreadsheet – New York Port of Entry



CBP Pre-Arrival
Name Spreadsheet - 1

**Exhibit A-6 - CBP Pre Arrival Name Spreadsheet – Maine and Vermont Port of
Entry**



CBP Pre-Arrival
Name Spreadsheet - 1

Note: Samples of all sheets in the two Excel files attached above are provided on the following pages.

**New York State Procedure for NY Based Utilities Activating
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**Exhibit A-7 CBP Pre-Arrival Name Spreadsheet – New York Port of Entry –
Input Sheet **SAMPLE****

	A	B	C	D	E	F	G	H	I	J	K	L	M
	First Name	Middle Name	Last Name	DOB	Citizenship Country	Place of Birth Country	Place of Birth City	Gender	Passport Country Code	Passport Number	Passport Issue Date	Passport Expiration Date	Notes
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4													
5													
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Input | Contact Info | ISO Country Codes | State Codes | Visa Site Codes | (+)

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Exhibit A-8 - CBP Pre-Arrival Name Spreadsheet – New York Port of Entry
– Contact Info Sheet **SAMPLE**

	A	B	C	D	E	F	G
	Utility Company	Contact Person	Contact Phone #	Event Reason	Date Crossing	Time Crossing	Port Crossing At
1							
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23							
24							
25							

Input **Contact Info** ISO Country Codes State Codes Visa Site Codes (+)

**New York State Procedure for NY Based Utilities Activating
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**Exhibit A-9 CBP Pre-Arrival Name Spreadsheet – New York Port of Entry – ISO
Country Codes Sheet **SAMPLE****

	A	B	C	D	E	F	G	H
1	ISO Alpha-2 Code	Country Name						
2	AB	ARUBA ISLAND (SEE ALSO AW)						
3	AD	ANDORRA						
4	AE	UNITED ARAB EMIRATES						
5	AF	AFGHANISTAN						
6	AG	ANTIGUA & BARBUDA						
7	AI	ANGUILLA						
8	AL	ALBANIA						
9	AM	ARMENIA						
10	AN	NETHERLANDS ANTILLES						
11	AO	ANGOLA						
12	AP	APO - CUSTOMS MAIL ENTRY ONLY						
13	AQ	ANTARCTICA						
14	AQ	FRENCH SOUTHERN ANTARCTIC LANDS						
15	AR	ARGENTINA						
16	AS	AMERICAN SAMOA						
17	AT	AUSTRIA						
18	AU	AUSTRALIA						
19	AW	ARUBA						
20	AX	ALAND ISLANDS						
21	AZ	AZERBAIJAN						
22	BA	BOSNIA-HERZEGOVINA						
23	BB	BARBADOS						
24	BD	BANGLADESH						
25	BE	BELGIUM						
26	BF	BURKINA FASO (UPPER VOLTA)						
27	BG	BULGARIA						
28	BH	BAHRAIN						
29	BI	BURUNDI						
30	BJ	BENIN						
31	BL	SAINT BARTHELEMY						
32	BM	BERMUDA						
33	BN	BRUNEI						
34	BO	BOLIVIA						
35	BQ	BONAIRE, SAINT EUSTATIUS AND SABA						
36	BR	BRAZIL						
37	BS	BAHAMAS						
38	BT	BHUTAN						
39	BU	BURMA						
40	BV	BOUVET ISLAND						
41	BW	BOTSWANA						
42	BY	BELARUS						
43	BZ	BELIZE						
44	CA	CANADA						
45	CC	COCOS (KEELING) ISLANDS						
46	CD	DEMOCRATIC REPUBLIC OF CONGO (ZAIRE)						
47	CF	CENTRAL AFRICAN REPUBLIC (EMPIRE)						
48	CG	REPUBLIC OF CONGO (BRAZZAVILLE)						
49	CG	CONGO (BRAZZAVILLE)						
50	CH	SWITZERLAND						
51	CI	IVORY COAST						
52	CK	COOK ISLANDS						
53	CL	CHILE						
54	CM	CAMEROON						
55	CN	CHINA(MAINLAND)						
56	CO	COLOMBIA						
57	CR	COSTA RICA						
58	CS	CZECHOSLOVAKIA						
59	CT	KIRIBATI (CANTON AND Enderbury IS?)						

◀ ▶ | Input | Contact Info | ISO Country Codes | State Codes | Visa Site Codes

**New York State Procedure for NY Based Utilities Activating
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	A	B	C	D	E	F	G	H
1	ISO Alpha-2 Code	Country Name						
59	CT	KIRIBATI (CANTON AND ENDERBURY IS?)						
60	CU	CUBA						
61	CV	CAPE VERDE, REPUBLIC OF						
62	CW	CURACAO						
63	CX	CHRISTMAS ISLAND(INDIAN OCEAN)						
64	CY	CYPRUS						
65	CZ	CZECH REPUBLIC						
66	DD	GERMANY, DEM. REPUBLIC (EAST)						
67	DD	GERMANY						
68	DE	GERMANY						
69	DJ	DJIBOUTI						
70	DK	DENMARK						
71	DM	DOMINICA						
72	DO	DOMINICAN REPUBLIC						
73	DZ	ALGERIA						
74	EC	ECUADOR						
75	EE	ESTONIA						
76	EG	EGYPT						
77	EH	WESTERN SAHARA						
78	EN	ESTONIA						
79	ER	ERITREA						
80	ES	SPAIN						
81	ET	ETHIOPIA						
82	EU	EUROPEAN ECONOMIC COMMUNITY						
83	FI	FINLAND						
84	FJ	FIJI						
85	FK	FALKLAND ISLANDS						
86	FM	MICRONESIA, FEDERATED STATES						
87	FO	FAROE ISLANDS						
88	FP	FPO - CUSTOMS MAIL ENTRY ONLY						
89	FR	FRANCE						
90	FX	METROPOLITAN, FRANCE						
91	GA	GABON						
92	GB	UNITED KINGDOM						
93	GD	GRENADA						
94	GE	GEORGIA						
95	GF	FRENCH GUIANA						
96	GG	GUERNSEY						
97	GG	GEORGIA						
98	GH	GHANA						
99	GI	GIBRALTAR						
100	GL	GREENLAND						
101	GM	GAMBIA						
102	GN	GUINEA						
103	GP	GUADELOUPE						
104	GQ	EQUATORIAL GUINEA						
105	GR	GREECE						
106	GS	SOUTH GEORGIA AND THE SOUTH SANDWICH ISLANDS						
107	GT	GUATEMALA						
108	GU	GUAM						
109	GW	GUINEA-BISSAU						
110	GY	GUYANA						
111	GZ	GAZA STRIP						
112	HK	HONG KONG						
113	HM	HEARD AND MCDONALD ISLANDS						
114	HN	HONDURAS						
115	HR	CROATIA						
116	HT	HAITI						
	Input	Contact Info	ISO Country Codes	State Codes	Visa Site Codes			

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	A	B	C	D	E	F	G	H
1	ISO Alpha-2 Code	Country Name						
116	HT	HAITI						
117	HU	HUNGARY						
118	HV	BURKINA (FORMER UPPER VOLTA, SEE BF)						
119	ID	INDONESIA						
120	IE	IRELAND						
121	IL	ISRAEL						
122	IM	ISLE OF MAN						
123	IN	INDIA						
124	IO	BRITISH INDIAN OCEAN TERRITORY						
125	IQ	IRAQ						
126	IR	IRAN						
127	IS	ICELAND						
128	IT	ITALY						
129	JE	JERSEY						
130	JM	JAMAICA						
131	JO	JORDAN						
132	JP	JAPAN						
133	JT	JOHNSTON ISLAND						
134	KE	KENYA						
135	KG	KYRGYZSTAN						
136	KH	CAMBODIA						
137	KI	KIRIBATI						
138	KK	KAZAKSTAN						
139	KM	COMOROS						
140	KN	ST. KITTS-NEVIS ISLANDS						
141	KP	NORTH KOREA						
142	KR	KOREA, REPUBLIC OF						
143	KV	KOSOVO						
144	KW	KUWAIT						
145	KY	CAYMAN ISLANDS						
146	KZ	KAZAKHSTAN						
147	LA	LAOS						
148	LB	LEBANON						
149	LC	ST. LUCIA						
150	LI	LIECHTENSTEIN						
151	LK	SRI LANKA						
152	LR	LIBERIA						
153	LS	LESOTHO						
154	LT	LITHUANIA						
155	LU	LUXEMBOURG						
156	LV	LATVIA						
157	LY	LIBYA						
158	MA	MOROCCO						
159	MC	MONACO						
160	MD	MOLDOVA						
161	ME	MONTENEGRO						
162	MF	SAINT MARTIN						
163	MG	MADAGASCAR (MALAGASY)						
164	MH	MARSHALL ISLANDS						
165	MI	MIDWAY ISLANDS						
166	MK	MACEDONIA (SKOPJE)						
167	ML	MALI						
168	MM	MYANMAR (BURMA)						
169	MN	MONGOLIA						
170	MO	MACAO (MACAU)						
171	MP	NORTHERN MARIANA ISLANDS (SAIPAN)						
172	MP	NORTHERN MARIANA ISLANDS						
173	MO	MARTINIQUE						
	Input	Contact Info	ISO Country Codes	State Codes	Visa Site Codes			

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	A	B	C	D	E	F	G	H
1	ISO Alpha-2 Code	Country Name						
173	MQ	MARTINIQUE						
174	MR	MAURITANIA						
175	MS	MONTserrat						
176	MT	MALTA AND GOZO						
177	MU	MAURITIUS						
178	MV	MALDIVE ISLANDS						
179	MW	MALAWI						
180	MX	MEXICO						
181	MY	MALAYSIA						
182	MZ	MOZAMBIQUE						
183	NA	NAMIBIA						
184	NC	NEW CALEDONIA						
185	NE	NIGER						
186	NF	NORFOLK ISLAND						
187	NG	NIGERIA						
188	NI	NICARAGUA						
189	NL	NETHERLANDS						
190	NO	NORWAY						
191	NP	NEPAL						
192	NQ	FRENCH S ANTARCTIC (DRONNING MAUD LAND)						
193	NR	NAURU						
194	NT	IRAQ-SAUDI ARABIA NEUTRAL ZONE						
195	NU	NIUE						
196	NZ	NEW ZEALAND						
197	OB	ZAIRE						
198	OM	OMAN						
199	PA	PANAMA						
200	PE	PERU						
201	PF	FRENCH POLYNESIA						
202	PG	PAPUA NEW GUINEA						
203	PH	PHILIPPINES						
204	PK	PAKISTAN						
205	PL	POLAND						
206	PM	ST PIERRE AND MIQUELON						
207	PN	PITCAIRN ISLAND						
208	PR	PUERTO RICO						
209	PS	PALESTINE						
210	PT	PORTUGAL						
211	PW	PALAU						
212	PY	PARAGUAY						
213	QA	QATAR						
214	RE	REUNION (ISLAND, FRENCH)						
215	RO	ROMANIA						
216	RS	SERBIA						
217	RU	RUSSIA						
218	RW	RWANDA						
219	SA	SAUDI ARABIA						
220	SB	SOLOMON ISLANDS						
221	SC	SEYCHELLES						
222	SD	SUDAN						
223	SE	SWEDEN						
224	SG	SINGAPORE						
225	SH	ST HELENA						
226	SI	SLOVENIA						
227	SJ	SVALBARD AND JAN MAYEN ISLANDS						
228	SK	SLOVAKIA						
229	SL	SIERRA LEONE						
230	SM	SAN MARINO						
	Input	Contact Info	ISO Country Codes	State Codes	Visa Site Codes			

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	A	B	C	D	E	F	G	H
1	ISO Alpha-2 Code	Country Name						
230	SM	SAN MARINO						
231	SN	SENEGAL						
232	SO	SOMALIA						
233	SQ	SLOVAKIA						
234	SR	SURINAME						
235	SS	SOUTH SUDAN						
236	ST	SAO TOME AND PRINCIPE						
237	SU	UNION OF SOVIET SOCIALIST REPS						
238	SV	EL SALVADOR						
239	SX	SINT MAARTEN (DUTCH PART)						
240	SY	SYRIA						
241	SZ	SWAZILAND						
242	TC	TURKS AND CAICOS ISLANDS						
243	TD	CHAD						
244	TF	FRENCH SOUTHERN TERRITORIES						
245	TG	TOGO						
246	TH	THAILAND						
247	TJ	TAJIKISTAN						
248	TK	TOKELAU ISLANDS						
249	TL	EAST TIMOR (TIMOR-LESTE)						
250	TM	TURKMENISTAN						
251	TN	TUNISIA						
252	TO	TONGA						
253	TP	TIMOR-LESTE (EAST TIMOR)						
254	TR	TURKEY						
255	TT	TRINIDAD AND TOBAGO						
256	TV	TUVALU						
257	TW	CHINA(TAIWAN)						
258	TZ	TANZANIA, UNITED REPUBLIC OF						
259	UA	UKRAINE						
260	UG	UGANDA						
261	UK	UNITED KINGDOM (SEE GB)						
262	UM	UNITED STATES MINOR OUTLYING ISLANDS						
263	US	UNITED STATES OF AMERICA						
264	UY	URUGUAY						
265	UZ	UZBEKISTAN						
266	VA	VATICAN CITY						
267	VC	ST. VINCENT AND THE GRENADINES						
268	VE	VENEZUELA						
269	VG	BRITISH VIRGIN ISLANDS						
270	VI	VIRGIN ISLANDS OF THE U.S.						
271	VN	VIETNAM						
272	VU	VANUATU						
273	WE	WEST BANK						
274	WF	WALLIS AND FUTUNA						
275	WK	WAKE ISLAND						
276	WS	SAMOA						
277	XK	KOSOVO						
278	XX	UNKNOWN						
279	XZ	INSTALLATIONS IN INTERNATIONAL WATERS						
280	YD	YEMEN (ADEN)						
281	YE	YEMEN (SANA REPUBLIC OF)						
282	YE	YEMEN						
283	YE	REPUBLIC OF YEMEN						
284	YM	YEMEN, REPUBLIC OF (SANAA)						
285	YO	SERBIA AND MONTENEGRO						
286	YT	MAYOTTE						
287	YU	YUGOSLAVIA						
	Input	Contact Info	ISO Country Codes	State Codes	Visa Site Codes			

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	A	B	C	D	E	F	G	H
1	ISO Alpha-2 Code	Country Name						
287	YU	YUGOSLAVIA						
288	ZA	REPUBLIC OF SOUTH AFRICA						
289	ZM	ZAMBIA						
290	ZR	ZAIRE						
291	ZW	ZIMBABWE						
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294								
295								
296								
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Input | Contact Info | ISO Country Codes | State Codes | Visa Site Codes

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**Exhibit A-10 CBP Pre-Arrival Name Spreadsheet – New York Port of Entry –
State Codes Sheet **SAMPLE****

	A	B	C	D	E	F
1	State Code	State Name	Country			
2	AK	Alaska	US			
3	AL	Alabama	US			
4	AM	American Samoa	US			
5	AR	Arkansas	US			
6	AZ	Arizona	US			
7	CA	California	US			
8	CO	Colorado	US			
9	CT	Connecticut	US			
10	DC	District of Columbia	US			
11	DE	Delaware	US			
12	FL	Florida	US			
13	GA	Georgia	US			
14	GM	Guam	US			
15	HI	Hawaii	US			
16	IA	Iowa	US			
17	ID	Idaho	US			
18	IL	Illinois	US			
19	IN	Indiana	US			
20	KS	Kansas	US			
21	KY	Kentucky	US			
22	LA	Louisiana	US			
23	MA	Massachusetts	US			
24	MD	Maryland	US			
25	ME	Maine	US			
26	MI	Michigan	US			
27	MN	Minnesota	US			
28	MO	Missouri	US			
29	MS	Mississippi	US			
30	MT	Montana	US			
31	NB	Nebraska	US			
32	NC	North Carolina	US			
33	ND	North Dakota	US			
34	NH	New Hampshire	US			
35	NJ	New Jersey	US			
36	NM	New Mexico	US			
37	NV	Nevada	US			
38	NY	New York	US			
39	OH	Ohio	US			
40	OK	Oklahoma	US			
41	OR	Oregon	US			
42	PA	Pennsylvania	US			
43	PR	Puerto Rico	US			
44	RI	Rhode Island	US			
45	SC	South Carolina	US			
46	SD	South Dakota	US			
47	TN	Tennessee	US			
48	TX	Texas	US			
49	UT	Utah	US			
50	VA	Virginia	US			
51	VI	Virgin Islands	US			
52	VT	Vermont	US			
53	WA	Washington	US			
	Input	Contact Info	ISO Country Codes	State Codes	Visa Site Codes	

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	A	B	C	D	E	F
1	State Code	State Name	Country			
53	WA	Washington	US			
54	WI	Wisconsin	US			
55	WV	West Virginia	US			
56	WY	Wyoming	US			
57	AB	Alberta	CANADA			
58	BC	British Columbia	CANADA			
59	IC	Canadian Indian Nations	CANADA			
60	MB	Manitoba	CANADA			
61	NL	Newfoundland	CANADA			
62	NB	New Brunswick	CANADA			
63	NS	Nova Scotia	CANADA			
64	NT	Northwest Territory	CANADA			
65	NU	Nunavut	CANADA			
66	ON	Ontario	CANADA			
67	PE	Prince Edward Island	CANADA			
68	QC	Quebec	CANADA			
69	SK	Saskatchewan	CANADA			
70	YT	Yukon Territory	CANADA			
71	AGU	AGUASCALIENTES	MEXICO			
72	BCN	BAJA CALIFORNIA	MEXICO			
73	BCS	BAJA CALIFORNIA SUR	MEXICO			
74	CAM	CAMPECHE	MEXICO			
75	CHP	CHIAPAS	MEXICO			
76	CHH	CHIHUAHUA	MEXICO			
77	COA	COAHUILA	MEXICO			
78	COL	COLIMA	MEXICO			
79	DIF	DISTRITO FEDERAL	MEXICO			
80	DUR	DURANGO	MEXICO			
81	GUA	GUANAJUATO	MEXICO			
82	GRO	GUERRERO	MEXICO			
83	HID	HIDALGO	MEXICO			
84	JAL	JALISCO	MEXICO			
85	MEX	MEXICO	MEXICO			
86	MIC	MICHOACAN	MEXICO			
87	MOR	MORELOS	MEXICO			
88	NAY	NAYARIT	MEXICO			
89	NLE	NUEVO LEON	MEXICO			
90	OAX	OAXACA	MEXICO			
91	PUE	PUEBLA	MEXICO			
92	QUE	QUERETARO	MEXICO			
93	ROO	QUINTANA ROO	MEXICO			
94	SLP	SAN LUIS POTOSI	MEXICO			
95	SIN	SINALOA	MEXICO			
96	SON	SONORA	MEXICO			
97	TAB	TABASCO	MEXICO			
98	TAM	TAMAULIPAS	MEXICO			
99	TLA	TLAXCALA	MEXICO			
100	VER	VERACRUZ	MEXICO			
101	YUC	YUCATAN	MEXICO			
102	ZAC	ZACATECAS	MEXICO			
103						
104						
	Input	Contact Info	ISO Country Codes	State Codes	Visa Site Codes	

**New York State Procedure for NY Based Utilities Activating
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**Exhibit A-11 CBP Pre-Arrival Name Spreadsheet – New York Port of Entry –
Visa Site Codes Sheet **SAMPLE****

	A	B	C	
1	Issuing Post Code	Issuing Post Name	Issuing Country	
2	ABC	ABCO	UNITED STATES OF AMERICA	
3	ABD	ABU DHABI	UNITED ARAB EMIRATES	
4	ABJ	ABIDJAN	IVORY COAST	
5	ABU	ABUJA	NIGERIA	
6	ACC	ACCRA	GHANA	
7	ACK	AUCKLAND	NEW ZEALAND	
8	ACN	A CORUNA	SPAIN	
9	ACP	ACAPULCO	MEXICO	
10	ADA	ADANA	TURKEY	
11	ADD	ADDIS ABABA	ETHIOPIA	
12	AGA	AGANA, GUAM	UNITED STATES OF AMERICA	
13	AKD	ASHGABAT	TURKMENISTAN	
14	ALB	ALBANY, NY	UNITED STATES OF AMERICA	
15	ALG	ALGIERS	ALGERIA	
16	ALQ	ALBUQUERQUE, NM	UNITED STATES OF AMERICA	
17	AMM	AMMAN	JORDAN	
18	AMS	AMSTERDAM	NETHERLANDS	
19	ANC	ANCHORAGE, AK	UNITED STATES OF AMERICA	
20	ANK	ANKARA	TURKEY	
21	ANT	ANTANANARIVO	MADAGASCAR (MALAGASY)	
22	APA	APIA	SAMOA	
23	APC	ARKANSAS PASSPORT CENTER	UNITED STATES OF AMERICA	
24	ASM	ASMARA	ERITREA	
25	ASN	ASUNCION	PARAGUAY	
26	AST	ASTANA	KAZAKHSTAN	
27	ATA	ALMATY	KAZAKHSTAN	
28	ATG	ANTIGUA	ANTIGUA & BARBUDA	
29	ATH	ATHENS	GREECE	
30	ATL	ATLANTA, GA	UNITED STATES OF AMERICA	
31	BAL	BALTIMORE, MD	UNITED STATES OF AMERICA	
32	BAM	BAMAKO	MALI	
33	BAN	BANJUL	GAMBIA	
34	BAT	BATHURST	UNITED KINGDOM	
35	BCH	BUCHAREST	ROMANIA	
36	BDP	BUDAPEST	HUNGARY	
37	BEJ	BEIJING	CHINA(MAINLAND)	
38	BEN	BERN	SWITZERLAND	
39	BGH	BAGHDAD	IRAQ	
40	BGI	BANGUI	CENTRAL AFRICAN REPUBLIC (EMPIRE)	
41	BGN	BRIDGETOWN	BARBADOS	
42	BGT	BOGOTA	COLOMBIA	
43	BIS	BISSAU	GUINEA-BISSAU	
44	BKK	BISHKEK	KYRGYZSTAN	
45	BKU	BAKU	AZERBAIJAN	
46	BLF	BELFAST	UNITED KINGDOM	
47	BLG	BELGRADE	SERBIA AND MONTENEGRO	
48	BLM	BELEM	BRAZIL	
49	BLZ	BELMOPAN	BELIZE	
50	BLZ	BELIZE	BELIZE	
51	BMB	MUMBAI (BOMBAY)	INDIA	
52	BNK	BANGKOK	THAILAND	
53	BNS	BUENOS AIRES	ARGENTINA	
54	BOS	BOSTON, MA	UNITED STATES OF AMERICA	
55	BRA	BRASILIA	BRAZIL	
56	BRC	BARCELONA	SPAIN	

◀ ▶
Input
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	A	B	C	
1	Issuing Post Code	Issuing Post Name	Issuing Country	
56	BRC	BARCELONA	SPAIN	
57	BRD	BORDEAUX	FRANCE	
58	BRL	BERLIN	GERMANY	
59	BRN	BREMEN	GERMANY	
60	BRR	BARRANQUILLA	COLOMBIA	
61	BRS	BRUSSELS	BELGIUM	
62	BRT	BEIRUT	LEBANON	
63	BRZ	BRAZZAVILLE	REPUBLIC OF CONGO (BRAZZAVILLE)	
64	BSB	BANDAR SERI BEGAWAN	BRUNEI	
65	BTS	BRATISLAVA	SLOVAKIA	
66	BUF	BUFFALO, NY	UNITED STATES OF AMERICA	
67	BUJ	BUJUMBURA	BURUNDI	
68	BUR	INS - EASTERN REGIONAL OFFICE, BU	UNITED STATES OF AMERICA	
69	CA	CONSULAR AFFAIRS BUREAU	UNITED STATES OF AMERICA	
70	CAC	CIUDAD ACUNA	MEXICO	
71	CAL	CALEXICO	UNITED STATES OF AMERICA	
72	CBU	CEBU	PHILIPPINES	
73	CCH	COCHABAMBA	BOLIVIA	
74	CDJ	CIUDAD JUAREZ	MEXICO	
75	CHE	CHENGDU	CHINA(MAINLAND)	
76	CHI	CHICAGO, IL	UNITED STATES OF AMERICA	
77	CHN	CHIANG MAI	THAILAND	
78	CHS	CHISINAU	MOLDOVA	
79	CLA	CIA, LANGLEY	UNITED STATES OF AMERICA	
80	CLC	KOLKATA	INDIA	
81	CLE	CLEVELAND, OH	UNITED STATES OF AMERICA	
82	CLG	CALGARY	CANADA	
83	CLM	COLOMBO	SRI LANKA	
84	CNB	CANBERRA	AUSTRALIA	
85	CNC	CANCUN	MEXICO	
86	COT	COTONOU	BENIN	
87	COW	INS CENTRAL OFFICE WASHINGTON	UNITED STATES OF AMERICA	
88	CPA	CONNECTICUT PASSPORT AGENCY, NORWALK CT	UNITED STATES OF AMERICA	
89	CPC	CHARLESTON PASSPORT CENTER	UNITED STATES OF AMERICA	
90	CPN	COPENHAGEN	DENMARK	
91	CPT	CAPE TOWN	REPUBLIC OF SOUTH AFRICA	
92	CRC	CURACAO	NETHERLANDS ANTILLES	
93	CRO	CAIRO	EGYPT	
94	CRS	CARACAS	VENEZUELA	
95	CRY	CONAKRY	GUINEA	
96	CSB	CASABLANCA	MOROCCO	
97	CSF	CONSULAR SUPPLIES FACILITY	UNITED STATES OF AMERICA	
98	CSL	CABO SAN LUCAS	MEXICO	
99	CZC	CUZCO	PERU	
100	CZM	COZUMEL	MEXICO	
101	DAL	DALLAS, TX	UNITED STATES OF AMERICA	
102	DBL	DUBLIN	IRELAND	
103	DEN	DENVER, CO	UNITED STATES OF AMERICA	
104	DET	DETROIT, MI	UNITED STATES OF AMERICA	
105	DHB	DUSHANBE	TAJIKISTAN	
106	DHK	DHAKA	BANGLADESH	
107	DHR	DHAHRAN	SAUDI ARABIA	
108	DIL	DILI	EAST TIMOR (TIMOR-LESTE)	
109	DJI	DJIBOUTI	DJIBOUTI	
110	DKR	DAKAR	SENEGAL	
	Input	Contact Info	ISO Country Codes	State Codes
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	A	B	C	
1	Issuing Post Code	Issuing Post Name	Issuing Country	
110	DKR	DAKAR	SENEGAL	
111	DLS	INS - SOUTHERN REGIONAL OFFICE, D	UNITED STATES OF AMERICA	
112	DMS	DAMASCUS	SYRIA	
113	DNP	DENPASAR (BALI)	INDONESIA	
114	DOH	DOHA	QATAR	
115	DPT	DEPARTMENT OF STATE	UNITED STATES OF AMERICA	
116	DPT	DEPARTMENT	UNITED STATES OF AMERICA	
117	DRB	DURBAN	REPUBLIC OF SOUTH AFRICA	
118	DRS	DAR ES SALAAM	TANZANIA, UNITED REPUBLIC OF	
119	DSS	DUSSELDORF	GERMANY	
120	DUB	DUBAI	UNITED ARAB EMIRATES	
121	EAC	INS EASTERN REGIONAL CENTER	UNITED STATES OF AMERICA	
122	EDN	EDINBURGH	UNITED KINGDOM	
123	ELP	EL PASO, TX	UNITED STATES OF AMERICA	
124	ERB	ERBIL	IRAQ	
125	FCC	FBI, CRYSTAL CITY	UNITED STATES OF AMERICA	
126	FDF	FORT-DE-FRANCE	MARTINIQUE	
127	FDI	FORENSIC DOCUMENT DESIGN INTEGRITY	UNITED STATES OF AMERICA	
128	FKK	FUKUOKA	JAPAN	
129	FLR	FLORENCE	ITALY	
130	FNC	FUNCHAL	PORTUGAL	
131	FOR	FORTALEZA	BRAZIL	
132	FRN	FRANKFURT	GERMANY	
133	FSI	FOREIGN SERVICE INSTITUTE	UNITED STATES OF AMERICA	
134	FTN	FREETOWN	SIERRA LEONE	
135	FUE	FUENGIROLA (MALAGA)	SPAIN	
136	GAB	GABORONE	BOTSWANA	
137	GDL	GUADALAJARA	MEXICO	
138	GEN	GENOA	ITALY	
139	GEO	GEORGETOWN	GUYANA	
140	GGT	GEORGE TOWN	CAYMAN ISLANDS	
141	GPO	GOVERNMENT PRINTING OFFICE	UNITED STATES OF AMERICA	
142	GTM	GUATEMALA CITY	GUATEMALA	
143	GUZ	GUANGZHOU	CHINA(MAINLAND)	
144	GVA	GENEVA, SWITZERLAND	SWITZERLAND	
145	GYQ	GUAYAQUIL	ECUADOR	
146	HAG	HAGUE, THE	NETHERLANDS	
147	HAG	THE HAGUE	NETHERLANDS	
148	HAI	HAIFA	ISRAEL	
149	HAN	HANOI	VIETNAM	
150	HAR	HARTFORD, CT	UNITED STATES OF AMERICA	
151	HAV	HAVANA	CUBA	
152	HCM	HO CHI MINH CITY	VIETNAM	
153	HEL	HELENA, MT	UNITED STATES OF AMERICA	
154	HER	HERMOSILLO	MEXICO	
155	HHW	HONOLULU, HI	UNITED STATES OF AMERICA	
156	HLF	HALIFAX	CANADA	
157	HLG	HARLINGEN, TX	UNITED STATES OF AMERICA	
158	HLS	HELSINKI	FINLAND	
159	HMB	HAMBURG	GERMANY	
160	HML	HAMILTON	BERMUDA	
161	HMM	HAMMOND, IN	UNITED STATES OF AMERICA	
162	HNK	HONG KONG	HONG KONG	
163	HON	HONIARA	SOLOMON ISLANDS	
164	HOU	HOUSTON, TX	UNITED STATES OF AMERICA	
	Input	Contact Info	ISO Country Codes	State Codes
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	A	B	C	
1	Issuing Post Code	Issuing Post Name	Issuing Country	
164	HOU	HOUSTON, TX	UNITED STATES OF AMERICA	
165	HRE	HARARE	ZIMBABWE	
166	HYD	HYDERABAD	INDIA	
167	INS	INS/ CENTRAL OFFICE	UNITED STATES OF AMERICA	
168	ISB	PORT ISABEL, TX	UNITED STATES OF AMERICA	
169	ISL	ISLAMABAD	PAKISTAN	
170	IST	ISTANBUL	TURKEY	
171	IXT	IXTAPA	MEXICO	
172	IZM	IZMIR	TURKEY	
173	JAK	JAKARTA	INDONESIA	
174	JBA	JUBA	SOUTH SUDAN	
175	JDD	JEDDAH	SAUDI ARABIA	
176	JHN	JOHANNESBURG	REPUBLIC OF SOUTH AFRICA	
177	JRS	JERUSALEM	ISRAEL	
178	KAN	KANSAS CITY	UNITED STATES OF AMERICA	
179	KAO	KAOHSIUNG	CHINA(TAIWAN)	
180	KBL	KABUL	AFGHANISTAN	
181	KBO	OSAKA-KOBE	JAPAN	
182	KCC	KENTUCKY CONSULAR CENTER	UNITED STATES OF AMERICA	
183	KDU	KATHMANDU	NEPAL	
184	KEV	KYIV	UKRAINE	
185	KGL	KIGALI	RWANDA	
186	KHF	KHARTOUM FILES	UNKNDWN	
187	KHT	KHARTOUM	SUDAN	
188	KIN	KINSHASA	CONGO (KINSHASA) FORMALLY ZAIRE	
189	KLL	KUALA LUMPUR	MALAYSIA	
190	KMP	KAMPALA	UGANDA	
191	KNG	KINGSTON	JAMAICA	
192	KOL	KOLONIA	MICRONESIA, FEDERATED STATES	
193	KOR	KOROR	PALAU	
194	KRC	KARACHI	PAKISTAN	
195	KRK	KRAKOW	POLAND	
196	KWT	KUWAIT	KUWAIT	
197	LEI	LEIPZIG	GERMANY	
198	LGS	LAGOS	NIGERIA	
199	LHR	LAHORE	PAKISTAN	
200	LIB	LIBREVILLE	GABON	
201	LIL	LILONGWE	MALAWI	
202	LIN	INS NORTHERN REGIONAL CENTER	UNITED STATES OF AMERICA	
203	LIJ	LJUBLJANA	SLOVENIA	
204	LMA	LIMA	PERU	
205	LND	LONDON	UNITED KINGDOM	
206	LOM	LOME	TOGO	
207	LOS	LOS ANGELES, CA	UNITED STATES OF AMERICA	
208	LPZ	LA PAZ	BOLIVIA	
209	LSB	LISBON	PORTUGAL	
210	LSP	LAS PALMAS	SPAIN	
211	LUA	LUANDA	ANGOLA	
212	LUS	LUSAKA	ZAMBIA	
213	LXM	LUXEMBOURG	LUXEMBOURG	
214	LYN	LYON	FRANCE	
215	MAJ	MAJUORO	MARSHALL ISLANDS	
216	MAN	MANAUS	BRAZIL	
217	MAP	MAPUTO	MOZAMBIQUE	
218	MAS	MASERU	LESOTHO	
	Input	Contact Info	ISO Country Codes	State Codes
				Visa Site Codes

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	A	B	C	
1	Issuing Post Code	Issuing Post Name	Issuing Country	
218	MAS	MASERU	LESOTHO	
219	MAZ	MAZATLAN	MEXICO	
220	MBA	MBABANE	SWAZILAND	
221	MBO	MALABO	EQUATORIAL GUINEA	
222	MCL	MEXICALI	MEXICO	
223	MDD	MADRID	SPAIN	
224	MDR	CHENNAI (MADRAS)	INDIA	
225	MEM	MEMPHIS, TN	UNITED STATES OF AMERICA	
226	MER	MERIDA	MEXICO	
227	MEX	MEXICO CITY	MEXICO	
228	MIA	MIAMI, FL	UNITED STATES OF AMERICA	
229	MIL	MILWAUKEE, WI	UNITED STATES OF AMERICA	
230	MLB	MELBOURNE	AUSTRALIA	
231	MLN	MILAN	ITALY	
232	MNA	MANAMA	BAHRAIN	
233	MNG	MANAGUA	NICARAGUA	
234	MNL	MANILA	PHILIPPINES	
235	MOS	MOSCOW	RUSSIA	
236	MRC	MARACAIBO	VENEZUELA	
237	MRL	MARSEILLE	FRANCE	
238	MRV	MONROVIA	LIBERIA	
239	MSK	MINSK	BELARUS	
240	MST	MUSCAT	OMAN	
241	MTB	MONTGO BAY	JAMAICA	
242	MTL	MONTREAL	CANADA	
243	MTM	MATAMOROS	MEXICO	
244	MTR	MONTERREY	MEXICO	
245	MTV	MONTEVIDEO	URUGUAY	
246	MUN	MUNICH	GERMANY	
247	NCS	NICOSIA	CYPRUS	
248	NDJ	N'DJAMENA	CHAD	
249	NEW	NEWARK, NJ	UNITED STATES OF AMERICA	
250	NGL	NOGALES	MEXICO	
251	NGY	NAGOYA	JAPAN	
252	NHA	NAHA	JAPAN	
253	NHM	PORTSMOUTH, NH	UNITED STATES OF AMERICA	
254	NMC	NATL CNTR FOR MISSING AND EXPLOITED CHILDREN	UNKNOWN	
255	NMY	NIAMEY	NIGER	
256	NOL	NEW ORLEANS, LA	UNITED STATES OF AMERICA	
257	NOR	NORFOLK, VA	UNITED STATES OF AMERICA	
258	NPL	NAPLES	ITALY	
259	NRB	NAIROBI	KENYA	
260	NSS	NASSAU	BAHAMAS	
261	NUK	NOUAKCHOTT	MAURITANIA	
262	NVC	NATIONAL VISA CENTER	UNITED STATES OF AMERICA	
263	NVC	VISA OFFICE	UNITED STATES OF AMERICA	
264	NVL	NUEVO LAREDO	MEXICO	
265	NWD	NEW DELHI	INDIA	
266	NYC	NEW YORK CITY, NY	UNITED STATES OF AMERICA	
267	OAX	OAXACA	MEXICO	
268	OCI	CONSULAR AFFAIRS/ OFFICE OF CHILDREN ISSUES	UNITED STATES OF AMERICA	
269	OCS	CONSULAR AFFAIRS/ OFFICE OF CITIZEN SERVICES	UNITED STATES OF AMERICA	
270	OMA	OMAHA, NE	UNITED STATES OF AMERICA	
271	OSI	OFFICE OF SPECIAL INVESTIGATIONS, DOJ	UNITED STATES OF AMERICA	
272	OSL	OSLO	NORWAY	

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	A	B	C	
1	Issuing Post Code	Issuing Post Name	Issuing Country	
272	OSL	OSLO	NORWAY	
273	OTT	OTTAWA	CANADA	
274	OUG	OUAGADOUGOU	BURKINA FASO (UPPER VOLTA)	
275	PAY	PUERTO AYORA	ECUADOR	
276	PDM	PALMA DE MALLORCA	SPAIN	
277	PDN	PIEDRAS NEGRAS	MEXICO	
278	PGO	PAGO PAGO	AMERICAN SAMOA	
279	PHI	PHILADELPHIA, PA	UNITED STATES OF AMERICA	
280	PHO	PHOENIX, AZ	UNITED STATES OF AMERICA	
281	PHP	PHNOM PENH	CAMBODIA	
282	PIA	PRAIA	CAPE VERDE, REPUBLIC OF	
283	PIT	PITTSBURGH, PA	UNITED STATES OF AMERICA	
284	PLR	PALERMO	ITALY	
285	PNM	PANAMA CITY	PANAMA	
286	POD	PODGORICA	SERBIA AND MONTENEGRO	
287	POM	PORTLAND, ME	UNITED STATES OF AMERICA	
288	POO	PORTLAND, OR	UNITED STATES OF AMERICA	
289	POZ	POZNAN	POLAND	
290	PPD	PASSPORT DIRECTORATE	UNITED STATES OF AMERICA	
291	PRA	PRETORIA	REPUBLIC OF SOUTH AFRICA	
292	PRG	PRAGUE	CZECH REPUBLIC	
293	PRI	PRISTINA, KOSOBO	SERBIA AND MONTENEGRO	
294	PRM	PARAMARIBO	SURINAME	
295	PRS	PARIS	FRANCE	
296	PRT	PERTH	AUSTRALIA	
297	PRV	PROVIDENCE, RI	UNITED STATES OF AMERICA	
298	PSH	PESHAWAR	PAKISTAN	
299	PTA	PORTO ALEGRE	BRAZIL	
300	PTC	PITCAIRN ISLANDS	PITCAIRN ISLAND	
301	PTD	PONTA DELGADA	PORTUGAL	
302	PTL	PORT LOUIS	MAURITIUS	
303	PTM	PORT MORESBY	PAPUA NEW GUINEA	
304	PTP	PORT AU PRINCE	HAITI	
305	PTS	PORT OF SPAIN	TRINIDAD AND TOBAGO	
306	PTV	PUERTA VALLARTA	MEXICO	
307	PUC	PUNTA CANA	DOMINICAN REPUBLIC	
308	PUP	PUERTO PLATA	DOMINICAN REPUBLIC	
309	QBC	QUEBEC	CANADA	
310	QTO	QUITO	ECUADOR	
311	RBT	RABAT	MOROCCO	
312	RCF	RECIFE	BRAZIL	
313	RDJ	RIO DE JANEIRO	BRAZIL	
314	REN	RENO, NV	UNITED STATES OF AMERICA	
315	REY	REYNOSA	MEXICO	
316	RGA	RIGA	LATVIA	
317	RIC	RICHMOND, VA	UNITED STATES OF AMERICA	
318	RID	RIYADH	SAUDI ARABIA	
319	RKJ	REYKJAVIK	ICELAND	
320	RME	ROME	ITALY	
321	RNG	RANGOON	BURMA	
322	RNN	RENNES	FRANCE	
323	RPC	WASHINGTON REFUGEE PROCESSING CENTER	UNITED STATES OF AMERICA	
324	RUS	RUSSIAN FEDERATION	RUSSIA	
325	SAA	SANAA	YEMEN, REPUBLIC OF (SANAA)	
326	SAI	SAN ILIAN, PR	PUERTO RICO	

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	A	B	C	
1	Issuing Post Code	Issuing Post Name	Issuing Country	
326	SAJ	SAN JUAN, PR	PUERTO RICO	
327	SAK	SAKHALIN	RUSSIA	
328	SAR	SARAJEVO	BOSNIA-HERZEGOVINA	
329	SDB	SALVADOR DA BAHIA	BRAZIL	
330	SDG	SAN DIEGO, CA	UNITED STATES OF AMERICA	
331	SDO	SANTO DOMINGO	DOMINICAN REPUBLIC	
332	SEA	SEATTLE, WA	UNITED STATES OF AMERICA	
333	SEO	SEOUL	KOREA, REPUBLIC OF	
334	SFR	SAN FRANCISCO, CA	UNITED STATES OF AMERICA	
335	SGE	ST GEORGES	GRENADA	
336	SGP	SINGAPORE	SINGAPORE	
337	SHG	SHANGHAI	CHINA(MAINLAND)	
338	SIA	SPECIAL ISSUING AGENCY – WASHINGTON PASSPORT	UNITED STATES OF AMERICA	
339	SKO	SKOPJE	MACEDONIA (SKOPJE)	
340	SLC	SALT LAKE CITY, UT	UNITED STATES OF AMERICA	
341	SLP	SAN LUIS POTOSI	MEXICO	
342	SLZ	SALZBURG	AUSTRIA	
343	SMA	SAN MIGUEL DE ALLENDE	MEXICO	
344	SNA	SAN ANTONIO, TX	UNITED STATES OF AMERICA	
345	SNJ	SAN JOSE	COSTA RICA	
346	SNS	SAN SALVADOR	EL SALVADOR	
347	SNT	SANTIAGO	CHILE	
348	SNY	SHENYANG	CHINA(MAINLAND)	
349	SOF	SOFIA	BULGARIA	
350	SPD	INS - WESTERN REGIONAL OFFICE, SA	UNITED STATES OF AMERICA	
351	SPL	SAO PAULO	BRAZIL	
352	SPM	ST. PAUL, MN	UNITED STATES OF AMERICA	
353	SPN	SAIPAN, NORTHERN MARIANAS IS.	UNITED STATES OF AMERICA	
354	SPP	SAPPORO	JAPAN	
355	SPS	SAN PEDRO SULA	HONDURAS	
356	SPT	ST PETERSBURG	RUSSIA	
357	SRB	SURABAYA	INDONESIA	
358	SRC	INS SOUTHERN REGIONAL CENTER	UNITED STATES OF AMERICA	
359	STA	ST. ALBANS, VT	UNITED STATES OF AMERICA	
360	STK	STOCKHOLM	SWEDEN	
361	STM	STAMFORD, CT	UNITED STATES OF AMERICA	
362	STP	INS - NORTHERN REGIONAL OFFICE, S	UNITED STATES OF AMERICA	
363	STR	STRASSBOURG	FRANCE	
364	SUV	SUVA	FIJI	
365	SVL	SEVILLE	SPAIN	
366	SYD	SYDNEY	AUSTRALIA	
367	TAH	TAHITI	FRANCE	
368	TAI	TAIPEI	CHINA(TAIWAN)	
369	TAL	TALLINN	ESTONIA	
370	TBL	TBILISI	GEORGIA	
371	TES	THESSALONIKI	GREECE	
372	TFO	TASK FORCE OPERATIONS	UNITED STATES OF AMERICA	
373	TGG	TEGUCIGALPA	HONDURAS	
374	THT	TASHKENT	UZBEKISTAN	
375	TIA	TIRANA	ALBANIA	
376	TJN	TIJUANA	MEXICO	
377	TJT	TIJUANA TPF	MEXICO	
378	TKY	TOKYO	JAPAN	
379	TLV	TEL AVIV	ISRAEL	
380	TNS	TUNIS	TUNISIA	
	Input	Contact Info	ISO Country Codes	State Codes
				Visa Site Codes

**New York State Procedure for NY Based Utilities Activating
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	A	B	C	D
1	Issuing Post Code	Issuing Post Name	Issuing Country	
380	TNS	TUNIS	TUNISIA	
381	TOU	TOULOUSE	FRANCE	
382	TPC	TUCSON PRINT CENTER	UNITED STATES OF AMERICA	
383	TRP	TRIPOLI	LIBYA	
384	TRS	TRIESTE	ITALY	
385	TRT	TORONTO	CANADA	
386	TSC	TERRORIST SCREENING CENTER	UNITED STATES OF AMERICA	
387	ULN	ULAANBAATAR	MONGOLIA	
388	USN	USUN-NEW YORK	UNITED STATES OF AMERICA	
389	VAC	VANCOUVER	CANADA	
390	VAT	VATICAN CITY	VATICAN CITY	
391	VIL	VILNIUS	LITHUANIA	
392	VLA	VLADIVOSTOK	RUSSIA	
393	VLC	VALENCIA	SPAIN	
394	VLL	VALLETTA	MALTA AND GOZO	
395	VNN	VIENNA	AUSTRIA	
396	VNT	VIENTIANE	LAOS	
397	VOS	VOIS RECORD CREATION	UNITED STATES OF AMERICA	
398	VTR	VICTORIA	UNKNOWN	
399	WAC	INS WESTERN REGIONAL CENTER	UNITED STATES OF AMERICA	
400	WAS	WASHINGTON D. C.	UNITED STATES OF AMERICA	
401	WHK	WINDHOEK	NAMIBIA	
402	WLL	WELLINGTON	NEW ZEALAND	
403	WNN	WINNIPEG	CANADA	
404	WRW	WARSAW	POLAND	
405	WSF	DOMESTIC	UNITED STATES OF AMERICA	
406	WUH	WUHAN	CHINA(MAINLAND)	
407	WWW	ACS INTERNET REGISTRATION SITE	UNITED STATES OF AMERICA	
408	XDB	OSAM NETWORK OPERATIONS LAB	UNITED STATES OF AMERICA	
409	XGZ	GAZA STRIP	GAZA STRIP	
410	XQA	ORKAND QA LAB	UNITED STATES OF AMERICA	
411	XVV	CSD IV&V	UNITED STATES OF AMERICA	
412	XVY	CSD IV&V POST 2	UNITED STATES OF AMERICA	
413	XVZ	CSD IV&V POST 3	UNITED STATES OF AMERICA	
414	XWB	WEST BANK	UNKNOWN	
415	YDE	YAOUNDE	CAMEROON	
416	YEK	YEKATERINBURG	RUSSIA	
417	YRV	YEREVAN	ARMENIA	
418	YTC	YEMENIS TO CAIRO	YEMEN	
419	ZGB	ZAGREB	CROATIA	
420	ZRH	ZURICH	SWITZERLAND	
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**New York State Procedure for NY Based Utilities Activating
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**Exhibit A-11 CBP Pre Arrival Name Spreadsheet – Maine and Vermont Port of
Entry – Coversheet **SAMPLE****

	A	B	C	D	E	F	G	H	I	J	K	L																		
1	Border Pre-Arrival List of Names for Emergency Events for USCBP & CBSA																													
2	 																													
3	<table border="1" style="width: 100%;"><tr><td style="width: 40%;">Department / Utility Company Name:</td><td style="width: 60%;">Email Completed Form(s) to:</td></tr><tr><td>Contact person:</td><td>Requests for State of Maine:</td></tr><tr><td>Contact Phone #:</td><td>Requests for State of Vermont and New Hampshire:</td></tr><tr><td>Event Reason:</td><td><i>Note: Please forward this as far in advance as possible</i></td></tr><tr><td>Date:</td><td style="text-align: center;">CBSA</td></tr><tr><td>CBP / CBSA Confirmation Number:</td><td>Entering New Brunswick at Route 95, Woodstock, NB Fax Form To: (Phone:)</td></tr><tr><td>Port of Entry Name (Arrival Location):</td><td>Entering New Brunswick at 3rd Bridge, St. Stephen, NB Fax Form To: (Phone:)</td></tr><tr><td>Estimated time of arrival:</td><td>Entering Quebec at Highway 15, St-Bernard-de-Lacolle, PQ Fax Form To: (Phone:)</td></tr><tr><td></td><td>Entering Quebec at Highway 133, Saint Armand, PQ Fax Form To: (Phone:)</td></tr></table>												Department / Utility Company Name:	Email Completed Form(s) to:	Contact person:	Requests for State of Maine:	Contact Phone #:	Requests for State of Vermont and New Hampshire:	Event Reason:	<i>Note: Please forward this as far in advance as possible</i>	Date:	CBSA	CBP / CBSA Confirmation Number:	Entering New Brunswick at Route 95, Woodstock, NB Fax Form To: (Phone:)	Port of Entry Name (Arrival Location):	Entering New Brunswick at 3 rd Bridge, St. Stephen, NB Fax Form To: (Phone:)	Estimated time of arrival:	Entering Quebec at Highway 15, St-Bernard-de-Lacolle, PQ Fax Form To: (Phone:)		Entering Quebec at Highway 133, Saint Armand, PQ Fax Form To: (Phone:)
Department / Utility Company Name:													Email Completed Form(s) to:																	
Contact person:													Requests for State of Maine:																	
Contact Phone #:													Requests for State of Vermont and New Hampshire:																	
Event Reason:													<i>Note: Please forward this as far in advance as possible</i>																	
Date:													CBSA																	
CBP / CBSA Confirmation Number:													Entering New Brunswick at Route 95, Woodstock, NB Fax Form To: (Phone:)																	
Port of Entry Name (Arrival Location):													Entering New Brunswick at 3 rd Bridge, St. Stephen, NB Fax Form To: (Phone:)																	
Estimated time of arrival:													Entering Quebec at Highway 15, St-Bernard-de-Lacolle, PQ Fax Form To: (Phone:)																	
													Entering Quebec at Highway 133, Saint Armand, PQ Fax Form To: (Phone:)																	
4																														
5																														
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39																														
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41	 																													
42	Canada Border Services Agency Agence des services frontaliers du Canada U.S. Customs and Border Protection																													
43																														
44																														
45																														
46																														
47																														

CoversheetInput+

**New York State Procedure for NY Based Utilities Activating
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**Exhibit A-12 CBP Pre Arrival Name Spreadsheet – Maine and Vermont Port of
Entry – Input Sheet **SAMPLE****

Page 1

Person Number	First Name	Last Name	DOB	Citizenship Country	Gender
1					
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SAMPLE

Coversheet **Input** (+)

**New York State Procedure for NY Based Utilities Activating
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**Exhibit A-13 CBP Pre Arrival Name Spreadsheet – Maine and Vermont Port of
Entry – Country Codes**SAMPLE****

ISO Alpha-2 Code	Country Name
AB	ARUBA ISLAND (SEE ALSO AW)
AD	ANDORRA
AE	UNITED ARAB EMIRATES
AF	AFGHANISTAN
AG	ANTIGUA & BARBUDA
AI	ANGUILLA
AL	ALBANIA
AM	ARMENIA
AN	NETHERLANDS ANTILLES
AO	ANGOLA
AP	APO - CUSTOMS MAIL ENTRY ONLY
AQ	ANTARCTICA
AQ	FRENCH SOUTHERN ANTARCTIC LANDS
AR	ARGENTINA
AS	AMERICAN SAMOA
AT	AUSTRIA
AU	AUSTRALIA
AW	ARUBA
AX	ALAND ISLANDS
AZ	AZERBAIJAN
BA	BOSNIA-HERZEGOVINA
BB	BARBADOS
BD	BANGLADESH
BE	BELGIUM
BF	BURKINA FASO (UPPER VOLTA)
BG	BULGARIA
BH	BAHRAIN
BI	BURUNDI
BJ	BENIN
BL	SAINT BARTHELEMY
BM	BERMUDA
BN	BRUNEI
BO	BOLIVIA
BQ	BONAIRE, SAINT EUSTATIUS AND SABA
BR	BRAZIL
BS	BAHAMAS
BT	BHUTAN
BU	BURMA
BV	BOUVET ISLAND
BW	BOTSWANA
BY	BELARUS
BZ	BELIZE
CA	CANADA
CC	COCOS (KEELING) ISLANDS
CD	DEMOCRATIC REPUBLIC OF CONGO (ZAIRE)
CF	CENTRAL AFRICAN REPUBLIC (EMPIRE)
CG	REPUBLIC OF CONGO (BRAZZAVILLE)
CG	CONGO (BRAZZAVILLE)
CH	SWITZERLAND
CI	IVORY COAST
CK	COOK ISLANDS
CL	CHILE

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CM	CAMEROON
CN	CHINA(MAINLAND)
CO	COLOMBIA
CR	COSTA RICA
CS	CZECHOSLOVAKIA
CT	KIRIBATI (CANTON AND ENDERBURY IS?)
CU	CUBA
CV	CAPE VERDE, REPUBLIC OF
CW	CURACAO
CX	CHRISTMAS ISLAND(INDIAN OCEAN)
CY	CYPRUS
CZ	CZECH REPUBLIC
DD	GERMANY, DEM. REPUBLIC (EAST)
DD	GERMANY
DE	GERMANY
DJ	DJIBOUTI
DK	DENMARK
DM	DOMINICA
DO	DOMINICAN REPUBLIC
DZ	ALGERIA
EC	ECUADOR
EE	ESTONIA
EG	EGYPT
EH	WESTERN SAHARA
EN	ESTONIA
ER	ERITREA
ES	SPAIN
ET	ETHIOPIA
EU	EUROPEAN ECONOMIC COMMUNITY
FI	FINLAND
FJ	FJI
FK	FALKLAND ISLANDS
FM	MICRONESIA, FEDERATED STATES
FO	FAROE ISLANDS
FP	FPQ - CUSTOMS MAIL ENTRY ONLY
FR	FRANCE
FX	METROPOLITAN, FRANCE
GA	GABON
GB	UNITED KINGDOM
GD	GRENADA
GE	GEORGIA
GF	FRENCH GUIANA
GG	GUERNSEY
GG	GEORGIA
GH	GHANA
GI	GIBRALTAR
GL	GREENLAND
GM	GAMBIA
GN	GUINEA
GP	GUADELOUPE
GQ	EQUATORIAL GUINEA
GR	GREECE
GS	SOUTH GEORGIA AND THE SOUTH SANDWICH ISLANDS

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GT	GUATEMALA
GU	GUAM
GW	GUINEA-BISSAU
GY	GUYANA
GZ	GAZA STRIP
HK	HONG KONG
HM	HEARD AND MCDONALD ISLANDS
HN	HONDURAS
HR	CROATIA
HT	HAITI
HU	HUNGARY
HV	BURKINA (FORMER UPPER VOLTA, SEE BF)
ID	INDONESIA
IE	IRELAND
IL	ISRAEL
IM	ISLE OF MAN
IN	INDIA
IO	BRITISH INDIAN OCEAN TERRITORY
IQ	IRAQ
IR	IRAN
IS	ICELAND
IT	ITALY
JE	JERSEY
JM	JAMAICA
JO	JORDAN
JP	JAPAN
JT	JOHNSTON ISLAND
KE	KENYA
KG	KYRGYZSTAN
KH	CAMBODIA
KI	KIRIBATI
KK	KAZAKSTAN
KM	COMOROS
KN	ST. KITTS-NEVIS ISLANDS
KP	NORTH KOREA
KR	KOREA, REPUBLIC OF
KV	KOSOVO
KW	KUWAIT
KY	CAYMAN ISLANDS
KZ	KAZAKHSTAN
LA	LAOS
LB	LEBANON
LC	ST. LUCIA
LI	LIECHTENSTEIN
LK	SRI LANKA
LR	LIBERIA
LS	LESOTHO
LT	LITHUANIA
LU	LUXEMBOURG
LV	LATVIA
LY	LIBYA
MA	MOROCCO
MC	MONACO

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MD	MOLDOVA
ME	MONTENEGRO
MF	SAINT MARTIN
MG	MADAGASCAR (MALAGASY)
MH	MARSHALL ISLANDS
MI	MIDWAY ISLANDS
MK	MACEDONIA (SKOPJE)
ML	MALI
MM	MYANMAR (BURMA)
MN	MONGOLIA
MO	MACAO (MACAU)
MP	NORTHERN MARIANA ISLANDS (SAIPAN)
MP	NORTHERN MARIANA ISLANDS
MQ	MARTINIQUE
MR	MAURITANIA
MS	MONTserrat
MT	MALTA AND GOZO
MU	MAURITIUS
MV	MALDIVE ISLANDS
MW	MALAWI
MX	MEXICO
MY	MALAYSIA
MZ	MOZAMBIQUE
NA	NAMIBIA
NC	NEW CALEDONIA
NE	NIGER
NF	NORFOLK ISLAND
NG	NIGERIA
NI	NICARAGUA
NL	NETHERLANDS
NO	NORWAY
NP	NEPAL
NQ	FRENCH ANTARCTIC (DRONNING MAUD LAND)
NR	NAURU
NT	IRAQ-SAUDI ARABIA NEUTRAL ZONE
NU	NIUE
NZ	NEW ZEALAND
OB	ZAIRE
OM	OMAN
PA	PANAMA
PE	PERU
PF	FRENCH POLYNESIA
PG	PAPUA NEW GUINEA
PH	PHILIPPINES
PK	PAKISTAN
PL	POLAND
PM	ST PIERRE AND MIQUELON
PN	PITCAIRN ISLAND
PR	PUERTO RICO
PS	PALESTINE
PT	PORTUGAL
PW	PALAU
PY	PARAGUAY

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QA	QATAR
RE	REUNION (ISLAND, FRENCH)
RO	ROMANIA
RS	SERBIA
RU	RUSSIA
RW	RWANDA
SA	SAUDI ARABIA
SB	SOLOMON ISLANDS
SC	SEYCHELLES
SD	SUDAN
SE	SWEDEN
SG	SINGAPORE
SH	ST HELENA
SI	SLOVENIA
SJ	SVALBARD AND JAN MAYEN ISLANDS
SK	SLOVAKIA
SL	SIERRA LEONE
SM	SAN MARINO
SN	SENEGAL
SO	SOMALIA
SQ	SLOVAKIA
SR	SURINAME
SS	SOUTH SUDAN
ST	SAO TOME AND PRINCIPE
SU	UNION OF SOVIET SOCIALIST REPS
SV	EL SALVADOR
SX	SINT MAARTEN (DUTCH PART)
SY	SYRIA
SZ	SWAZILAND
TC	TURKS AND CAICOS ISLANDS
TD	CHAD
TF	FRENCH SOUTHERN TERRITORIES
TG	TOGO
TH	THAILAND
TJ	TAJKISTAN
TK	TOKELAU ISLANDS
TL	EAST TIMOR (TIMOR-LESTE)
TM	TURKMENISTAN
TN	TUNISIA
TO	TONGA
TP	TIMOR-LESTE (EAST TIMOR)
TR	TURKEY
TT	TRINIDAD AND TOBAGO
TV	TUVALU
TW	CHINA(TAIWAN)
TZ	TANZANIA, UNITED REPUBLIC OF
UA	UKRAINE
UG	UGANDA
UK	UNITED KINGDOM (SEE GB)
UM	UNITED STATES MINOR OUTLYING ISLANDS
US	UNITED STATES OF AMERICA
UY	URUGUAY
UZ	UZBEKISTAN

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VA	VATICAN CITY
VC	ST. VINCENT AND THE GRENADINES
VE	VENEZUELA
VG	BRITISH VIRGIN ISLANDS
VI	VIRGIN ISLANDS OF THE U.S.
VN	VIETNAM
VU	VANUATU
WE	WEST BANK
WF	WALLIS AND FUTUNA
WK	WAKE ISLAND
WS	SAMOA
XK	KOSOVO
XX	UNKNOWN
XZ	INSTALLATIONS IN INTERNATIONAL WATERS
YD	YEMEN (ADEN)
YE	YEMEN (SANA REPUBLIC OF)
YE	YEMEN
YE	REPUBLIC OF YEMEN
YM	YEMEN, REPUBLIC OF (SANAA)
YO	SERBIA AND MONTENEGRO
YT	MAYOTTE
YU	YUGOSLAVIA
ZA	REPUBLIC OF SOUTH AFRICA
ZM	ZAMBIA
ZR	ZAIRE
ZW	ZIMBABWE

**ATTACHMENT 10:
DAMAGE ASSESSMENT GUIDE**

Electric ERP Filing Date	Page # (of Combined File)
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SUBJECT

CONSTRUCTION
DAMAGE ASSESSMENT GUIDE

CONSTRUCTION DAMAGE ASSESSMENT GUIDE

Paper copies of Operating Documents are uncontrolled and therefore may be outdated. Verify current version prior to use.

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2.0	APPLICATION	3
3.0	ORGANIZATION OVERVIEW	3
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1.0 PURPOSE

The purpose of this document is to provide a general overview of a regional Damage Assessment Unit, which oversees assessment and reporting of damage to the overhead system after a storm event.

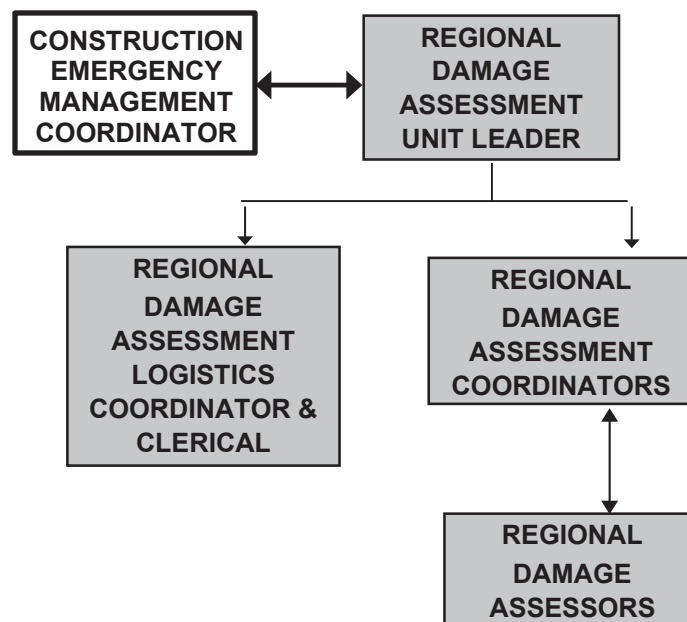
2.0 APPLICATION

This guide is a resource to all Construction and System Emergency Assignment (SEA) employees with an assignment related to damage assessment. The [Storm Damage Assessment and Emergency Preparedness SharePoint site](#) may be used to obtain the latest version of documents and links associated with the damage assessment process.

3.0 ORGANIZATION OVERVIEW

3.1 The following depicts the regional Damage Assessment ICS organization.

Note: the Construction Emergency Management Coordinator (“Construction EMC”) coordinates with all activated Regional Damage Assessment Units throughout an event. All ‘regional’ damage assessment resources are trained to work in any region and may be allocated throughout the service territory, as needed.



- 3.2** The Construction EMC, or designee, will initiate the mobilization of the damage assessment resources, by region, as requested by the Regional Incident Commander, or designee. This request for regional DA resources may occur upon direction received during pre-storm Regional ICS Conference calls, Interregional Conference Calls, or direct outreach from the Regional Incident Commander, or designee.
- 3.3** The Regional Damage Assessment ("DA") Unit may be staffed by a combination of management employees, weekly employees, and Company contractors. Typically Damage Assessors are management, weekly, or contractors while office positions of Unit Leader, DA Coordinator, DA Logistics Coordinator, and Clerical are filled by Company employees both management and weekly.
- 3.4** The Regional DA Unit Leader will work with both the Construction EMC and the Regional Restoration Planning Team ("RPT") Unit Leader. The Construction EMC will provide direction on mobilization efforts to be implemented by the Regional DA Unit Leader. The Regional RPT Unit Leader will establish priorities for the Regional Damage Assessors.
- 3.5** Regional DA Coordinators supervise optimally 5 to 10 Regional Damage Assessors. Regional DA Coordinators are responsible to dispatch Regional Damage Assessors to priority locations as determined by the Regional RPT Unit. Regional DA Coordinators are the primary contact for Regional Damage Assessors and are responsible to oversee that damage information is captured/entered into the **Damage Assessment mobile application** Electric System Damage Assessment ("ESDA") Back Office and STAR Web Workspace systems.
- 3.6** Regional Damage Assessors assess field conditions and report findings to the Regional DA Coordinator either via direct electronic input into the **Damage Assessment** ESDA mobile application or, alternatively, via phone or marked-up feeder prints.
- 3.7** Regional RPT Technicians may request that a Regional Damage Assessor further investigate the overhead system in the immediate vicinity of reported damages if clarifications are necessary.

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4.0 FUNCTIONS & RESPONSIBILITIES

4.1 Construction Emergency Management Coordinator, or designee

- Is responsible for the overall implementation and any changes to the requirements specified in this guide.
- Attends pre-storm/pre-mobilization Regional ICS Conference Calls and/or Interregional Conference Calls, as notified by the Electric Operations regions and/or Emergency Preparedness. Invites the respective DA Unit Leaders (i.e., those who will be on duty during the event based on the schedule) to attend the respective conference calls.
- Initiates the mobilization of regional DA resources (e.g., Damage Assessors, Feeder Patrol Teams), as requested by the respective Regional Incident Commander or designee, using emails, phone, or the Automated Roster Call-Out System (ARCOS), when appropriate. (All mobilized employees report to original Unit Leaders.)
- Determines appropriate regional workout location(s) based on the required regional staffing levels.
- Obtains DA Contractor resource availability and communicates the triggering of Contractor resource mobilization(s) following concurrence from the GM or VP, Construction.
- Keeps Construction Managers informed of progress and acts as the key Liaison with internal and external organizations for mobilization and process-related issues.
- Upon completion of the emergency response, coordinates any lessons learned and participates in the After-Action process and any post-storm report information requests received from Emergency Preparedness or the Regulator.

4.2 Regional Damage Assessment Unit Leader

- Is available during scheduled storm duty week.
- Represents the Regional Damage Assessment Unit in Regional ICS Conference Calls to communicate DA Unit Leader contact information (both am and pm) and note the quantity of Damage Assessment resources required by the Regional Incident Command staff.
- Upon mobilization, confirms attendance from DA Coordinators on their respective team.
- Performs turnover at the beginning and end of each shift.

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- Keeps the Regional Incident Command staff and the Construction EMC informed of the staffing and status of the Regional Damage Assessment Unit during various conference calls.
- Coordinates with the Regional RPT Unit Leader. Disseminates assessment priorities obtained from RPT Unit, Regional Electric Control Center, and/or regional ICS Conference Calls to the Regional DA Coordinators.
- Monitors activity, work volumes and quality of information being received from the field and being entered into STAR Web Workspace.
- Monitors resource accountability for the Regional Damage Assessment Unit.
- Ensures logistical needs are being addressed by the on-shift team, including but not limited to coordinating meals for non-field staff.

4.3 Regional Damage Assessment Coordinator

- Prior to the dispatch to their first location, provides Regional Damage Assessors with a Job Briefing.
- Dispatches Regional Damage Assessors to jobs, as prioritized by the Regional RPT Unit (i.e., tickets are queued to INS – “Inspection Required” in Web Workspace).
- Maintains continuous communication with respective Regional Damage Assessors while they are in the field. For feeder patrols, contact should be maintained at minimum once per hour.
- Ensures damage information is successfully uploaded into ESDA Back Office.
- If a potentially hazardous or unsafe situation is reported, coordinates with the Regional Site Safety Unit Leader, or designee, to obtain Regional Site Safety Representatives (i.e., wire guards).
- Communicates with the Regional RPT Unit Leader if there are any corrections or changes to damage entries made directly into STAR Web Workspace.

4.4 Regional DA Logistics Coordinator

- Tracks Regional Damage Assessor attendance using DAARTS (Damage Assessor Attendance Resource Tracking System), or, if DAARTS is unavailable, using the Damage Assessor Tracking Form.
- During Regional Damage Assessors’ sign-in, **DARTS** verifies completion of each Regional Damage Assessor’s required functional training, as per the Electric ERP.

- Assigns and tracks Storm Kits to Regional Damage Assessors, as necessary.
- Provides Regional Damage Assessors with the contact information for their assigned Regional DA Coordinator.
- Records Regional Damage Assessors' contact information and Regional DA Coordinator-to-Assessor assignments in DAARTS, and provides a hardcopy printout to the Regional DA Coordinators and Regional DA Unit Leader.
- Monitors and reports deficiencies in storm supplies using the Equipment Inventory Form.
- Ensures Storm Kits are returned, logged-in via DAARTS or checklist, inventoried, and secured for the next use.
- Maintains all documentation organized by date and shift.
- Assists Regional DA Coordinator with dispatching, as necessary.

4.5 Regional Damage Assessor

- Upon arrival, checks in with **DARTS** the Regional DA Logistics Coordinator.
- Obtains a Storm Kit (if needed). Ensures the contents of Storm Kit are complete.
- Establishes communication with assigned Regional DA Coordinator for the shift.
- Receives assignment to perform damage assessment on either Feeder Circuits (i.e., feeder patrol) or individual tickets.
- If using an electronic input device, verifies with the Regional DA Coordinator that the correct damage ticket is loaded on electronic device before leaving reporting location for first assignment.
- If performing feeder patrol using a hardcopy, markups up the print(s) to identify damaged assets.
- Maintains constant communication with respective Regional DA Coordinator throughout shift, at a minimum once every hour.
- **MUST immediately report any spills encountered.** (Note: generally, spills are associated with damaged or downed oil-filled overhead transformers and/or aerial cable.) Calls the EH&S Control Desk and stands-by until relieved by a Site Safety Representative, a repaircrew, or an Environmental (EH&S) Representative. Never assumes someone else already called the spill into the EH&S Control Desk. **EH&S Control Desk Phone Number – [REDACTED]**.

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- Upon finding a hazardous condition, while maintaining safe distances, cordons off the hazard, reports it via electronic device, and reports it to respective Regional DA Coordinator (who will provide further instructions).
- When assessing downed wire locations, uses the guidance contained within the latest version of the Electric ERP (section 12.2.1: Downed-Wire Procedures).
- When **site safety representatives** wire guards are determined to be needed, calls respective Regional DA Coordinator and reports “site safety required” using the mobile application and ensuring the exact parcel location is selected.

5.0 MOBILIZATION

- 5.1** Regional Damage Assessment Units are mobilized based on the Electric ERP’s incident classification matrices and corresponding minimum staffing matrices and/or as requested by the local Regional Electric Control Center (“RECC”).
- 5.2** Minimum staffing is indicated for B/W per 24-hour period with the option of assigning higher percentages to the daylight shift, i.e. 70%/30%, based on the assumption of DAs being more effective during daylight hours.
- 5.3** Each service territory (i.e., Bronx/Westchester, Brooklyn/Queens, and Staten Island) has respective Regional Damage Assessment resources that are on a rotating schedule. The schedules include Coordinator resources on days and nights to ensure 24-hour coverage in the event of a mobilization. There are also Feeder Patrol Teams (“FPTs”) that are mobilized based on expected resource needs and severity of the anticipated storm impact.
- 5.4** When notified by the Construction EMC; or designee, the Regional Damage Assessment Unit Leaders on duty for the week will represent Damage Assessment or Construction Management on the respective pre-storm Regional ICS Conference Calls and/or Interregional Conference Call. At that time, the regional Incident Classification level(s) will be communicated, and minimum staffing discussed.
- 5.5** Regional DA Unit Leaders will then notify the Regional DA Coordinators and Regional DA Logistics Coordinator assigned to their team. During the initial mobilization, the Regional Damage Assessors for the next shift should be contacted and notified to report for duty. Once on storm duty, Regional Damage Assessors should continue to report for their respective shift until notified otherwise. Depending on the size of the storm, shifts may be staggered for logistical and efficiency purposes.
- 5.6** Mobilization reporting locations are specified at the time of mobilization. The

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reporting location sites are generally as listed below but may be supplemented with additional staging areas for larger storms:

- **Bronx/Westchester:**

- East View Service Center in the Construction Office

Address: [REDACTED]

OR for Larger Storms:

- Van Nest Service Center in the Main Conference Room

Address: [REDACTED]

- **Brooklyn/Queens:**

- [REDACTED]

OR

- [REDACTED]

- **Staten Island:**

- [REDACTED]

- 5.7** When Damage Assessment teams are mobilized for storm response, Regional Damage Assessors may be requested to support municipal and government road opening efforts. A limited number of Regional Damage Assessors will work with Emergency Preparedness and Electric Operations to help assess the extent of tree jobs involving Con Edison utilities (i.e., downed wires). These resources will be obtained from within the mobilized storm team at the discretion of and approval by the Regional RPT Unit Leader.

6.0 DEMOBILIZATION

- 6.1** Upon notification from the respective Regional Incident Command staff, damage assessment personnel will be released to their normal duties OR re-allocated to support damage assessment in another region of the Company's service territory, as needed.
- 6.2** The Regional DA Logistics Coordinator will take an inventory of the Storm Kits for future use. The remaining material will be secured in the appropriate storage facilities. An Equipment Inventory Form will be completed and processed to affect the replenishment of materials in preparation for the next storm event.

7.0 TRAINING**7.1 Regional DA Unit Leader**

Code	Course Name	Method	Frequency
ICS0100	Intro to Incident Command System	FEMA Online	Once
EOV9008	Storm Damage Assessor <i>Note: once an employee has completed this course, e-Train will automatically include the annual refresher eLearning course (SBS0039) in the employee's training profile; however, the initial Learning Center course meets the full functional training requirement.</i>	TLC	Once
ONL0408	Web Workspace	eLearning	Every 180 days
SYS2012	Web Workspace OJT*	DOJT	once

* Web Workspace previously known as Web Trouble(SYS9987)

7.2 Regional DA Coordinators and DA Logistics Coordinators

Code	Course Name	Method	Frequency
EOV9008	Storm Damage Assessor <i>Note: once an employee has completed this course, e-Train will automatically include the annual refresher eLearning course (SBS0039) in the employee's training profile; however, the initial Learning Center course meets the full functional training requirement.</i>	TLC	Once
ONL0408	Web Workspace	eLearning	Every 180 days
SYS2012	Web Workspace OJT*	DOJT	once

* Web Workspace previously known as Web Trouble(SYS9987)

7.3 Regional Damage Assessors (including Feeder Patrollers) **

Code	Course Name	Method	Frequency
EOV9008	Storm Damage Assessor <i>Note: once an employee has completed this course, e-Train will automatically include the annual refresher eLearning course (SBS0039) in the employee's training profile; however, the initial Learning Center course meets the full functional training requirement.</i>	TLC	Once
SAF4600/ 4700	OSHA	TLC or eLearning	Every 12 months

* Web Workspace previously known as Web Trouble(SYS9987)

It is also recommended, but not required, that all employees in Damage Assessment roles and/or Construction take ERM0016, Emergency Personal Vehicle Usage Agreements. This on-the-job training (OJT) does not prevent an employee from using their personal vehicle, but rather provides conditions of coverage and compensation that the employee may utilize. EMR0016 does not apply to Local 3 employees.

Damage Assessors assigned electronic DA reporting devices are also provided with instructions on how to enter damage assessment details using the device.

8.0 PROCEDURAL RESPONSIBILITY

- 8.1 The Construction EMC, or designee, is responsible for the maintenance and implementation of this guide.
- 8.2 Construction Managers are responsible for providing the resources to implement the procedural requirements (i.e., Damage Assessors and Coordinators) to meet the required minimum staffing levels as defined within the Company's Electric ERP.

9.0 REFERENCES

- 9.1 [Electric Emergency Response Plan](#)
- 9.2 [Construction Coastal Storm Plan](#)
- 9.3 [Personal Vehicle Usage Agreement \(PVUA\)](#)
- 9.4 [Distribution Engineering Spec. EO-3114, Heat and Storm Emergency Kits](#)
- 9.5 [ESDA Back-Office link](#)
- 9.6 [Construction Storm Damage Assessment and Emergency Preparedness SharePoint link](#) -

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**ATTACHMENT 11:
ORDER APPROVING PSC SCORECARD**

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STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

At a session of the Public Service
Commission held in the City of
Albany on November 14, 2013

COMMISSIONERS PRESENT:

Audrey Zibelman, Chair
Patricia L. Acampora
Garry A. Brown
Gregg C. Sayre
Diane X. Burman

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)

BY THE COMMISSION:

INTRODUCTION

The provision of safe and reliable electric energy is critical to the health and safety of New Yorkers and a fundamental responsibility assigned by statute to our utilities.¹ This responsibility is often most challenging during and after a major storm or an extraordinary event has resulted in significant electricity outages in the utility's service territory. Our assessment of the importance of this responsibility was reinforced by our recent experiences with Hurricane Irene, Tropical Storm Lee, and Superstorm Sandy. Each of these extreme weather events resulted in the loss of electric service for hundreds of thousands of customers over extended periods of time. We saw repeatedly the

¹ Public Service Law (PSL) § 65.

fundamental importance of an informed public and local governmental officials and safe and efficient service restoration for affected communities.

Utility performance before and during these major outage events varied greatly. While additional focus on investments that improve system resiliency are critical, it is also clear that there are a number of areas where improved performance will help reduce the impacts of the storm event and/or increase consumer safety and security. For example, significant aspects of the utility's actions prior to the outage event to prepare and plan in anticipation of its recovery efforts, the utility's operational performance as its recovery efforts proceeded, and the utility's communications with the public and with public officials during and after the storm are operational areas under the control of utilities that can directly impact storm restoration. Operational excellence in these areas will contribute greatly to the utilities' overall efforts to maintain and restore service and to reduce community anxiety when service is yet to be restored. 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 which we adopt in this Order will support this performance based evaluation. It will provide us with a valuable guide to determine best practices during these challenging events, ensure continuous improvement and hold utilities accountable for failing to meet the legitimate requirements of their customers. Through the use of this guidance tool we come closer to our goal of performance based assessment through which deficient utility practices and decision-making can be identified and disincented and excellent utility performance can be recognized and rewarded.

BACKGROUND

In April 2013, we instituted this proceeding to consider the development of a Scorecard to serve as a tool for the quantitative assessment of New York State electric utility performance in restoring power to customers after a significant outage. In our April 24, 2013 Notice Seeking Comments we sought comments on a draft scorecard.

That draft Scorecard began our effort to establish standards that will promote effective emergency response. As we noted at that time:

Holding utilities accountable to such standards can help assure that they have the ability, capacity, and mindset to act quickly and effectively. While outage events can never be entirely eliminated, these metrics will establish minimum performance levels against which to assess restoration after significant outages.²

The Scorecard we adopt with this order will function as an objective tool to assess each utility's outage event response efforts, and to guide us as we seek to hold the utilities accountable for their preparations for outage events, for their actions during an outage event and their recovery programs when the outage event has passed, and for their communications programs in conjunction with the event.

The Scorecard will also provide greater guidance to utilities as to our expectations for their restoration efforts. It will better enable the utilities to assess their own performance and to concentrate resources proactively in areas where improvements are needed. Corporations use key performance indicators (KPIs) to establish performance expectations, measure their achievement and identify areas of focus for improvement. The Scorecard we are introducing today is intended to serve as a critical tool that can be similarly used by utilities and the Commission to measure performance with respect to safe and timely electric service restoration after major outages. Recent experience has shown that it is difficult to perform an assessment of the utility response to major storm events or outages without the capability to define and apply the constituent metrics for preparation prior to the event, operational response during and after the outage event, and utility communications to customers and community leaders as the event and recovery from the event are occurring. The Scorecard is a major step toward creating that capability.

The Scorecard we adopt here has been developed to work with the recent amendments to the Public Service Law (PSL), including the new provisions regarding

² April 24, 2013 Notice Soliciting Comments at 2.

administrative penalties³. These new provisions, among other things, require electric corporations to file emergency plans annually, specify subject areas to be covered in the emergency plans subject to Commission review and approval. In conjunction with these statutory provisions, the Scorecard will be a guide for assessing the performance of utilities in connection with their outage restoration efforts. Although we intend the Scorecard to apply specifically to major outages, as Staff gains experience with its use, it may make recommendations to the Commission to apply the Scorecard, or to apply a modification of the Scorecard, to other outages or for other action as may be appropriate.

Up to now, the two primary metrics upon which we rely to measure reliability are the System Average Interruption Frequency Index (SAIFI) and the Customer Average Interruption Duration Index (CAIDI)⁴. We currently use the SAIFI and CAIDI metrics to establish targets for acceptable performance as part of each utility's Reliability Performance Mechanism (RPM). The utility RPM is a part of the utility's rate plan, and, when used for this purpose, the SAIDI and CAIFI metrics only measure utility performance in providing reliable electric service during normal conditions. They expressly characterize major outage events as abnormal and exclude utility performance during these major outage events. As such they were not intended to, cannot and do not provide any quantitative measurement of utility performance during a major outage event. They do not provide an objective measurement of utility performance during those periods. Finally, the RPMs measure the utility's overall reliability on an annual basis. In contrast, the Scorecard will be used as a tool to specifically measure utility performance (including preparation and communication activities) after each significant major outage.

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

³ PSL § 25-a.

⁴ SAIFI is the average number of times that a customer is interrupted during a year. CAIDI is the average interruption duration time for those customers that experience an interruption during the year. Both of these metrics are common, industry-wide performance measures.

activities associated with major storm events. The Preparation metrics focus on utility activities in anticipation of a significant outage event.⁵ 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.⁶ The third category, Communications, assesses the utility's ability to receive and to disseminate information about the outage event and about the recovery process.⁷ 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.

The Commission first issued a Notice Soliciting Comments on April 24, 2013 to obtain input on a draft Scorecard. Two parties submitted comments, the City of New York (City) and jointly Central Hudson Gas & Electric Corporation, Consolidated Edison Company of New York, Inc., New York State Electric & Gas Corporation, Niagara Mohawk Power Corporation d/b/a National Grid, Orange and Rockland Utilities, Inc., and Rochester Gas and Electric Corporation (Joint Utilities) (together the Parties). Based on the comments received and additional discussions and further consideration of this issue, a second draft Scorecard was developed in August 2013 (August Scorecard). The August Scorecard was released for a second round of public comment on August 19,

⁵ An example of a Preparation metric is Employee/Contractor Planning. This metric assesses the utility efforts to contact employees or contractors before the event occurs to review the roles they may be expected to fill if the outage event occurs. This metric is one of eight in the Preparation category and is assigned 15 points.

⁶ An example of an Operational Response metric is Down Wires. This metric measures, for a three to five day event, whether the utility (through utility personnel or contractors) responds to a downed wires report within 18 hours, or, for a greater than 5 day event, within 36 hours. The metric is one of 12 in the Operational Response category and is assigned 60 points.

⁷ An example of a Communications metric is Municipal Calls. This metric evaluates whether telephone conference calls are held at least daily and are effective in communicating baseline information, updates on road clearing activities, and allow for two way communications between the utility and municipal officials, including communications concerning downed wires. It also assesses whether the utility has implemented an operator assisted calling system. This metric is one of eight in the Communications category and is assigned up to 40 points.

2013. In addition to some clarifications to the measures identified and definitions used in the first Scorecard, the August Scorecard also introduced the Performance Guide to be used in conjunction with the Scorecard, and further specified the areas that will be reviewed to assess utility performance. We are considering here the comments from the City and Joint Utilities on the August Scorecard.

DISCUSSION AND ANALYSIS OF COMMENTS

Discussion

As noted above, the Scorecard is intended to provide objective standards by which this and future Commissions will be able to gauge utility performance in maintaining electric service following major outage events. We adopt this measure because lack of reliable electric service during and following a major storm imposes great stress and safety risks on local communities. The establishment of these Scorecard metrics is designed to measure objectively how a utility's actions or inactions minimized or aggravated the affected communities' disruption, anxiety and stress. It also provides the further benefit of identifying the areas of storm related actions that a utility should focus on to continue to improve its performance. Moreover, in the event that we find a particular metric is not serving its intended purpose, the Scorecard design can be easily modified on a going forward basis to ensure that the right measurements are being used.

We understand the concerns expressed by some parties that the implementation of the Scorecard may have unintended consequences. For this reason, the Scorecard will be a dynamic and fluid tool subject to periodic review and improvement. Future modifications to the Scorecard may be necessary, as lessons are learned through the evaluation of restoration events, to mirror changes in utility emergency plans, or as changing circumstances warrant. By establishing metrics in the Scorecard, we are setting performance expectations. However, as in any measurement activity, the successful measurement tool is the one which focuses on the right outcome and affords appropriate weight on each measurement.

For this proceeding, Staff developed draft scorecards which could be used to evaluate utility performance, and since the inception of this proceeding we have provided two opportunities for interested parties to comment on the proposed program. Both the City of New York and the Joint Utilities provided general comments regarding the use or nature of the Scorecard and specific comments concerning the April and August Scorecard. We will consider first the parties' general comments.

General Comments

1. Application of the Scorecard to Utility Divisions or to Non-electric Services. The Joint Utilities state that the Scorecard should apply on a Companywide level, rather than to the specific division or portion of the utility service territory affected by the outage event, and they opine that a piecemeal approach does not provide an accurate overall assessment. This utility comment is directed to those instances where the utility service territory is made up of several geographically distinct areas. Because a utility's service territory is broken up in this way, different utility districts may have different storm response experiences, and Scorecards completed for each district could show very different results. The Joint Utility comment seeks to have these Scorecard results aggregated into a single Scorecard which reports the utility's performance as a whole. However, where these geographically distinct areas are separate from each other, the application of the Scorecard to the utility as a whole may mask inadequate utility performance in a specific division. For this reason, the Scorecard measurements will reflect outage and restoration times on a division wide or district basis.

2. Development of Scorecards for Gas and Steam Services. The City recommends that, for those utilities that provide multiple services, the Commission apply the Scorecard to evaluate the performance of utilities in maintaining performance in all service categories, i.e., gas and steam as well as electric. The City observes that Hurricane Sandy demonstrated a need to monitor and measure the utilities' total performance in preparing for and recovering from major storm events, and that gas and steam systems are equally or perhaps more vulnerable to disruption than the electric

system. The City further comments that if the Commission utilizes the Scorecard to evaluate utilities' performance, the utilities should not be evaluated based on the totality of their performance, but that each category of the Scorecard should be assessed separately.

The Commission agrees that the concerns about electric utility performance following major storms are applicable to other essential services, including heating and water. However, at this time, we believe it is premature to expand the application of the Scorecard approach to these other services. There are several reasons that we reached this conclusion.

First, the Scorecard is specific to electric utilities because we have seen that the most comprehensive and pressing need and, hence, the greatest benefit to customers and the public is from utility performance in this area. Second, as a practical matter, electric utilities have historically been affected more by storms than other regulated services. By adopting a Scorecard for use in evaluating the outage event response of our electric utilities, the Commission will gain critical experience in determining how best to establish best practices with respect to storm related restorations.

3. Short-term events and Scorecard application. The proposed Scorecard would be applicable to events where the restoration of service requires three days or more. In its comments, however, the City recommends that the Scorecard be applied to all outages 1) lasting 24 hours or more, 2) affecting 2.5% or more of customers within an operating area, regardless of duration, or 3) disrupting service to one percent or more of customers in an operating area for at least 12 hours. The City contends that the significance of an outage should not be determined simply by the length of the outage.

Due to the smaller impact expected to result from shorter duration outages (the first of the City's three parts), and the utility's general ability to mobilize personnel to respond to shorter duration outages, we find that the completion of a Scorecard

evaluation for shorter duration events would furnish insufficient additional benefit on a statewide basis.⁸

The second part of the City's proposed three-part approach calls for implementing the Scorecard if service is interrupted to 2.5 percent or more of customers within an operating area, regardless of duration. However, based on those criteria, in some operating areas in upstate New York, the Scorecard would be triggered if fewer than 1,000 customers lost service, regardless of the duration. The final part of the City's approach for an outage affecting one percent of customers for twelve hours or more, could reduce the threshold for Scorecard implementation in certain operating areas to fewer than 500 customers. Modifying the Scorecard to reflect these criteria could result in excessive Scorecard reporting.

We understand the City's concern that an outage of shorter duration could have severe effects in New York City based on the unique nature of Con Edison's underground network in the City when compared to the rest of New York State. Because of this, we will apply the Scorecard to network outages in New York City, utilizing the definition of a network outage contained in the Con Edison Reliability Performance Mechanism which defines a network outage in New York City as the "interruption of service to 15 percent or more of the customers in any network for a period of three hours or more."⁹

4. Definition of Time Periods and Alignment with Utility Emergency Plans. The Joint Utilities and the City generally support the concept of using a scorecard

⁸ Our use of the Scorecard data to complete a Scorecard evaluation for less severe outage events is not anticipated at this time. Such use, if undertaken, would be based on our determination at that time and on Staff's recommendation that the particular circumstances associated with that less severe event justified the completion of a Scorecard evaluation.

⁹ We understand that application of the Scorecard to Con Edison's network outages means that some of the measures contained in the Scorecard will not apply. For example, there are no downed wires for a network outage because the network cables are located underground. In the Operations category of the Scorecard, however, we expect the utility to issue a local ETR and coordinate with appropriate New York City offices. Furthermore, we will apply the Communication metrics to a network outage.

to gauge utility performance as they respond to outage events and agree with the three categories contained in the Scorecard: Preparation, Operational Response, and Communication. However, they state that the metrics within these categories must be clearly defined. They also are concerned that there are disparities between the Scorecard and the utilities' emergency plans. Finally, they assert that the use of the Scorecard could have unintended adverse consequences.

In response to these comments, the Scorecard is accompanied by a Performance Guide to provide greater clarity and precision to the metrics being used in the Scorecard. Most notably, the Performance Guide now includes definitions for: Start of the Event¹⁰, Customer Restoration¹¹, Outage Duration¹² and Start of Utility Restoration¹³. Further, to ensure clarity in understanding the specific metrics, each of the metrics that incorporate a timing component has been modified to reference one of these time definitions. For example, the Call Answer Rate metric will be measured from the "Start of the Event" to ensure customers can contact the utilities during a storm. Operational metrics, such as the Preliminary Damage Assessment measure will be measured from the Start of Utility Restoration, which corresponds to the time at which

¹⁰ The Performance Guide defines the Start of the Event as the time when more than 5,000 customers are interrupted within a division for more than 30 minutes or when more than 20,000 customers are interrupted companywide for more than 30 minutes. If the event affects less than the customer counts listed, the start time shall be the earlier of the peak level of interruptions or the start of utility restoration.

¹¹ Customer Restoration is defined in the Performance Guide as complete when for each customer, service has been restored or service is available but would be unsafe to restore due to damage with customer-owned equipment or a compromised structure.

¹² Outage Duration is defined in the Performance Guide as the time period between the start of the event and customer restoration for all customers affected by the storm.

¹³ Start of Utility Restoration is defined in the Performance Guide as the point in time when field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions (where adverse weather conditions are applicable) and when the potential additional damage to the electric system from the storm would be low in proportion to the expected level of damage already sustained. The start of the restoration period may be different for distinct areas where the effect of a storm limits access to facilities (e.g., severe flooding).

the company can dispatch field personnel without unacceptable safety risks. These changes reflect existing emergency plan practices.

The further concern expressed by the Joint Utilities is that the Scorecard does not mirror each utility's electric emergency plan. However, we find that the proposed Scorecard appropriately reflects statewide restoration expectations for the utilities, and these expectations should be reflected in the emergency plan filings. For example, the metric for Municipal Coordination within the Operational Response category explicitly incorporates the protocols for coordination with municipal officials which are or will be found in the utility's Commission approved Response Plan. The Scorecard measurements are intended to align with specific portions of the utilities' electric emergency plans which have been or will be filed with the Commission.

5. Outage Duration and Restoration Time. The Joint Utilities recommend changing the Outage Duration definition so that this period would begin at commencement of utility restoration, rather than, as proposed, at the Start of Event, and end with the completion of customer restoration. Defining Outage Duration to begin at the Start of Event rather than the start of the Utility Restoration, however, is more appropriate because customers experience an outage when they lose power, not when electric utility personnel begin restoration. Therefore, the Scorecard will retain the definition of Outage Duration as the period of time which begins with the start of the storm event. The City comments are in accordance with this definition.

In its comments, the City recommends that the definition of restoration should specify that restoration time is to be measured from when a storm ends. The City favors this measure of restoration time because it would allow the utility to wait to begin restoration until it was safe for workers to be in the field. The City also states that the appropriate pre-emptive shut down of equipment to minimize potential damage should not affect the measurement of restoration times. Our definition of utility restoration in the Performance Guide is consistent with the City's observation.

6. Metrics for Preparation Category. Both the Joint Utilities and the City suggested that the importance of preparation relative to the other two scorecard categories

is significantly understated. To correct this imbalance, the Parties recommend increasing the significance of utility preparedness in the Scorecard from 10% (or 100 points, as originally proposed) to 20% (or 200) of the total points. Preparation is an essential element of the utility response to an outage event. In many cases, the public perception of an adequate storm response is based on actions the utility is able to take only because its preparations were comprehensive and timely. We agree with the City and Joint Utilities that more points should be assigned to the Preparation category of the Scorecard, and we will re-allocate 50 points from the Operational Response category for this purpose. However, reducing the Operational Response weighting further or reducing the Communications categories at all would diminish the effectiveness of the measures contained in each of these categories. Moreover, it is clear that successful utility programs for Operational Response and for Communications depend fundamentally on excellent preparation, and, in most cases, inadequate preparation cannot be overcome by excellent Operational Response or Communications. Because of this, preparation is measured in its own category and, indirectly and in part, in each of the other categories as well. Therefore in the Scorecard we adopt, the total of 1000 points will be allocated to each category as follows: Preparation 150 points, Operational Response 550 points and Communication 300 points.

7. Partial Scoring and Points for Exceeding Expectations. In the most recently proposed scorecard, certain metrics were structured to allow a utility, which does not meet the scorecard metric for the full amount of the points associated with that metric, to win some, but not all, of the available points. In the Joint Utility comments, it is urged that such “partial scores” should be permitted for additional metrics. At the same time, some of the proposed categories allowed the utility to gain additional points under certain metrics through performance that “exceeds expectations”. The Joint Utility comments also objected to these metrics urging that performance that meets expectations should be provided the full number of points available through that metric. We reject each of these comments. The instances of partial scoring as originally proposed should

be continued.¹⁴ The metrics using partial scores appropriately divide the points available under that metric to a number of submetrics. This assures that the utility response will be appropriately comprehensive and wide ranging and provides a truer picture of the elements of performance which make up that metric. Similarly, the incremental award of points for performance that exceeds expectations usefully provides a clearer picture of the evaluation which the Commission will make of the Scorecard data for that metric when it is supplied concerning these outage events. This helps the Commission to signal clearly its intent to incent “above expectation” performance under these metrics.

8. Time to Provide Scorecard Data. The Joint Utilities propose that the deadline for Scorecard data be changed from thirty to sixty days as required by Part 105 for post-storm reports. Part 105 post-event reports require data collection, analysis of the data, and the development of lessons learned. The Scorecard, however, requires the utilities to submit only the data for Staff’s analysis within thirty days of customer restoration without the additional requirements of the Part 105 post-storm report. Because the degree of effort to provide data as required pursuant to the Scorecard does not rise to the level of that required for a Part 105 post-storm report, and because of the importance of acquiring the Scorecard data quickly, we will retain the thirty day filing requirement.

9. Linkage with Outage Policy Case. We recently acted in the Outage Policy Case¹⁵ to further define the actions a utility must take to provide credits to customers who lost service when a prolonged electric or gas outage occurs. In its comments, the City and the Joint Utilities assert that there should be no linkage between the Scorecard and the policies and customer benefits being addressed in the Commission’s Outage Policy Case, 13-M-0061 (Outage Policy Case).

¹⁴ In the Scorecard, partial points could be attached to three metrics: accuracy of Estimated Time of Restoration (ETR), call answer rates, and Life Support Equipment (LSE) customer contacts. The instances of partial scoring are outlined in the Performance Guide included in Appendix A.

¹⁵ Case 13-M-0061, Matter of Customer Outage Credit policies and Other Consumer Protection Policies Relating to Prolonged Electric or Natural Gas Outages.

We agree that the process and remedies provided through our Outage Policy Case would be unrelated to and independent of the Scorecard evaluation we describe here. Indeed, the Scorecard evaluation and the implementation of the Outage Policy Case results will not necessarily occur with respect to the same outage events. In addition, the purpose of the Scorecard is to build a performance measurement tool to guide the utility's and the Commission's evaluation of the utility's performance during outage events. The remedies defined in the Outage Policy Case do not and are not intended to address utility performance or any lack of performance. Further, the provision of benefits to customers under the Outage Policy Case does not depend on utility performance during the outage event.

Comments on Scorecard Categories

The Scorecard we adopt describes metrics in three identified categories – Preparation, Operational Response, and Communication. We address the comments for each of those categories individually below.

1. Preparation. A utility's successful response to outage events begins with planning. Effective emergency plans define roles, responsibilities, standard operating procedures, mutual assistance procedures, communications procedures, and training programs. In preparation for an event that is forecast in advance, an emergency plan provides guidance regarding the pre-event preparation. For an event with less warning, the emergency plan provides for the quick activation of resources once the event's size is established. Training ensures that employees who have responsibilities during the outage response as a secondary responsibility are capable of completing assigned restoration tasks. Training must also take into consideration staffing changes, employee turnover, and competing job priorities.

In the days leading up to storm events, the electric utilities begin implementing the guidelines contained in their emergency plans.¹⁶ The electric utilities closely monitor the forecasts and predictions for the weather events and participate in conference calls hosted by the National Weather Service. Using the weather forecasts, the utilities make determinations about how to pre-stage crews, materials, and equipment for the areas likely to be affected by the storm. The forecasts also enable the utilities to estimate the amount of damage and develop staffing levels based on the predicted severity of the event.

The emergency plans require specific actions to be taken to prepare for a storm. Such tasks include arranging meetings and conference calls between internal company personnel, local municipal officials, Department Staff, contractors, and regional mutual assistance groups. Advance communication of predicted conditions to both internal and external stakeholders aids those involved to make decisions about preparing for the expected emergency and gives customers time to make appropriate plans. Preparation time is especially important for Life Support Equipment (LSE) customers and managers of Critical Facilities. Pre-event safety advice to customers is also important to prevent accidents involving downed wires. Early communication regarding expected weather conditions and potential damage assists local municipalities' efforts to prepare available resources to protect communities, communicate preparatory requirements to citizens, and facilitate restoration efforts.

In their comments with respect to the metrics in the Preparation category, the Joint Utilities expressed concern about the use of the Scorecard for events with little or no warning, like a tornado, and in which there could be inadequate time to satisfy the

¹⁶ During this time, the utility closely monitors the forecasts and predictions for the weather events and participates in conference calls hosted by the National Weather Service. Many of the utility's actions in the period before a storm event closely depend on an accurate assessment of the weather information available to it. In many respects, the adequacy of the utility's storm response will depend on the utility's ability to acquire and properly evaluate high quality weather information and forecasts and to use this information to predict system impacts and to tailor its response accordingly.

measures assessed in the Preparation category.¹⁷ We understand the Joint Utilities concern that the response to an un-forecasted extreme weather event may not include as comprehensive a preparation as would otherwise be the case. We have adjusted the Scorecard to account for this by recognizing that, for events with limited warning, some of our measures could be impractical to implement. In general, for any metric that Staff deems inapplicable, the points for those measures will be excluded and the overall score of the three categories combined will be prorated.

The Joint Utilities also request that the Training Measure in the Preparation category be removed from the Scorecard because training is an ongoing process that does not occur only when a utility is preparing for a storm. The Utilities indicate that because PSL § 105 requires utilities to perform an annual storm drill, the training required by the Scorecard is duplicative. While, as the Joint Utilities assert, each utility conducts an annual storm drill, those drills would not normally encompass training for each member of the storm response team. The training to which the Scorecard metric refers is, therefore, more comprehensive and reaches more broadly into the organization. During emergency events, many utilities utilize employees in roles outside of their normal day to day activities to aid in the restoration goals, and specific training for those storm roles is essential. Training continues to be an integral part of effective restoration and is appropriately included in the Scorecard metrics.

Finally, in their comments for the metrics in this category, the Joint Utilities state that without further clarification, the measures in the preparation category may drive up storm preparation costs by causing the utilities to “over prepare or pre-stage” in advance of a storm. As a case in point, the Joint Utilities cite Long Island Power Authority’s (LIPA) experience in September 2010 where they indicate the cost of pre-

¹⁷ There may be sudden unforecasted weather events, like a tornado, for which the time to prepare is very short or is eliminated. However, the instances of such severe weather having impacts over a wide area for three days or more are rare. In such cases, the Commission will be flexible in applying the Scorecard metrics and determining what constitutes best practices on an evolving basis.

staging crews to respond to a hurricane exceeded \$22 million, but only minimal damage occurred, resulting in the need for fewer crews than anticipated.

The Joint Utilities further assert that the measures in the preparation category may cause utilities to over prepare and drive up storm preparation costs unnecessarily. In this area, as in all others, we are mindful of the possibility that utility expenditures may become uncontrolled and excessive. However, we find that the metrics in the Preparation category are fully in line with our goals for utility preparedness. Based on the weather information available to it, the utility should prepare for the storm which is forecast. If a forecast storm dissipates or changes direction before damages are done to the utility's equipment, the utility's preparation activities are not over preparation. However, were a utility to over-prepare or unnecessarily drive up preparation costs, our normal oversight mechanisms should be able to identify this and to respond appropriately.

In its comments, the City urges the addition of a new metric to the Preparation category of the Scorecard to measure system resilience. The City contends that a resilience measure is a longer term measure of storm preparedness. It also believes the scoring system should be modified to assign additional weight to resiliency and other actions taken to minimize outages.

We agree with the City that system resilience is important in minimizing damage. Because the Scorecard is intended to address the Companies' response to appropriately meet the challenge of restoring service promptly and efficiently, the Scorecard metrics should over time reflect the degree to which a utility has implemented effective resiliency measures. A company with a highly resilient system would be expected to experience less of an outage or be able to restore service more quickly than a less resilient system. We acknowledge the importance of this issue and will consider including other measures of resiliency as the Scorecard continues to be refined in the future. The Scorecard is expected to drive improvements in performance, both with regard to resiliency and to restoration. In the event that the Scorecard does not lead to the desired performance, we will re-examine the metrics.

2. Operational Response. The objective during any storm or emergency restoration effort is to make conditions safe, manage repairs efficiently and safely, and restore customers as quickly as possible. The Operational Response measures are intended to evaluate the utilities' performance toward these objectives. Operational Response measures include management of downed wires, damage assessment, crewing, mutual assistance, estimated restoration times, safety, and coordination with municipalities, emergency operations centers and other utilities. During the initial response to a large event, one of the greatest safety concerns is managing down or low hanging wires. In addition to guarding down wires, the utilities must manage its response to fix these unsafe conditions. Communication and the exchange of information with other utilities and elected and municipal officials is essential for public safety during the initial response. Damage assessors are also dispatched to survey and document the damage. Accurate damage assessment is a critical function in the early stages of the restoration process because it provides the information that allows the companies to determine how many in-house and mutual assistance crews are needed for the restoration. A good assessment permits the utility to evaluate how much and what type of equipment and material will be needed, and refine its customer outage estimates. Damage assessment information is also used to prioritize crew assignments and to determine the appropriate Estimated Times of Restoration (ETRs).

ETRs are critical for consumers, municipal officials, and emergency support personnel to be able to plan properly for the protection of people and property. ETRs are also important to customers who have lost service so they can plan for their personal welfare. The Scorecard measures three types of ETRs: global, regional, and local (municipal). The electric utilities must refine their ETRs as the restoration progresses using the most up to date information available. By providing ETRs for smaller geographic areas, the companies can increase the accuracy of the information they present to customers. To be informative and useful, the ETRs must be timely, accurate, and made widely available. The utilities must perform well at developing each

level of ETRs since they are interrelated, build on each other as the restoration progresses, affect public safety, and could delay other restoration activities.

The publication and accuracy of ETRs is one of the most important components to be evaluated when reviewing utility performance. Currently, protocols regarding the timely development and communication of ETRs are being used by all investor-owned utilities and are the basis for our ETR measures. As part of the recent emergency plan review process, the ETR protocols were modified and now, as modified, must be integrated into utilities' plans.¹⁸ Given the importance of ETRs, the proposed metrics consist of several performance tiers and the methodology rewards utilities for performance that exceeds expectations.¹⁹

The Joint Utilities commented that utilities should be scored only for appropriately responding to emergencies. To encourage utilities to develop and publish ETRs, however, we believe it appropriate to maintain the tiers that reflect a utility's performance in exceeding expectations in accordance with the Scorecard. The accuracy measures, however, have been simplified. Global ETRs are the first ETR issued by a utility post-storm and are based on preliminary damage assessments, system monitoring capabilities, and initial crewing availability, which is why the utilities are only expected to meet an accuracy measure of plus or minus 24 hours. The companies, then, have an additional twelve hours to perform further damage assessments before they are required to issue regional and ultimately, local ETRs. Thus, the expectation of accuracy is more stringent with respect to the accuracy for Regional and Local ETRs because the utilities have more data and information when they issue these ETRs. Both the publication and accuracy measures also reflect different performance expectations depending on the duration of events, which is consistent with the revised ETR protocols provided in Appendix A.

¹⁸ Case 13-E-0198, In the Matter of 2013 Electric Emergency Plan Review, Order Approving Electric Emergency Plans (issued August 16, 2013).

¹⁹ While the Joint Utilities hypothesize that a utility might "game" the Scorecard by deliberately delaying storm restoration. However, storm response is too complicated and involves too many actors working in close cooperation for actual "gaming" to the advantage of the utility to be feasible.

The Joint Utilities' comments state that certain metrics should reflect different expectations for outages where restoration takes three to five days and for those where restoration takes longer than five days. The Joint Utilities believe that by treating these situations separately, thresholds can be set that are more reflective of appropriate response performance. We recognize the benefit of differentiating metric results for events with shorter or longer durations. Our use of the ETRs metrics reflects this and provides additional time for the release of ETRs if there is an outage where restoration takes greater than five days as compared with an outage where restoration takes less time. In response to the comments, we identified additional operational measures, such as Down Wires and Mutual Assistance requests where differentiation in time periods is also appropriate.

The Joint Utilities contend that it is impossible to predict resource requirements before any damage occurs and then to have 100 percent of the necessary crews in place. Additionally, although a utility may request crews through mutual aid, they rarely receive the number requested. The Joint Utilities are concerned that the proposed measure will place additional pressures on already scarce mutual aid resources, resulting in the unavailability of crews for utilities that truly need them. Rather than requiring the presence of all forecasted crews, as proposed in the initial request for comments, the Joint Utilities recommend modifying the crewing metric to be a percentage of forecast crewing "committed" to the restoration available to the utility for restoration. The Joint Utilities further clarify that committed should be defined as: (i) on property; (ii) in route; and/or (iii) committed through the mutual aid process and additional crews obtained after the initial forecast and/or after the start of restoration should not be considered when determining compliance. As part of the second round of comments, the Joint Utilities did not comment on the specific definition of the crewing metric; however, they did comment that the crewing metric should not apply to large scale outages (e.g. Superstorm Sandy).

Crewing is a dynamic component of outage restoration based on damage predictions, sustained damage levels, and availability of mutual assistance. We recognize

that crews can arrive at different times in the restoration process and it is not our intention to create a metric that would act as a disincentive for staffing at proper levels or limit the sharing of available resources. The intent of the measure is to assess whether the utility has secured adequate resources to perform work in the initial stage of restoration. Staff and the Joint Utilities agree that the Crewing metric is best expressed as the commitment of a percentage (80%) of the requested crews being available within forty eight hours from the start of restoration.

We disagree, however, with the Joint Utilities' suggestion to limit the measure of crewing to include only a utility's initial request. The Scorecard will evaluate performance based on responses following requests made within 48 hours from the start of restoration. By doing so, this metric will capture changes to crewing levels based on known sustained damage following completion of primary damage assessment. We believe this measure satisfies our goal while still allowing companies to freely obtain additional resources to assist in the restoration as they are released from other utilities. We disagree with the Joint Utilities recommendation that the Crewing metric not apply to large scale events like Superstorm Sandy, especially given the important lessons learned from recent severe storms. Superstorm Sandy emphasized that utilities need to plan for large scale outages and create the framework for effective restoration for all events, from small snowstorms to Superstorm Sandy level outages.

The Joint Utilities' comments further recommend the elimination of the "idle time" metric from the Operational Response category. They explain that while there are times where it may appear that crews are idle, in actuality, their appearance is fully consistent with the prompt and efficient restoration of service. The Joint Utilities also point out that utilities do not assess or track idle time and doing so would require a great effort and increase costs. In response to this comment, we believe that it is important for utilities to effectively use their resources during storm restoration, and, based on the Joint Utility comment and Staff's recommendation, we are persuaded that it would not be an efficient or effective use of resources to collect this "idle time" data during an event. For this reason, we have removed this metric from the Scorecard.

Nonetheless, this is an important issue and we ask Staff, through its continuing work on electric emergency plans, to devise other measurements to improve performance in this area.

The Joint Utilities also assert that a wire guarding metric should not be measured as initially proposed. Instead it believes the measure should be consistent with the recently amended PSL²⁰, which requires utilities to secure downed wires within 36 hours of notification from a municipal emergency official. The Joint Utilities also expressed concern that the wire guarding performance metric presents a challenge because their current computer systems do not record the length of time between when a downed wire is reported and when a crew arrives on scene to guard the wire.

With regard to wire guarding, because the law is intended to manage the wire guarding process with emergency officials, and because utilities will be interacting with municipalities on this basis, we believe that modifying the current Scorecard metric is appropriate to distinguish between three to five day events and events that last more than five days. We do not, however, find that a 36-hour response is indicative of adequate performance levels for events with three to five day outage durations. Therefore, we have established an 18-hour requirement for such events. Events with outage durations of more than five days will be measured using the 36-hour requirement of the PSL. With regard to the wire guarding record keeping concern expressed by the Joint Utilities, utilities already need to rectify this tracking deficiency in the short term in order to comply with the PSL.

Finally, the Joint Utilities' comments recommend utilizing a Safety metric which, for each utility would "not exceed two times the individual utility's Operations safety performance record from the prior year." However, using a utility's operational safety record from the prior year as the standard for this metric would not drive safety improvements. If, for example, a utility performed poorly in the previous year, it would only have to improve against this low standard in the subsequent year. However, we agree that the goal of the Safety metric is to measure the occurrence of serious injury. To

²⁰ PSL § 66(21)(a)(xi).

further clarify our use and understanding of this metric, we will define “serious injury” as an injury which results in hospitalization, medical treatment beyond first aid, or death. At this time, we have not established the threshold (serious injury/employees) at which to set the Safety metric. We will, therefore, retain the metric at zero injuries, with the understanding that this metric may change as we gather more information from the utilities in future major restorations.

3. Communication. Efficient and accurate communication is a critical component of emergency management. Important communication aspects of emergency management include informing customers about an impending outage, keeping local authorities informed of damage assessments and estimated restoration times, and informing end users of safety measures and the availability of necessary supplies in a timely manner. Communication delays and misinformation increases confusion for customers. Traditional print and electronic media will continue to serve as a useful means for utilities to communicate with the public. It is critical, however, that utilities also use other available progressive technologies. For example, social media and text messaging will play an increasingly vital role in outage communications.

An important element of effective communication is communication with elected officials and interested members of the public. It is critical that these individuals, as well as customers, receive the timely and accurate information they need in order to reduce confusion, increase confidence in their utility, and for the purpose of taking appropriate action. Elected officials in particular have broad interests in storm related information. Their concerns include public safety, damage assessments, resource availability, and regional and local ETRs, among other things.

The proposed Scorecard includes metrics related to the issuance of press releases, text messages and emails, the conduct of municipal calls and the effectiveness of the calls, the contact with LSE and other Critical Customers which includes hospitals, and police and fire departments, utility call center call answer rates, the publication of ETRs and the availability of information on utility websites and through other

communication medias. The proposed Scorecard also provides points for the successful implementation of operator assisted municipal calls.

With regard to communications, we identified several areas where communication measures could be combined and evaluated as a whole rather than separately. For example, among the communication vehicles currently employed by utilities in emergency situations are the presentation of information through press releases, text messaging, emails, and social media. When multiple vehicles are used, utilities need to ensure that a consistent message is being delivered to avoid customer confusion. The Scorecard now consolidates several communication tools, including press releases, text messaging, emails, and use of social media, into a single measure. Utilities will be evaluated on whether messages are provided in a timely manner and whether messages address key components of the restoration, in consideration of the space limitations the Joint Utilities identified.

In their specific comments for the metrics in the Communications category, the Joint Utilities objected to the requirement that an outgoing message on the utility telephone line contain the same information as the press release. They state that the information that can be included in an outgoing message is limited and messages containing too much detail will be cumbersome and will reduce the amount of time it takes for a customer to reach a service representative. We have modified the Outgoing Messages measure to require that the message be updated within one hour to ensure consistency with other information being released to customers. We believe these changes allow the utilities to customize their messaging to maximize the effectiveness of current and future communications vehicles. We expect utility communication to be up-to-date, clear, and consistent across different media.

The Joint Utilities further propose reducing the Municipal Calls Metric from three to two measurement criteria and removing subjective terms, such as highly effective and effective, from the evaluation of municipal calls. We continue to emphasize, however, the importance of the utility's municipal calls during an outage event. Therefore, Staff will continue to monitor municipal calls, which should be held at

least daily, until 90% of the affected customers have been restored. In response to the Joint Utilities' comment that the criteria for measuring the effectiveness of municipal calls is subjective, it is important to note that municipal calls will be measured not only by how effectively the calls are conducted, but also, whether the calls are held at least daily in compliance with the Company's approved electric Emergency Plan. In addition, as set forth in the Scorecard, in order to determine municipal call effectiveness, consideration will be given to: 1) whether the arrangements for the municipal call were correctly communicated to stakeholders; 2) how the call was managed; 3) whether baseline information (such as the type and anticipated severity of storm or other cause of outage, geographic areas impacted, number of customers out of service, number of crews activated, ETRs per operational guidelines, and status of wires down/ road clearing activities) was provided; 4) whether the call allowed sufficient time for questions and answers; and, 5) how the Company responded to questions posed. These descriptions for the metrics to be used to evaluate Municipal Calls are sufficiently objective to provide the utilities with a clear understanding of how their performance will be evaluated.

In their comments, the Joint Utilities propose modifying the Web Availability Metric to require the availability of the website 23 hours per day rather than 24, because increased website traffic during outages will require downtime for maintenance. Further, the Joint Utilities comment that requiring hourly updates to the website is too frequent to provide customer benefits, particularly early in an event. Regarding web availability, during an emergency event, the utilities' websites must be available around the clock. Until restoration is complete, websites should be updated at least hourly. During an event, there may be instances when no new information is available which can be reported in an update. Nevertheless, the website should indicate the time when the most recent update occurred. In the future, as Outage Management Systems are improved, we expect that the utility's outage mapping capability would enable it to indicate when, prior to the last hourly update, the most recent updating changes to the information provided by the site were made. Web sites may be off-line for short periods of maintenance during off-peak hours.

Regarding the Call Answer Rate metric, the Joint Utilities' comments object to the inclusion of a 30 point bonus for answering 90% of calls within 90 seconds. They propose instead that the metric provide 50 points, rather than 20 points, if 80% of calls are answered in 90 seconds. We will continue to emphasize, however, that the need to take information from customers can not be understated. Therefore we will continue to base the Call Answered Measure on the utilities ability to answer 80% of calls within 90 seconds while providing additional points to utilities that achieve a call answer rate of over 90% of calls answered in 90 seconds.

The Joint Utilities' comments express concern that in some cases the Scorecard metrics do not align with approved Emergency Plans. Specifically, the LSE Customer Contact measure, according to the Joint Utilities, would require the utilities to respond differently under the Scorecard than under their Emergency Plans. For example, the Scorecard measure requires utilities to contact LSE customers within 12 hours from the start of the event. In contrast, the utilities assert that this 12 hour threshold is not currently reflected in their Emergency Plans.

LSE customers receive a higher level of communication during restoration because of their increased vulnerability during a power outage. Therefore, we will continue to evaluate utilities under the Scorecard on their ability to contact 80% of the affected LSE customers within 12 hours from the start of the event and whether, and within 24 hours of the start of the event, LSE customers were either (a) directly contacted by the utility, or (b) referred to an emergency services agency (e.g., police or fire department) for emergency assistance. While the twelve and twenty-four hour time limits may not currently be reflected in the utilities' Emergency Plans, we expect that these plans will in the future be aligned with the Scorecard on this point as well as others.

In its comments, the City of New York comments that the Communications category should be modified to treat Critical Care Facilities such as hospitals and assisted living centers in a manner similar to the treatment of LSE customers. We understand the City's concern with regard to the importance of Critical Facilities communication. In general, Critical Facilities are facilities from which essential services and functions for

the continuation of public health and safety and disaster recovery are performed or provided (e.g., hospitals, water treatment plants and fire houses). In the Preparation category of the Scorecard, we require utilities to make outbound calls to critical facilities managers prior to the onset of an outage event. Furthermore, in the Operational Response category, utilities are required to coordinate with municipalities and County Emergency Operations Centers with respect to identification of affected critical facilities and with respect to the status of restoration in accordance with approved Electric Emergency Plans. Critical Facilities such as hospitals are generally larger entities that may have personnel dedicated to communication with utilities and emergency agencies and may well have back up generation. We will require each utility's Emergency Plan to consistently define Critical Facilities as well as to maintain utility communication with such customers during an emergency.

CONCLUSION

We have examined the record in this proceeding and find that Staff's recommendations appropriately achieve the goal of developing a Scorecard for our guidance in assessing utility performance in preparation for and response to major outages. Implementation of the Scorecard will also provide greater guidance to our electric utilities as to our expectations for their major emergency response programs. We therefore direct each electric utility to provide the data described in this order and in the attached Appendix A to Staff on a per event basis within thirty days of the completion of customer restoration for that event. Staff will then use that data to determine a score for each outage for each utility. This data requirement is in addition to any reporting or other requirement, including the Part 105 outage reporting requirement that is currently in place.

The Scorecard, as described in this order, reflects, where appropriate, the concerns expressed by the Joint Utilities and the City of New York, and Staff's further consideration of these issues. The Commission adopts, in accordance with Staff's recommendations, the attached Scorecard documents as guidance for the measurement of

future utility performance. It is important to note that the Scorecard will be a dynamic document, and will be refined as appropriate. To that end, Staff will monitor the extent to which the Scorecard accurately measures utility performance prior to and during emergency events and report to the Commission, as necessary, with respect to any recommended modification to further define and develop the Scorecard.

The Commission orders:

1. The Commission adopts the Scorecard in Appendix A in accordance with the foregoing Order for use as a guide in assessing each utility's service restoration programs after significant outages, to assist in holding the utilities accountable to certain performance levels, and to guide utilities as to the Commission's expectations for their restoration efforts.

2. Central Hudson Gas & Electric Corporation, Consolidated Edison Company of New York, Inc., New York State Electric & Gas Corporation, Niagara Mohawk Power corporation d/b/a National Grid, Orange and Rockland Utilities, Inc., and Rochester Gas and Electric Corporation shall submit data for the Scorecard within thirty days of the completion of customer restoration after:

- (a) any outage which lasts for more than three days,
- (b) any outage which is a network interruption as defined in Case 09-E-0428, as set forth in this order, or
- (c) any other outage for which Staff requests such data.

3. The Secretary in her sole discretion may extend the deadlines set forth in this order, provided that the request for such extension is in writing, includes a justification for the extension, and is filed on a timely basis, which should be on at least one day's notice prior to any affected deadline.

4. This proceeding is continued.

By the Commission,

Kathleen H. Burgess

Digitally Signed by Secretary
New York Public Service Commission

KATHLEEN H. BURGESS
Secretary

DRAFT EMERGENCY RESPONSE PERFORMANCE MEASURES**PREPARATION (10% of Total)**

Area of Interest	Definition of Measure	Measurement Criteria	Points
1. Event Anticipation	Complete steps to provide timely and accurate emergency event preparation in response to the NWS or the company's private weather service, in accordance with the company's PSC approved Electric Emergency Plan, for an event expected to impact the company's service territory.	1.1 Employees/Contractors planning	15
		1.2 Press Releases issued / text messages / emails sent	15
		1.3 Municipal Conference Calls held and highly effective	20
		Municipal Conference Calls held and effective	10
		1.4 LSE customers alerted	15
		1.5 Point of contact for Critical Facilities alerted	15
		1.6 Company compliance with Training Program as specified in Commission Approved Emergency Plan	15
		1.7 Participation in all pre-event mutual assistance group calls	15
		1.8 Verify Materials / Stockpiles level based on forecast. If materials are not on hand, correct situation within 24 hours	40

TOTAL 150

OPERATIONAL RESPONSE (60% of Total)

Area of Interest	Definition of Measure	Measurement Criteria	Points
2. Down Wires	Response to downed wires reported by Municipal Emergency Official.	< 18 hours (3-5 day restoration) < 36 hours (> 5 day restoration)	60
3. Preliminary Damage Assessment	Completion of preliminary damage assessment	< 24 hours from start of restoration	30
4. Crewing	80% of the forecast crewing committed to the utility	< 48 hours from the start of restoration	30
5. Estimated Time of Restoration (Made available by utility on web, IVR, to CSR's, etc)	Publication of Global ETR in accordance with ETR Protocol	Exceeds expectation: < 24 hrs (3-5 day restoration) < 36 hrs (> 5 day restoration)	50
		Meets expectation: < 36 hrs (3-5 day restoration) < 48 hrs (> 5 day restoration)	30
	Publication of Regional/County ETRs in accordance with ETR Protocol	Exceeds expectation: < 24 hrs (regions with 3-5 day restoration) < 36 hrs (regions with > 5 day restoration)	50
		Meets expectation: < 36 hrs (regions with 3-5 day restoration) < 48 hrs (regions with > 5 day restoration)	30
	Publication of Local/ Municipal ETRs in accordance with ETR Protocol	Exceeds expectation: < 36 hrs (3-5 day restoration) < 48 hrs (> 5 day restoration)	50
		Meets expectation: < 48 hrs (3-5 day restoration) < 72 hrs (> 5 day restoration)	30

OPERATIONAL RESPONSE (continued)

Area of Interest	Definition of Measure	Measurement Criteria	Points
6. ETR Accuracy	Global ETR accuracy as published in accordance with ETR requirement time	Accurate within +/- 24 hours	40
	Regional ETR accuracy as published in accordance with ETR requirement time	Accurate within +/- 12 hours (3-5 day restoration) Accurate within +/- 24 hours (> 5 day restoration)-	40
	Local ETR accuracy as published in accordance with ETR requirement time	Accurate within +/- 12 hours	40
7. Municipality Coordination	Coordination w/ Municipalities regarding hazards or electric utility equipment impeding road clearing, down wires, critical facilities, etc.	Execution of Coordination Protocols pursuant to Commission Approved Emergency Plan	20
8. County EOC Coordination	Coordination with County EOCs	Execution of Coordination Protocols pursuant to Commission Approved Emergency Plan	20
9. Utility Coordination	Electric Utility Coordination with other Utilities (Electric, gas, communications, water)	Execution of Coordination Protocols pursuant to Commission Approved Emergency Plan	20
10. Safety	Measure of any employee or contractor serious injury doing hazard work during storm/ outage and restoration.	Zero injuries	80
11. Mutual Assistance	Crew requests made through all sources of mutual assistance	Crew requests made within: 36 hrs (3-5 day restoration) 48 hrs (> 5 day restoration)	20
12. Restoration Times	Time it takes utility to restore power to 90% of customers affected	TBD	---

TOTAL 550

COMMUNICATION (30% of Total)

Area of Interest	Definition of Measure	Method of Measurement Criteria	Points
13. Call Answer Rates	Customer calls answered by properly staffing call centers	90%+ calls answered within 90 sec.	30
		80% to <90% calls answered within 90 sec.	20
14. Municipal Calls	Municipal call must be properly managed and provide, at minimum, baseline information, updates on road clearing activities, and allow for Q&A.	Municipal calls held and highly effective	30
		Municipal calls held and effective	20
		Successful implementation of an operator assisted calling system	10
15. Web Availability	Company's web site must be available around the clock, and must be updated at least hourly, until restoration is complete.	Websites should include the baseline restoration information, all press releases issued during the event, a complete list of safety tips, an outage location map of affected areas, summaries of outages and ETRs by municipality and county, and the locations and times of dry ice distribution.	40
16. LSE Customers	LSE customer contact	80% affected LSE customers contacted within 12 hours	15
		LSE customers that were unable to be contacted had at least two attempts made within 12 hours	15
		100% affected LSE customers contacted or referred to an emergency services agency within 24 hours	20

COMMUNICATION (continued)

17. PSC Reporting	Provide storm event information to PSC in accordance with Electric Outage Reporting System (EORS) guideline requirements	All reporting on time, including at a minimum information required by existing EORS guidelines	40
18. Customer Communications	Press releases / text messaging / email / social media	Issue daily messages through the stated communications vehicles for each day of the utility restoration which must include information such as outages, ETRs, contact information, etc.)	60
19. Outgoing message on telephone line	Recorded message providing callers with outage information is updated within one hour of communication releases.	Message must be updated within an hour of communication releases that is consistent and coincides with the information contained in news releases	20
20. PSC Complaints	Number of storm/outage related PSC complaints received	≤ 20 per 100,000 customers affected	20
		≤ 40 per 100,000 customers affected	10

TOTAL 300

Emergency Response Performance Measurement Guide

The residents and businesses of New York have become increasingly dependent on electricity in recent decades. When outages occur, customers want to know that the electric utility is working to restore their service and customers are best served if they receive an accurate and timely estimate of when they will have service restored. Staff developed a scorecard that will measure each utility's ability to restore power to customers after an outage.

This scorecard will be applied to any event during which the outage duration, as defined below, lasts more than three days, or to any qualifying network outage in New York City. Staff may require the scorecard to be applied to assess company performance for other outages and make a corresponding recommendation to the Commission for other action as may be appropriate.

The scorecard has been divided into three categories:

1. Preparation	150 points
2. Operational Response	550 points
3. Communication	300 points

Maximum Available Points	1000

Each utility will be required to provide data with which the scorecard can be completed on a per event basis within 30 days of the completion of customer restoration. Department of Public Service (DPS) staff (Staff) will use the information provided by the utility in its review and determine a score for each event for each utility. Electric companies will continue to be required to file a Part 105 report within 60 days as set forth in the Rules and Regulations of the State of New York (NYCRR).

For any metric that Staff deems inapplicable, the points for those measures will be excluded and the overall score of the total will be prorated.

COMMON DEFINITIONS:

Qualifying Network Outage – The interruption of service to 15 percent or more of the customers in any Consolidated Edison network for a period of three hours or more.

Start of Event – The time when more than 5,000 customers are interrupted within a division for more than 30 minutes or more than 20,000 customers are interrupted companywide for more than 30 minutes. If the event affects less than the customer counts listed, the start time shall be the earlier of the peak level of interruptions or start of utility restoration.

Customer Restoration – For the purposes of the scorecard, customer restoration will be considered complete when for each customer, service has been restored or service is available

but would be unsafe to restore due to damage with customer-owned equipment or a compromised structure (e.g., condemned).

Outage Duration – The time period between the start of the event and customer restoration for all customers affected by the storm.

Start of Utility Restoration – The start of utility restoration will be considered the point in time when field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions (where adverse weather conditions are applicable) and when the potential additional damage to the electric system from the storm would be low in proportion to the expected level of damage already sustained. The start of the restoration period may be different for distinct areas where the effect of a storm limits access to facilities (e.g., severe flooding).

Estimated Time of Restoration – The time within which the utility estimates restoration will be completed. The Department's ETR protocols are shown below.

Life Support Equipment Customers (LSE customer) – A customer who had documented their need for essential electricity for medical needs (i.e., a customer or a resident of the customer's premises who suffers from a medical condition requiring utility service to operate a life-sustaining device with certification by a medical doctor or qualified official of a local board of health). Every utility shall maintain a special file on such residential customers and an appropriate identification on the meters of such customers.

Critical Facilities – Facilities from which essential services and functions for continuation of public health and safety, and disaster recovery are performed or provided (i.e., hospitals, water treatment plants and fire houses). Critical Facilities will be consistently defined in the utilities Emergency Plans.

Baseline Information – The following list of information to be included in communications: safety tips associated with downed wires, geographic areas impacted, number of customers out of service, number of crews activated, how to report an outage and check for outage status, estimated times of restoration per operational guidelines, and means available to contact the company (phone, web, e-mail, social media, text messaging, etc.).

Electric Outage Reporting System (EORS) – EORS is a mapping and reporting system that allows DPS Staff to receive, process, analyze, and report outage data quickly and in a uniform format. EORS is used to process data automatically submitted by utility companies and generate a range of maps illustrating the geographical extent of impact and customer outages outage by municipality, county, and company boundaries. The system can also estimate the affected population for each outage level.

PREPARATION

The preparation measures are intended to score utility performance with respect to activities and communications performed prior to forecasted storms and in response to alerts from the National Weather Service or a utility's private weather service. For events with limited warnings, thereby making certain measures impractical to implement, as deemed by DPS, the 150 points for those measures will be excluded and the overall score of the total will be prorated.

EMPLOYEE CONTRACTOR PLANNING

Measure: Appropriate planning for Employees/Contractors

Criterion: Evaluation of compliance will include the review of steps taken to comply with emergency plans and communicate with employees/contractors regarding activation, including storm duty assignments and mobilization requirements.

PRESS RELEASES/TEXT MESSAGING/EMAIL/SOCIAL MEDIA

Measure: Pre-storm communications through Press Releases, Text Messaging, E-Mail, and Social Media

Criterion: Companies are required to issue pre-storm messages through the stated communications vehicles to alert customers of the potential for loss of service. Text messages and/or emails should be issued daily to all customers for whom company has customer addresses on file. Evaluation of compliance will include a review of the information contained in press releases, emails, text messages and the use of Facebook, Twitter 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.

MUNICIPAL CONFERENCE CALL

Measure: Pre-storm call held and determined to be highly effective or effective

Criterion: Municipal call will be held prior to the storm and provide information relating to the type and anticipated severity of the storm, the affect it may have on the utility and expected level of system damage, activities being taken to prepare for the event, and processes for communicating with companies throughout the event. To determine call effectiveness, consideration will be given to whether the time of the municipal call was communicated to all stakeholders, whether the previously stated information was communicated, how the call was managed, and whether

the call allowed for sufficient Q&A and how the Company responded to questions posed.

LSE CUSTOMERS ALERTED

Measure: All LSE customers alerted

Criterion: Utilities must make an outbound call attempt to all customers who the utility knows are LSE customers prior to the expected onset of an outage event. The companies should also use text messages/emails for those customers who have provided contact information.

CRITICAL FACILITIES NOTIFIED

Measure: All critical facilities notified

Criterion: Utilities must make an outbound call attempt with all critical facilities managers prior to the onset of an outage event. The companies should also use text messages/emails for those customers who have provided contact information.

TRAINING

Measure: Compliance with training program as specified in approved emergency plans.

Criterion: All personnel identified for use during the utility restoration must be trained in accordance with the guidelines specified within the Company's emergency plan. Training provided prior to dispatch will qualify provided it meets the normal course curriculum.

MUTUAL ASSISTANCE CALLS

Measure: Participate in all pre-event mutual assistance calls

Criterion: Utilities are required to have at least one employee participate in all pre-event mutual assistance calls.

MATERIALS/STOCKPILES

Measure: Insufficient material levels restocked within 24 hours of assessment or 36 hours of start of restoration.

Criterion: Companies must verify whether storm stocking levels exist based on forecasted level. If materials are not on hand, the company has 24 hours or until the start of customer restoration, if sooner, to correct the situation.

OPERATIONAL RESPONSE

The operational response measures are intended to score utility performance with respect to its response and ability to effectively mobilize personnel. Accurate and timely Estimated Time of Restoration (ETRs) continues to be an area in which the utilities need to improve. ETRs furnished by utilities should be appropriate to the distribution of the communication vehicle; e.g., ETRs in press releases should reflect the area where press release is distributed, ETRs on municipal calls should be appropriate to the area where municipal call is held.

DOWN WIRES

Measure: Response to downed wires that are reported by municipal emergency officials in less than 18 hours for events with 3 to 5 days customer restoration or less or in less than 36 hours for events with customer restoration over 5 days.

Criterion: For the purpose of this measure, municipal emergency officials will be defined as members of the 911 call center, police, fire, and office of emergency management (including Emergency Operations Center personnel). Response time will be measured from when the call is taken by the utility until the time it takes the utility to arrive at the location with the intent to fix, make-safe, or stand by a downed wire. Arrival of a supervisor or other personnel to assess the location and not perform one of the previous tasks does not meet these criteria unless the down wire is identified as a telecommunications, cable, or other non-utility owned equipment. In the event the call is taken before utility restoration has commenced, the start time shall be equivalent to start of the utility restoration.

DAMAGE ASSESSMENT

Measure: Completion of preliminary damage assessment completed within 24 hours of the start of utility restoration.

Criterion: For the purpose of the scorecard, preliminary damage assessment will be an initial assessment of mainline circuits considered to be heavily impacted based on SCADA readings and/or OMS predictions as well as circuits serving critical infrastructure known to be without commercial power. Evaluation will be based on the ability to mobilize and deploy assessors effectively and record findings in a manner that allows for the development of work packages and ETRs.

CREWING

Measure: 80% of the forecast crewing committed to the utility within 48 hours from the start of restoration.

Criterion: For the purpose of this measurement a committed crew will be considered to be a utility, contractor, or mutual assistance crew on property or en route. Utilities will not be penalized for acquiring additional resources to assist the restoration as they are released by other utilities.

PUBLICATION OF ESTIMATED TIMES OF RESTORATION

Measure: Publication of ETRs in accordance with the established protocols.

Criterion: Time periods for evaluation will be measured from the utility restoration start time. Publication of ETRs in advance of guideline expectations will be awarded additional points.

ACCURACY OF ESTIMATED TIMES OF RESTORATION

Measure: Accuracy of ETRs published in accordance with guidelines.

Criterion: Accuracy of ETR will be determined based on the ETRs published closest to the expectation contained in the guidelines. For regional/county ETRs an evaluation will be made for each region/county affected by the event and points will be awarded on a pro-rated basis (e.g. if five ETRs are issued and four are within a timeband, the utility will score 4/5 of the available points).

MUNICIPAL COORDINATION

Measure: Coordinate with municipalities regarding electric hazards or utility equipment impeding road clearing, down wires, critical facilities, etc. in accordance with approved emergency plans. The utilities are not expected to perform debris and/or snow removal activities that do not involve electric facilities.

Criterion: Evaluation of compliance will include the review of steps taken to communicate with municipalities, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.²¹

²¹ Integration of concerns may or may not result in the utility needing reprioritize repairs.

COUNTY EOC COORDINATION

Measure: Coordinate with County EOCs regarding electric hazards or utility equipment impeding road clearing, down wires, critical facilities, etc. in accordance with approved emergency plans. The utilities are not expected to perform debris and/or snow removal activities that do not involve electric facilities.

Criterion: Evaluation of compliance will include the review of steps taken to communicate with county emergency operation centers, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.¹

UTILITY COORDINATION

Measure: Coordinate with other utilities (electric, gas, communications, water) regarding critical infrastructure and efficient restoration in accordance with approved emergency plans.

Criterion: Evaluation of compliance will include the review of steps taken to communicate with other utilities, the use and the effectiveness of liaisons, and the ability to integrate concerns raised into restoration activities.¹

SAFETY

Measure: Avoidance of any employee or contractor serious injury occurring during hazard storm/outage and restoration work.

Criterion: For the scorecard purpose, hazard work is defined as any assignments that are directly related with restoration activities. Serious injuries are defined as injuries occurring while performing hazard work which result in hospitalization, medical treatment beyond first aid, or death.

MUTUAL ASSISTANCE

Measure: Request made through all sources of mutual assistance within 36 hours from the start of utility restoration for 3 to 5 day events and 48 hours from the start of utility restoration for events over 5 days.

Criterion: Evaluation of compliance will include the review of mutual assistance request related to line workers, vegetation workers, damage assessors, wire guards in comparison to peak work levels and emergency plan requirements.

RESTORATION TIMES

Measure: Time it takes utility to restore power to 90% of customers affected

Criterion: Measurement criteria is still being determined

COMMUNICATIONS

The communications measures are intended to score utility performance with respect to its ability to receive and disseminate information related to the impact of the storm/outage and restoration activities. The need for communicating with customers, general public, news media and local officials is very important during emergency conditions, such as storms. Therefore, the sharing of information will be measured with respect to several communication vehicles (calls, press releases, social media, etc.). During an extended power outage, it is important that timely and accurate information be provided as widely as possible. Periodic reports, whether through press releases, e-mails, text messages or on social media websites should be accurate and timely, and avoid misleading the public with optimistic or unrealistic statements.

CALL ANSWER RATES

Measure: Percent of customer calls answered by a live representative within 90 seconds.

Criterion: By properly staffing call centers, utilities should be able to answer over 80 percent of calls within 90 seconds. Additional points will be given if the call answer rate is over 90 percent. The call answer time will be measured on a daily basis from the start of the event through customer restoration. Performance points will be issued on a pro-rated basis.

MUNICIPAL CALLS

Measure: Municipal calls are held at least daily in compliance with the company's approved Electric Emergency Plans and determined to be highly effective or effective.

Criterion: Municipal calls should be held daily until 90% of the affected customers have been restored. An alternative municipal contact method should be in place to respond to questions and issues from officials regarding the remaining scattered single outages once the calls are no longer required. The first municipal call can be held at the utilities discretion but must be held within the first 36 hours from the start of the utility restoration. To determine call effectiveness, consideration will be given to whether the time of the municipal call was communicated to all stakeholders, how the call was managed, if baseline information and status of road clearing activities were provided, whether the call allowed for sufficient Q&A and how the Company responded to questions posed, and the successful use of an operator assisted calling system to assist in managing the call.

WEB AVAILABILITY

Measure: Websites are accessible and contain appropriate storm related information

Criterion: During a storm event, utilities' websites must be available around the clock, and must be updated at least hourly, until restoration is complete. Consideration will

be given for maintenance resulting in individual website applications being unavailable if downtime is reasonably short in duration and is performed during off-peak hours. The websites should include the baseline restoration information, all press releases issued during the event, a complete list of safety tips, an outage location map of affected areas, summaries of outages and ETRs by municipality and county, and the locations and times of dry ice distribution.

LSE CUSTOMERS

Measure: Percent of affected LSE customers contacted within 12 hours, if at least two attempts were made within 12 hours for those unable to be contacted, and whether all of the affected LSE customers were contacted or referred to an emergency service agency within 24 hours.

Criterion: Utilities will be evaluated on their ability to contact 80% of the affected LSE customers within 12 hours from the start of the event and whether 100% of the affected LSE customers contacted or referred to an emergency service agency was done within 24 hours. Utilities must make at least one additional attempt, within the same 12 hour period, to contact any LSE customer who was not contacted on the first attempt. Partial scoring will be awarded for the initial attempt, provided all customers had received at least one phone call. Within 24 hours of the start of the event, LSE customers must have been either (a) directly contacted by the utility, or (b) referred to an emergency services agency (e.g., police or fire department) for emergency assistance. Utilities must maintain records of LSE customer contacts, including any customers who the utility was unable to reach.

PSC REPORTING

Measure: Reports to the PSC are complete and submitted on time.

Criterion: Evaluation will consist of a review and the content of reports provided to staff and outage submissions. Reports are due from each utility to DPS by 7am, 11am, 3pm, and 7pm or as defined by Staff.²² Based on the specific conditions of the event and the number of electric customer outages remaining, DPS Staff will notify each utility when reporting is no longer necessary. The reports should include, at a minimum, summary of outages, crewing information on site and en-route, planned crew relocation and mutual assistance activity, discussion of major damage, estimated restoration times, summaries of work plans for restoring customers, listing of critical facilities and LSE customers affected, and a summary of dry ice/bottled water distribution activities.

CUSTOMER COMMUNICATIONS

²² The utilities are reminded that Staff may request additional reporting based on the severity of the event.

Measure: Daily communications through Press Releases, Text Messaging, E-Mail, and Social Media

Criterion: Companies are required to issue daily messages through the stated communications vehicles for each day of the utility restoration. Text messages and/or emails should be issued daily to all customers for whom company has customer addresses on file. Evaluation of compliance will include a review of the information contained in press releases, emails, text messages and the use of Facebook ,Twitter 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 taken into account when reviewed for content.

OUTGOING MESSAGE

Measure: Outgoing messages on telephone line must be updated within two hours following communication releases

Criterion: Evaluation for compliance will be determined based on whether messages were updated within two hours following communication release and the new message coincides with information contained in the releases.

PSC COMPLAINTS

Measure: Number of storm/outage related complaints received by the department's call center per 100,000 customers affected.

Criterion: Data from the Department's call center will be evaluated to determine the number of storm/outage related complaints received. Storm related complaints will also reflect complaint related to improper application of customer protection measures defined under Case 13-M-0061.

REVISED ETR PROTOCOL (APRIL 2020)

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

The protocols are considered minimum requirements necessary to ensure the public and the Department are adequately informed. **During restoration, utilities are to continuously refine ETRs and update DPS Staff and the public, customer representatives, IVR systems, and websites.** The utilities will also provide restoration information such as outage counts and ETRs to the press/media outlets and public officials in the affected areas. Additionally, utilities will issue at least one press release daily for all outage events with an expected restoration period longer than 48 hours.

Regional and local ETRs will be used and applicable to at least 95% of the affected customers in the reported level. Regional ETRs are to be provided on a county basis and local ETRs are to be provided on a town or municipal basis. Global ETRs may be used initially for outage events expected to last greater than 48 hours and applicable to at least 90% of the affected customers. Once all regional ETRs have been issued references to the global ETR will be eliminated.

When adverse weather conditions exist, the start of the restoration period is the point in time when:

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

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

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

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

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

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

OUTAGE EVENT EXPECTED TO LAST 48 HOURS OR LESS

Within the first 6 hours of the restoration period
• Notify DPS Staff that the outage event will last less than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. For outage events expected to last less than 24 hours, notification may be via the Department's information reporting system. • Provide available information to the public. Update customer representative, IVR systems and websites. • In certain situations, such as a nighttime outage event, only limited information may be available within the initial six-hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime outage event, the determination of whether the restoration period will be less than 48 hours will be communicated to DPS Staff as soon as possible, but no later than noon the following day. Any delay in establishing the initial expectations will <u>not</u> affect the time requirements below.
Within the first 12 hours of the restoration period
• Provide DPS Staff and the public with any available regional/county ETRs and any available local/town or municipal ETRs. Update customer representatives, IVR systems, and websites. • Issue a press release that includes known ETRs for the next upcoming news cycle • Communicate with affected municipal and elected officials. This communication may or may not be by way of a municipal conference call.
Within the first 18 hours of the restoration period
• Provide DPS Staff and the public remaining regional/county ETRs. Update customer representatives, IVR systems, and websites. • Provide DPS Staff and the public with any additional local/town or municipal ETRs. Update customer representatives, IVR systems, and websites.
Within the first 24 hours of the restoration period
• Consider issuing a press release for the next upcoming news cycle based on conditions.
Reporting requirements during the outage event
• Provide restoration information updates four times daily to DPS Staff (7 am, 11 am, 3pm, and 7 pm) if requested by DPS Staff. Updates will continue until otherwise directed by DPS Staff. • Notify DPS Staff when all outage event related interruptions have been restored.

OUTAGE EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

Pre-event whenever sufficient notice of an impending weather event is available
• Make pre-event outbound calls to critical facilities customers, life support equipment customers, and special needs customers. • Complete pre-storm communications with outreach to employees, the news media, social media sites, blast emails and text messages to customers, and advisories to municipal and elected officials. • Conduct pre-event municipal conference calls • Issue public statement and/or press releases
Within the first 6 hours of the restoration period
• Notify DPS Staff that it will be a multi-day outage event lasting more than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. • Provide a public statement and/or press releases indicating the likelihood of extended outages and make this information available via customer representatives, IVR systems, and websites. • In certain situations, such as nighttime outage event, only limited information may be available within the initial six-hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime outage event, the determination of whether the restoration period will be greater than 48 hours will be communicated to DPS Staff as soon as possible, but no later than noon the following day. Any delay in establishing the initial expectations will <u>not</u> affect the time requirements below.
Within the first 12 hours of the restoration period
• Issue press releases based on the predetermined time periods defined in the emergency plan. • Communicate information such as system damage, outages, restoration status etc. with affected municipal and elected officials as appropriate. • Schedule the first post-storm municipal conference call(s), unless an alternative municipal contact method is more appropriate. The first scheduled municipal conference call does not necessarily have to be held within the first 12 hours but will be held within the first 24 hours. • Notify DPS Staff and the public of what areas sustained the most damage to the electric system and ETRs where known, on a county or regional basis.
Within the first 24 hours of the restoration period
• Complete the first scheduled municipal conference call. • Provide DPS Staff and the public with a global ETR, any available regional/county ETRs, and any available local/town or municipal ETRs. Update customer representatives, IVR systems, and websites. • Identify any heavily damaged areas where large numbers of customers are expected to remain without service for more than four days.

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

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

ATTACHMENT 12:
ETR PROTOCOL

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ESTIMATED TIME OF RESTORATION (ETR) PROTOCOL

New York State Department of Public Service ETR Requirements

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

The protocols are considered minimum requirements necessary to ensure the public and the Department are adequately informed. **During restoration, utilities are to continuously refine ETRs and update DPS Staff and the public, customer representatives, IVR systems, and websites.** The utilities will also provide restoration information such as outage counts and ETRs to the press/media outlets and public officials in the affected areas. Additionally, utilities will issue at least one press release daily for all outage events with an expected restoration period longer than 48 hours.

Regional and local ETRs will be used and applicable to at least 95% of the affected customers in the reported level. Regional ETRs are to be provided on a county basis and local ETRs are to be provided on a town or municipal basis. Global ETRs may be used initially for outage events expected to last greater than 48 hours and applicable to at least 90% of the affected customers. Once all regional ETRs have been issued references to the global ETR will be eliminated.

When adverse weather conditions exist, the start of the restoration period is the point in time when:

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

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

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

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

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

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

ESTIMATED TIME OF RESTORATION (ETR) PROTOCOL

New York State Department of Public Service ETR Requirements

OUTAGE EVENT EXPECTED TO LAST 48 HOURS OR LESS

Within the first 6 hours of the restoration period
• Notify DPS Staff that the outage event will last less than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. For outage events expected to last less than 24 hours, notification may be via the Department's information reporting system. • Provide available information to the public. Update customer representative, IVR systems and websites. • In certain situations, such as a nighttime outage event, only limited information may be available within the initial six-hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime outage event, the determination of whether the restoration period will be less than 48 hours will be communicated to DPS Staff as soon as possible, but no later than noon the following day. Any delay in establishing the initial expectations will <u>not</u> affect the time requirements below.
Within the first 12 hours of the restoration period
• Provide DPS Staff and the public with any available regional/county ETRs and any available local/town or municipal ETRs. Update customer representatives, IVR systems, and websites. • Issue a press release that includes known ETRs for the next upcoming news cycle • Communicate with affected municipal and elected officials. This communication may or may not be by way of a municipal conference call.
Within the first 18 hours of the restoration period
• Provide DPS Staff and the public remaining regional/county ETRs. Update customer representatives, IVR systems, and websites. • Provide DPS Staff and the public with any additional local/town or municipal ETRs. Update customer representatives, IVR systems, and websites.
Within the first 24 hours of the restoration period
• Consider issuing a press release for the next upcoming news cycle based on conditions.
Reporting requirements during the outage event
• Provide restoration information updates four times daily to DPS Staff (7 am, 11 am, 3pm, and 7 pm) if requested by DPS Staff. Updates will continue until otherwise directed by DPS Staff. • Notify DPS Staff when all outage event related interruptions have been restored.

ESTIMATED TIME OF RESTORATION (ETR) PROTOCOL

New York State Department of Public Service ETR Requirements

OUTAGE EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

Pre-event whenever sufficient notice of an impending weather event is available
• Make pre-event outbound calls to critical facilities customers, life support equipment customers, and special needs customers. • Complete pre-storm communications with outreach to employees, the news media, social media sites, blast emails and text messages to customers, and advisories to municipal and elected officials. • Conduct pre-event municipal conference calls • Issue public statement and/or press releases
Within the first 6 hours of the restoration period
• Notify DPS Staff that it will be a multi-day outage event lasting more than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. • Provide a public statement and/or press releases indicating the likelihood of extended outages and make this information available via customer representatives, IVR systems, and websites. • In certain situations, such as nighttime outage event, only limited information may be available within the initial six-hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime outage event, the determination of whether the restoration period will be greater than 48 hours will be communicated to DPS Staff as soon as possible, but no later than noon the following day. Any delay in establishing the initial expectations will <u>not</u> affect the time requirements below.
Within the first 12 hours of the restoration period
• Issue press releases based on the predetermined time periods defined in the emergency plan. • Communicate information such as system damage, outages, restoration status etc. with affected municipal and elected officials as appropriate. • Schedule the first post-storm municipal conference call(s), unless an alternative municipal contact method is more appropriate. The first scheduled municipal conference call does not necessarily have to be held within the first 12 hours but will be held within the first 24 hours. • Notify DPS Staff and the public of what areas sustained the most damage to the electric system and ETRs where known, on a county or regional basis.
Within the first 24 hours of the restoration period
• Complete the first scheduled municipal conference call. • Provide DPS Staff and the public with a global ETR, any available regional/county ETRs, and any available local/town or municipal ETRs. Update customer representatives, IVR systems, and websites. • Identify any heavily damaged areas where large numbers of customers are expected to remain without service for more than four days.

ESTIMATED TIME OF RESTORATION (ETR) PROTOCOL

New York State Department of Public Service ETR Requirements

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

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

ATTACHMENT 13:
CUSTOMER SERVICE PROCEDURE 2-2-115:
CUSTOMER OPERATIONS:
ELECTRIC CUSTOMER OUTAGE CREDITS

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Customer Service Procedure

2-2-115

TITLE

CUSTOMER OPERATIONS – ACCOUNT
OPERATIONS/ACCOUNTING: Electric Customer
Outage Credits

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This is a NEW Customer Service Procedure.

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- 1.0** **PURPOSE** - To 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.
- 2.0** **BASIC POLICY** – Customers are eligible for an outage credit when there is an electric outage event of ≥ 72 hours. When this threshold is reached, the steps laid out on this procedure are to be followed.

3.0 **DEFINITIONS** -

Bill Onsert – An alternative to a bill insert, this is a separate page of the customer bill that provides educational material or other information

CERC – Corporate Emergency Response Center

CIG – Central Information Group

CIS – Customer Information System

CSR – Customer Service Representative

DE – Distribution Engineering

DESU – Distribution Engineering Situation Unit

Region – One of the five New York City boroughs or the County of Westchester

LPC – Late Payment Charge, a fee assessed on overdue bills

NYCRR Part 105 – Section of the New York Codes, Rules and Regulations (NYCRR) establishing requirements for Electric Utility Emergency Plans

OAS – Operations and Applications Support

Outage Credit Order – The PSC's November 13, 2018 Order Establishing Policies in Case 13-M-0061, *In the Matter of Customer Outage Credit Policies and Other Consumer Protection Policies Related to Prolonged Electric or Natural Gas Service Outages*

SEGC 98 – Specific bill segregation code that identifies customers who receive an outage-related bill message, and subsequent voucher credit on their account

SPEAR - System & Program Engineering, Analysis and Reporting
Department

SPO – Storm Power Outage

TONP –Turn-Off for Non-Payment

4.0 **CRITERIA FOR AN OUTAGE**: According to NYCRR Part 105, an electric outage event commences at the time when more than 5,000 customers are interrupted within a region for more than 30 minutes, or more than 20,000 customers are interrupted system wide for more than 30 minutes. As required by the PSC's Outage Credit Order, electric customers become eligible for outage credits if they experience an outage of ≥ 72 hours during the event.

5.0 **CUSTOMER OUTAGE CREDIT PROCESS**: When there is an electric outage event of ≥ 72 the following process is followed to determine when the threshold is reached and implement the outage credit process for eligible customers:

5.1 The Electric Operations Planning Desk in CERC will inform the Customer Operations' CERC Officer and OAS if the criteria in paragraph 4.0 has been reached. If DESR is activated, the DESR Unit Leader will inform the OAS via e-mail if the criteria in paragraph 4.0 has been reached. If CERC or DESR has not been activated, CIG will inform DE SPEAR and OAS via outbound message if the criteria in paragraph 4.0 has been reached. When OAS and DE SPEAR are alerted via CIG call, they should follow up via e-mail (dl-OASStaff and dl-DEPerf&OpsGroup) to coordinate the exchange of customer outage information.

5.2 OAS begins receiving daily updated outage lists from DE SPEAR, which identifies the customers impacted, and duration of the outages.

5.3 OAS updates each customer account by their account number and takes the following actions:

- If the customer has experienced an electrical outage ≥ 72 hours then
 1. The account is updated with SEGC 98 on CIS
 2. LPCs are suspended on the account
 3. Field credit action including TONP is suspended
 4. No access charges are suspended on the account

- 6.0 POST RESTORATION ACTIONS:** After all customers have had their service restored, an analysis of customer outages and associated durations determines the next set of steps:
1. A finalized list of customers' outages and length of each outage is generated by DE SPEAR and sent to Customer Operations.
 2. If the outage is ≥ 72 hours:
 - a. OAS confirms the account has the SEGC 98 code, and if not, updates the account to show a SEGC 98.
 - b. OAS updates the outage history to reflect the duration of the outage for each customer based on DE SPEAR's final list.
 3. If the outage is < 72 hours:
 - a. OAS confirms SEGC 98 is on the account.
 - i. Credit action can resume on these accounts.
 1. OAS removes the decision table credit check on these accounts
 4. Outage credit determination
 - a. Determine average length of outage by region using customers with outages ≥ 72 hours.
 - b. For each region, the average is rounded up to the next whole day, e.g., 6.2 days becomes 7 days.
 - c. Calculate the outage credit by taking the number of days and prorating the discount against an average 30-day customer charge, as provided by Rate Engineering, for each applicable service classification, and this is rounded up to the next whole dollar.
 - d. All customers with outages ≥ 72 hours have the applicable outage credit applied to their account which will be reflected on their next billing cycle. In addition, the customer must receive a bill message (Exhibit A) detailing the reason for the outage credit and the amount of the outage credit.
 5. Bill onsert determination
 - a. For those customers whose outage < 72 hours, with SEGC 98, and no outage history:
 - i. As required by the Outage Credit Order, customers are sent a bill onsert (Exhibit B) informing them that if their outage was ≥ 72 hours to contact the company and have their account updated.
 1. CSR updates the account with the SPO inquiry code
 - a. On a weekly basis, OAS monitors for updated SPO inquiry codes, and applies the applicable outage credit (average length of outage by region) to the individual account.
 - b. Customer then receives the previously calculated outage credit for their region on their next billing cycle.

6. Customer Assistance should be provided with outage related information as soon as practical after the event occurs. This information should include:
 - a. Outage credit amount information
 - b. Timeline for when the credit will be applied to the customer account and appear on the bill.
 - c. Communications for customers on outage credit requirement and for customers without a SEGC 98 who contact the company and claim they experienced an outage greater than 72 hours.
7. Removal of SEGC 98 code and updating the outage history
 - a. Prior to removal of the SEGC 98, OAS archives a master list of all customer accounts with the SEGC 98 or outage history.
 - b. SEGC 98 must remain on the account for a minimum of 75 days.
 - c. The decision of the removal of SEGC 98 is determined based on the individual outage event.
8. As required by the Outage Credit Order, a press release (Exhibit C) is distributed to explain which customers will be receiving credits and when the credits will appear on customers' bills. The Company must also update its website with information about outage credits around the same time that the press release is issued.

7.0 REQUIRED CUSTOMER COMMUNICATIONS: As described in Paragraph 5.0, the following three customer communications are required as part of the outage credit process:

1. Bill Message
Customers with outages ≥ 72 hours and have the applicable outage credit applied to their account must receive a bill message (Exhibit A) detailing the reason for the outage credit and the amount of the outage credit.
2. Bill Onsert
Customers whose outage < 72 hours must be sent a bill onsert (Exhibit B) advising them to contact the company if their outage was ≥ 72 hours to receive the one-time credit.
3. Press Release
A press release (Exhibit C) must be distributed to notify customers that outage credits are available to customers that lost power for three consecutive days. The Company must also update its website with information about outage credits around the same time that the press release is issued.

8.0 REFERENCES:

- CECONY Electric Emergency Response Plan
- General Rule 12.5 of the CECONY Electric Tariff (PSC No. 10)
- NYCRR Part 105
- PSC Order Establishing Policies in Case 13-M-0061, *In the Matter of Customer Outage Credit Policies and Other Consumer Protection Policies Related to Prolonged Electric or Natural Gas Service Outages*, issued and effective November 18, 2013

9.0 CEO CERTIFICATION REQUIREMENT NOTICE: This procedure is relied upon for compliance with Public Service laws, rules and / or regulations as documented in connection with the PSL 65(15) CEO Certification Project. Any revisions to this procedure must be made with consideration to the requirements identified in Customer Operations' CEO Certification Matrix.

10.0 PROCEDURAL RESPONSIBILITY: The Senior Vice President, Customer Operations, has responsibility for this procedure.

11.0 EXHIBITS:

Exhibit A: Sample bill message



Customer Outage Bill
Message.docx

Exhibit B: Sample Bill Onsert



Bill Onsert.docx

Exhibit C: Sample post-outage press release



Customer Bill Credit
Press Template.docx

ATTACHMENT 14:
POTENTIAL ICE DISTRIBUTION
LOCATIONS LIST

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Potential Ice Distribution Locations List

(Updated June 2021)

The following list of potential distribution sites for ice have been identified by CECONY. The company has worked with local public officials and private property owners to develop this list; however, these sites are not guaranteed, and the company must first obtain approval prior to use.

This list is not exclusive, and the company may choose to use other sites based on availability. Certain locations on the list below will only be considered if they are not being used as support for staging areas (*), material distribution (**), or for other restoration operations.

Westchester County

Quadrant A¹

- Shop Rite Parking Lot - 460 South Riverside Avenue, Croton-On-Hudson, NY 10520
- Cortlandt Town Center - 3121 East Main Street, Mohegan Lake, NY 10547
- Target Parking Lot - 195 North Bedford Road, Mount Kisco, NY 10549
- Mount Pleasant Town Hall - 1 Town Hall Plaza, Valhalla, NY 10595
- Kmart / Food Emporium Parking Lot - 355 Downing Drive, Yorktown Heights, NY 10598

Quadrant B²

- V.E. Macy Park - 914 Saw Mill River Road, Ardsley, NY 10502
- Secor Woods Park - Parking Lot on Park Maintenance Side, Secor Road, Hartsdale, NY 10530

Quadrant C³

- SUNY Purchase* - Parking Lot W-2, 721 Anderson Hill Road, Harrison, NY 10577
- Saxon Woods County Park* - 1836 Mamaroneck Avenue, White Plains, NY 10605
- Yonkers Raceway*/Empire City Casino - 886 Yonkers Avenue, Yonkers, NY 10704
- Cross County Shopping Center - 8000 Mall Walk, Yonkers, NY 10704

Quadrant D⁴

- New Rochelle City Hall - 515 North Avenue, New Rochelle, NY 10801
- Home Depot - 55 Weyman Avenue, New Rochelle, NY 10805
- Glen Island Park* - 14 Weyman Avenue, New Rochelle, NY 10805

New York City

Manhattan

- NYC Parks (Union Square) – North area along E. 17th Street, New York, NY, 10003
- NYC Parks (Battery Park) – Area to be determined, State Street, New York, NY 10004
- NYC Parks (Madison Sq. Park) – East 23rd Street & Madison Avenue, New York, NY 10010
- The Intrepid Parking Area – 621 West 45th Street Garage, New York, NY 10036
- Marcus Garvey Park, 6316 Mt. Morris Park W, New York, NY 10027
- Tompkins Square Park, East 10th Street, New York, NY 10009
- Fort Tryon Park, Riverside Drive to Broadway, New York, NY 10040

¹ A = Bedford, Buchanan, Cortlandt, Croton, Mount Kisco, Mount Pleasant, New Castle, North Castle, Peekskill, Pleasantville, Yorktown

² B = Ardsley, Briarcliff, Dobbs Ferry, Elmsford, Greenburgh, Hastings, Irvington, Ossining (Town), Ossining (Village), Sleepy Hollow, Tarrytown

³ C = Bronxville, Eastchester, Harrison, Scarsdale, Tuckahoe, White Plains, Yonkers

⁴ D = Larchmont, Mamaroneck (Town & Village), Mount Vernon, New Rochelle, Pelham (Town & Village), Pelham Manor, Port Chester, Rye, Rye Brook

Potential Ice Distribution Locations List

(Updated June 2021)

Bronx:

- Staples Parking Lot – 5680 Broadway, Bronx, NY 10463
- Stop-n-Shop Parking Lot – 5716 Broadway, Bronx, NY 10463
- NYC Parks (Tremont Park) - parking area by Arthur Avenue & E.176th St., Bronx, NY 10457
- Western Beef Supermarket Parking Lot – 301 Morris Avenue (E. 141st Street), Bronx, NY 10451
- Bay Plaza Shopping Center – 350 Baychester Avenue, Bronx, NY 10475
- Former Toys R' Us Parking Lot – 970 White Plains Road, Bronx, NY 10473
- NYC Parks (Ferry Point Park) Parking Lot – 10 Hutchinson River Pkwy., Bronx, NY 10465
- NYC Parks (Pelham Bay Park) Parking Lot – Middletown Rd. & Watt Ave., Bronx, NY 10461
- NYC Parks (Haffen Park) - Hammersley Avenue and Gunther Avenue, Bronx, NY 10469
- Bronx Zoo*, Southern Blvd., Bronx, NY 10460
- Home Depot Parking Lot, 1806 East Gunhill Road, Bronx, NY 10469

Brooklyn:

- Aviator Sports and Events Center, 3159 Flatbush Avenue, Brooklyn NY 11234
- Georgetown Shopping Center, 2183 Ralph Avenue, Brooklyn NY 11234
- The Gateway Center, 501 Gateway Drive, Brooklyn NY 11239
- Brooklyn College, 2900 Bedford Avenue, Brooklyn NY 11210
- Sears, 2307 Beverly Road Brooklyn NY 11226
- MCU Park – Stadium, 1904 Surf Avenue, Brooklyn NY 11224
- Dyker Beach Park, 334 Bay 8th Street, Brooklyn NY 11228
- Brooklyn Bridge Park, 334 Furman Street Brooklyn, NY 11201
- Microcenter Parking Lot, 850 3rd Avenue Brooklyn, NY 11232
- Key Food, 120 5th Avenue Brooklyn, NY 11217
- NYC Parks (Manhattan Beach)*, 1280 Oriental Blvd. Brooklyn, NY 11235
- Food Bazaar Parking Lot, 21 Manhattan Avenue, Brooklyn, NY 11206
- Food Bazaar Parking Lot, 454 Wyckoff Avenue, Brooklyn, NY 11237
- Boys & Girls High School at Schenectady and Atlantic, 1700 Fulton St, Brooklyn, NY 11213

Queens:

- NYC Parks (Forest Park) - Parking Lot by George Seufert Bandshell, Forest Park Dr., Woodhaven, NY 11421
- Resorts World, 110-00 Rockaway Boulevard, Jamaica, NY 11420
- York College, 94-20 Guy Brewer Boulevard, Jamaica, NY 11420
- Variety Boys and Girls Club, 21-12 30th Road, Astoria, NY 11102
- NYC Parks (Juniper Valley Park), 80th Street & Juniper Valley Rd, Middle Village, NY 11379
- Queensborough Community College, 222-05 56th Avenue, Bayside, NY 11364
- NYC Parks (Cunningham Park)** - 197-22 Union Turnpike, Fresh Meadows, NY 11366
- Home Depot, 131-35 Avery Avenue, Flushing, NY 11355
- Home Depot, 124-04 31st Avenue, Flushing (College Point), NY 11354
- Home Depot, 11220 Rockaway Blvd., South Ozone Park, NY 11420
- Home Depot, 13220 Merrick Blvd, Jamaica, NY 11434

Potential Ice Distribution Locations List

(Updated June 2021)

Staten Island

- Midland Beach*, Hunter Avenue & Fr. Capodanno Blvd., Staten Island, NY 10306
- Staten Island Mall*, Richmond Avenue / Ring Road, Staten Island, NY 10314
- Miller Field, 600 New Dorp Lane, Staten Island, NY 10306
- Clove Lakes Park, 1150 Clove Road, Staten Island, NY 10301
- Petrides School at Renwick Ave. & Service Road, 715 Ocean Terrace, Staten Island, NY 10301
- Freshkills Park off 440 Expressway, 250 Wild Avenue, Staten Island, NY 10314
- Gateway Park – Ft. Wadsworth, 210 New York Avenue, Staten Island, NY 10305

ATTACHMENT 15:
FLOOD RESPONSE GUIDE

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SUBJECT

EMERGENCY PREPAREDNESS
FLOOD RESPONSE GUIDE

FLOOD RESPONSE GUIDE

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1.0 PURPOSE

Area flooding can impact a portion of the electric, gas, or steam system. In those situations, it may be necessary to preemptively shut down facilities, prior to being submerged, to prevent significant damage that may delay restoration efforts.

Customer-owned equipment and facilities may also experience post-flood damage, further hindering restoration efforts. In the event of flood damage to a customer's facility, at the request of the customer or local jurisdiction, the Company may need to de-energize a facility or an individual premise.

2.0 APPLICATION

This guide provides a high-level overview of the various steps that the Company's different commodity organizations (*i.e.*, electric, gas and steam) may take in order to prepare for a significant flooding event with the potential to disrupt service. It also directs the reader on where more detailed information regarding restoration following a significant flooding event may be found.

3.0 PROCEDURES

Following are brief summaries of how the Company's various organizations prepare for a significant flooding event. Each operational summary references at least one organization/commodity-specific procedure that can be referenced for more detailed information.

3.1 Pre-Emptive De-Energization**a. Emergency Preparedness**

With the assistance of an on-staff meteorologist, the Company maintains situational awareness of weather conditions and flood concerns, monitoring areas where known and potential impact exists to affect customers or Company facilities.

b. Electric Underground

If the weather forecast indicates that flooding is likely, the Company may elect to de-energize portions of its underground distribution system. The operational goal will be to preemptively de-energize equipment that is at-risk of failing catastrophically based upon 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 a network shall be made by the Regional Electric Operations Vice President, or the Regional General Manager of Electric Operations (or designee), in consultation with the Chief District Operator of System Operation (or designee).

[EO-4095 Distribution System Operation under Contingency Conditions](#) ("EO-4095") provides details for the actions required to preemptively shut down or de-energize / isolate equipment. EO-4095 and the Company's [Corporate Coastal Storm Plan \("CCSP"\)](#) provide guidance on the requirement to document the conditions that are being observed that led to the decision to shut down a network.

c. Electric Overhead

The electric overhead system is designed to operate until failure. In areas where there is wide spread flooding, there may be impact to the customer equipment due to flooding. In those events, it is not uncommon 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

customers. Such requests will be handled by the respective Regional Electric Control Center Shift Manager. For more detailed information see the chapter “Preemptive De-Energization” in the [Electric ERP](#).

d. Substations

Action to shut down substations should be based upon field conditions, as mitigation of flooding concerns may be achieved by deploying temporary flood barriers. For those locations expected to be flooded, and where remote indications of flood levels and supervisory control and data acquisition (“SCADA”) systems are in place and available, the facilities within a substation, and, if necessary, the entire substation, will be shut down via SCADA systems when critical flood levels have been reached.

If substations are not equipped with remote flood indication and control, criteria for shutting down a substation is provided in System Operations Procedure [SO 5-5: Criteria for Shutting Down a Substation](#).

In the case of preemptive shut down, the final decision will rest with the Senior System Operator who will direct those operations as necessary to eliminate equipment damage/failure.

e. Gas

Gas system regulator stations potentially impacted by flooding due to storm surge will, when appropriate, preemptively shut down. These shut downs may be performed well in advance of a storm surge. Gas Control will monitor all critical gas system facilities and the Gas Emergency Response Center (“GERC”) will monitor for “Low Pressure” and “No Gas” complaints to determine areas that are being impacted by flooding.

Gas Engineering has developed plans to isolate the low-pressure gas system, if necessary, due to potential flooding. General guidelines include:

- An isolation plan for a specified area should shut down no more than 300 low-pressure services by isolating specific valves.
- For large-scale flooding, gas would be reintroduced back into the system instages (Note: customer gas equipment will not be turned on until customer electric service has been safely restored).
- Area outages will be re-energized and the system returned to normal operating conditions through existing procedures including [G-4531-8, Restoring Gas Use to Normal After a Supply Curtailment or Emergency](#).

f. Steam

In case of a coastal storm, the steam system may be isolated and depressurized in flood-prone locations, isolated and segmented in sections, or shut down entirely. Steam Distribution will utilize the remote monitoring system to monitor trap functionality and flooding, as well as the Emergency Control System (“ECS”) and vapor complaints in order to take appropriate actions to ensure safe operation of the system.

The decision to maintain the system active, or shut down the system, will be made by the Incident Commander of the event in accordance with [Steam Operations’ Coastal Storm Plan](#).

Steam Operations’ generating stations will each follow their own flood response and shutdown procedure.

3.2 Communications**a. Emergency Preparedness**

If, due to the predicted severity of the flooding, planned outages are anticipated, Emergency Preparedness will notify New York City Emergency Management ("NYCEM"), the Westchester County Department of Emergency Services ("WCDES"), and/or the New York State Department of Homeland Security and Emergency Services ("NYS-DHSES").

Additionally, the CERC Communications Officer shall be informed of the Company's intent and ensure that the proper public message is coordinated through the NYCEM's Joint Information Center ("JIC") and through Westchester County's Emergency Operations Center ("EOC").

b. Corporate Affairs

Corporate Affairs will provide timely and accurate information through the news media to the public, elected officials, and community organizations, on storm events that could or have affected electric, gas, and/or steam service, disrupt municipal services, have an impact on the environment, or otherwise have an impact on customers in the Con Edison service territory. Actions will be in accordance with Corporate Instruction [CI 810-2: Corporate Affairs Crisis Communications Plan](#).

c. Energy Services & Customer Operations (Electric and Gas)

- (1) Energy Services will support each Regional Electric Control Center, as necessary, to communicate to all customers with 460-volt installation, customers with high-tension facilities, and critical facility customers.
- (2) During this period, Energy Services will coordinate with the Energy Efficiency Department to query customer phone numbers and email addresses in impacted areas identified by Electric Operations and Gas Operations and this information is used for outbound auto-messaging.
- (3) Customer Operations (Communication Management Group – CMG) will create and execute an outbound auto and electronic storm messaging for non-critical customers in forecasted impacted areas.
- (4) Energy Services will also coordinate at this time with Central Support Operations ("CSO") to update the website for the restoration process and to reflect the outbound message of the storm impact, and to update the website for Simplified Certification Process. Actions will be in accordance with [Energy Services' Coastal Storm Plan](#).

d. Steam Operations' Customer and Business Services

In accordance with the CCSP, at 72 hours prior to the projected arrival of the storm to the Con Edison service territory, notifications will be initiated to steam customers regarding the pending storm and potential steam service interruptions. VRU notification will describe plans, contact information, and explain what to do if the customer's basement floods or their electricity goes out. Steam Operations' Customer and Business Services staff will be responsible for keeping in contact with steam customers regarding service interruptions and restoration.

3.3 **Electric & Gas Restoration (Simplified Certification Process)**

In many cases, customers affected by flooding may have damage to their electrical and gas equipment, and these require inspection prior to service being reenergized.

In these situations, Energy Services will work with Electric and Gas Operations, and their respective engineering organizations, to establish damage assessment strategies and restoration priorities.

In most cases customers can and should utilize the self-certification process, which includes the following steps:

1. Get your energy equipment inspected, cleaned, and repaired by a licensed contractor
2. Have your contractor download and complete a *Self-Certification Form*
3. Email or fax your *Self Certification Form* to the Company

A service turn-on will be scheduled once the forms are received. Customer gas equipment will not be turned on until customer electric service has been safely restored.

The complete process, including forms and e-mail addresses, is outlined in the [Energy Services' Coastal Storm Plan](#). All other service restoration requests will require standard certification filings.

In addition, New York City may activate their [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.

3.4 **Steam Restoration**

Following damage assessment of stations and steam distribution system, and determination of availability to return to service, a restoration plan will be developed in coordination with the generating stations, Steam Distribution, Gas Operations, and System Operations.

If the steam system was shut down as a result of the coastal storm, restoration of the entire system (re-pressurization) will be necessary. Refer to [Steam Distribution Procedure S-11953 Steam System Start-up and Re-Pressurization](#) for the system start-up and re-pressurization procedure for non-flooded sections of the system. Use [Steam Distribution Procedure S-11901 Turn-off and Turn-on of Steam Distribution and Transmission Mains](#) for those sections of the system that were flooded. The number of structures visually inspected will be contingent upon the severity of the storm. As steam main restorations proceed, customer restoration is dependent on reserve capacity, and whether a customer is ready for service. Customer basements must not be flooded, steam main traps must be working normally, and electricity should be in service. Consider calling or visiting customers to see if they are operating safely.

ATTACHMENT 16:
LIFE SUPPORT EQUIPMENT CUSTOMER
CONTACT PROCEDURE DURING EVENTS

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CUSTOMER ASSISTANCE

LIFE SUPPORT EQUIPMENT CONTACT PROCEDURE DURING EVENTS



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INTERNAL

Purpose

The purpose of this procedure is to provide instruction and guidance on the Life Support Equipment (LSE) customer contact and referral process. The Public Service Commission requires Con Edison to reach out to its LSE customers when they are impacted by an outage. There are two conditions that satisfy the LSE contact requirement when the Company suspects an LSE customer's service has been interrupted:

1. LSE CSR's (or other person at Con Ed) makes contact with the customer via phone.
2. External agencies (NYPD / Westchester Police department) or a Company employee visits the LSE customer's residence and attempts to make contact.

Definitions

LSE Coordinator:

The LSE Coordinator will be responsible for tracking, monitoring, and maintaining a comprehensive list of all LSE customers predicted without service for the duration of the event. The LSE Coordinator will manage and ensure that we are meeting the required staffing requirements noted in the ERP assigning supervisors and LSE CSRs and report out on all metrics associated with the LSE customers contacted and/or referred to emergency services agencies. The LSE Coordinator is responsible for handling and/or resolving escalated LSE concerns brought by the LSE Supervisor.

Communications Management Group (CMG)

Communications Management Group (CMG) identifies LSE accounts predicted to be out of service via the Obvient Outage Management Dashboard as well as in response to the outbound outage text campaigns and sends this information to the LSE Supervisor.

LSE Supervisor

The LSE Supervisor(s) in charge of LSE during a shift is responsible for ensuring that the LSE CSRs have successfully completed the LSE Contact and Notification Worksheet and to email the subject worksheet to [REDACTED]

LSE CSR

LSE CSR's working the LSE listing are responsible to make every attempt to contact each LSE customer two times (2) within 12 hours, with a minimum of one hour between attempts, from the time the list is emailed by CMG and ensure 100 percent of the affected LSE customers were either contacted or referred to an emergency service agency within 24 hours.

Site Safety Coordinator

The Site Safety Coordinator will provide CMG with the Site Safety Emergency Duty Schedule monthly. The Emergency Duty schedule includes the name and contact information for the Site Safety Unit Leader on the AM and PM shifts.

LSE Contact Process

- The LSE accounts are copied to the 'LSE Contact and Notification Tracking Worksheet – NYC.
- CMG sends the worksheet to the designated contact center LSE CSR(s) and the LSE Supervisor(s) on duty by emailing the worksheet to [REDACTED]
- During an event when there are 50 or more LSE customers predicted to be out at one time, CMG is to notify the Customer Operations' General Manager, Customer Assistance, or designee and the LSE Coordinator.
- CMG will indicate on the subject line how many LSE customers are to be contacted.
- The LSE Supervisor is responsible to assign the accounts to the LSE Customer Service Representatives (CSR) and to ensure the LSE handoff is being done efficiently.
 - To ensure continuity at the change of shift, the LSE handoff process must be followed.
 - There must be a clear understanding of what is being received and what is needed to complete the open cases received.
 - Communication will be made via email, telephone call or verbal discussion within the last hour of the current shift to the next LSE Supervisor on duty, copying the LSE DL with the following updates:
 - Identification of any and all open LSE cases
 - Summary of what is incomplete
 - For a handoff to be complete an email contact and phone call must be made and confirmed by the receiving LSE Supervisor to ensure all information is clear to close the loop.
- *The LSE CSR will:*
 - *Determine whether the service is on or off*
 - *Inform the customer of the expected restoration time, if known*
 - *Suggest that they make arrangements if they have no battery backup for their equipment*
 - *Collect information from customers and update the NYC LSE Contact and Notification Tracking Worksheet*
 - *Update all contact information on the account, including obtaining up to three alternate emergency contact numbers, if available*
 - *The LSE CSR must enter a contact in CC&B to indicate the results of their attempted contact, including any outcome, i.e. "name of person contacted", "no answer", "left message on answering machine" or "telephone # not working". If CC&B is not available, note the worksheet with the information and update CC&B when it is back online.*
 - ***Leaving a message on an answering machine is NOT considered a customer contact. Do not presume the service is on unless we are informed by the customer directly. When no contact is made, the worksheet must be notated so that a welfare referral can be made.***

INTERNAL

If the telephone number is not working, the assigned LSE CSR is to enter a CECONY- Referral To Do for LSE Account Inquiry/Update to the Priority Customer Group indicating such. In speaking with the customer, if it's determined that they are experiencing service issues and the customer hasn't already issued a trouble ticket, then the LSE CSR will submit an emergency trouble ticket and note the ticket number on the worksheet. If it is determined that the customer is no longer using LSE (moved, deceased), a CECONY- Referral To Do for LSE Account Inquiry/Update to the Priority Customer Group should be issued for follow up.

- o *The LSE CSR must complete the Customer Service Representative Input area of the worksheet in its entirety and note the customer's account accordingly.*
 - *Attachment (1) for reference- LSE Tracking Contact and Notification Worksheet*
- o *CSR sends completed Tracking Worksheet to the LSE DI; advising if welfare checks are needed*
- o *It is the responsibility of the LSE Supervisor to check the content of the worksheet and to ensure it is completed in its entirety.*

• **Welfare Checks - NYPD**

- o The NYC LSE Referrals distribution list (dl) will include email addresses for NYPD [REDACTED] NYCEM [REDACTED], and Con Edison personnel. Once the LSE Supervisor emails the subject worksheet to the distribution list ([REDACTED]), the LSE Supervisor must then call NYPD ([REDACTED]) and NYCEM ([REDACTED]) from a recorded phone line to verify that both agencies received the email provided by the LSE Supervisor.
- o NYPD & NYCEM are required to report back to Con Ed the results and success of all dispatched referrals. NYPD & NYCEM will email their respective results to the [REDACTED] distribution list once they learn of the status of all dispatched/non-dispatched referrals. After NYPD provides a response on the success/failure of dispatch, the LSE Supervisor must ensure that all subject LSE accounts are updated on CC&B by entering a contact on the account(s) reflecting the status of welfare checks dispatched returned by NYPD.
- o Depending on the number of LSE referrals, NYPD estimates that they will return a response to Con Edison within a minimum two hour period. However, the LSE Supervisor should follow-up (via a recorded phone line) with NYPD & NYCEM until a response (email with NYPD's results identified on the NYC LSE Contact and Notification Tracking Worksheet) is received from NYPD.
- o Should NYPD respond that they are unable to dispatch police to one or more LSE customer locations, the LSE Supervisor will dispatch internal resources to the LSE customers' residence.

• **Welfare Checks - Westchester**

- o 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. The information entered into the worksheet by CMG, LSE CSRs and LSE Supervisors is identical to the process described above. However, the Westchester County worksheet will be used only by Con Edison personnel and NOT by the Westchester Police department.
 - o Attachment (2) for reference- Westchester County LSE Contact and Notification Tracking Worksheet

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- o LSE Supervisors will email the Westchester County worksheet to the LSE DI list. This distribution list does NOT include the Westchester Police department. All emails sent to this distribution list are retained by Con Edison. Unlike the process followed by NYPD, Westchester Police department will provide the assigned LSE supervisor with LSE status information via telephone. Westchester Police department estimates that they will return a response to Con Edison within a minimum two hour period. However, the LSE Supervisor should follow-up (via a recorded phone line) until a response is received from Westchester Police Department.
- o Referrals made to Westchester Police departments are made only via telephone. All referrals to Westchester Police department are to be made via a **recorded phone line**, and must include the following information:
 - o Customer's name
 - o Customer's address
 - o Customer's contact number(s)
 - o Town
 - o Part Supplied/Apartment Number
- o The assigned LSE Supervisor is required to follow up with the Westchester Police department until the status of the LSE customer is known. LSE customer contact and status information received from the Westchester Police department must be entered as a contact on the customers' account in C&B.

Handling LSE Accounts by Field Personnel

If the NYPD & NYCEM or the Westchester Police department is unable to field the account, Con Edison will send an employee to the premise to notify the customer that their service is out and they may need to make other arrangements to address their needs.

- Electric Emergency department will coordinate and arrange for the dispatching of internal resources to conduct welfare checks. The welfare checks findings will be documented in the Personal Service Ops. Unit section of the LSE Contact and Notification Tracking Worksheet.
- The LSE CSR will issue a trouble ticket (LSC) to the appropriate Electric Emergency department and follow up via phone call from a recorded line.
- Once the welfare check has been completed, the ticket will be closed out by the Electric Emergency Department, with the appropriate findings.
- LSE Supervisor should follow-up within two hours (2) (via a recorded phone line) until a response is received from Electric Emergency

For events classified as Category 2 or higher

- The LSE Coordinator will communicate with the Site Safety Coordinator on duty (based on the Site Safety Emergency Duty Schedule provided) when outbound LSE calls are made advising LSE customers that there is an outage in their area.
 - 1. Attachment (3) for reference – Email Notification Template
- The LSE Coordinator will call the Site Safety Coordinator and/or the Accounting & Personal Service Manager on duty to initiate a field visit to an LSE customer during an outage when NYPD

& NYCEM or Westchester Police department is unable to make the field call, providing the addresses that require field visits.

- The LSE Supervisor will follow up within two hours (2) (via a recorded phone line) until a response is received from the appropriate field forces. A contact on CC&B should be entered on the account with the applicable information obtained from the field visit.
- During normal work hours, the Site Safety Coordinator will contact the Field Collections Manager and/or MOP Manager to utilize CFRs who are already on duty.
- The Site Safety Unit Leader will notify the Site Safety Coordinator and the Field Operations General Manager that their resources are being requested for LSE Support.
- This will include CFRs assigned to Collections or MOP (up to 3pm) or T&T (up to 8pm). If additional help is needed, other employees will be called in (such as RPU) and employees who are on duty may be held over for emergency overtime.
- During the off hours, the Site Safety Unit Leader will utilize wire guards (Company employees only) to perform this function. If wire guards are not available or have not been mobilized and an LSE customer requires a welfare check via field visit, the Site Safety Coordinator will contact an emergency duty supervisor. (This information is contained on the Site Safety Emergency Duty Schedule.)

LSE Staffing

We must attempt to call the customer even if they called the IVR and/or use the web/app to process a trouble ticket. All calls made to customers are to be made from a recorded phone line. It is imperative that sufficient staffing is assigned to make these calls within the required twelve hour period. *See matrix below:*

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

Attachments:

1. [LSE Tracking Contact and Notification Worksheet](#)
2. [Westchester County LSE Contact and Notification Tracking Worksheet](#)
3. [Site Safety Email Notification Template](#)

INTERNAL

ATTACHMENT 17:
CORPORATE INSTRUCTION 730-2:
SETTLEMENT OF CLAIMS FOR
SPOILAGE OF FOOD, PRESCRIPTION
MEDICINE, OR PERISHABLE
MERCHANDISE AND CUSTOMER
COMPENSATION DUE TO POWER
OUTAGE

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Corporate Instruction

SUBJECT

SETTLEMENT OF CLAIMS FOR SPOILAGE OF FOOD, PRESCRIPTION MEDICINE, OR PERISHABLE MERCHANDISE AND CUSTOMER COMPENSATION DUE TO POWER OUTAGE

- 1.0 PURPOSE** -- To provide guidelines and instructions for customer compensation and processing claims for spoilage of food, prescription medicine, or perishable merchandise due to lack of refrigeration which result from power failures attributable to malfunctions in the Company's local distribution system and widespread prolonged outages subject to Section 73 of the Public Service Law. This Corporate Instruction implements the provisions of General Rules 12.6 and 21.1 of the Company's Schedule for Electricity Service, P.S.C. No. 10 (the "Electric Tariff") and the provisions of General Rule III(8)(Y) of the Company's Schedule for Gas Service, P.S.C. No. 9 (the "Gas Tariff").
- 2.0 APPLICATIONS** -- This Corporate Instruction applies to Consolidated Edison Company of New York, Inc. ("Con Edison" or the "Company") personnel assigned to process claims for the spoilage of food, prescription medicine, and perishable merchandise caused by loss of refrigeration during a power outage.
- 3.0 ELECTRIC PROCEDURES** --
- 3.1 Tariff Responsibility** -- As described in General Rule 12.6 of the Electric Tariff, in the event a SC 1 Customer or a Small Business Customer experiences a Widespread Prolonged Outage lasting at least 72 consecutive hours or more, the Company shall:
- a. Provide a bill credit of \$25 on the balance of such SC 1 Customer's account for each full 24-hour period of service outage that occurs for such Customers after the first 72 consecutive hours of such Widespread Prolonged Outage (i.e., \$25 after at least 96 hours, a second \$25 after at least 120 hours, and an additional \$25 after every full 24-hour period thereafter).
 - b. Provide monetary reimbursement for any food spoiled due to lack of refrigeration as set forth below:
 - i. SC 1 Customers shall provide the Company an itemized list of all food spoiled and, if required, Proof of Loss of food spoiled, within 14 days from when the Widespread Prolonged Outage has lasted 72 consecutive hours. The amount of the reimbursement shall not exceed a total of \$235 for Customers who provide an itemized list without Proof of Loss. The amount of the reimbursement for

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customers who provide an itemized list and Proof of Loss shall not exceed \$540.

- ii. Small Business Customers shall provide the Company with an itemized list of all food spoiled and Proof of Loss for all food spoiled within 14 days from when the Widespread Prolonged Outage has lasted 72 consecutive hours. The amount of the reimbursement shall not exceed \$540.
- c. Provide monetary reimbursement for prescription medication spoiled due to lack of refrigeration. SC 1 Customers shall provide the Company with an itemized list and Proof of Loss of prescription medication due to lack of refrigeration within 14 days from when the Widespread Prolonged Outage has lasted 72 consecutive hours. The amount of the reimbursement shall total no more than the actual cost of the perishable prescription medicine spoiled due to lack of refrigeration.
- d. For both SC 1 Customers and Small Business Customers, the Company shall reimburse the Customer within 30 days of the receipt of the itemized list and Proof of Loss, if any; provided, however, that if the Company has applied for a waiver pursuant to Public Service Law Section 73(3), the Company shall reimburse the Customer within a time period to be determined by the Commission after the Commission renders a decision on the waiver request.
- e. Customers who are eligible to receive compensation under this General Rule 12.6 will not be eligible to receive compensation under General Rule 21.1.

3.2 Definitions Applicable Under General Rule 12.6 Only

- a. **Proof of Loss** – Verifiable proof of perishable food and/or prescription medication spoilage that a Customer may be required to provide, in addition to an itemized list of the perishable food and/or prescription medicine, for which the Customer claims reimbursement. To verify spoilage, the Customer must provide Proof of Loss consisting of a depiction (photographic evidence) of food and/or prescription medication spoilage. To determine the reimbursement amount of an impacted Customer's food and/or prescription medication spoilage, the Customer must provide Proof of Loss consisting of itemized receipts, itemized cash register receipts, itemized credit card receipts, or photographs of replacement goods that also indicate the price of the item, or other verifiable documentation of the

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market value of the item, or, in appropriate circumstances, an interview with the claimant. An itemized list of spoiled food or prescription medicine is not itself a Proof of Loss.

- b. **Small Business Customer** – A Customer who receives service under SC 2, the energy-only rate of SC 12, the energy-only rate under the PASNY Rate Schedule, or a Non-residential demand billed rate with a monthly maximum demand less than or equal to 40 kW during the past 12 consecutive months.
- c. **Widespread Prolonged Outage** – An event that causes an outage for at least 20,000 Customers at the same time and having one or more Customers who remain without power for 72 consecutive hours or more due to Company owned equipment unable to provide power.

3.3 Tariff Responsibility – As described in General Rule 21.1 of the Electric Tariff:

- a. The Company shall be held responsible under the terms of this provision for losses of power attributable to malfunctions in its lines and cable of 33kV or less and associated equipment 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.
- b. The Company shall not be held responsible under the terms of this provision for losses of power attributable to the following: (a) equipment associated primarily with lines of higher voltage or with the generation of electricity, (b) deficiencies in generation or transmission facilities, (c) directives from the NYISO, and (d) conditions beyond the Company's control, such as storms, floods, vandalism, strikes, or fires or accidents external to the Company's operations, as long as reasonable efforts are made to restore service as soon as practicable, provided, however, that conditions of high or low temperature or humidity contributing to a malfunction of the Company's lines and cable of 33 kV or less shall not be considered a condition beyond the control of the Company.
- c. The Company will endeavor at all times to provide a regular and uninterrupted supply of service, but in case the supply of service shall be interrupted or irregular or defective or fail from causes beyond its control or through ordinary negligence of employees, servants or agents the Company will not be liable therefor.



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- d. The Company may, without liability therefor, interrupt service to any Customer or Customers in the event of emergency threatening the integrity of its system, if, in its sole judgment, such action will prevent or alleviate the emergency condition.
- e. The Company will compensate Customers for losses, of the type and to the extent set forth below, which result from power failures attributable to malfunctions in the Company's lines and cable of 33kV or less and associated equipment as set forth below:
 - i. The Company will reimburse residential Customers served directly under SC 1, and those served indirectly under SC 8, SC 12, and SC 13, as follows: (1) for actual losses of food spoiled due to lack of refrigeration, up to \$250 upon submission of an itemized list and over \$250 upon submission of an itemized list and proof of loss, up to a maximum of \$580 for any one Customer for any one incident; and (2) for actual losses of perishable prescription medicine, spoiled due to lack of refrigeration, upon submission of an itemized list and proof of loss and, if requested by the Company, submission of authorization to enable the Company to verify the claimed loss.
 - ii. The Company will reimburse Customers under other SCs for actual losses of perishable merchandise spoiled due to lack of refrigeration, upon submission of an itemized list and proof of loss, up to a maximum of \$11,460 for any one Customer for any one incident.
 - iii. The Company's total liability under this section is limited to \$15,000,000 per incident. In the event the total aggregate amount claimed under this provision exceeds \$15,000,000, the approved amounts of individual claims will be adjusted downward on a pro rata basis to the extent required to hold payments to a total of \$15,000,000.
- f. As required by the Tariff, claims must be filed with the Company within 30 days of the date of occurrence. Claims filed more than 30 days after the date of occurrence are not eligible for reimbursement. Claims sent by mail will be deemed filed on the date of the postmark.

4.0 GAS PROCEDURES --

- 4.1 Tariff Responsibility** – As described in General Rule III(8)(Y) of the Gas Tariff, in the event that a Residential or a Small Business Customer experiences a



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Widespread Prolonged Outage lasting at least 72 consecutive hours or more, the Company shall:

- a. Provide a bill credit of \$25 on the balance of such a Residential Customer's account for each full 24-hour period of service outage that occurs for such Customers after the first 72 consecutive hours of such Widespread Prolonged Outage. (i.e., \$25 after at least 96 hours, a second \$25 after at least 120 hours, and an additional \$25 after every 24-hour period thereafter.)
- b. Provide monetary reimbursement for any food spoiled due to lack of refrigeration as set forth below:
 - i. Residential Customers shall provide the Company an itemized list of all food spoiled and, if required, Proof of Loss of food spoiled, within 14 days from when the Widespread Prolonged Outage has lasted 72 consecutive hours. The amount of the reimbursement shall not exceed a total of \$235 for Customers who provide an itemized list without Proof of Loss. The amount of the reimbursement for customers who provide an itemized list and Proof of Loss shall not exceed \$540.
 - ii. Small Business Customers shall provide the Company with an itemized list of all food spoiled and Proof of Loss for all food spoiled within 14 days from when the Widespread Prolonged Outage has lasted 72 consecutive hours. The amount of the reimbursement shall not exceed \$540.
 - iii. For both Residential and Small Business Customers, the Company shall reimburse the Customer within 30 days of the receipt of the itemized list and Proof of Loss, if any; provided, however, that if the Company has applied for a waiver pursuant to Public Service Law Section 73(3), the Company shall reimburse the Customer within a time period to be determined by the Commission after the Commission renders a decision on the waiver request.
- c. Provide monetary reimbursement for prescription medication spoiled due to lack of refrigeration. Residential Customers shall provide the Company with an itemized list and Proof of Loss of prescription medication due to lack of refrigeration within 14 days from when the Widespread Prolonged Outage has lasted 72 consecutive hours. The Company shall reimburse the customer within 30 days of the receipt of the itemized list and Proof of Loss



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of prescription medication; provided, however, that if the Company has applied for a waiver pursuant to Public Service Law Section 73(3), the Company shall reimburse the Customer within a time period to be determined by the Commission after the Commission renders a decision on the waiver request. The amount of the reimbursement shall total no more than the actual cost of the perishable prescription medicine spoiled due to lack of refrigeration.

- d. If an electric outage prevents a Customer from using their gas-powered equipment, the Customer will receive reimbursement only from the electric utility and not the gas utility, because there is no gas outage that can be resolved by the gas utility.

4.2 Definitions Applicable Under General Rule III(8)(Y) Only

- a. **Proof of Loss** – Verifiable proof of perishable food and/or prescription medication spoilage that a Customer may be required to provide, in addition to an itemized list of the perishable food and/or prescription medicine, for which the Customer claims reimbursement. The Customer may also be required to provide, in addition to proof of loss, proof of the use of a gas-powered refrigerator or freezer. To verify spoilage, the Customer must provide Proof of Loss consisting of a depiction (photographic evidence) of food and/or prescription medication spoilage. To determine the reimbursement amount of an impacted Customer's food and/or prescription medication spoilage, the Customer must provide Proof of Loss consisting of itemized receipts, itemized cash register receipts, itemized credit card receipts, or photographs of replacement goods that also indicate the price of the item, or other verifiable documentation of the market value of the item, or, in appropriate circumstances, an interview with the claimant. An itemized list of spoiled food or prescription medicine is not itself a Proof of Loss.
- b. **Residential Customer** – A residential firm service Customer receiving service under SC 1 and 3
- c. **Small Business Customer** – A non-residential firm service Customer receiving service under SC 2 that has actual annual gas consumption that does not exceed 750 dekatherms per year, or, for customers with less than one year of actual meter readings, average actual monthly usage that when multiplied by 12 does not exceed 750 dekatherms. Only Customers receiving firm service are eligible to be "Small Business Customers."

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- d. **Widespread Prolonged Outage** – An event that causes an outage for at least 1,500 Customers at the same time and having one or more Customers who remain without service for 72 consecutive hours or more, due to Company owned equipment unable to provide service, unless the Company is denied access to inspect or relight those Customers' services prior to the 72-hour mark.

5.0 **CLAIMS** --

- a. As set forth in the Public Service Commission (PSC) Order in Cases 06-E-1158 and 07-E-0742, issued and effective June 19, 2008, the Company's restoration efforts following an emergency event where the restoration period exceeds three days are subject to review by the PSC. After reviewing the Company's restoration efforts, the PSC may require the Company to provide reimbursement for spoilage losses.
- b. In accordance with Corporate Instruction CI-730-4, "Processing Claims Against the Company", Claims arising out of a local distribution outage for residential customers will be processed by Customer Operations. Claims by non-residential customers will be processed by the Law Department.
- c. In the event of an outage affecting a significant number of customers, Corporate Affairs, in consultation with Customer Operations and Law, should review the need for an implementation plan and a means of communicating information about the claims process to affected customers and members of the public. The communication methods to be considered will include: broadcast recorded message on the main customer service telephone number; message on the Company's website; media advertisements; emails and text messages to affected customers; and outreach efforts to local community organizations, elected officials, and other interested parties. The claims process information may include a summary of the Tariff provisions concerning compensation for losses, information on how to obtain and submit a claim, and a telephone number for obtaining additional information.
- d. In the event of a Widespread Prolonged Outage, where an event causes an outage for at least 20,000 Customers at the same time and having one or more Customers who remain without power for 72 consecutive hours or more due to Company owned equipment unable to provide power, Corporate Affairs will distribute a press release and 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 met, notifying customers that they may apply for reimbursement for food or



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prescription medicine spoilage. If necessary, these communications can be partially segmented, based on geographic media and social media coverage of the counties we serve. This information will also be shared on the website at coned.com and ORU.com in the section about claims for 14 days.

- e. Residential and commercial claims for spoilage of food, prescription medicine, and perishable merchandise may be submitted through www.conEd.com website under Services & Outages / File a Claim / Reimbursement Form. The residential claims forms are available in the following languages: English, Spanish, Chinese, Haitian-Creole, Greek, Hindi, Italian, Korean, Polish, and Russian.
- f. Claims will be acknowledged by email or mail if an email address is not available. The reimbursement disposition will be communicated **within 30 days** from receipt of a completed claim form and all supporting documents.

5.1 Examination of Claims – Each claim will be examined in accordance with the requirements in sections 3.0 and 4.0, to establish the claimant's eligibility for reimbursement under the provisions of the Tariff. The examination will:

- a. Confirm, by prompt verification, that there were one or more instances of power outage(s) aggregating 12 hours or more during a 24-hour period in the affected area and that such failure(s) was attributable to a malfunction in the local distribution system.
- b. In the event of a Widespread Prolonged Outage, confirm, by prompt verification, that there was an event causing an outage for at least 20,000 customers at the same time and having one or more Customers who remain without power for 72 consecutive hours or more due to Company owned equipment unable to provide power.
- c. Confirm that the claimant is an electric consumer by verifying the account number or, that the claimant receives electric service via a master meter.
- d. Confirm that the Customer is eligible for reimbursement under the applicable Tariff provision.
- e. Confirm that the Customer has provided the required itemized list and, if also required, proof of loss, to obtain reimbursement in the claimed amount.
- f. Confirm that the claim is not a duplicate of one previously submitted.
- g. Assess the reasonableness of the amount of the claim.



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5.2 Settlement –

- a. Approved residential claims and small commercial claims as defined by PSL73 will be paid with a voucher credit via the Customer Care & Billing System (CC&B) for Con Edison customers served directly or by check via the Law Department's claims system for Con Edison customers served indirectly.
- b. All other approved commercial claims will be processed through the Law Department's claims system.
- c. If a claim is disallowed, the claimant will be informed in writing by the organization handling the claim with an explanation of the reason why the claim was disallowed.

6.0 RESPONSIBILITIES --

- a. **Practice Operations Investigation and Claims** – Claims submitted by non-residential customers for actual losses of perishable merchandise due to lack of refrigeration occurring during power outages under General Rule 21.1 of the Tariff will be handled by Practice Operations Investigation and Claims and assigned to an Investigator. The Investigator is responsible for researching and evaluating the claim by obtaining and reviewing records, contacting company personnel, and performing a site investigation, as needed, to assess liability. Depending on liability, the Investigator will either seek to settle the claim or deny it.
- b. **Customer Operations** – Claims submitted by small commercial customers (as defined by PSL73) under General Rule 21.1 of the Tariff or residential customers for spoilage of food, prescription medicine, or perishable merchandise due to lack of refrigeration occurring during power outages under either General Rule 12.6 or General Rule 21.1 of the Tariff will be overseen by management employees from Customer Operations. The employee is responsible for researching the claim by searching through various company systems for records and contacting company personnel to assess liability. Depending on liability the employee will either seek to settle the claim or deny it.
- c. **Electric Operations** - Electric Operations will be responsible for investigating claims related to power outages when receiving them from Practice Operations Investigation and Claims or Customer Operations. They shall also provide support to Practice Operations Investigation and Claims or Customer Operations by providing the duration of the outage for each claim.



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SUBJECT

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- 7.0 **ADVICE AND COUNSEL** -- The Associate General Counsel, Practice Operations, and the Senior Vice President of Customer Operations will provide advice and counsel on this Corporate Instruction.
- 8.0 **POLICY OWNER** – The Associate General Counsel, Practice Operations.
- 9.0 **REVIEW CYCLE** -- This policy is reviewed every five years.
- 10.0 **SUMMARY OF CHANGES** --

Approved Date	Summary of Changes
01/22/2024	• Policy updates due to Customer Billing System change. • Majority of the changes made to document was reorganization of the content to match the appropriate provision. Hence the multiple “red markups”, the content wasn’t changed, more so the location where it was in the document. • The current document includes verbiage from both General Rule 12.6 and 21.1, but only 21.1 was cited. The "PURPOSE" was updated to reflect both and because 12.6 also applies to gas outages, an additional section 4.0 was added. The population of customers who could be affected by a gas outage is likely very small, but in theory they could have reimbursement claims. • Added language about the \$25 bill credit. • Updated the title for this CI to match the content, added the additional wording into the title "...COMPENSATION TO CUSTOMERS...".



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ATTACHMENT 18:
OFS CREW ROSTER TEMPLATE

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OFS Crew Roster Template

[illegible]

ATTACHMENT 19:
NAMAG AND EEI MUTUAL
ASSISTANCE AGREEMENTS

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North Atlantic Mutual Assistance Group

Statement of Understanding And Endorsement

The member companies of North Atlantic Mutual Assistance Group understand that they will have occasion to either provide or receive assistance in the form of personnel and equipment to aid in restoring electric service when it has been disrupted and cannot be restored in a safe and timely manner by the affected company or companies without assistance. For this reason, the Officers of the North Atlantic Mutual Assistance Group are authorized to develop and maintain operating procedures and guidelines to insure the most effective and efficient response by the entire membership when emergency assistance is requested by one or more member companies. Final acceptance of the North Atlantic Mutual Assistance Group Guidelines, as well as any future modifications, must be approved by $\frac{3}{4}$ of the member companies with each member company having one (1) vote.

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

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

The following page is the signature page.

North Atlantic Mutual Assistance Group

Consolidated Edison Co. of
New York, Inc.

[Redacted Signature]

Officer Signature

[Redacted Name]

Name of Company Officer

10/9/13

Date

Orange and Rockland Utilities, Inc.

Company Name

[Redacted Signature]

Officer Signature

[Redacted Name]

Name of Company Officer

10.1.13

Date

North Atlantic Mutual Assistance Group Guidelines

1. Mission

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

- 1.1.1. To provide a forum to ensure safe, effective and coordinated mutual assistance, regional response and service restoration for customers of member utilities.
- 1.1.2. To provide an enhanced line of communications between member companies to share best practices and plan for other significant events such as a work stoppage, civic unrest, or political events, and ensure that all members are communicating a unified message to both internal and external stakeholders.
- 1.1.3. To minimize risk to all parties by agreeing to provide assistance (personnel and equipment) on a not-for-profit basis, and agreeing that Requesting Companies will reimburse Responding Companies for all expenses incurred in providing the assistance.
- 1.1.4. To adhere to and operate in accordance with the procedures contained in this document (the North Atlantic Mutual Assistance Group Guidelines).
- 1.1.5. To interact with other Regional Mutual Assistance Groups and the Edison Electric Institute Mutual Assistance Committee

North Atlantic Mutual Assistance Group Guidelines

2. Company Information

2.1. Member Company Information

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

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

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

Footnote:

- * indicates member of GLMA
- ** indicates member of SEE

North Atlantic Mutual Assistance Group Guidelines

3. General Guidelines

3.1. Personnel Safety

- 3.1.1. Whether providing or receiving assistance, personnel safety will be the preeminent objective and responsibility of all participants.
- 3.1.2. The Requesting Company agrees to make every effort to avoid moving Responding Company personnel into harms way during the initial, first-wave mobilization.
- 3.1.3. Responding Company will follow its own safety rules, except as noted in paragraphs 3.1.6 and 3.1.7 below.
- 3.1.4. Responding Company is responsible for following its own personal protective grounding practices.
- 3.1.5. Responding Company will immediately report any and all accidents to Requesting Company (both incidence and injury).
- 3.1.6. Switching procedures will be handled as the Requesting Company designates, provided that the procedures do not violate the safety rules of the Responding Company.
- 3.1.7. Requesting Company will provide information on their switching and tagging rules. Requesting Company switching/blocking tags will be used.
- 3.1.8. Security personnel requirements shall be discussed and mutually agreed upon by the Requesting and Responding Companies prior to deployment of armed security personnel.
- 3.1.9. Any deployment of "Security Personnel" – armed or otherwise – must comply with Federal, Provincial, State, Local and Tribal regulations.

3.2. Maintenance of Contact Roster

- 3.2.1. In order to facilitate efficient communication and response, North Atlantic member utilities will share the following information:
 - The names, contact numbers (work phone, home phone, cellular phone, and pager), and e-mail addresses for three (3) individuals authorized to participate in Joint Mobilization Conference Calls.
 - If available, the telephone number for the 24-hour operations / dispatch center for the member company.
 - If available, a satellite telephone number for the 24-hour storm or operations / dispatch center.

North Atlantic Mutual Assistance Group Guidelines

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

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

3.3. Code of Conduct

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

3.4. Confidentiality Statement

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

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

3.5. Communication With Contractors

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

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

3.6. Definition of Emergency Assistance Period

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

North Atlantic Mutual Assistance Group Guidelines

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

- 3.6.2. The length of stay by Responding Company personnel will be mutually agreed to by both companies. Generally, this period should not exceed 14 consecutive days, including travel time to the work area and return to the point of origin. When mutual assistance assignments go beyond this time frame, North Atlantic members agree that Responding Company personnel will usually be changed out (rotated) rather than take extended reset periods (days off). Responding and Requesting companies may agree upon exceptions to this procedure.
- 3.6.3. It is understood and agreed that if Responding Company's or its Holding Company's system is threatened during any time after it has mobilized to provide mutual assistance, any part or all of the Responding Company's native and contract workforce may be recalled. In these instances:
- It is understood and agreed that the decision to terminate assistance and recall employees lies solely with the Responding Company.
 - If recall of Responding Company's workforce becomes necessary, the Requesting Company will be responsible for all expenses incurred by Responding Company until the Responding Company returns home and vehicles are cleaned and stocked for normal work activities.
 - If Responding Company's workforce is recalled to another of the Responding Company's locations other than their original point of origin, the Requesting Company will be responsible for travel costs to the alternate location not to exceed that which would have been incurred had the workforce returned to their original point of origin.

North Atlantic Mutual Assistance Group Guidelines

4. Rules of Engagement

4.1. Rules of Engagement Procedures

- 4.1.1. Members agree to adhere to the procedures contained in Section 4 to request, identify and mobilize emergency mutual assistance resources. These procedures are intended to enhance and in no way hamper the mobilization goals of member companies during emergencies
- 4.1.2. When any member company has a need for additional resources, that company will notify all members of the North Atlantic Mutual Assistance Group and schedule a Joint Mobilization Conference Call.
- Because response time is critical in emergency situations, the Joint Mobilization Conference Call provides a mechanism that allows members to quickly request assistance and identify the number and status of all available regional resources.
- 4.1.3. The Joint Mobilization Conference Call format should:
- Provide members with the opportunity to understand the entire scope of the emergency situation, including the number of companies expecting to be impacted and the potential damage to each.
 - Allow members to discuss and evaluate weather forecasts from different sources.
 - Result in the most efficient, effective and equitable allocation of available resources while mitigating the financial risk associated with early mobilization of resources.
- 4.1.4. The permitted exception for securing resources without scheduling a Joint Mobilization Conference Call is when an event impacts a single member utility and the impacted utility anticipates a short restoration time requiring assistance from only neighboring (adjacent) utilities.
- In this instance, the impacted member may contact neighboring utilities directly to arrange assistance.
 - The impacted company agrees to notify all members of the North Atlantic Mutual Assistance Group via email when any resources are obtained without scheduling a Joint Mobilization Conference Call.
 - However, because emergency events tend to expand and impact more than one utility over time, members are encouraged to use the Joint Mobilization Conference Call procedures described below for all mutual assistance requests.
- 4.1.5. Since some companies are members of multiple mutual assistance groups, whenever a North Atlantic member company secures resources from another RMAG, they will notify all members of the North Atlantic Mutual Assistance group via email.

North Atlantic Mutual Assistance Group Guidelines

4.2. Initiation of the Joint Mobilization Conference Call

- 4.2.1. Typically, the member that expects to be impacted first by an event will initiate the process.
- 4.2.2. Members agree to initiate a conference call anytime they experience or are threatened by an event so significant that they anticipate needing resources beyond the capabilities of their neighboring (adjacent) utilities to restore their system.
- 4.2.3. Procedure for initiating the Joint Mobilization Conference Call:
 - The initiating member will notify the Chair (or other Leadership member) of the North Atlantic Mutual Assistance Group they wish to hold a conference call. The Chair is responsible to notify the company designated to set up the call with the necessary notifications to members including the date, time, and conference call number.
 - In the event the North Atlantic Leadership is unavailable, the initiating company can contact the company designated to set up the call directly and assume the Chair responsibilities.
 - Conference calls will typically be scheduled for 0730 and 1800 daily or as needed by the initiating member.

4.3. Responsibilities of Company Initiating Conference Call

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

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

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

- 4.4.1. Members agree not to release or dispatch ANY resources (contract or native) unless committed to and confirmed by a Requesting Company. It is understood that Responding Companies' territories must be free from significant threat before resources can be committed and dispatched.
- 4.4.2. On the first Joint Mobilization Conference Call, non-threatened / non-impacted members will be prepared to specify the numbers of their employee and contractor distribution line, transmission line, vegetation management, and damage assessment personnel available to assist impacted companies, including an estimate of when these resources can be dispatched. If Requesting Companies identify needs in other areas (such as IT, safety, etc.), assisting members will be given time (usually 24 hours) to identify available resources in these additional areas.
- 4.4.3. To enhance safety and flexibility, upon request non-threatened / non-impacted members will be prepared to identify staging areas available in their territories.
- 4.4.4. Upon request non-threatened / non-impacted members will assist with DOT exemptions for crews traveling through their service territories.

4.5. Resource Allocation and Mobilization

- 4.5.1. When more than one company has requested emergency assistance, all members understand and agree that it is the responsibility of the Requesting Companies to agree upon the allocation of available first wave and subsequent member company resources.
- 4.5.2. Members agree that, in general, resources will be allocated on the basis of severity of need, based on:
 - Predicted impact – percentage / degree of system loss and estimated time customers will have been without power.
 - Storm timing – which company will be first impacted.
 - Travel time.

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

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

4.6. Joint Mobilization Conference Call Documentation

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

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

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

North Atlantic Mutual Assistance Group Guidelines

5. Requesting Company Responsibilities

5.1. Requesting Company – Responsibilities Prior to Mobilization

- 5.1.1. To the extent possible, the Requesting Company is expected to clearly communicate the degree of devastation and working conditions
Responding Company personnel should expect to encounter upon arrival at the emergency restoration work area.
- 5.1.2. The Requesting Company is expected to inform the Responding Company if their requirements for the maintenance of receipts differ from the procedures stated in paragraph 6.2.5.
- 5.1.3. To facilitate communications, the Requesting Company may opt to provide a single point of contact (Coordinator) to interact with the Responding Company.
- 5.1.4. The Requesting Company will provide the Responding Company with the name and contact information for their “company contact” as required on the RESPONDING COMPANY INITIAL INFORMATION SHEET before Responding Company personnel leave their point of origin.
- 5.1.5. Requesting Company will coordinate with their state DOT officials concerning emergency exemptions and any other transportation issues that will facilitate the Responding Company’s trip to and from the Requesting Company.
- 5.1.6. The Requesting Company is encouraged to communicate general guidelines with Responding Companies. Items covered may include labor contractual issues, safety issues, contact personnel, vehicle fueling arrangements, typical standard construction, meal and lodging arrangements, and other items that will be of benefit to the responding personnel and their supervision.

5.2. Requesting Company – Responsibilities During Emergency Assistance Period

- 5.2.1. The Requesting Company will establish expectations for work, including start time and duration.
- 5.2.2. The Requesting Company will provide materials unless specifically noted otherwise.
- 5.2.3. When necessary, the Requesting Company will provide a guide with communications capability, portable radios or cellular telephones to assist responding team leaders.

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- 5.2.4. The Requesting Company will authorize Responding Company to use cellular phones as a method of communication. Where cellular service is unavailable, it is understood that satellite phones may be used until such time that cellular service is restored in the Requesting Company's area.
- 5.2.5. The Requesting Company will provide vehicle security for parking areas unless specifically agreed otherwise.
- 5.2.6. With the exception of food and lodging during travel to and from the final work site, the Requesting Company will handle all food, lodging and incidental support needed by Responding Company unless both companies agree for Responding Company to handle these logistics.
- 5.2.7. Requesting and Responding companies should agree on the provision of laundry services.
- 5.2.8. Requesting Company will make and communicate provisions for Responding Company personnel to make personal long distance telephone calls during the emergency response period. For example, the Requesting Company may authorize the Responding Company to purchase pre-paid long distance calling cards for responding crew members or authorize the use of company or employee owned cellular phones for an agreed upon maximum number of minutes. As a general rule, Requesting Company agrees to allow and reimburse a maximum of 10-minutes personal long distance telephone charges per employee per day. Any personal cellular phone charges or pre-paid calling card expenses shall be included in the supporting documentation on the company's preliminary invoice, subject to paragraph 6.2.5.
- 5.2.9. Requesting Company shall reimburse the Responding Company for lodging and will not pay for additional hotel-related expenses unless agreed to by the Requesting Company prior to the occurrence. Some examples of additional hotel-related expenses include phone calls made from rooms, room service, in-room movies, mini bar usage, etc.

5.3. Requesting Company - Procedures for Releasing Responding Companies

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

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

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

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

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

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

5.4. Requesting Company – Responsibility for Reimbursement of Expenses

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

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- 5.4.2. If Responding Company resources are released after mobilization but before being utilized, the Requesting Company will reimburse Responding Company for all incurred preparation and travel expenses including reasonable time required to prepare the equipment for return to normal activities after returning to their point of origin.
- 5.4.3. During emergencies impacting more than one member, Responding Company resources may be re-assigned either: en route to the Requesting Company; at an initial staging area before reaching the Requesting Company; or at the Responding Company's final staging area. Additionally, resources may be assigned to assist a second Requesting Company after completing work for the initial Requesting Company. *Note: In any of these instances, unless otherwise mutually agreed, the utility that receives the re-assigned Responding Company resources will be responsible for all Responding Company costs from the time of re-assignment.*
- 5.4.4. Requesting Company will reimburse members for expenses incurred in the provision and management of interim staging areas (i.e. labor and miscellaneous expenses provided by the host utility to operate the staging area, but not including any Responding Company crew costs). In emergencies involving more than one Requesting Company, staging costs will be shared by Requesting Companies on a prorated basis based on the resources committed to each entering (logged into) the staging site.
- 5.4.5. Provided proper supporting documentation is included, the Requesting Company should pay all (preliminary and final) invoice(s) from Responding Company within 60 calendar days after receipt of invoice(s).

North Atlantic Mutual Assistance Group Guidelines

6. Responding Company Responsibilities

6.1. Responding Company – Responsibilities Prior to Mobilization

- 6.1.1. To the extent possible, the Responding Company is expected to clearly communicate the degree of devastation and working conditions that their responding employees should expect to encounter upon arrival at the emergency restoration work area.
- 6.1.2. To facilitate communications, the Responding Company may opt to provide a single point of contact (Coordinator) to interact with the Requesting Company.
- 6.1.3. Responding Company will complete and forward the RESPONDING COMPANY INITIAL INFORMATION SHEET before departing their home location.
- 6.1.4. If requested, Responding Company will provide a copy of completed PERSONNEL LISTING FORM as soon as the information becomes available.
- 6.1.5. Responding Company's telecommunications personnel shall contact Requesting Company's telecommunications personnel and local FCC authorities to make any temporary telecommunications arrangements.
- 6.1.6. Prior to traveling, Responding Company will reach agreement with the Requesting Company regarding the provisions for Responding Company personnel to make personal long distance telephone calls during the emergency response period as described in paragraph 5.2.8 above. This agreement should preclude any telephone charges from any lodging facility by the Responding Company personnel, except in case of emergency local 911 calls.
- 6.1.7. Responding Company agrees not to load extra emergency stock on trucks unless specifically requested by the Requesting Company.
- 6.1.8. When Responding Company's available contractor resources have been allocated to a Requesting Company through the Joint Mobilization Conference Call procedures, the Responding Company will:
 - Provide Requesting Company with contact information for their on-site contractors.
 - Alert their contractors that their assistance has been requested and that they will be contacted by the Requesting Company.
 - Give their contractors the Requesting Company contact information.

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- Encourage their contractors to respond to the North Atlantic member's request for help with all contract crews being released from the Responding Company's work site.

6.2. Responding Company – Responsibilities During Emergency Assistance Period

- 6.2.1. Responding Company will handle all communication needs within their teams. This could include acquiring additional communications equipment, such as portable repeaters, to ensure continuous communication capabilities.
- 6.2.2. The Responding Company will be responsible for performing normal maintenance on their vehicles and equipment during the emergency assistance period and this work will be covered in their standard hourly/daily rates.
- 6.2.3. Responding Company will maintain daily records of time and expenses for personnel and equipment. This documentation will be provided with their preliminary invoice.
- 6.2.4. When the Requesting Company has provided specific guidance in advance that differs from that in paragraph 6.2.5, the Responding Company will maintain and furnish the requested documentation of expenses with their preliminary invoice.
- 6.2.5. Unless otherwise agreed prior to mobilization, members agree that Responding companies will maintain and furnish upon request receipts for all individual expenses / purchases made during the emergency assistance period in accordance with the IRS requirements in effect at the time assistance is requested.

6.3. Responding Company – Responsibilities End Of Emergency Assistance Period

- 6.3.1. Responding Company should submit their "preliminary invoice" to Requesting Company within 60 calendar days from date released by the Requesting Company. Responding Company will provide supporting documentation at the time the preliminary invoice is mailed. Requesting Utility should receive final invoice within 90 calendar days from invoice date of preliminary invoice.
- 6.3.2. Responding Companies agree to maintain auditable records of billed expenses for emergency mutual assistance sufficient to satisfy the legal / statutory requirements and obligations incumbent upon the Requesting Company.

North Atlantic Mutual Assistance Group Guidelines

7. Liability

- 7.1. Due to the compressed time frames associated with the rendering of mutual assistance, Members should ensure that liability, among other issues, be addressed in a timely manner; otherwise, the ability of one Member to respond to another could be impacted adversely, up to and including an inability to render any non-contractor assistance.
- 7.2. When rendering mutual assistance to one another and with specific regard to all liability for loss, damage, cost or expense, Members agree to follow Sections 11 and 12 of the “Suggested Governing Principles Covering Emergency Assistance Arrangements between Edison Electric Institute Member Companies,” or an equivalent agreement executed by both Members prior to the formal start of the rendering mutual assistance.

7.3. EEI Member Companies

- 7.3.1. If both the Requesting and Responding Companies have signed the Edison Electric Institute Mutual Assistance Agreement, the “Suggested Governing Principles Covering Emergency Assistance Arrangements between Edison Electric Institute Member Companies” shall govern liability.

7.4. Non-EEI Member Companies

- 7.4.1. If either the Requesting or Responding Company have not signed the EEI Mutual Assistance Agreement, then the Responding Company may submit to the Requesting Company for execution a copy of the “North Atlantic Mutual Assistance Agreement” (see Appendix A). The terms “Responding Company” and Requesting Company” are used in this agreement in the same manner as in the “Suggested Governing Principles Covering Emergency Assistance Arrangements Between Edison Electric Institute Member Companies).”
- 7.4.2. Return of an executed copy of the “North Atlantic Mutual Assistance Agreement” by the Requesting Company to the Responding Company shall be construed as the formal start of the rendering of mutual assistance by all non-contractor resources. Both Members shall retain copies of the executed agreement for reference.
- 7.4.3. Use of an agreement other than the “North Atlantic Mutual Assistance Agreement” shall include a discussion on liabilities, among other items, and shall be agreed to and executed by both Members prior to the formal start of the rendering mutual assistance by all non-contractor resources. Both Members shall retain copies of the executed agreement for reference.

North Atlantic Mutual Assistance Group Guidelines

8. U.S / Canada Border Crossing

8.1. Purpose

8.1.1. As part of the Electric Sector effort to improve response and reduce delays, a procedure for crossing the US/Canada border has been documented.

8.1.2. The purpose of this procedure is to make Bi-National assistance during an event as expeditious as possible by preparing utilities workers deployed across the U.S./Canada border. The sharing of resource does not stop at the U.S. boundaries. During major events, U.S. companies need to be able to cross our northern border as effectively while maintaining the security of both Canada and the United States

8.2. Procedure Summary

8.2.1. It's important to have all information needed to cross the border completed in advance such as vehicle manifest, master roster, information from requesting company (letter of invite), and declaration, if one is available. This is all documented in the procedure. Effective pass through requires advance notice to the specific crossing prior to resources arriving to allow both Canadian and US Border Crossing to prepare.

8.2.2. While the procedure does not specifically state an amount of time in advance, this should be a minimum of 8 hours if not more. A courtesy call to either the US Customs and Border Protection Agency or the Canadian Boarder Services Agency is recommended to give advance notice and confirm expectations.

8.2.3. To reference the procedure please go to one of the following;

- EEI Website (<https://eei-restorepower.groupsie.com/main/summary>)
Select Restore Power under the Resources tab. The Roster and Border Guidance files are located in the Other Documents section.
- All Hazards Consortium website (<http://www.ahcusa.org/>)
- U.S. Customs (*future link*)

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9. Governance

9.1. Membership

- 9.1.1. Membership in the North Atlantic Mutual Assistance Group is comprised of those companies listed in Section 2.1
- 9.1.2. Membership will be open to investor owned utilities (IOU's), electrical cooperatives, and electric municipals provided such participation does not contradict or violate any internal, local, state or federal statutes or regulations.
- 9.1.3. Membership in the North Atlantic Mutual Assistance Group is free and members are not required to pay any dues or fees. The only financial obligation a member has is to incur the costs of hosting the semi-annual (spring or fall) North Atlantic Group meetings and reimburse responding companies for all expenses incurred when providing mutual assistance.
- 9.1.4. Prospective members seeking to join the North Atlantic Mutual Assistance Group must request admittance by contacting an active officer of the North Atlantic group. The prospective member may be asked to supply additional information and give a formal presentation to the group.
- 9.1.5. Prospective members to the North Atlantic Mutual Assistance Group must be approved for membership by a majority vote of the group.
- 9.1.6. All members will be required to sign the North Atlantic Mutual Assistance Group Statement of Understanding and Endorsement letter.

9.2. Officers

- 9.2.1. Officers shall not incur debt or costs on behalf of the committee or the North Atlantic Mutual Assistance Group and are not liable for the actions of committee members or member companies.
- 9.2.2. Member companies are always responsible for requesting mutual assistance to meet their requirements

ELECTED OFFICERS

- 9.2.3. Chair – The Chair for the North Atlantic Group is responsible for:
 - Primary representative for the North Atlantic Group with Edison Electric Institute [EEI], Regional Mutual Assistance Groups [RMAGs] and other groups. Serve as a single point of contact and keep members informed.
 - Conduct semi-annual (spring and fall) or other meetings
 - Designate special working groups and committees

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- Provide guidance and direction on North Atlantic Group Guidelines
- Serve as a Mentor and Subject Matter Expert for the Group
- Serve for a term of one (1) year.
- Develop spring and fall meeting agendas with the Vice Chair, Secretary, and designated host company.

9.2.4. Vice Chair – The Vice Chair for North Atlantic Group is responsible for:

- Assisting the North Atlantic Group Chair
- Secondary representative for the North Atlantic Group with Edison Electric Institute [EEI], Regional Mutual Assistance Groups [RMAGs] and other groups
- Leading special working groups or committees
- Develop spring and fall meeting agendas with the Chair, Secretary, and designated host company
- Serve as Mentor and Subject Matter Expert for the Group
- Serve for a term of one (1) year
- Succeed the North Atlantic Group Chair at the end of term.

9.2.5. Secretary – The Secretary for North Atlantic Group is responsible for:

- Maintain North Atlantic Group rosters and directories
- Maintain and distribute semi-annual (spring and fall) meeting minutes
- Maintain and distribute the Emergency Call spreadsheet used during Joint Mobilization Conference calls
- Maintain all North Atlantic Group documents
- Maintain the North Atlantic Group website
- Develop Spring & Fall Meeting Agendas with the Chair, Vice Chair and designated Host Company
- Assist the Chair and Vice Chair as requested or needed
- Serve for a one (1) year term.
- Succeed the North Atlantic Group Vice Chair at the end of term.

9.3. Elections and Voting

9.3.1. The North Atlantic Mutual Assistance group will generally come to agreement by consensus. When consensus is not possible or there is to be an election of officers the following rules shall apply.

- Each member company shall have one (1) vote.
- A simple majority will be sufficient for most actions, with a quorum consisting of one representative from at least one-half of the member companies.
- Any modifications of the *North Atlantic Mutual Assistance Guidelines* must be approved by $\frac{3}{4}$ of the member companies.
- Nominations for Secretary will be accepted prior to and during the Spring Meeting each year.
- Election of Secretary will occur every year at the Spring Meeting.

North Atlantic Mutual Assistance Group Guidelines

- If an officer vacates his/her position before fulfilling their one year term, automatic succession will occur and an election will be conducted at the next scheduled meeting to fill the Secretary position.
- If 2 or more officers vacate their positions before fulfilling their one year term, automatic succession will occur and an election will be conducted at the next scheduled meeting to fill the vacancies.
- Voting will be by voice vote. Secret ballot may be used upon a motion, seconded by a member company.
- Voting by e-mail is permissible. One vote per Member Company shall apply.

9.4. Meetings

9.4.1. The North Atlantic Group shall meet semi-annually in the spring and fall of each year.

9.4.2. Each North Atlantic member will take their turn hosting the semi-annual (spring and fall) meetings and the Host Company will rotate alphabetically.

9.4.3. The Host Company will be responsible for:

- Assist in developing the meeting agenda with the Chair, Vice Chair and Secretary including coordination with speakers and presenters
- Scheduling the dates and time for the meeting
- Coordinate lodging arrangements (i.e. reserve a block of rooms for a set time period) for overnight members
- Provide the networking dinner the night before the meeting
- Provide the meeting room and meals
- Provide audio visual equipment (i.e. laptop, projector, and white boards or equivalent)

9.4.4. At all meetings of the North Atlantic Mutual Assistance Group, "Roberts Rules of Order Newly Revised" shall be considered the authority in deciding all points of order and parliamentary law not defined by this guideline.

North Atlantic Mutual Assistance Group Guidelines

10.Document Revision History

Version	Prepared By	Summary of Changes	Date
1.0	Merger Team	Initial Guidelines created for the merger of MAMA, NEMAG, NYMAG	08/22/2013

Edison Electric Institute Mutual Assistance Agreement

Edison Electric Institute ("EEI") member companies have established and implemented an effective system whereby member companies may receive and provide assistance in the form of personnel and equipment to aid in restoring and/or maintaining electric utility service when such service has been disrupted by acts of the elements, equipment malfunctions, accidents, sabotage, or any other occurrence for which emergency assistance is deemed to be necessary or advisable ("Emergency Assistance"). This Mutual Assistance Agreement sets forth the terms and conditions to which the undersigned EEI member company ("Participating Company") agrees to be bound on all occasions that it requests and receives ("Requesting Company") or provides ("Responding Company") Emergency Assistance from or to another Participating Company who has also signed the EEI Mutual Assistance Agreement; provided, however, that if a Requesting Company and one or more Responding Companies are parties to another mutual assistance agreement at the time of the Emergency Assistance is requested, such other mutual assistance agreement shall govern the Emergency Assistance among those Participating Companies.

In consideration of the foregoing, the Participating Company hereby agrees as follows:

- (1) When providing Emergency Assistance to or receiving Emergency Assistance from another Participating Company, the Participating Company will adhere to the written principles developed by EEI members to govern Emergency Assistance arrangements among member companies ("EEI Principles"), that are in effect as of the date of a specific request for Emergency Assistance, unless otherwise agreed to in writing by each Participating Company.
- (2) With respect to each Emergency Assistance event, Requesting Companies agree that they will reimburse Responding Companies for all costs and expenses incurred by Responding Companies in providing Emergency Assistance as provided under the EEI Principles, unless otherwise agreed to in writing by each Participating Company; provided, however, that Responding Companies must maintain auditable records in a manner consistent with the EEI Principles.
- (3) During each Emergency Assistance event, the conduct of the Requesting Companies and the Responding Companies shall be subject to the liability and indemnification provisions set forth in the EEI Principles.
- (4) A Participating Company may withdraw from this Agreement at any time. In such an event, the company should provide written notice to EEI's Director of Security of Transmission and Distribution Operations.

(5) EEI's Director of Security of Transmission and Distribution Operations shall maintain a list of each Participating Company which shall be posted on the RestorePower web site at www.restorepower.com. However, a Participating Company may request a copy of the signed Mutual Assistance Agreement of another Participating Company prior to providing or receiving Emergency Assistance.

Consolidated Edison Company of New York
Company Name



SUGGESTED GOVERNING PRINCIPLES COVERING EMERGENCY ASSISTANCE ARRANGEMENTS BETWEEN EDISON ELECTRIC INSTITUTE MEMBER COMPANIES

Electric companies have occasion to call upon other companies for emergency assistance in the form of personnel or equipment to aid in maintaining or restoring electric utility service when such service has been disrupted by acts of the elements, equipment malfunctions, accidents, sabotage or any other occurrences where the parties deem emergency assistance to be necessary or advisable. While it is acknowledged that a company is not under any obligation to furnish such emergency assistance, experience indicates that companies are willing to furnish such assistance when personnel or equipment are available.

In the absence of a continuing formal contract between a company requesting emergency assistance ("Requesting Company") and a company willing to furnish such assistance ("Responding Company"), the following principles are suggested as the basis for a contract governing emergency assistance to be established at the time such assistance is requested:

1. The emergency assistance period shall commence when personnel and/or equipment expenses are initially incurred by the Responding Company in response to the Requesting Company's needs. (This would include any request for the Responding Company to prepare its employees and/or equipment for transport to the Requesting Company's location but to await further instructions before departing). The emergency assistance period shall terminate when such employees and/or equipment have returned to the Responding Company, and shall include any mandated DOT rest time resulting from the assistance provided and reasonable time required to prepare the equipment for return to normal activities (e.g. cleaning off trucks, restocking minor materials, etc.).
2. To the extent possible, the companies should reach a mutual understanding and agreement in advance on the anticipated length – in general – of the emergency assistance period. For extended assistance periods, the companies should agree on the process for replacing or providing extra rest for the Responding Company's employees. It is understood and agreed that if, in the Responding Company's judgment such action becomes necessary the decision to terminate the assistance and recall employees, contractors, and equipment lies solely with the Responding Company. The Requesting Company will take the necessary action to return such employees, contractors, and equipment promptly.
3. Employees of Responding Company shall at all times during the emergency assistance period continue to be employees of Responding Company and shall not be deemed employees of Requesting Company for any purpose. Responding Company shall be an independent Contractor of Requesting Company and wages, hours and other terms and conditions of employment of Responding Company shall remain applicable to its employees during the emergency assistance period.
4. Responding Company shall make available at least one supervisor in addition to crew foremen. All instructions for work to be done by Responding Company's crews shall be given by Requesting Company to Responding Company's supervisor(s); or, when

Responding Company's crews are to work in widely separate areas, to such of Responding Company's foremen as may be designated for the purpose by Responding Company's supervisor(s).

5. Unless otherwise agreed by the companies, Requesting Company shall be responsible for supplying and/or coordinating support functions such as lodging, meals, materials, etc. As an exception to this, the Responding Company shall normally be responsible for arranging lodging and meals en route to the Receiving Company and for the return trip home. The cost for these in transit expenses will be covered by the requesting company.
6. Responding Company's safety rules shall apply to all work done by their employees. Unless mutually agreed otherwise, the Requesting Company's switching and tagging rules should be followed to ensure consistent and safe operation. Any questions or concerns arising about any safety rules and/or procedures should be brought to the proper level of management for prompt resolution between management of the Requesting and Responding Companies.
7. All time sheets and work records pertaining to Responding Company's employees furnishing emergency assistance shall be kept by Responding Company.
8. Requesting Company shall indicate to Responding Company the type and size of trucks and other equipment desired as well as the number of job function of employees requested but the extent to which Responding Company makes available such equipment and employees shall be at Responding Company's sole discretion.
9. Requesting Company shall reimburse Responding Company for all costs and expenses incurred by Responding Company as a result of furnishing emergency assistance. Responding Company shall furnish documentation of expenses to Requesting Company. Such costs and expenses shall include, but not be limited to, the following:
 - a. Employees' wages and salaries for paid time spent in Requesting Company's service area and paid time during travel to and from such service area, plus Responding Company's standard payable additives to cover all employee benefits and allowances for vacation, sick leave and holiday pay and social and retirement benefits, all payroll taxes, workmen's compensation, employer's liability insurance and other contingencies and benefits imposed by applicable law or regulation.
 - b. Employee travel and living expenses (meals, lodging and reasonable incidentals).
 - c. Replacement cost of materials and supplies expended or furnished.
 - d. Repair or replacement cost of equipment damaged or lost.
 - e. Charges, at rates internally used by Responding Company, for the use of transportation equipment and other equipment requested.

- f. Administrative and general costs, which are properly allocable to the emergency assistance to the extent such costs, are not chargeable pursuant to the foregoing subsections.
10. Requesting Company shall pay all costs and expenses of Responding Company within sixty days after receiving an invoice therefor.
11. Requesting Company shall indemnify, hold harmless and defend the Responding Company from and against any and all liability for loss, damage, cost or expense which Responding Company may incur by reason of bodily injury, including death, to any person or persons or by reason of damage to or destruction of any property, including the loss of use thereof, which result from furnishing emergency assistance and whether or not due in whole or in part to any act, omission, or negligence of Responding Company except to the extent that such death or injury to person, or damage to property, is caused by the willful or wanton misconduct and / or gross negligence of the Responding Company. Where payments are made by the Responding Company under a workmen's compensation or disability benefits law or any similar law for bodily injury or death resulting from furnishing emergency assistance, Requesting Company shall reimburse the Responding Company for such payments, except to the extent that such bodily injury or death is caused by the willful or wanton misconduct and / or gross negligence of the Responding Company..
12. In the event any claim or demand is made or suit or action is filed against Responding Company alleging liability for which Requesting Company shall indemnify and hold harmless Responding Company under paragraph (11) above, Responding Company shall promptly notify Requesting Company thereof, and Requesting Company, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it in its sole discretion deems necessary or prudent. Responding Company shall cooperate with Requesting Company's reasonable efforts to investigate, defend and settle the claim or lawsuit.
13. Non-affected companies should consider the release of contractors during restoration activities. The non-affected company shall supply the requesting companies with contact information of the contractors (this may be simply supplying the contractors name). The contractors will negotiate directly with requesting companies.

Last update September 2005

- Section 11 and 12 updated

ATTACHMENT 20:
NEW YORK PUBLIC/PRIVATE
MUTUAL ASSISTANCE PROTOCOL

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NEW YORK PUBLIC/PRIVATE UTILITY MUTUAL ASSISTANCE PROTOCOL

Promulgation Document

This New York Public/Private Utility Mutual Assistance Protocol (“Protocol”) has been reviewed and endorsed for use by: (1) Central Hudson Gas & Electric, Consolidated Edison Company of New York, Inc., AVANGRID Networks, Inc. for New York State Electric & Gas and Rochester Gas and Electric, Niagara Mohawk Power Corporation D/B/A National Grid, Orange and Rockland Utilities, Inc. (individually, “NYS IOU” and collectively “NYS IOUs”); (2) the New York Power Authority (“NYPA”); (3) the Long Island Electric Utility Servco LLC (a wholly owned subsidiary of PSEG Long Island LLC), as agent of and acting on behalf of Long Island Lighting Company d/b/a LIPA for use in the State of New York during an emergency impacting utilities (“LIPA”); (4) the Municipal Electric Utilities Association of New York State (“MEUA”), of MEUA itself and as agent for and on behalf of its utility members identified in Appendix A (“MEUA Members”); (5) the New York Association of Public Power (“NYAPP”) on behalf of NYAPP itself and as agent for and on behalf of its utility members identified in Appendix A (“NYAPP Members”); and (6) the American Public Power Association (“APPA”) on behalf of itself and the APPA Mutual Aid Program (“APPA Members”).

For purposes of this Protocol, the NYS IOUs, NYPA, LIPA, MEUA Members, NYAPP Members, and APPA Members are individually referred to as “Utility Party” and collectively as “Utility Parties”; MEUA, NYAPP, and APPA are individually referred to as “Association Party” and collectively as “Association Parties”; and the Utility Parties and the Association Parties are individually referred to as “Party” and collectively as “Parties”.

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Table of Revisions

This document will be reviewed by all parties on an annual basis unless otherwise necessary. Documentation of this review and any revisions will be documented in the table below. Written updates will be distributed electronically to each party point of contact for inclusion in their appropriate policies, procedures etc.

When inserting revisions the person revising the document shall complete and *initial* the table below

[illegible]

1. Executive Summary

This Protocol is an outline of general principles and practices for the Parties to access, coordinate and distribute critical resources to facilitate and expedite utility restoration following an emergency affecting a Utility party or its service area through mutual aid and a public/private partnership. This Protocol is intended to be flexible in every respect, since it is not possible to predict exactly what the nature or scope of an emergency will be. It allows Utility Parties to call upon other Utility Parties to voluntarily offer personnel, supplies, equipment, and space in an efficient and expeditious manner, which is organized and documented. The Protocol is not intended to be the primary means of securing assistance. Rather, this Protocol provides access to additional resources when necessary for assistance in New York.

2. Introduction

2.1 Mission Statement

To serve as a mechanism to leverage the public/private partnership among the Parties for access to critical resources to facilitate and expedite utility restoration in anticipation of and following an emergency impacting the state of New York.

2.2 Purpose

This Protocol outlines the process for Utility Parties to identify, request and share resources among one another in response to and recovery from an event that causes, or may have the potential to cause, impact to the utility infrastructure in the state of New York. In addition, it outlines the protocol to escalate outreach to the association parties for assistance in the event a resource need cannot be met after canvassing within the state of New York.

2.3 Scope

The scope of this Protocol is:

- 2.3.1 To provide a forum to ensure safe, effective and coordinated mutual assistance, regional response and service restoration for customers of Utility Parties in the state of New York during an emergency.
- 2.3.2 To provide an enhanced line of communications between the Parties in the event of emergencies impacting New York State of its resources.
- 2.3.3 To minimize risk to all Utility Parties by agreeing to provide assistance (material, personnel and equipment) on a not-for-profit¹ basis, and agreeing that the Utility Parties requesting assistance (“Requesting Organization”) will reimburse Utility Parties providing assistance (“Responding Organizations”) for all expenses incurred in providing the assistance.
- 2.3.4 To document the procedures to be followed during a time when mutual assistance is required by one or more of the Utility Parties.
- 2.3.5 To adhere to and operate in accordance with the procedures contained in this Protocol unless otherwise agreed to in writing by the Parties.

3. Organization Information

This Protocol applies to the Parties to this Protocol. The points of contact and contact information for each of the Utility Parties and the Association Parties can be found in Appendix B of this Protocol.

¹ “Not for profit” in the context of this Protocol refers to the Utility Parties charging for actual costs incurred during mutual assistance assignment(s), without any mark up to profit on services rendered under this Protocol.

4. General Guidelines

4.1. Personnel Safety

- 4.1.1. Whether providing or receiving assistance, personnel safety will be the preeminent objective and responsibility of all Utility Parties. Any questions or concerns arising about any safety rules and/or procedures should be brought to the proper level of management for prompt resolution between management of the Requesting and Responding Organization(s).
- 4.1.2. The Requesting Organization agrees to make every effort to avoid moving Responding Organization personnel into harm's way during the initial, first-wave mobilization.
- 4.1.3. Responding Organization will follow its own safety rules, except as noted in paragraphs 4.1.6 and 4.1.7 below.
- 4.1.4. Responding Organization is responsible for following its own personal protective grounding practices.
- 4.1.5. Responding Organization will immediately report any and all accidents to Requesting Organization (both incidence and injury).
- 4.1.6. Switching procedures will be handled as the Requesting Organization designates, provided that the procedures do not violate the safety rules of the Responding Organization.
- 4.1.7. Requesting Organization will provide information on their switching and tagging rules. Requesting Organization switching/blocking tags will be used.
- 4.1.8. Security personnel requirements shall be discussed and mutually agreed upon by the Requesting and Responding Organizations prior to deployment of armed security personnel.
- 4.1.9. Any deployment of personnel who perform security functions must comply with federal, provincial, state, local and tribal regulations as applicable.

4.2. Maintenance of Contact Roster

- 4.2.1. In order to facilitate efficient communication and response, participating organizations will share the names, contact information (work phone, home phone, cellular phone, and e-mail addresses) for at least two (2) individuals authorized to participate in Joint Mobilization Activities on behalf of their organization.
- 4.2.2. Each Party Utility will be responsible for maintaining and updating the *Member Organization Contact Roster* at least every three months.
- 4.2.3. Association Parties are responsible for maintaining current contact rosters of their respective members and are the primary points of contact for the municipal/cooperative resources.

4.3. Code of Conduct

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

4.4. Definition of Emergency Assistance Period

- 4.4.1. The Parties agree that the emergency assistance period shall commence when personnel and/or equipment expenses are initially incurred by the Responding Organization in response to the Requesting Organization's needs. This includes any request for the Responding Organization to prepare its employees and/or equipment for travel to the Requesting Organization's location but to await further instructions before departing. This preparation time should begin when normal work activities for the Responding Organization stops and preparations dedicated to supporting the off system effort begin. Except as noted in paragraph 4.4.3, the emergency assistance

period shall terminate when such employees and/or materials or equipment have returned to their point of origin and after a reasonable time required preparing the equipment for return to normal activities (e.g., cleaning trucks and restocking minor materials).

- 4.4.2. The length of stay by Responding Organization personnel will be mutually agreed to by both the Requesting Organization and Responding Organization(s). Generally, this period should not exceed 14 consecutive days, including travel time to the work area and return to the point of origin. When mutual assistance assignments extend beyond this time frame, Parties agree that Responding Organization personnel will usually be changed out (rotated) rather than take extended reset periods (days off). Responding and Requesting Organizations may agree upon exceptions to this procedure.
- 4.4.3. It is understood and agreed that if Responding Organization's system or members are threatened during any time after it has mobilized to provide mutual assistance, any part or all of the Responding Organization's native and contract workforce may be recalled. In these instances:
 - It is understood and agreed that the decision to terminate assistance and recall employees lies solely with the Responding Organization.
 - If recall of Responding Organization's workforce becomes necessary, the Requesting Organization will be responsible for all expenses incurred by Responding Organization until the Responding Organization returns home and vehicles are cleaned and stocked for normal work activities.
 - If Responding Organization's workforce is recalled to another of the Responding Organization's locations other than their original point of origin, the Requesting Organization will be responsible for travel costs to the alternate location not to exceed that which would have been incurred had the workforce returned to their original point of origin.

5. Rules of Engagement

5.1. Rules of Engagement Procedures

- 5.1.1. Utility Parties agree to adhere to the procedures contained in this Protocol to request, identify and mobilize emergency mutual assistance resources. Because response time is critical in emergency situations, the Joint Mobilization Conference Call provides a mechanism that allows Utility Parties to quickly request assistance and identify the number and status of all available regional resources.
- 5.1.2. When any Utility Party has a need for additional resources, it will utilize its primary means of securing additional assistance first.
- 5.1.3. If a need still exists after the response to the request under 5.1.2, one (1) representative from each of the Utility Parties (or its group representative) will convene a joint mobilization call to ascertain if Utility Parties have resources available to provide aid.
- 5.1.4. In the event resource requests initiated through this protocol remain unmet, Utility Parties will escalate the request to its trade association national coordinator(s). The national coordinator(s) collaborate among the APPA, EEI and national emergency management agencies. This process:
 - Can be executed in parallel with the above outreach to neighboring RMAGs
 - Broadens the reach to potential support resources
 - Provides for a more effective and equitable allocation of resources for deployment to the requesting impacted member companies

- Should be made and coordinated following the existing North Atlantic Mutual Assistance Group (NAMAG) protocols unless there are no other Association Party resources within the NAMAG or other RMAGs that are in need of/requesting mutual Assistance.
- 5.1.5 In the event a resource need still exists after canvassing the Utility Parties and New York Association Parties, the Utility Parties have the ability to, and should consider, escalating the request to the national Association Parties. If resources are brought to bear through this process, the resources would be coordinated locally similar to inviting other Regional Mutual Assistance Groups (RMAGs) to the event as done under the EEI (RMAG) process
- 5.1.6 The Joint Mobilization Conference Call provides Utility Parties with the opportunity to understand the scope of the emergency situation, including expected impact and potential damage to organizations or systems, and also provide information as to the steps taken to secure resources. The aim of the call is to achieve efficient, effective and equitable allocation of available resources and minimize costs associated with mobilization of resources.
- 5.2 Responsibilities of Organization Initiating Request for Resources (for “NY Only” Events)²
- 5.2.1 The Requesting Organization³ serves as moderator for the Joint Mobilization Conference Call or ask another Party to moderate. The moderator:
- Presents an estimate of impact to the Requesting Organization. If the incident impacts or potentially impacts more than one Utility Party’s service territory, the moderator will ask other Utility Parties for their projected damage assessments.
 - Presents an estimate of resources needed by the Requesting Organization. If the event impacts or potentially impacts more than one Utility Party’s service territory, the moderator will ask other Utility Parties for their projected resource needs.
 - Asks all non-impacted Utility Parties to state the amount of resources it has available to provide assistance and a timetable for those resources.
 - Leads discussion of (1) staging areas, if needed, to be used by assisting organizations, (2) transportation concerns, such as evacuation orders, fuel availability, and DOT exemptions, and (3) the availability of non-Utility Party resources that may be available to assist impacted Utility Parties.
 - Addresses, to the extent possible, the Requesting Organizations responsibilities under Section 6.1.
 - Establishes a schedule for update calls.
- 5.3. Responsibilities of Non-Initiating Organizations
- Non-threatened and non-impacted Utility Parties should be prepared to specify the number and type of resources available to assist impacted organizations or systems, including an estimate of when these resources can be dispatched.
 - To enhance safety and flexibility, upon request non-threatened/non-impacted Utility Parties will be prepared to identify staging areas available in their territories.

² For events where requests for muni/cooperative resources extend beyond “NY-Only”, the communication, coordination and allocation of resources will be managed utilizing existing mutual assistance protocols.

³ Resources requested by a MEUA Member or NYAPP Member will be made by either MEUA or NYAPP on the NYAPP Member’s behalf. Resources requested by a NYS IOU or NYPA will be made by such entity itself.

5.4. Resource Allocation and Mobilization⁴

- 5.4.1. When more than one Utility Party has requested emergency assistance, all Parties understand and agree that it is the responsibility of the Requesting Organizations to agree upon the allocation of the available resources as between themselves.
- 5.4.2. The Parties agree that, in general, resources will be allocated on severity of need based on:
 - Impact as calculated by percentage or degree of system loss and estimated time customers will have been without power.
 - Travel time.
 - Resources already secured either through existing contracts and/or other mutual assistance processes
 - The intent will be to allocate available resources to meet all Utility Party utility needs in the most efficient and equitable manner possible.
- 5.4.3. The Parties agree that final dispatch of committed resources is to be coordinated directly between the Requesting Organization and the Responding Organization.

5.3 Joint Mobilization Call Documentation

- 5.3.1 During each call, a Party will be designated the responsibility for documenting resource allocations and email the minutes to the Utility Party representatives on the call.

6 Requesting Organization Responsibilities

6.1 Requesting Organization – Responsibilities Prior to Mobilization

- 6.1.1 To the extent possible, the Requesting Organization is to communicate the scope of impact and work conditions expected for Responding Organization personnel.
- 6.1.2 The Requesting Organization is to inform the Responding Organization if their requirements for the maintenance of receipts differ from the procedures stated in paragraph 7.2.4.
- 6.1.3 To facilitate communications, the Requesting Organization may provide a single point of contact (Coordinator) to interact with the Responding Organization.
- 6.1.4 The Requesting Organization is to address inquiries from Responding Organizations about labor contractual issues, safety issues, contact personnel, vehicle fueling arrangements, typical standard construction, meal and lodging arrangements, and other items.

6.2 Requesting Organization – Responsibilities during Emergency Assistance Period

- 6.2.1 The Requesting Organization establishes expectations for work, including start time and duration.
- 6.2.2 The Requesting Organization provides materials unless specifically noted otherwise and communicated to the Responding Organization.
- 6.2.3 The Requesting Organization provides a personnel representative to be a guide or bird dog with communications capability to assist responding team leaders.
- 6.2.4 The Requesting Organization provides vehicle security for parking areas unless specifically agreed otherwise.

⁴ Once request(s) are elevated to national coordinator(s) under 5.1.4, the trade association's national coordinators will be responsible for the fair and equitable allocation of resources based on national needs.

- 6.2.5 With the exception of food and lodging during travel to and from the final work site, the Requesting Organization handles all food, lodging and incidental support needed by Responding Organization unless otherwise agreed to in writing.
- 6.2.6 Requesting organization provides laundry services unless otherwise agreed to in writing.
- 6.2.7 Requesting Organization reimburses the Responding Organization for lodging and will not pay for additional hotel related or hotel billed expenses unless agreed to by the Requesting Organization prior to the occurrence.

6.3 Requesting Organization - Procedures for Releasing Responding Organization(s)

- 6.3.1 Each Requesting Organization provides to the Responding Organization(s) a proposed “Release Schedule” as soon as possible before mobilizing personnel and equipment (“crews”). This Release Schedule will include:
 - Name(s) of the Utility Party and its personnel to be released to the request.
 - The numbers of workers from each Utility Party being released to the request.
 - The coordinator of the crews being released to the request.
 - The date and approximate time the crews expect to be released from the request.
- 6.3.2 The Requesting Organization recognizes that resources under this Protocol are being provided to assist with an emergency only. After the response and restoration work has been completed, the Requesting Organization shall NOT retain Responding Organization personnel or equipment to perform routine maintenance, street lighting work, or clean up type work (unless otherwise agreed to) and will aggressively work to demobilize personnel and equipment.
- 6.3.3 If there are other Utility Parties that need additional resources at the time of the release, it will be the decision of the Responding Organization or members as to whether they provide resources for another Utility Party’s mutual assistance request under this Protocol.
- 6.3.4 When resources are being released by one Requesting Organization, and the Responding Organization elects to provide assistance to another Requesting Organization, it will go through the same process as it did initially as specified in Section 5.4.

6.4 Requesting Organization – Responsibility for Reimbursement of Expenses

- 6.4.1 The Parties understand and agree that the provision of emergency mutual assistance is a not for profit endeavor⁵ for Responding Organization(s). The Requesting Organization will reimburse all costs and expenses incurred by the Responding Organization in the provision of the emergency assistance for the entire emergency assistance period as defined in Section 4.4 above.
- 6.4.2 If Responding Organization resources are released during/after mobilization but before being utilized, the Requesting Organization will reimburse Responding Organization for all incurred preparation and travel expenses including reasonable time required to prepare the equipment for return to normal activities after returning to their point of origin.

⁵ “Not for profit” in the context of this Protocol refers to the Utilities Parties charging for actual costs incurred during mutual assistance assignment(s), without any mark up to profit on services rendered under this Protocol.

- 6.4.3 During emergencies impacting more than one Utility Party, Responding Organization resources may be re-assigned to another Requesting Organization either: (1) en route to the Requesting Organization, (2) at an initial staging area before reaching the Requesting Organization, or (3) at the Responding Organization's final staging area. Additionally, resources may be assigned, in agreement with the Responding Organization, to assist a second Requesting Organization after completing work for the initial Requesting Organization. Note: In any of these instances, unless otherwise mutually agreed, the Requesting Organization that receives the re-assigned Responding Organization resources will be responsible for all Responding Organization costs from the time of re-assignment (including travel from demobilization point).
- 6.4.4 The Requesting Organization shall pay all invoice(s) from Responding Organization or members within 90 calendar days after receipt of invoice(s) with proper supporting documentation as specified by the Requesting Organization in advance.

7. Responding Organization Responsibilities

7.1 Responding Organization – Responsibilities Prior to Mobilization

- 7.1.1 To the extent possible, the Responding Organization is expected to clearly communicate the degree of devastation and working conditions that their responding employees should expect to encounter upon arrival at the emergency restoration work area.
- 7.1.2 To facilitate communications, the Responding Organization may opt to provide a single point of contact (Coordinator) to interact with the Requesting Organization.
- 7.1.3 Responding Organization completes and forwards a crew roster to the Requesting Organization with employee name and title, vehicle description, other equipment, and contact information, before departing their home location or current work location.
- 7.1.4 Responding Organization agrees not to load extra emergency stock on trucks unless specifically requested by the Requesting Organization.
- 7.1.5 In certain situations, the Requesting Organization may not have the capacity to effectively on-board and control small groups of resources. In these situations, every attempt will be made by the Responding Organization(s) to group the responding resources into a size that the Requesting Organization or member can effectively utilize. The Responding Organization(s) will make every attempt to assemble and arrive as a single unit and provide their own supervision incorporating a manageable span of control.
- 7.1.6 Upon request, the Responding Organization shall provide the Requesting Organization with a copy of associated labor contracts.

7.2 Responding Organization – Responsibilities during Emergency Assistance Period

- 7.2.1 Responding Organization handles all communication needs within their teams to ensure continuous communication capabilities.
- 7.2.2 The Responding Organization is responsible for performing normal maintenance on their vehicles and equipment during the emergency assistance period and this work will be covered in their standard hourly/daily rates.
- 7.2.3 Responding Organization maintains daily records of time and expenses for personnel and equipment. This documentation is provided with their invoices.
- 7.2.4 Unless otherwise agreed prior to mobilization, member utilities agree that Responding Organization(s) will maintain and furnish upon request receipts for all individual expenses and purchases made during the emergency assistance period in accordance

with the United States Internal Revenue Service (IRS) in effect at the time assistance is requested.

- 7.2.5 Notwithstanding anything herein, the Requesting Organization and the Responding Organization may mutually agree to a different invoicing method than that outlined in Appendix B; however, every effort should be made to agree upon invoicing terms before mobilization begins.

7.3 Responding Organization – Responsibilities End of Emergency Assistance Period

7.3.1 Responding Organizations should submit their *preliminary invoice* to Requesting Organization *within 30 calendar days from date released* by the Requesting Organization. Responding Organization will provide supporting documentation at the time the preliminary invoice is mailed. Requesting Organization should receive *final invoice within 60 calendar days from invoice date of preliminary invoice*.

7.3.2 Utility Parties agree to maintain auditable records of billed expenses for emergency mutual assistance sufficient to satisfy the legal or statutory requirements and obligations incumbent upon the Requesting Organization.

8. Liability

8.1 Due to the compressed time frames associated with the rendering of mutual assistance, Utility Parties should ensure that liability, among other issues, be addressed in a timely manner; otherwise, the ability of one Party Utility to respond to another Party Utility could be impacted adversely, up to and including an inability to render any non-contractor assistance.

8.2 When rendering mutual assistance to one another and with specific regard to all liability for loss, damage, cost or expense, the Parties agree as follow:

8.2.1 Requesting Organization shall indemnify, hold harmless and defend Responding Organizations from, and against any and all liability for loss, damage, cost or expense which Responding Organizations may incur by reason of bodily injury, including death, to any person or persons or by reason of damage to or destruction of any property, including the loss of use thereof, which result from furnishing emergency assistance and whether or not due in whole or in part to any act, omission, or negligence of Responding Organization or except to the extent that such death or injury to person, or damage to property, is caused by the willful or wanton misconduct and/or gross negligence of the Responding Organization. Where payments are made by the Responding Organization under a workmen's compensation or disability benefits law or any similar law for bodily injury or death resulting from furnishing emergency assistance, Requesting Organization shall reimburse the Responding Organization for such payments, except to the extent that such bodily injury or death is caused by the willful or wanton misconduct and / or gross negligence of the Responding Organization.

8.2.2 In the event any claim, request for information, or demand is made or suit or action is filed against Responding Organization alleging liability for which Requesting Organization shall indemnify and hold harmless Responding Organization under paragraph 8.2.1 above, Responding Organization shall promptly notify Requesting Organization thereof, and Requesting Organization, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it in its sole discretion deems necessary or prudent. Responding Organization shall cooperate with Requesting Organization's reasonable efforts to investigate, respond, defend and settle the claim request, or lawsuit.

- 8.2.3 In the event any claim, request for information, or demand is made or suit or action is filed against Requesting Organization alleging liability during an Emergency Assistance Period as defined in section 4.4.1 above, Requesting Organization shall promptly notify all Responding Organization. All Parties shall cooperate with reasonable efforts to investigate, respond, defend, and settle the claim, request or lawsuit.

9. Confidentiality

- 9.1 Utility Parties understand and agree that invoicing details, including associated expenses and related information and conversations between member utilities during conference calls, including discussions regarding crew location and allocation are confidential and proprietary to the disclosing member utility (the “Confidential Information”). Therefore, member utilities agree not to share or release any Confidential Information unless mutually agreed.
- 9.2 Utility Parties expressly acknowledge that they are subject to regulation by various state and federal regulatory agencies and that they may from time to time disclose Confidential Information to such regulatory agencies. In the event of such disclosure to regulatory agencies, the disclosing Utility Party shall seek to have the applicable regulatory agency afford confidential treatment to the Confidential Information.

10. Freedom of Information Laws

- 10.1 If a Party is subject to a freedom of information law that provides for public disclosure of records (collectively, a “FOIL”) and such Party (the “FOIL Party”) receives a request for the disclosure of potentially Confidential Information provided to it by another Party (the “Disclosing Party”), the FOIL Party, shall:
- Notify the Disclosing Party of the request;
 - Provide the Disclosing Party with the information the FOIL Party intends to provide in response to the FOIL request;
 - Provide the Disclosing Party the opportunity to provide information regarding the need for confidential treatment;
 - Evaluate the third party's request for disclosure and the Disclosing Party's request for confidential treatment; and
 - Determine if the Confidential Information is subject to disclosure under FOIL.
- 10.2 If the FOIL Party determines that Confidential Information is subject to disclosure under the applicable FOIL, it will provide prompt written notice of such determination to the Disclosing Party so that the Disclosing Party may seek a protective order or other appropriate remedy.
- 10.3 Nothing in this Protocol is intended to limit or otherwise modify a FOIL Party's obligations under any applicable FOIL.

POWER AUTHORITY OF THE STATE OF NEW YORK

By:

Name XXXXXXXXXX

Title: [REDACTED]

Date:

LONG ISLAND ELECTRIC UTILITY SERVCO LLC AS AGENT OF AND ACTING ON BEHALF OF THE LONG ISLAND LIGHTING COMPANY D/B/A LIPA

By:

Name XXXXXXXXXX

Title: [REDACTED]

Date:

CENTRAL HUDSON GAS & ELECTRIC

By Paul E Harding
Paul E Harding (Aug 9, 2019)

[REDACTED]

g 9, 2019

the difference (August 19)

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Journal compilation © 2006 Blackwell Publishing Ltd

██████████g 9, 2019

Aug 18, 2019

██████████ ██████████ ██████████ ██████████

██████████

☐ ☐ ☐ ☐

██████████

[REDACTED]

4

Figure 1

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Journal compilation © 2006 Blackwell Publishing Ltd

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APPENDICES

APPENDIX A – ASSOCIATION PARTY/MEMBER INFORMATION

Municipal Electric Utilities Association of New York State Members

Village of Akron	Village of Tupper Lake
Village of Andover	Village of Watkins Glen
Village of Angelica	Village of Wellsville
Village of Arcade	Village of Westfield
Bath Electric, Gas & Water Systems	
Village of Bergen	
Municipal Commission of Boonville	
Village of Brocton	
Village of Castile	
Village of Endicott	
Fairport Municipal Commission	
Village of Frankfort Electric Department	
Village of Greene	
Village of Groton	
Village of Hamilton	
Village of Holley	
Village of Ilion	
Lake Placid Village, Inc.	
Village of Little Valley	
Salamanca Board of Public Utilities	
Village of Silver Springs	
Skaneateles Electric Light	
Village of Solvay	
Village of Spencerport	
Village of Springville	
Village of Theresa	

New York Association of Public Power Members

Delaware County Electric Cooperative
Freeport Electric Utility
Green Island Power Authority
Village of Greenport Electric Light and Power
Company
Jamestown Board of Public Utilities
Oneida-Madison Electric Cooperative
Otsego Electric Cooperative, Inc.
Village of Rockville Centre
Village of Sherburne
City of Sherrill Power and Light
Steuben Rural Electric Cooperative, Inc.

American Public Power Association

For a complete list of the American Public Power Association Members please visit their website at:



Company Name		City	State
American Public Power Association		Arlington	VA 22
AVANGRID		Vestal	NY 13
AVANGRID		Liberty	NY 12
Central Hudson Gas & Electric		Poughkeepsie	NY 12
Central Hudson Gas & Electric		Poughkeepsie	NY 12
Consolidated Edison Inc.		Rye	NY 10
Consolidated Edison Inc.		New York	NY 10
Municipal Electric Utilities Association (MEUA)		East Syracuse	NY 13
National Grid		Buffalo	NY 14
National Grid		Liverpool	NY 13
New York Association of Public Power (NYAPP)		Sherburne	NY 13
New York Power Authority		White Plains	NY 10
New York Power Authority		Albany	NY 12
New York Power Authority		White Plains	NY 10
New York Power Authority		White Plains	NY 10
New York Power Authority		White Plains	NY 10
NYS DHSES OEM Watch Command			
PSEG-LI		Hicksville	NY 11
PSEG-LI		Hicksville	NY 11

Contacts Highlighted in BOLD are the Primary Points of Contact

INVOICE

Utility
New York State, NY

DATE: [CLICK TO SELECT DATE]
INVOICE #
PROJECT & TASK #

TO

FROM

JOB DESCRIPTION		PAYMENT TERMS
Emergency Restoration Work		PAYMENT DUE **/**/****. (PAYMENT DUE WITHIN 90 DAYS AFTER RECEIPT OF INVOICE.)
DESCRIPTION		TOTAL
LABOR		
Total labor (full) cost		
LABOR HOURS		
Total hours billed by function:		
- Line or splicing personnel - Supervisory - Safety - Other (please specify and should be pre-approved)		
MATERIALS (Total Cost)		
Type of material(s)		
Quantity		
EQUIPMENT (Total Cost)		
Types of vehicles/equipment		
Total hours billed		
FIELD AND ADMINISTRATIVE EXPENSES		
Includes fuel, food, lodging, tolls, administrative, communications expenses and miscellaneous costs		
Special requests:		
- Type of special request - Total cost		
TOTAL DUE		

Signature

Email

Title

Company

Signature

Email

Title

Company

Signature

Email

Title

Company

Signature

Email

Title

Company

Signature

Email

Title

Company

ATTACHMENT 21:
UTILITY LIAISON PROGRAM GUIDE

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SUBJECT

EMERGENCY PREPAREDNESS
UTILITY LIAISON PROGRAM GUIDELINE

EMERGENCY PREPAREDNESS UTILITY LIAISON PROGRAM GUIDELINE

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1.0 PURPOSE

This guideline provides an overview of the communication and coordination process that occurs between Con Edison, telecommunication providers and other infrastructure utilities in Con Edison's service territory during restoration-related activities following Class 2 or Class 3 impact events.

2.0 APPLICATION

This guideline applies to personnel from within Con Edison's Electric Operations and Emergency Preparedness organizations.

3.0 PROCEDURES**3.1 EVENT DECLARATION / CO-LOCATION**

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

- In the Bronx/Westchester ("B/W") region, when the Municipal Response Group ("MRG") Branch / Road Clearing Task is formally activated in Westchester, and significant overhead impact develops, representatives from our partner utilities will be invited by Con Edison's *Utility Liaison Program Manager* or designee to the B/W regional EOC, advised that their assigned representative is the *MRG Branch Director* or designee 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 from our partner utilities will be invited by Con Edison's *Utility Liaison Program Manager* or designee to the respective regional EOC(s), or DESR, and assigned a company representative (e.g., *Regional Overhead Branch Director* or designee), 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 Con Edison, telecommunications providers, and other infrastructure utilities are invited to co-locate there. In turn, Con Edison 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 the company's Corporate Emergency Response Center ("CERC") is fully activated, Con Edison's *Utility Liaison Program Manager* will invite representatives from our partner 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* or designee, and provided with their name/contact information.

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3.2 RESPONSE ACTIVITIES / INFORMATION SHARING

The *Utility Liaison Program Manager* or designee interfaces, and serves as a conduit of information, with counterparts at other utility companies including telecom (e.g., Verizon, AT&T), wireless (e.g., Verizon, AT&T, Sprint), cable TV (e.g., Cablevision, Time Warner, RCN), and other appropriate infrastructure utilities, such as water companies (e.g., Suez). The *Utility Liaison Program Manager* will keep the counterparts at other utility companies informed of the progress of restoration and relays concerns, issues, and priority requests back to the appropriate Con Edison personnel, such as the *CERC Liaison Officer*.

During Class 3 events, the *Utility Liaison Program Manager* provides the counterparts at other utility companies with an email of relevant Con Edison advisories. During Class 2 or Class 3 incidents, the counterparts work with each other to address requests for outage information as well as status and assistance with priority locations. As needed, conference calls may be initiated to further facilitate the information exchange.

When an external utility is co-located with Con Edison, as described above, the representatives can exchange general information about the progress of road-clearing and restoration. In addition, a completed overhead job report will be supplied, as requested by our partner utilities. The report will list the locations Con Edison has closed a wire-down, pole-down, pole-hit, or pole-problem ticket. The external utility representative can then identify if they have assets at those locations and begin the restoration activities for their customers. An example report is included below.

	JOB NUMBER	CUSTOMER INTER	TIME RECEIVED	TIME COMPLETED	ACTUAL TROUBLE TYPE - REFERRAL	ACTUAL TROUBLE TYPE - TROUBLE	ADDRESS	MUNICIPALITY	BOROUGH	LATITUDE	LONGITUDE	SPEC. NOTE	STATUS
1													
2			0/2/2019 09:44	0/2/2019 09:46	TRRMC	TOW			Westchester				CMP
3			11/0/2019 10:02	0/2/2019 13:35	RDS	PLP NLN/L			Westchester				CMP
4			0/2/2019 10:16	0/2/2019 13:31	RDS	TOW			Westchester				CMP
5			0/2/2019 11:30	0/2/2019 10:30	RDS	PLP			Westchester				CMP
6			0/2/2019 12:10	0/2/2019 12:12	TRRMC	TOW			Westchester				CMP
7			0/2/2019 12:29	0/2/2019 13:05	TRRMC	TOW			Westchester				CMP
8			0/2/2019 15:26	0/2/2019 15:31	TRRMC	TOW			Westchester				CMP
9			8/2/2019 19:16	0/2/2019 04:11	TRRMC	WDN NLN/L			Westchester				CMP
10			0/2/2019 07:56	0/2/2019 09:16	RDS	PHT			Westchester				CMP
11			0/2/2019 09:40	0/2/2019 14:46	SR005	PHT			Westchester				CMP
12			0/2/2019 12:05	0/2/2019 12:09	TRRMC	TOW			Westchester				CMP
13			0/2/2019 09:48	0/2/2019 09:51	TRRMC	TOW			Westchester				CMP
14			0/2/2019 15:31	0/2/2019 15:51	TRRMC	TOW			Westchester				CMP
15			9/2/2019 15:45	0/2/2019 19:00	SR017	PLP SO NLB			Westchester				CMP
16			0/2/2019 15:47	0/2/2019 15:51	TRRMC	TOW			Westchester				CMP
17			0/2/2019 16:20	0/2/2019 15:02	SR001	PLP			Westchester				CMP
18			0/2/2019 17:42	0/2/2019 18:53	RDS	WDN			Westchester				CMP
19			0/2/2019 17:56	0/2/2019 18:04	TRRMC	TOW			Westchester				CMP
20			0/2/2019 03:31	0/2/2019 06:38	SR004	PHT			Westchester				CMP

NOTE: Customer Name and Phone columns are to be deleted from the raw extract before sharing.

3.3 OPERATIONAL SUPPORT

During Class 3 events, the *Utility Liaison Program Manager* or designee will extend an invitation to the external utility to participate in the road-clearing/make-safe activities in which Con Edison is engaged. If accepted, these efforts would be directed by the *Regional Overhead Branch Director* or designee and coordinated through the on-site external utility representative. In addition, the *Regional Overhead Branch Director* or designee will coordinate pole-setting activities with the relevant telecommunications representatives.

4.0 CONTACTS / ESCALATION

Emergency Preparedness maintains a list of key contacts at the participating infrastructure utilities (e.g., cable television/data, water companies, gas companies, etc.) in a shared folder that can be accessed by any member of Emergency Preparedness. The *Utility Liaison Program Manager* or designee maintains the list year-round, with semi-annual updates, per the [Electric ERP](#) (Section 2.2: Contact Lists).

5.0 EXERCISES

Annually, participants of the Utility Liaison Program will be invited to a storm-related exercise (e.g., Coastal Storm - External Stakeholders Exercise, etc.) to discuss and review this protocol (note: this also serves as an opportunity for verification of up-to-date contact information).

6.0 DEMOBILIZATION

When the regional activation level is lowered to Class 1 / Routine or the *Municipal Liaisons* are released by the municipalities in Westchester, this protocol will end.

7.0 ADVICE & COUNSEL

A Director of Emergency Preparedness, or their designee, will provide advice and counsel on this procedure.

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ATTACHMENT 22:
PRESS RELEASE TEMPLATES

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ELECTRIC EMERGENCY EVENT PRESS RELEASE TEMPLATES

Dry-Wet Ice Templates

Summer Templates

Hurricane Templates

Winter Templates

Voltage Reduction Templates

Dry-Wet Ice Templates

FOR IMMEDIATE RELEASE
DATE
TIME

Contact: Media Relations
212-460-4111

CON EDISON DISTRIBUTES DRY ICE AT VARIOUS LOCATIONS ON [DATE]

NEW YORK – Con Edison will distribute dry ice today at the following locations in Westchester County and New York City to customers who have lost power due to (Name of event here – heat wave, storm, etc.)

The company will also have a mobile information center at each location from [add time]. Workers will be available to answer customers' questions.

Westchester County Locations

- **[Add locations]**. Distribution will be from [add times] or until supplies run out.

New York City Locations

- **[Add locations]**. Distribution will be from [add times] or until supplies run out.

Instructions for safe handling and disposal of dry ice are printed on the bag containing the ice. Dry ice is frozen carbon dioxide and should be used only in well-ventilated areas. A reminder: children and pets should be kept safely away from dry ice.

The company is following safety guidelines issued by the [U.S. Centers for Disease Control](#), the [state](#), the [city](#) and the [county](#) for COVID-19, and asks customers to practice social distancing while waiting with others and speaking with Con Edison representatives. That will help ensure that everyone remains safe during the health crisis.

For additional information or questions, customers can call us at 1-800-75-CONED (1-800-752-6633) or visit www.coned.com.

CONNECT WITH US:



###



Media Relations
212 460 4111 (24 hours)

Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

FOR IMMEDIATE RELEASE
DATE
TIME

Contact: Media Relations
212-460-4111

CON EDISON DISTRIBUTES WET ICE AT VARIOUS LOCATIONS ON [DATE]

NEW YORK – Con Edison will distribute wet ice today at the following locations in Westchester County and New York City to customers who have lost power due to (Name of event here – heat wave, storm, etc.)

The company will also have a mobile information center at each location from [add time]. Workers will be available to answer customers' questions.

Westchester County Locations

- [Add locations]. Distribution will be from [add times] or until supplies run out.

New York City Locations

- [Add locations]. Distribution will be from [add times] or until supplies run out.

The company is distributing wet ice today because it does not have a supply of dry ice. The company has been unable to get dry ice because (PLACE REASON HERE.) (ADD A LINE SAYING WE CONTINUE TO TRY TO GET A SUPPLY OF DRY ICE IF WE CAN CONFIRM THAT WITH CUSTOMER OPS.)

The company is following safety guidelines issued by the [U.S. Centers for Disease Control](#), the [state](#), the [city](#) and the [county](#) for COVID-19, and asks customers to practice social distancing while waiting with others and speaking with Con Edison representatives. That will help ensure that everyone remains safe during the health crisis.

For additional information or questions, customers can call us at 1-800-75-CONED (1-800-752-6633) or visit www.coned.com.

CONNECT WITH US:



###

Summer Templates

FOR IMMEDIATE RELEASE
DATE
TIME

Contact: Media Relations
212-460-4111

CON EDISON MOBILIZING FOR HEAT

Company Urges Customers to Conserve Energy, Save Money

NEW YORK – Con Edison is ready to respond to any service problems that arise due to the heat and humidity forecasted for the area and urges customers to conserve energy.

The heat, humidity and increased demand for electricity to power air conditioners can cause cables to overheat and lead to outages. The coming days could also bring thunderstorms, which can affect the overhead delivery system and cause outages.

The company urges members of the public to stay away from any wires that are downed during storms. Call your local police department or 1-800-75-CONED (1-800-752-6633) to report downed wires.

[Include newest incentive plan information here.]

New Yorkers can stay cool and save all summer by following these money-saving conservation tips:

- Set your air conditioner to the highest comfortable temperature. Every degree you lower the thermostat increases costs;
- To reduce heat and moisture in your home, run appliances such as ovens, washing machines, dryers and dishwashers in the early morning or late at night when it's cooler outside;
- When the AC is running, close doors to keep cool air in and hot air out;
- Keep shades, blinds and curtains closed. About 40 percent of unwanted heat comes through windows;
- Even when using AC, use ceiling and other fans to provide additional cooling and better circulation;
- Turn off AC units, lights and other appliances when not at home and use a timer to turn on your air conditioner about a half-hour before arriving home;
- Keep AC filters clean;

Replacing an old air conditioner with a new ENERGY STAR unit can reduce energy usage by 30 percent.

Con Edison offers additional [energy savings tips](#).

How to Report an Outage

Customers can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage or with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

Customers can follow Con Edison on [X](#) or [Facebook](#) for general outage updates, safety tips and storm preparation information.

CONNECT WITH US:



#



Media Relations
212 460 4111 (24 hours)

Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

FOR IMMEDIATE RELEASE

Date
Time

Contact: Media Relations
212-460-4111

Con Edison Statement
**CON EDISON PREEMPTIVELY SUSPENDS
ELECTRIC SERVICE TO NEIGHBORHOODS IN
[ADD BOROUGH]**

Con Edison preemptively took customers in [add locations/neighborhoods] out of service to limit additional/catastrophic/extensive damage to the electrical system, reduce widespread outages and allow for quicker repairs.

This action was taken due to electrical equipment failure caused by the extreme heat and heavy demand for power.

Add text messages to customers if appropriate.

Con Edison crews are working to assess the damage and make the repairs necessary to restore service as quickly and safely as possible. The company will provide additional information as it becomes available.

CONNECT WITH US:



###

FOR IMMEDIATE RELEASE

Contact: Media Relations
212-460-4111

Date
Time

CON EDISON PREEMPTIVELY SUSPENDS ELECTRIC SERVICE TO NEIGHBORHOODS IN [ADD BOROUGH] WHILE CREWS MAKE REPAIRS

NEW YORK – Con Edison preemptively took customers in [add locations/neighborhoods] out of service to limit additional/catastrophic/extensive damage to the electrical system, reduce widespread outages and allow for quicker repairs.

The de-energization of the equipment is intended to avoid a wider and longer outage.

The neighborhood/area includes approximately [add number] customers and is bounded by [add boundaries].

Con Edison will issue estimated times of restoration for these customers as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

Company crews are working to repair the equipment damaged by the heat. Con Edison advises customers in the affected areas to switch off or unplug electrical appliances to avoid potential damage when power is restored.

Con Edison urges all customers to use energy wisely during the heat wave. Turn off lights, televisions and computers that are not needed. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature and close off rooms that are unoccupied.

Customers should also avoid opening freezers to see if food is still frozen. Every time the freezer is opened, room-temperature air enters and speeds the thawing process. Most fully loaded freezers will keep food frozen for approximately 36 to 48 hours; half-full freezers will keep food frozen for approximately 24 hours.

The cable/equipment problems in neighborhood/area have no effect on the rest of the Con Edison system.

How to Report an Outage

Customers can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage or with Con

Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The company is in contact with New York City Emergency Management and the Westchester County Department of Emergency Services to coordinate response if needed.

CONNECT WITH US:



#

FOR IMMEDIATE RELEASE

Date
Time

Contact: Media Relations
212-460-4111

CON EDISON RESTORING POWER TO CUSTOMERS AFFECTED BY STORM

Con Edison Reminds Customers to Stay Safe, Report Outages

NEW YORK – Con Edison has restored power to [number] customers and is working to restore service to [number] customers still without electricity due to the storm that swept through the region.

More than [number] Con Edison employees and contractors are working to bring the lights back on to residents and businesses in these communities.

The company urges members of the public to stay away from downed wires. They may be live. For your safety, we may guard downed wires until crews make repairs. Our personnel may be in unmarked cars but will always have Con Edison identification.



[Add ETRs global or local as available and appropriate.]

[Add the hardest hit communities and road closures.]

Restoration Plan

The priority for restoration will be critical customer facilities that have an impact on the public, such as mass transit, hospitals, police and fire stations, and sewage and water-pumping stations. Crews will then prioritize repairs that will provide power to the largest numbers of customers as quickly as possible, then move on to restore smaller groups and individual customers.

How to Report an Outage

[Add text message to customers info.]

Customers can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage or with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

Safety Tips

- If you see downed electrical wires, do not go near them. Report them to Con Edison and your local police department immediately.
- Treat all downed wires as if they are live. Never attempt to move them or touch them with your hands or any object. Be mindful that downed wires can be hidden from view by tree limbs, leaves or water.
- Members of the public also should avoid transformers that are brought to the ground. The transformers are gray metal drums attached to the wires and poles.
- Follow the manufacturer's instructions for installing and using a portable generator. Never plug a generator into a wall unit, use it indoors, or set it up outdoors near open home windows or air-handling vents.
- If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- If your power goes out, disconnect or turn off appliances that would otherwise turn on automatically when service is restored. If several appliances start up at once, the electric circuits may overload.
- Charge your cellphones and other mobile devices while you have power.
- Check to make sure your flashlights and any battery-operated radios are in working order. Make sure you have a supply of extra batteries.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The company is in contact with New York City Emergency Management and the Westchester County Department of Emergency Services to coordinate storm response if needed.

CONNECT WITH US:



FOR IMMEDIATE RELEASE

Date
Time

Contact: Media Relations
212-460-4111

CON EDISON REDUCES VOLTAGE SYSTEM-WIDE TO KEEP SERVICE RELIABLE

NEW YORK – [Add reason for example: At the direction of NYISO,] to help keep electric power flowing reliably during the ongoing heat wave, Con Edison has reduced electric voltage today by [add number] percent to its customers in New York City and Westchester County.

[Verify with control room or IC] The voltage reduction should have little or no impact to customer appliances, depending on the age and efficiency of their equipment.

In addition, the company is urging its 3.5 million customers to help lower power demand by curtailing unnecessary use of energy-intensive equipment, such as washers and dryers. Customers should also turn off lights, televisions and computers that are not needed. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature and close off rooms that are unoccupied.

The Con Edison electric system remains stable and the power supply sufficient, despite [high/record] demand. During the recent heat wave, parts of the Con Edison system have experienced scattered outages, however, company crews have responded quickly to restore power to those affected.

How to Report an Outage

Customers can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage or with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

Customers can follow Con Edison on [X](#) or on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The company is in contact with New York City Emergency Management and the Westchester County Department of Emergency Services to coordinate response if needed.

CONNECT WITH US:



FOR IMMEDIATE RELEASE

Date
Time

CONTACT: Media Relations
212-460-4111

THUNDERSTORMS EXPECTED TO HIT REGION TODAY

Con Edison Reminds Customers to Stay Safe, Report Outages

NEW YORK – Con Edison crews are prepared to respond to any outages that occur in our area [add timing of storm here].

Add mutual aid numbers as appropriate.

Add information if text messages have been sent to customers.



Strong winds can push trees and branches into overhead power lines, bring them down, and cause customers to lose service.

The company urges members of the public to stay away from downed wires. They may be live. For your safety, we may guard downed wires until crews make repairs. Our personnel may be in unmarked cars but will always have Con Edison identification.

Restoration Plan

The priority for restoration will be critical customer facilities that have an impact on the public, such as mass transit, hospitals, police and fire stations, and sewage and water-pumping stations. Crews will then prioritize repairs that will provide power to the largest numbers of customers as quickly as possible, then move on to restore smaller groups and individual customers.

How to Report an Outage

Customers can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage or with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

Safety Tips

- If you see downed electrical wires, do not go near them. Report them to Con Edison and your local police department immediately.
- Treat all downed wires as if they are live. Never attempt to move them or touch them with your hands or any object. Be mindful that downed wires can be hidden from view by tree limbs, leaves or water.
- Members of the public also should avoid transformers that are brought to the ground. The transformers are gray metal drums attached to the wires and poles.
- Follow the manufacturer's instructions for installing and using a portable generator. Never plug a generator into a wall unit, use it indoors, or set it up outdoors near open home windows or air-handling vents.
- If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- If your power goes out, disconnect or turn off appliances that would otherwise turn on automatically when service is restored. If several appliances start up at once, the electric circuits may overload.
- Charge your cellphones and other mobile devices while you have power.
- Check to make sure your flashlights and any battery-operated radios are in working order. Make sure you have a supply of extra batteries.

Customers can follow Con Edison on [X](#) or on [Facebook](#) for general outage updates, safety tips and storm preparation information.

For more tips on storm preparation, go to www.conEd.com.

The company is in contact with the New York City Emergency Management and the Westchester County Department of Emergency Services to coordinate storm-response if needed.

CONNECT WITH US:



#

Hurricane Templates

FOR IMMEDIATE RELEASE

Date
Time

Contact: Media Relations
212-460-4111

CON EDISON MOBILIZING FOR POSSIBLE FLOODING AS [ADD EVENT INFO] APPROACHES **STAY AWAY from Downed Power Lines**

NEW YORK -- Con Edison is prepared to respond to any service problems that may arise from [add type of weather event or storm name] as (the storm) bears down on the New York metropolitan area.

The driving rain and rising tides could cause flooding to underground energy-delivery equipment.

Con Edison's Mobilization

Add mutual aid numbers as appropriate.

Add information if text messages have been sent to customers.

The company may have to shut down certain energy-delivery equipment to avoid catastrophic damage, protect public safety and prevent longer and wider outages.

Crews are moving equipment and vehicles from low-lying areas. Con Edison is moving utility poles, transformers and new electrical cable to staging areas in New York City and Westchester County.

Restoration due to flooding involves several steps, including pumping water out of a facility, drying the equipment, testing the equipment, addressing any environmental concerns, and making sure the equipment can operate safely and reliably.

The company urges members of the public to avoid any flooded areas near downed lines and stay away from downed power lines. Those lines could be live.

How to Report an Outage

Customers can sign up for text alerts at conEd.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage, or with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).



Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

Restoration Plan

Depending on the severity of storm damage, crews will give priority to restoring service lines that will provide power to the most customers as quickly as possible, then move on to restore smaller groups and individual customers who are without power.

Safety Tips

- Exercise extreme caution when entering flooded basements. Water that comes into contact with energized electrical equipment can create dangerous conditions and cause serious injury.
- If you see downed electrical wires, especially those in or near flooded areas, do not go near them or the water surrounding them. Treat all downed wires as if they are live. Never attempt to move them or touch them with any object. Be mindful that downed wires can be hidden from view by snow, tree limbs, leaves or water.
- Report all downed wires to Con Edison and your local police department immediately. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- Members of the public should also avoid transformers that are brought to the ground. The transformers are gray metal drums attached to the wires and poles. Follow the manufacturer's instructions for installing and using a portable generator. Never plug a generator into a wall unit, use it indoors, or set it up outdoors near open windows or air-handling vents.
- If your power goes out, disconnect or turn off appliances that would otherwise turn on automatically when service is restored. If several appliances start up at once, the electric circuits may overload.
- Charge your cellphones and other mobile devices while you have power.
- Make sure your flashlights and radios are working. Have a supply of extra batteries. Weather updates and news on restorations of electrical service can be heard on most local radio and television stations.
- For more storm tips and preparation, go to www.conEd.com

Customers can follow Con Edison on [X](#) or [Facebook](#) for general outage updates, safety tips and storm preparation information.



FOR IMMEDIATE RELEASE

Date
Time

Contact: Media Relations
212-460-4111

CON EDISON CREWS READY FOR HIGH WINDS

Safety First: Stay Away from Downed Wires

NEW YORK -- Con Edison is prepared to respond to any service problems caused by the powerful winds forecasted to hit the New York area [time – tonight, this weekend, etc.] and reminds customers to stay away from downed power lines.

Add mutual aid numbers as appropriate.

Add information if text messages have been sent to customers.



Strong winds can push trees and branches into overhead power lines and bring those lines down, causing customers to lose service and blocking roads.

The company urges members of the public to stay away from downed wires. They may be live. For your safety, we may guard downed wires until crews make repairs. Our personnel may be in unmarked cars but will always have Con Edison identification.

Restoration Plan

The priority for restoration will be critical customer facilities that have an impact on the public, such as mass transit, hospitals, police and fire stations, and sewage and water-pumping stations. Crews will then prioritize repairs that will provide power to the largest numbers of customers as quickly as possible, then move on to restore smaller groups and individual customers.

Reporting An Outage

Customers can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage, or with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).

When reporting an outage, have your Con Edison account number available, if possible.

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

Safety Tips

Con Edison offers the following storm tips to customers to help weather the possible effects of a storm:

- Do not go near downed wires. Treat all downed wires as if they are live. Never attempt to move them or touch them with your hands or any object. Be mindful that downed wires can be hidden from view by snow, tree limbs, leaves or water. Report all downed wires to Con Edison and your local police department immediately. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- Members of the public should avoid transformers that are brought to the ground. The transformers are gray metal drums attached to the wires and poles. Follow the manufacturer's instructions for installing and using a portable generator. Never plug a generator into a wall unit, use it indoors, or set it up outdoors near open home windows or air-handling vents.
- If your power goes out, disconnect or turn off appliances that would otherwise turn on automatically when service is restored. If several appliances start up at once, the electric circuits may overload.
- Check to make sure your flashlights and any battery-operated radios are working. Make sure you have a supply of extra batteries. Weather updates and news on restorations of electrical service can be heard on most local radio and television stations.
- Charge your cellphones and other mobile devices while you still have power.
- For more storm tips and preparation, go to www.conEd.com

Customers can follow Con Edison on [X](#) or [Facebook](#) for general outage updates, safety tips and storm preparation information.

The company is in contact with New York City Emergency Management and the Westchester County Department of Emergency Services to coordinate storm response if needed.



FOR IMMEDIATE RELEASE

DATE
TIME

Contact: Media Relations
212-460-4111

CON EDISON'S RESTORATION UNDERWAY FOLLOWING VIOLENT (STORM NAME)

**Storm Knocks Down Hundreds of Power Lines;
Company Warns Public to Stay Away from Those Wires**

NEW YORK – Con Edison crews have restored electrical service to [Number of customers out of service] customers in after [STORM NAME] made its destructive rampage through the region.

As of this time, [Number] customers are without electrical service. But even as crews make repairs, the company continues to receive reports of new customers out of service.



[XX PARAGRAPH SUMMARIZING WHERE THE OUTAGES ARE]

The company urges members of the public to stay away from downed wires. Never assume the wires are de-energized. They could be carrying live electricity.

Con Edison has assigned personnel to guard downed wires and keep the public safe. These workers may be in unmarked vehicles, but they carry Con Edison identification.

UPDATED MUTUAL AID INFORMATION HERE

Extensive Damage

The salty floodwaters damaged underground electrical delivery equipment, meaning the company will have to dry, clean and test the equipment before putting it back into service.

The hurricane's powerful winds toppled trees and power lines throughout the company's service area, causing customers to lose service. Many roads are blocked by fallen trees and inaccessible to Con Edison crews. The company must de-energize wires that are entangled in the trees before crews can cut the wires and have the trees removed.

Restoration Plan

Con Edison estimates that restoration of service to its customers will take multiple days. The company will provide estimated times of restoration as they become available.

Workers must wait for floodwaters to recede before they can enter some facilities to assess damage. As equipment is dried and becomes safe to energize, it will be placed back in service.

Crews will prioritize repairs to equipment that supplies critical facilities, such as hospitals, police stations, fire stations and water-pumping plants.

The company also prioritizes repairs that will provide service to the greatest number of customers. Individual services, lines serving a single home, will be restored as crews become available.

How to Report an Outage

Customers can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage, or with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available on the Con Edison [outage map](#).

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The company is advising its customers to pay close attention to all official instructions, especially evacuation orders from city and municipal officials.

Safety Tips

- Stay away from downed. Treat all downed wires as if they are live. Never attempt to move or touch them with any object. Be mindful that downed wires can be hidden from view by snow, tree limbs, leaves or water.
- Report all downed wires to Con Edison and your local police department immediately. If a power line falls on your car while you are in it, stay inside the vehicle and wait for emergency personnel.
- Exercise extreme caution when entering flooded basements. Water that comes into contact with energized electrical equipment can create dangerous conditions and cause serious injury.
- Members of the public also should avoid transformers that are brought to the ground. The transformers are gray metal drums attached to the wires and poles.
- Follow the manufacturer's instructions for installing and using a portable generator. Never plug a generator into a wall unit, use it indoors, or set it up outdoors near open home windows or air-handling vents.
- If your power is out, turn off lights and appliances to prevent overloaded circuits when power is restored. Leave at least one light switch in the on position to alert you when power has been restored.
- Avoid opening your freezer to see if food is still frozen. Every time you open the door, room-temperature air enters and speeds the thawing process. Most fully

loaded freezers will keep food frozen for approximately 36 to 48 hours. Half-full freezers will keep food frozen for approximately 24 hours.

Customers who still have electricity should use energy wisely and avoid using energy-intensive appliances until further notice. Con Edison will provide updates to affected customers directly and through the media.

In addition, important information will also be posted at www.coned.com. The company is in communication with New York City Emergency Management and the Westchester County Department of Emergency Services.

CONNECT WITH US:



#

FOR IMMEDIATE RELEASE

Date
Time

Contact: Media Relations
212-460-4111

CON EDISON MOBILIZING CREWS AND EQUIPMENT AS HURRICANE APPROACHES THE AREA

Company Issues Safety Tips, Urges Public to Avoid Downed Wires

NEW YORK – Con Edison is preparing for a massive deployment of workers and equipment to respond to service problems and other emergencies caused by the hurricane heading toward the area.

The company urges members of the public to stay away from downed wires. They may be live. For your safety, we may guard downed wires until crews make repairs. Our personnel may be in unmarked cars but will always have Con Edison identification.



Con Edison's Mobilization

Con Edison has made arrangements to secure [number of workers] contractors and mutual aid workers from other utilities to assist with the storm restoration process. They include line workers, tree trimmers, damage assessors and other professionals.

In addition, the 14,000 women and men of Con Edison will work longer shifts to clear blocked roads, restore power, make equipment safe, answer customer inquiries, provide information to elected officials and the media, and perform other essential duties.

Company crews have moved extra equipment such as utility poles, transformers, and miles of new cable to staging areas throughout the five boroughs and Westchester County to help expedite repairs.

Con Edison emergency-response personnel are on standby at strategic locations throughout the company's service area to immediately begin assessing damage to the company's critical infrastructure. The damage-assessment process is expected to take multiple days, depending on the severity of the damage.

[Place information here if company has sent text messages to customers.]

Hurricane [Storm name] remains a Category X storm and a hurricane warning has been issued for the New York City Metropolitan area. The storm is now [Place location here], and is expected to impact the New York area by [Place storm's ETA here]. Hurricane conditions are expected along the Mid-Atlantic coast from Virginia to southern New England over the next 24 to 36 hours.

Flooding of underground electric-delivery equipment could cause customers to lose power. This could significantly affect residents of high-rise buildings who depend on electricity to run elevators and water systems. Con Edison has also begun the evacuation of some of its own facilities in low-lying areas.

Restoration Plan

In the event of major flooding, the company would have to wait for flood waters to recede before workers could enter some facilities to assess damage.

As equipment is dried and becomes safe to energize, Con Edison will place it back in service.

The priority for restoration will be critical customer facilities that have an impact on the public, such as mass transit, hospitals, police and fire stations, and sewage and water-pumping stations. Crews will then prioritize repairs that will provide power to the largest numbers of customers as quickly as possible, then move on to restore smaller groups and individual customers.

Con Edison urges the public to follow all evacuation orders and other safety guidance from state and local authorities. The New York City Emergency Management hurricane preparedness website provides information about what to do in the event of a hurricane, as well as evacuation and shelter information:

http://www.nyc.gov/html/oem/html/ready/hurricane_guide.shtml.

Reporting An Outage

Customers can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage, or with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).

When reporting an outage, have your Con Edison account number available, if possible.

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

Customers can follow Con Edison on [X](#) or [Facebook](#) for general outage updates, safety tips and storm preparation information.

Con Edison will continue to provide updates through the media. In addition, important information will also be posted on the company's web site, www.coned.com. Con Edison is in communication with New York City Emergency Management and the Westchester County Department of Emergency Services.

Safety Tips

- Exercise extreme caution when entering flooded basements. Water that comes into contact with energized electrical equipment can create dangerous conditions and cause serious injury.
- Stay away from downed wires. Treat downed wires as if they are live. Never attempt to move or touch them with any object. Be mindful that downed wires can be hidden from view by tree limbs or leaves.
- Report downed wires to Con Edison and your local police department immediately. If a power line falls on your car while you are in it, stay inside the vehicle and wait for emergency personnel.
- Members of the public also should avoid transformers that are brought to the ground. The transformers are gray metal drums attached to the wires and poles.
- Follow the manufacturer's instructions for installing and using a portable generator. Never plug a generator into a wall unit, use it indoors, or set it up outdoors near open home windows or air-handling vents.
- Make sure your flashlights and any battery-operated radios are working. Also, make sure you have extra batteries. Weather updates and news on power outages can be heard on local radio and television stations.
- If your power is out, turn off lights and appliances to prevent overloaded circuits when power is restored. Leave at least one light switch in the on position to alert you when power has been restored.
- Charge your cellphones and other mobile devices while you have power.
- Avoid opening your freezer to see if food is still frozen. Every time you open the door, room-temperature air enters and speeds the thawing process. Most fully loaded freezers will keep food frozen for approximately 36 to 48 hours. Half-full freezers will keep food frozen for approximately 24 hours.
- If you believe that you smell gas, leave the area and call 1-800-75-CONED.

CONNECT WITH US:



###

FOR IMMEDIATE RELEASE

Date
Time

Contact: Media Relations
212-460-4111

CON EDISON URGES NEW YORKERS TO FOLLOW ALL EVACUATION ORDERS

**Company Urges the Public to Place Safety First,
Avoid Downed Wires**

NEW YORK – With Hurricane [name] bearing down, Con Edison is urging New Yorkers to adhere to evacuation orders from city and municipal officials.

The company urges members of the public to stay away from downed wires. They may be live. For your safety, we may guard downed wires until crews make repairs. Our personnel may be in unmarked cars but will always have Con Edison identification.

Hurricane [name] has been upgraded to a Category [number] storm and Con Edison is closely monitoring its progress and continues preparing for the possibility of widespread service outages. The hurricane is now approximately [number] miles [add location] and is expected to impact the New York Metropolitan area in [number] days. Con Edison remains on high alert and has implemented its Coastal Storm plan.

The company has secured [number] contractor and mutual aid workers to supplement its own work force in restoring service to customers.

Con Edison's Mobilization

Company crews are moving equipment such as poles, transformers, and electrical cable to staging areas in the five boroughs and Westchester County to help expedite repairs.

Con Edison expects to continue supplying electricity, gas and steam to its customers; however, in the event of severe flooding, the company would evaluate the necessity of shutting off service in low-lying areas.

Restoration Plan

The priority for restoration will be critical customer facilities that have an impact on the public, such as mass transit, hospitals, police and fire stations, and sewage and water-pumping stations. Crews will then prioritize repairs that will provide power to the largest numbers of customers as quickly as possible, then move on to restore smaller groups and individual customers.

Strong winds can push trees and branches into overhead power lines and bring those lines down, causing customers to lose service.

In the event of major flooding, the company would have to wait for flood waters to recede before workers could enter some facilities to assess damage. As equipment is dried and becomes safe to energize, Con Edison will place it back in service.

Reporting An Outage
 Customers can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at coned.com/reportoutage, or with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

Place information here if company has sent out text messages to customers.

Customers can follow Con Edison on [X](#) or [Facebook](#) for general outage updates, safety tips and storm preparation information.

Con Edison will continue to provide updates through the media and post information on www.coned.com. Con Edison is in communication with New York City Emergency Management and the Westchester County Department of Emergency Services.

The New York City Emergency Management hurricane preparedness website provides information about what to do in the event of a hurricane:
http://www.nyc.gov/html/oem/html/ready/hurricane_guide.shtml

Safety Tips

- Exercise extreme caution when entering flooded basements. Water that comes into contact with energized electrical equipment can create dangerous conditions and cause serious injury.
- Do not go near downed electrical wires. Treat downed wires as if they are live. Never attempt to move them or touch them with any object. Be mindful that downed wires can be hidden from view by snow, tree limbs, leaves or water.
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- Make sure your flashlights and any battery-operated are working. Make sure you have a supply of extra batteries. Weather updates and news on power outages can be heard on most local radio and television stations.
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- Avoid opening your freezer to see if food is still frozen. Every time you open the door, room-temperature air enters and speeds the thawing process. Most fully loaded freezers will keep food frozen for approximately 36 to 48 hours; half-full freezers will keep food frozen for approximately 24 hours.
- If you believe that you smell gas, leave the area and call 1-800-75-CONED.

CONNECT WITH US:





Media Relations
212 460 4111 (24 hours)

Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

FOR IMMEDIATE RELEASE

Date
Time

Contact: Media Relations
212-460-4111

CON EDISON MOBILIZING FOR HURRICANE [NAME]
Company Urges Safety; Stay Away from Downed Wires

NEW YORK – With Hurricane [add name] now upgraded to a Category [number] storm, Con Edison continues to closely monitor its progress and continues preparing to respond to outages and other emergencies.

The hurricane, now approximately [number] miles [add location], continues to intensify and is expected to accelerate to a Category [add number] by [add time or date], possibly impacting the New York area in [add number] days. Con Edison remains on high alert and is implementing its Coastal Storm plan.

The company urges members of the public to stay away from downed wires. They may be live. For your safety, we may guard downed wires until crews make repairs. Our personnel may be in unmarked cars but will always have Con Edison identification.

Con Edison's Mobilization

Company crews are moving equipment such as utility poles, transformers, and miles of new cable to staging areas throughout the five boroughs and Westchester County to help expedite repairs.

The storm's high winds have the potential to topple trees and power lines throughout the company's service area. In addition, rising levels of salt water also can flood underground electrical equipment in low-lying areas, causing extensive damage. Flooding could also affect gas and steam service.

Restoration Plan

In the event of major flooding, the company would have to wait for flood waters to recede before workers could enter some facilities to assess damage. As equipment is dried and becomes safe to energize, Con Edison will place it back in service.

The priority for restoration will be critical customer facilities that have an impact on the public, such as mass transit, hospitals, police and fire stations, and sewage and water-pumping stations. Crews will then prioritize repairs that will provide power to the largest numbers of customers as quickly as possible, then move on to restore smaller groups and individual customers.

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Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available on the Con Edison [outage map](#).

Customers can follow Con Edison on [X](#) or [Facebook](#) for general outage updates, safety tips and storm preparation information.

The company is advising its customers to pay close attention to all official instructions, especially evacuation orders from city and municipal officials.

Con Edison will continue to provide updates through the media as the hurricane moves closer. In addition, important information will be posted on the company's website, www.coned.com.

Con Edison is in communication with New York City Emergency Management and the Westchester County Department of Emergency Services.

Safety Tips

- Do not go near downed electrical wires. Treat downed wires as if they are live. Never attempt to move them or touch them with any object. Be mindful that downed wires can be hidden from view by snow, tree limbs, leaves or water.
- Report all downed wires to Con Edison and your local police department immediately. If a power line falls on your car while you are in it, stay inside the vehicle and wait for emergency personnel.
- Members of the public also should avoid transformers that are brought to the ground. The transformers are gray metal drums attached to the wires and poles.
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- If your power goes out, turn off lights and unplug appliances to prevent overloaded circuits when power is restored.
- Make sure your flashlights and any battery-operated radios are working. Also, make sure you have extra batteries. Weather updates and news on power outages can be heard on local radio and television stations.
- Charge cellphones and other mobile devices while you still have power.
- Avoid opening your freezer to see if food is still frozen. Every time you open the door, room-temperature air enters and speeds the thawing process. Most fully loaded freezers will keep food frozen for 36 to 48 hours. Half-full freezers will keep food frozen for approximately 24 hours.
- If you believe that you smell gas, leave the area and call 1-800-75-CONED.

CONNECT WITH US:





Media Relations
212 460 4111 (24 hours)

Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

FOR IMMEDIATE RELEASE

Date

Time

Contact: Media Relations
212-460-4111

**CON EDISON ON HIGH ALERT AS [NAME OF STORM]
HEADS TOWARD NEW YORK AREA**
Company Urges Public to Avoid Downed Wires,
Take Other Safety Precautions

NEW YORK – Con Edison is monitoring [name of storm] and mobilizing for possible impact on New York City and Westchester County.

Crews will be ready to respond to any service problems caused the by storm/hurricane's fierce winds and rain. The storm/hurricane could barrel into the New York in [number] days. Con Edison is on high alert and implementing its Coastal Storm plan, with all personnel on standby.

Con Edison's Mobilization

Crews are moving equipment such as utility poles, transformers, and miles of new cable to staging areas throughout the five boroughs and Westchester County to help expedite repairs. The storm's high winds have the potential to topple trees and power lines throughout the company's service area.

The company warns members of the public to stay away from downed wires. They could be live.

For your safety, Con Edison personnel may guard downed wires until crews make repairs. These workers may be in unmarked cars, but they will have identification.

Rising levels of salt water can flood underground electrical equipment in low-lying areas, causing extensive damage. Flooding can also interrupt gas and steam service.

As the storm moves closer to the New York area, the company will evaluate the possibility of shutting down critical facilities in low-lying areas to prevent sensitive electrical equipment from sustaining severe damage that would prolong restoration. Con Edison will also assess whether to shut off gas and steam mains that could become flooded with salt water.

Reporting An Outage

Customers can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage, or with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

Restoration Plan

In the event of major flooding, the company must wait for flood waters to recede before workers can enter some facilities to assess damage. As equipment is dried and becomes safe to energize, Con Edison will place it back in service.

The priority for restoration will be critical customer facilities that have an impact on the general public, such as mass transit, hospitals, police and fire stations, and sewage and water-pumping stations.

Next, crews would give priority to making repairs that would place the largest numbers of customers back in service. Individual services, lines serving a single home, would be restored as crews became available.

The company advises customers to pay close attention to evacuation orders from city and municipal officials.

Con Edison will provide updates through the media as the storm moves closer and post important information on www.coned.com. The company is in communication with New York City Emergency Management and the Westchester County Department of Emergency Services.

Safety Tips

- Do not go near downed wires. Treat downed wires as if they are live. Never attempt to move or touch them with any object. Be mindful that downed wires can be hidden from view by snow, tree limbs, leaves or water.
- Report all downed wires to Con Edison and your local police department immediately. If a power line falls on your car while you are in it, stay inside the vehicle and wait for emergency personnel.
- Members of the public also should avoid transformers that are brought to the ground. The transformers are gray metal drums attached to the wires and poles.
- Follow the manufacturer's instructions for installing and using a portable generator. Never plug a generator into a wall unit, use it indoors, or set it up outdoors near open home windows or air-handling vents.
- If your power goes out, turn off all lights and appliances to prevent overloaded circuits when power is restored.
- Make sure your flashlights and any battery-operated radios are working. Also, make sure you have extra batteries. Weather updates and news on power outages can be heard on local radio and television stations.
- Charge mobile devices, laptops and other electronics you may need while you still have power.
- Avoid opening your freezer to see if food is still frozen. Every time you open the door, room-temperature air enters and speeds the thawing process. Most fully

loaded freezers will keep food frozen for approximately 36 to 48 hours; half-full freezers will keep food frozen for approximately 24 hours.

CONNECT WITH US:



#

FOR IMMEDIATE RELEASE

Date
Time

CONTACT: Media Relations
212-460-4111

CON EDISON PREPARES FOR STORM, URGES SAFETY PRECAUTIONS

**Company Mobilizing to Respond to Outages,
Warns About Downed Wires**

NEW YORK – Con Edison crews are preparing to respond to any outages that occur due to the severe rain and windstorms expected to hit New York City and Westchester County.

Add mutual aid numbers as appropriate.

Add information if text messages have been sent to customers.



Strong winds can push trees and branches into overhead power lines and bring those lines down, causing customers to lose service and blocking roads.

The company urges members of the public to stay away from downed wires. They may be live. For your safety, we may guard downed wires until crews make repairs. Our personnel may be in unmarked cars but will always have Con Edison identification.

Restoration Plan

The priority for restoration will be critical customer facilities that have an impact on the public, such as mass transit, hospitals, police and fire stations, and sewage and water-pumping stations.

Crews will then prioritize repairs that will provide power to the largest numbers of customers as quickly as possible, then move on to restore smaller groups and individual customers.

Reporting An Outage

Customers can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage, or with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-

752-6633). When reporting an outage, have your Con Edison account number available, if possible.

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

Safety Tips

Con Edison offers the following storm tips to customers to help weather the possible effects of a storm:

- Do not go near downed wires. Treat all downed wires as if they are live. Never attempt to move them or touch them with your hands or any object. Be mindful that downed wires can be hidden from view by snow, tree limbs, leaves or water.
- Report all downed wires to Con Edison and your local police department immediately. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- Members of the public also should avoid transformers that are brought to the ground. The transformers are gray metal drums attached to the wires and poles.
- Follow the manufacturer's instructions for installing and using a portable generator. Never plug a generator into a wall unit, use it indoors, or set it up outdoors near open home windows or air-handling vents.
- If your power goes out, disconnect or turn off appliances that would otherwise turn on automatically when service is restored. If several appliances start up at once, the electric circuits may overload.
- Make sure your flashlights and any battery-operated radios are working. Have a supply of extra batteries. Weather updates and news on restorations of electrical service can be heard on most local radio and television stations.
- Charge your cellphones and other mobile devices while you still have power.
- For more storm tips and preparation, go to www.conEd.com

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The company is in close contact with New York City Emergency Management and the Westchester County Department of Emergency Services to coordinate storm response if needed.

CONNECT WITH US:



###

Winter Templates

FOR IMMEDIATE RELEASE

Date XXX
Time XXX

Contact: Media Relations
212-460-4111

CON EDISON CREWS RESTORING CUSTOMERS AS MAJOR STORM PASSES

Company Reminds Customers to Stay Safe, and Report Outages

NEW YORK – Con Edison crews have restored [add number] customers and are working to restore the remaining [add number] customers who lost power during the storm that hit the New York region.

[Add outages by borough/county, hardest hit areas, road closures, restoration times, global and local as available and appropriate.]

Con Edison crews, supplemented by [add number] contractors and mutual aid workers, will work around the clock to get customers back in service.



The company urges members of the public to stay away from downed wires. They may be live. For your safety, we may guard downed wires until crews make repairs. Our personnel may be in unmarked cars but will always have Con Edison identification.

Restoring service

The priority for restoration will be critical customer facilities that have an impact on the public, such as mass transit, hospitals, police and fire stations, and sewage and water-pumping stations. Crews will then prioritize repairs that will provide power to the largest numbers of customers as quickly as possible, then move on to restore smaller groups and individual customers.

Reporting an outage

Customers can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage, or with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

Safety Tips

- Do not go near downed electrical wires. Treat downed wires as if they are live. Never attempt to move them or touch them with any object. Be mindful that downed wires can be hidden from view by snow, tree limbs, leaves or water.
- Report downed wires to Con Edison and your local police department immediately. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- Members of the public should also avoid transformers that are brought to the ground. The transformers are gray metal drums attached to the wires and poles.
- If your power goes out, disconnect or turn off appliances that would otherwise turn on automatically when service is restored. If several appliances start up at once, the electric circuits may overload.
- Charge your cellphones and other mobile devices while you have power.
- Follow the manufacturer's instructions for installing and using a portable generator. Never plug a generator into a wall unit, use it indoors or set it up outdoors near open home windows or air-handling vents.
- Make sure your flashlights and any battery-operated radios are working. Have a supply of extra batteries. Weather updates and news on electrical service can be heard on local radio and television stations.
- For more storm tips and preparation, go to www.conEd.com

Customers can follow Con Edison on [X](#) or [Facebook](#) for general outage updates, safety tips and storm preparation information.

The company is in contact with New York City Emergency Management and the Westchester County Department of Emergency Services to coordinate storm-response if needed.

CONNECT WITH US:



#

FOR IMMEDIATE RELEASE

Date XXX
Time XXX

Contact: Media Relations
212-460-4111

CON EDISON PREPARED TO RESPOND TO POST-STORM MANHOLE EVENTS

NEW YORK – Con Edison crews are at the ready to deal with manhole events and isolated service interruptions in the wake of this week's winter weather.

Melting snow on heavily salted streets can create isolated service problems a few days after a major snowstorm. Salt and melting snow that gets into manholes can damage cable connections, sometimes resulting in manhole events involving smoke and/or fire.



Con Edison crews are available to address manhole events and isolated service issues. During these post-storm periods, it is advisable to keep pets away from lampposts, grates, and utility hole covers.

How to report an outage

Customers can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage, with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

CONNECT WITH US:



FOR IMMEDIATE RELEASE

Date
Time

Contact: Media Relations
212-460-4111

**CON EDISON REDUCES VOLTAGE IN (NEIGHBORHOOD/AREA),
ASKS CUSTOMERS TO CONSERVE ENERGY**

NEW YORK – Con Edison has reduced voltage by [add percentage of reduction] percent [add neighborhood/areas] due to problems [on electrical cables/equipment/] in the [add location]. Melting snow and ice combined with road salt has affected electrical equipment serving those areas.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The [add neighborhood/areas] includes approximately [add number] customers and is bounded by [add boundaries]. Company crews are working now to make repairs.

The [identify type of problem: cable/equipment] problems in [add neighborhood/areas] have no effect on the rest of the Con Edison system.

[Add if text alerts have been sent.]

Customers experiencing a service problem can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage, or with Con Edison's mobile app for iOS or Android devices, or by calling 1-800-75-CONED (1-800-752-6633).

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

CONNECT WITH US:



#

FOR IMMEDIATE RELEASE

Date
Time

Contact: Media Relations
212-460-4111

CON EDISON GEARS UP FOR SNOWSTORM

Company Reminds the Public: Safety First

NEW YORK – Con Edison is closely monitoring the approaching winter storm that is expected to hit our region (add timing of storm here) and mobilizing to respond to any service problems that occur.

Add mutual aid numbers as appropriate.

Add information if text messages have been sent to customers.



The wind and the weight of the snow could bring down power lines, causing customers to lose power and creating a safety hazard. In addition, road salt will mix with melting snow and could damage underground electrical wiring, possibly leading to outages.

The company urges members of the public to stay away from downed wires. They may be live. For your safety, we may guard downed wires until crews make repairs. Our personnel may be in unmarked cars but will always have Con Edison identification.

Restoration Plan

The priority for restoration will be critical customer facilities that have an impact on the public, such as mass transit, hospitals, police and fire stations, and sewage and water-pumping stations.

Crews will then prioritize repairs that will provide power to the largest numbers of customers as quickly as possible, then move on to restore smaller groups and individual customers.

How to Report an Outage

Customers can sign up for text alerts at coned.com/text. Customers can also report outages and check service restoration status at conEd.com/reportoutage, with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available. Information on outages and restoration times is also available at the Con Edison [outage map](#).

Safety Tips

- Do not go near downed wires. Treat downed wires as if they are live. Never attempt to move them or touch them with any object. Be mindful that downed wires can be hidden from view by snow, tree limbs, leaves or water.
- Report all downed wires to Con Edison and your local police department immediately. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- Members of the public should also avoid transformers that are brought to the ground. The transformers are gray metal drums attached to the wires and poles.
- Follow the manufacturer's instructions for installing and using a portable generator. Never plug a generator into a wall unit, use it indoors, or set it up outdoors near open home windows or air-handling vents.
- If your power goes out, disconnect or turn off appliances that would otherwise turn on automatically when service is restored. If several appliances start up at once, the electric circuits may overload.
- Charge your cellphones and other mobile devices while you have power.
- Make sure your flashlights and any battery-operated radios are working. Have a supply of extra batteries. Weather updates and news on electrical service can be heard on local radio and television stations.
- For more storm tips and preparation, go to www.conEd.com

Customers can follow Con Edison on [X](#) or [Facebook](#) for general outage updates, safety tips and storm preparation information.

The company is in contact with New York City Emergency Management and the Westchester County Department of Emergency Services to coordinate storm-response if needed.

CONNECT WITH US:



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Voltage Reduction

Bronx VR



Media Relations
212 460 4111 (24 hours)

Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

FOR IMMEDIATE RELEASE

DATE
TIME

Contact: Media Relations
212-460-4111

**CON EDISON ASKS CUSTOMERS
IN SOUTHWEST BRONX TO CONSERVE ENERGY**
Company Reduces Voltage by XX Percent in the Area

NEW YORK – Con Edison is asking customers in four neighborhoods in the southwest area of the Bronx to conserve energy while crews repair equipment. Con Edison has reduced voltage in the area by xxx percent to protect equipment and maintain service as crews make repairs.

The area is roughly bounded by 174 Street on the north, 144th Street on the south, the Bronx River on the east and Park Avenue on the west.

The area includes the Mott Haven, Melrose, Port Morris and Morrisania neighborhoods. It includes 59,000 customers.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in the area have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

CONNECT WITH US:



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FOR IMMEDIATE RELEASE

DATE

TIME

Contact: Media Relations
212-460-4111

**CON EDISON ASKS CUSTOMERS
IN PART OF WESTERN BRONX TO CONSERVE ENERGY**
Company Reduces Voltage by XX Percent in the Area

NEW YORK – Con Edison is asking customers in certain neighborhoods in the western part of the Bronx to conserve energy while crews repair equipment. Con Edison has reduced voltage in the by xxx percent to protect equipment and maintain service as repairs are made.

The area is roughly bounded by Van Cortlandt Park on the north, 174th Street on the south, the Bronx River on the east, and the Harlem River and Sedgwick Avenue on the west. It includes 116,000 customers in the Fordham, Norwood, University Heights and Tremont neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in the area have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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Media Relations
212 460 4111 (24 hours)

Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

FOR IMMEDIATE RELEASE

DATE

TIME

Contact: Media Relations
212-460-4111

**CON EDISON ASKS CUSTOMERS
IN NORTHEAST BRONX TO CONSERVE ENERGY**
Company Reduces Voltage by XX Percent in the Area

NEW YORK – Con Edison is asking customers in the northeast Bronx to conserve energy while crews repair equipment. Con Edison has reduced voltage in the area by XX percent to protect equipment and maintain service as crews make repairs.

The main affected area is roughly bounded by East 242nd Street on the north, East Tremont Avenue on the south, the Bronx River on the west, and White Plains Road, Williamsbridge Road, and Bronxdale Avenue on the east.

The area includes these neighborhoods: Allerton, Baychester, Bronxdale, Morris Park, Olinville, Pelham Gardens, Pelham Parkway and Van Nest. The area includes 102,200 customers.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in the area have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

CONNECT WITH US:



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of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

FOR IMMEDIATE RELEASE
DATE
TIME

Contact: Media Relations
212-460-4111

CON EDISON ASKS CUSTOMERS IN THE RIVERDALE AREA OF THE BRONX TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in the northwest section of the Bronx to conserve energy while company crews repair equipment. Con Edison has reduced voltage by XXX percent in the area to protect equipment and maintain service as repairs are made.

The affected area includes 38,400 customers and is bounded by the Westchester County line on the north, the Hudson River on the west, the Harlem River on the south, and Sedgwick Avenue and the Bronx River on the east. It includes Riverdale, Marble Hill, Kingsbridge, and Van Cortlandt Park.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in the area have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

CONNECT WITH US:



###

FOR IMMEDIATE RELEASE

DATE

TIME

Contact: Media Relations

212-460-4111

**CON EDISON ASKS CUSTOMERS
IN SOUTHEAST BRONX TO CONSERVE ENERGY**
Company Reduces Voltage by XX Percent in the Area

NEW YORK – Con Edison is asking customers in the southeast Bronx to conserve energy while crews repair equipment. Con Edison has reduced voltage in the area by XX percent to protect equipment and maintain service as crew make repairs.

The area is roughly bounded by Pelham Parkway on the north, Schurz Avenue on the south, the Bronx River on the west, and Eastchester Bay on the east. It also includes City Island.

The area includes these neighborhoods: Bronx River, Bruckner, Castle Hill, Clason Point, Co-Op City, Country Club, Eastchester Bay, Edgewater Park, Harding Park, Middletown, Parkchester, and Pelham Bay. Also, Schuylerville, Soundview, Spencer Estates, Throgs Neck, Unionport, Westchester Square and West Farms.

In total, there are 80,400 customers.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in the area have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

CONNECT WITH US:



###

FOR IMMEDIATE RELEASE

DATE

TIME

Contact: Media Relations
212-460-4111

**CON EDISON ASKS CUSTOMERS
IN SOUTHWEST BRONX TO CONSERVE ENERGY**
Company Reduces Voltage by XX Percent in the Area

NEW YORK – Con Edison is asking customers in certain neighborhoods in the southwest Bronx to conserve energy while crews repair equipment. Con Edison has reduced voltage in the area by XX percent to protect equipment and maintain service as crews make repairs.

The area is roughly bounded by East 174th Street on the north, East 132nd Street on the south, Park Avenue and East 144th Street on the east, and the Harlem River on the west.

The area includes these neighborhoods: Bathgate, Claremont Village, Concourse Village, Highbridge, The Hub, Melrose, Morrisania and Port Morris. It includes 69,000 customers.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in the area have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

CONNECT WITH US:



###

Brooklyn VR



Media Relations
212 460 4111 (24 hours)

Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

FOR IMMEDIATE RELEASE

DATE
TIME

Contact: Media Relations
212-460-4111

**CON EDISON ASKS CUSTOMERS
IN AREA OF BROOKLYN TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers on the west side of Brooklyn to conserve energy while company crews repair equipment. Con Edison has reduced voltage xx percent in the area to protect equipment and maintain service as crews make repairs.

The area is bounded on the north by 3rd Street and 4th Street, by the Narrows and Gravesend Bay on the south, by Fort Hamilton Parkway and 5th Avenue on the east and by Gowanus Bay and the Narrows on the west.

The area includes 96,600 customers in the Gowanus, Park Slope, Sunset Park, Borough Park, Bay Ridge, Ft. Hamilton, and Dyker Heights neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects the Windsor Terrace, Kensington, Borough Park, Bensonhurst, Dyker Heights, and Bath Beach neighborhoods.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

CONNECT WITH US:



###



Media Relations
212 460 4111 (24 hours)

Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

FOR IMMEDIATE RELEASE
DATE
TIME

Contact: Media Relations
212-460-4111

**CON EDISON ASKS CUSTOMERS
IN AREA OF BROOKLYN TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers in northwest Brooklyn to conserve energy while company crews repair equipment. Con Edison has reduced voltage by xx percent in the area to protect equipment and maintain service as crews make repairs.

The area is bounded on the north by the East River, on the south by Third Street and Fourth Street, on the east by South Oxford and Fifth Avenue, and the East River on the west.

The area includes 57,100 customers in the Dumbo, Vinegar Hill, Brooklyn Heights, Downtown Brooklyn, Boerum Hill, Red Hook, Carroll Gardens, Cobble Hill, and Park Slope neighborhoods as well as Governors Island.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system.

The company is in communication with New York City Emergency Management.

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Media Relations
212 460 4111 (24 hours)

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of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

FOR IMMEDIATE RELEASE

DATE
TIME

Contact: Media Relations
212-460-4111

CON EDISON ASKS CUSTOMERS IN BROOKLYN'S BRIGHTON BEACH AREA TO CONSERVE ENERGY **Company Reduces Voltage by xx Percent to Maintain Reliability**

NEW YORK – Con Edison is asking customers in certain neighborhoods in the Brighton Beach area of Brooklyn to conserve energy while company crews repair equipment. Con Edison has also reduced voltage by xx percent in the area to protect equipment and maintain service as crews make repairs.

The area is bounded by Coney Island Creek and Gravesend Neck Road on the north, the Atlantic Ocean on the south, East 16th Street on the east, and Shell Rd, Coney Island Creek and Gravesend Bay on the west.

It includes 29,800 customers in the Gravesend, Coney Island, Seagate, Brighton Beach, Manhattan Beach, and Sheepshead Bay neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects Prospect Heights, Crown Heights, Prospect Lefferts Gardens, Flatbush, Prospect Park South, Ditmas Park, East Flatbush, Flatlands, Canarsie, Mill Basin, Bergen Beach and Georgetown neighborhoods.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest Con Edison's system. The company is in communication with New York City Emergency Management.

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CON EDISON ASKS CUSTOMERS IN PART OF EASTERN BROOKLYN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods in eastern Brooklyn to conserve energy while company crews repair equipment. Con Edison has also reduced voltage in those areas by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded on the north by Fulton Street, on the south by Clarendon Road, on the east by Alabama Avenue and on the west by New York Avenue. It serves approximately 87,500 customers in the neighborhoods of: Crown Heights, Prospect Lefferts Gardens, Flatbush, East Flatbush, Ocean-Hill Brownsville and East New York.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects Williamsburg, Greenpoint, Bedford Stuyvesant, and Bushwick.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system.

The company is in constant communication with New York City Emergency Management.

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CON EDISON ASKS CUSTOMERS IN SOUTHEAST BROOKLYN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods in southeast Brooklyn to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The approximate boundaries are on the north by Fulton Street, Pacific Street and Clarendon Road, on the south by Shore Parkway, on the east by Louisiana Ave. and New York Avenue and on the west by Flatbush Ave. East 15 & 16th streets and Marlborough Road.

The area includes 135,400 customers in these neighborhoods: Prospect Heights, Crown Heights, Prospect Lefferts Gardens, Flatbush, Prospect Park South, Ditmas Park, East Flatbush, Flatlands, Canarsie, Mill Basin, Bergen Beach, and Georgetown.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects the Gravesend, Coney Island, Seagate, Brighton Beach, Manhattan Beach, and Sheepshead Bay neighborhoods.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system.

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**CON EDISON ASKS CUSTOMERS
IN PART OF SOUTHERN BROOKLYN
TO CONSERVE ENERGY**

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers in southern Brooklyn to conserve energy while company crews repair equipment. Con Edison has reduced voltage by xx percent in the area to protect equipment and maintain service as crews make repairs.

The area is bounded on the north by the Long Island Railroad, on the south by Shore Parkway and Gravesend Neck Road, on the east by East 15th-16th Street and Shell Road and on the west by 19th-20th Avenues.

The area serves approximately 106,300 customers and these neighborhoods: Midwood, Gravesend, Bensonhurst, Bath Beach, Borough Park, and Sheepshead Bay.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects customers in Flatbush, Midwood, Flatlands, Sheepshead Bay, Marine Park, and Gerritsen Beach.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system.

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**CON EDISON ASKS CUSTOMERS
IN AREA OF BROOKLYN TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods in Brooklyn to conserve energy while crews repair equipment. Con Edison has reduced voltage by xx percent in the area to protect equipment and maintain service as crews make repairs.

The area is bounded by Prospect Park and Greenwood Cemetery on the north; the Belt Parkway and Long Island Railroad on the south; by 19th-20th Avenue and Marlborough Road on the east; and by Fort Hamilton Parkway on the west.

The area includes 115,800 customers in these neighborhoods: Windsor Terrace, Kensington, Borough Park, Bensonhurst, Dyker Heights and Bath Beach.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Voltage reduction also affects the Gowanus, Park Slope, Sunset Park, Borough Park, Bay Ridge, Ft. Hamilton, and Dyker Heights neighborhoods.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system.

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CON EDISON ASKS CUSTOMERS IN THREE BROOKLYN NEIGHBORHOODS TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods in Brooklyn to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by Pacific Street on the north, 20th and 23rd streets on the south, 23rd Street and Greenwood Cemetery, Prospect Park and on the east, and Fifth Avenue on the west. The area includes 32,000 customers in Park Slope, Greenwood Heights, and Windsor Terrace neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects Williamsburg, Greenpoint, Bedford Stuyvesant, Fort Greene and Clinton Hill.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system.

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**CON EDISON ASKS CUSTOMERS
IN AREAS OF BROOKLYN & QUEENS
TO CONSERVE ENERGY**

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods in Brooklyn and Queens to conserve energy while company crews repair equipment. Con Edison has also reduced voltage by xx percent in the areas a precaution to protect equipment and maintain service as repairs are completed.

The area is bounded by the Jackie Robinson Parkway on the north, Jamaica Bay on the south, the Van Wyck Expressway and Queens Boulevard on the east, and the Brooklyn-Queens line and Alabama and Louisiana avenues on the west.

The area includes 143,700 customers in the Queens neighborhoods of: Broad Channel, South Ozone Park, Howard Beach, Lindenwood, Ozone Park, Richmond Hill, Woodhaven and Kew Gardens; and the Brooklyn neighborhoods of East New York, Cypress Hills, Highland Park and City Line.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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CON EDISON ASKS CUSTOMERS IN AREAS OF EASTERN BROOKLYN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers in the eastern part of Brooklyn to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service while crews make repairs.

The area is bounded by the Brooklyn-Queens Borough Line and Newtown Creek on the north, Fulton Street on the south, the Brooklyn-Queens Borough Line on the east, and Graham Avenue and Throop Avenue on the west. The area includes 96,700 customers in Williamsburg, Greenpoint, Bedford Stuyvesant and Bushwick.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects the Crown Heights, Prospect Lefferts Gardens, Flatbush, East Flatbush, Ocean Hill-Brownsville, East New neighborhoods.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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CON EDISON ASKS CUSTOMERS IN AREAS OF SOUTHERN BROOKLYN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods in southern Brooklyn to conserve energy while company crews repair equipment. Con Edison has reduced voltage by xx percent in the area to protect equipment and maintain service while crews make repairs.

The area is bounded by 18th Avenue and Ditmas Avenue on the north, Shore Boulevard and Shore Parkway on the south, Flatbush Avenue on the east and East 15th Street and East 16th Street on the west.

The area includes 65,200 customers in these neighborhoods: Flatbush, Midwood, Flatlands, Sheepshead Bay, Marine Park, and Gerritsen Beach.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also covers Crown Heights, Prospect Lefferts Gardens, Flatbush, East Flatbush, Ocean Hill-Brownsville, and East New York.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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CON EDISON ASKS CUSTOMERS IN PART OF NORTHERN BROOKLYN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers in northern Brooklyn to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by Newtown Creek on the north, Pacific Street and Fulton Street on the south, Throop Avenue and Graham Avenue on the east and the East River on the west. The area includes 110,800 customers in the Williamsburg, Greenpoint, Bedford Stuyvesant, Fort Greene and Clinton Hill, neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects Park Slope, Greenwood Heights and Windsor Terrace.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system.

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CON EDISON ASKS CUSTOMERS AT SOUTHERN TIP OF MANHATTAN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers at the southern tip of Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by Chambers Street on the north, Battery Park on the south, West Street on the east, and the Hudson River on the west. The affected area serves approximately 5,100 customers in Battery Park City and Tribeca.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects the World Trade Center and part of the Financial District.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in constant communication with New York City Emergency Management.

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**CON EDISON ASKS CUSTOMERS
ON PART OF MANHATTAN'S EAST SIDE
TO CONSERVE ENERGY**

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in a pair of neighborhoods on the East Side of Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by East 52nd Street on the north, East 44th Street on the south, the East River on the east, and Park Avenue on the west. The area includes 9,500 customers in the Midtown East and Turtle Bay neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Voltage reduction also affects the Grand Central, Midtown, Murray Hill, and Tudor City neighborhoods, but Con Edison is not asking those customers to conserve energy.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in the area have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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**CON EDISON ASKS SOME CUSTOMERS
AT SOUTHERN TIP OF MANHATTAN
TO CONSERVE ENERGY**

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some customers at the southern tip of Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by Wall Street on the north, State Street on the south, South Street on the east, and West Street and Broadway on the west. The area serves approximately 2,600 customers in Lower Manhattan and the Financial District.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects an area bounded by Liberty Street and Vesey Street on the north, New York Harbor on the south, Broadway and State Street on the east, and West Street on the west.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in the area have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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CON EDISON ASKS CUSTOMERS IN PART OF LOWER MANHATTAN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in two Lower Manhattan neighborhoods to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by Spring Street on the north, Duane Street, Thomas Street and Worth Street on the south, Broadway on the east, and the Hudson River on the west. The area includes 9,000 customers in the SoHo and Tribeca neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects the Financial District and Tribeca.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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CON EDISON ASKS SOME UPPER WEST SIDE CUSTOMERS TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods on the Upper West Side of Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded on the north by West 111th Street, West 71st Street on the south, Central Park West on the east, and the Hudson River on the west.

The area includes 80,200 customers in the Upper West Side and Manhattan Valley neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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The equipment problems in the area have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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CON EDISON ASKS CHELSEA CUSTOMERS TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in Manhattan's Chelsea neighborhood to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by West 31st Street on the north, West 14th Street on the south, Fifth Avenue on the east, and the Hudson River on the west. It includes 28,800 customers.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in Chelsea have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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**CON EDISON ASKS CUSTOMERS IN AREA OF
LOWER MANHATTAN TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods in Lower Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by Canal Street, East Broadway and Grand Street on the north, Wall Street on the south, the East River on the east, and Broadway on the west.

The area includes 8,800 customers and these neighborhoods: City Hall, Chinatown, Little Italy, and the Lower East Side.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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CON EDISON ASKS CUSTOMERS IN PART OF MIDTOWN MANHATTAN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain Midtown Manhattan neighborhoods to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by West 58th Street on the north, West 42nd Street on the south, Broadway on the east, and 10th Avenue on the west.

The area includes 20,300 customers in the Theater District, Midtown, Columbus Circle and Times Square.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Voltage reduction also affects customers in an area bounded by West 43rd Street on the north, West 38th Street on the south, 7th Avenue on the east and Dyer Avenue on the west. But Con Edison is not asking customers in that area to conserve energy.

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The equipment problems in the area have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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**CON EDISON ASKS CUSTOMERS IN PART OF
SOUTHEAST MANHATTAN TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in several neighborhoods in the southeast portion of Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by East 15th Street on the north, Canal, Market and Grand streets and East Broadway on the south, the East River on the east, and Broadway on the west.

The area includes 69,800 customers in these neighborhoods: East Village, Lower East Side, Chinatown, Little Italy, and NoHo.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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CON EDISON ASKS CUSTOMERS AT TIP OF LOWER MANHATTAN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers at the southern tip of Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage by xx percent in the area to protect equipment and maintain service as crews make repairs.

The area is bounded by Liberty Street and Vesey Street on the north, New York Harbor on the south, Broadway and State Street on the east, and West Street on the west. The area includes 2,000 customers.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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CON EDISON ASKS CUSTOMERS IN PART OF MIDTOWN MANHATTAN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in a part of Midtown Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by 36th Street on the north, 30th Street on the south, Madison Avenue on the east, and Sixth Avenue on the west. The area includes 3,500 customers in the Midtown South neighborhood.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also covers an area bounded by West 31st Street on the north, West 26th Street on the south, Fifth Avenue on the east and Eighth Avenue on the west.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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**CON EDISON ASKS CUSTOMERS
IN SECTION OF MANHATTAN TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers on the West Side of Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by West 31st Street on the north, West 26th Street on the south, Fifth Avenue on the east, and Eighth Avenue on the west. The area includes 6,900 customers.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also covers an area bounded by 36th Street to the north, 30th Street to the south, Madison Avenue to the east and Sixth Avenue to the west.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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The equipment problems in the area have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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CON EDISON ASKS FOR ENERGY CONSERVATION IN WORLD TRADE CENTER COMPLEX

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking businesses in the World Trade Center complex in Lower Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the complex by xx percent to protect equipment and maintain service as crews make repairs.

Con Edison has asked these businesses not to use energy-intensive equipment, and, if not needed for health or medical reasons, air conditioners, until crews complete repairs.

The voltage reduction also affects the Battery Park City and Tribeca areas.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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**CON EDISON ASKS CUSTOMERS
IN PART OF LOWER MANHATTAN
TO CONSERVE ENERGY**

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in a portion of Lower Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by Frankfort Street on the north, Wall Street on the south, South Street on the east, and William Street on the west. The area includes 4,000 customers in the Financial District.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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**CON EDISON ASKS SOME CUSTOMERS
IN MIDTOWN MANHATTAN TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods in Midtown Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage by xx percent in those areas to protect equipment and maintain service as crews make repairs.

The area is bounded by East 45th Street on the north, East 39th Street on the south, the East River on the east, and Fifth Avenue on the west.

The area includes 5,000 customers in the Grand Central, Midtown, Murray Hill, and Tudor City neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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CON EDISON ASKS CUSTOMERS IN PART OF MIDTOWN MANHATTAN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods in Midtown Manhattan to conserve energy while company crews repair equipment. Con Edison has also reduced voltage by xx percent in those areas to protect equipment and maintain service as crews make repairs.

The area is bounded by East and West 40th Street on the north, East and West 35th Street on the south, Madison Avenue on the east, and Sixth Avenue on the west.

The affected area serves approximately 3,000 customers in these neighborhoods: Grand Central and Midtown, south of the New York Public Library.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects the Murray Hill, Kips Bay, and Tudor City neighborhoods.

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**CON EDISON ASKS CUSTOMERS
IN GREENWICH VILLAGE AREA TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in the Greenwich Village area of Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage by xx percent in the area to protect equipment and maintain service as crews make repairs.

The area is bounded by 15th Street on the north, Spring Street on the south, Broadway on the east, and Fifth Avenue and West Broadway on the west. The area includes 10,200 customers in the Greenwich Village, SoHo and NoHo neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects the West Village neighborhood.

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**CON EDISON ASKS CUSTOMERS
IN NORTHERN MANHATTAN TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods in northern Manhattan to conserve energy while company crews repair equipment. Con Edison has also reduced voltage by xx percent in the area to protect equipment and maintain service as crews make repairs.

The area is bounded on the north by West 163rd Street and the Harlem River, West 110th Street on the south, Seventh Avenue on the east, and the Hudson River on the west.

The area includes 62,800 customers in the neighborhoods of West Harlem, including Sugar Hill and Hamilton Heights, Morningside Heights and Central Harlem.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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CON EDISON ASKS CUSTOMERS IN PART OF MIDTOWN MANHATTAN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in a portion of Midtown Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage by xx percent in the areas to protect equipment and maintain service as crews make repairs.

The area is bounded by West 42nd Street on the north, West 30th Street on the south, Sixth Avenue on the east, and Seventh Avenue on the west.

The affected area serves approximately 1,500 customers in the Herald Square neighborhood and part of Times Square.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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CON EDISON ASKS CUSTOMERS IN PART OF MIDTOWN MANHATTAN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in part of Midtown Manhattan neighborhoods to conserve energy while company crews repair equipment. Con Edison has reduced voltage in those areas by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by West 58rd Street on the north, West 42nd Street on the south, the Ninth Avenue on the east, and the Hudson River on the west. The area includes 10,700 customers in the Hell's Kitchen neighborhood.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Voltage reduction has also been implemented in these neighborhoods: the Theater District, Midtown, and Times Square.

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CON EDISON ASKS CUSTOMERS IN PART OF MIDTOWN MANHATTAN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in a portion of Midtown Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by East 62nd Street on the north, East 56th Street on the south, Lexington Avenue on the east, and Fifth Avenue on the west. The affected area serves 2,300 customers in the Midtown and East Side neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects the neighborhoods of Sutton Place, Midtown and East Side, but Con Edison is not asking customers in those areas to conserve energy.

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CON EDISON ASKS SOME CUSTOMERS ON THE EAST SIDE OF MANHATTAN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods on the East Side of Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage by xx percent in those areas to protect equipment and maintain service as crews make repairs.

The area is bounded by East 40th Street on the north, East 30th Street on the south, the East River on the east, and Madison Avenue on the west.

The affected area serves approximately 21,900 customers in the Murray Hill, Kips Bay, and Tudor City neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects the neighborhoods of Grand Central, and Midtown, south of New York Public Library.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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CON EDISON ASKS SOME CUSTOMERS ON MANHATTAN'S UPPER EAST SIDE TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers on the Upper East Side of Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent as a precaution to protect equipment and maintain service as crews make repairs.

The area is bounded by East 78th Street on the north, East 61st Street on the south, the East River on the east, and Fifth Avenue on the west. The area includes 44,200 customers in the Lenox Hill and Upper East Side neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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CON EDISON ASKS SOME CUSTOMERS ON MANHATTAN'S UPPER WEST SIDE TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers on the Upper West Side of Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage by xx percent in the area to protect equipment and maintain service as crews make repairs.

The area is bounded by West 72nd Street on the north, West 57th Street on the south, the Hudson River on the west and Central Park West on the east. It includes 25,200 customers in the Lincoln Square and Upper West Side neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Voltage reduction also affects customers in Rockefeller Center and surrounding blocks, but Con Edison is not asking customers in that area to conserve energy.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in the area have no effect on the rest of Con Edison's system. The company is in communication with New York City Emergency Management.

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CON EDISON ASKS SOME CUSTOMERS ON MANHATTAN'S EAST SIDE TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods on the East Side of Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xxx to protect equipment and maintain service as crews make repairs.

The area is bounded by East 31st Street on the north, East 14th Street on the south, the East River on the east, and Fifth Avenue on the west.

The area includes 30,800 customers in the Madison Square, Gramercy, and Flatiron neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Voltage reduction was also implemented in the neighborhoods of add locations, but Con Edison is not asking customers in those areas to conserve energy.

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CON EDISON ASKS CUSTOMERS IN AREA OF MIDTOWN MANHATTAN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in a section of Midtown Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in those areas by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by West 43rd Street on the north, West 38nd Street on the south, Dyer Avenue on the west, and Seventh Avenue on the east. The area includes 3,100 customers.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Voltage reduction also affects customers in the Theater District, Columbus Circle, and Times Square.

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**CON EDISON ASKS CUSTOMERS
IN PART OF LOWER MANHATTAN TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in a section of Lower Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage by xx percent in the area to protect equipment and maintain service as crews make repairs.

The area is bounded by Harrison and Worth streets on the north, Vesey and Barclay streets on the south, Broadway on the east, and West Street on the west. The area includes 4,700 customers in the Tribeca and Financial District areas.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects the SoHo neighborhood.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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**CON EDISON ASKS CUSTOMERS
ON THE WEST SIDE OF MANHATTAN
TO CONSERVE ENERGY**

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods on the West Side of Manhattan to conserve energy while company crews repair equipment problems. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by West 43rd Street on the north, West 30th Street on the south, Seventh Avenue on the east, and the Hudson River on the west. The area includes 9,800 customers in the Clinton, Hell's Kitchen, Penn Station and Times Square neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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**CON EDISON ASKS CUSTOMERS
IN SOME PART OF MIDTOWN MANHATTAN
TO CONSERVE ENERGY**

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some customers in Midtown Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in those areas by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by Central Park South on the north, West 51st Street on the south, the Fifth Avenue on the east, and Broadway on the west. The affected area serves approximately 6,400 customers in the Midtown neighborhood.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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**CON EDISON ASKS CUSTOMERS ON
RANDALL'S ISLAND TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers on Randall's Island to conserve energy while company crews repair equipment. Con Edison has reduced voltage by xx percent to protect equipment and maintain service as crews make repairs.

The affected area serves nine customers.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems on the island have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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CON EDISON ASKS CUSTOMERS IN ROCKEFELLER CENTER TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in Rockefeller Center in Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage by in the area by xxx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by West 52nd Street on the north, West 47th Street on the south, Fifth Avenue on the east and Sixth Avenue on the west. The area includes 645 customers in Rockefeller Center and surrounding blocks.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Voltage reduction also affects customers in Lincoln Square and part of the Upper West Side, but Con Edison is not asking customers in those areas to conserve energy.

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**CON EDISON ASKS SOME CUSTOMERS
ON MANHATTAN'S EAST SIDE & ROOSEVELT ISLAND
TO CONSERVE ENERGY**

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers on the East Side of Manhattan and those on Roosevelt Island to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service while crews make repairs.

The area is bounded by East 62nd Street on the north, East 56th Street on the south, the East River on the east, and Lexington Avenue on the west. It also includes Roosevelt Island. The area includes 9,700 customers on the Roosevelt Island and in the neighborhoods of Midtown East and the East Side.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects the area bounded by East 52nd Street on the north, East 44th Street on the south, Fifth Avenue on the west and Park Avenue on the east.

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CON EDISON ASKS CUSTOMERS IN TWO WEST SIDE MANHATTAN NEIGHBORHOODS TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in two neighborhoods in southwest Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage by xx percent in the area to protect equipment and maintain service as crews make repairs.

The area is bounded by West 15th Street on the north, Spring Street on the south, Fifth Avenue and West Broadway on the east, and the Hudson River on the west. It includes 38,600 customers in the West Village and SoHo neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects the Greenwich Village and NoHo neighborhoods.

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CON EDISON ASKS SOME CUSTOMERS ON MANHATTAN'S EAST SIDE TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers on the East Side of Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by East 57nd Street on the north, East 51st Street on the south, the East River on the east, and Fifth Avenue on the west. It includes 10,000 customers in the Sutton Place and Midtown East neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects an area bounded by 62nd Street on the north, 56th Street on the south, 5th Avenue on the west, and Lexington Avenue on the east.

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**CON EDISON ASKS CUSTOMERS
IN SOME AREAS OF MIDTOWN MANHATTAN
TO CONSERVE ENERGY**

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain Midtown Manhattan neighborhoods to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by West 52nd Street on the north, West 39th Street on the south, Fifth Avenue on the east, and Broadway on the west. There are approximately 2,500 customers in the Midtown and Times Square neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also covers the Hell's Kitchen neighborhood, but Con Edison is not asking customers in that area to conserve energy.

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CON EDISON ASKS CUSTOMERS IN SECTION OF NORTHERN MANHATTAN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers in northern Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by West 147th Street on the north, West 110th Street on the south, the East River and Harlem River on the east, and Seventh Avenue on the west. The area includes 41,100 customers in the Central and East Harlem neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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**CON EDISON ASKS CUSTOMERS
IN PART OF MIDTOWN MANHATTAN
TO CONSERVE ENERGY**

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in a portion of Midtown Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as crews make repairs

The area is bounded by East 52nd Street on the north, East 44th Street on the south, the Park Avenue on the east, and Fifth Avenue on the west. The area includes 800 customers in the Midtown East neighborhood.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also covers Roosevelt Island.

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CON EDISON ASKS CUSTOMERS IN NORTHERN END OF MANHATTAN TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in the northernmost section of Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage by xx percent in the area to protect equipment and maintain service as crews make repairs.

The area is bounded by West 155th Street on the south and stretches to the Harlem River on the north. It is bounded by the Hudson River on the west and the Harlem River on the east. The area includes 72,300 customers in the Inwood, Hudson Heights and Washington Heights neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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**CON EDISON ASKS CUSTOMERS
IN PART OF NORTHERN MANHATTAN
TO CONSERVE ENERGY**

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers in northern Manhattan to conserve energy while company crews repair equipment. Con Edison has reduced voltage by xx percent in the area to protect equipment and maintain service as crews make repairs.

The area is bounded by East 111th Street on the north, East 77th Street on the south, the East River on the east, and Fifth Avenue on the west. The area includes 82,300 customers in the Upper East Side, Yorkville, East Harlem and Carnegie Hill neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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CON EDISON ASKS CUSTOMERS IN TWO NORTHWEST QUEENS NEIGHBORHOODS TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in the Long Island City and Hunters Point areas of Queens to conserve energy while crews repair equipment. Con Edison has reduced voltage by xx percent to the area while repairs are made.

The conservation appeal covers an area bounded by Queens Plaza North on the north, 33rd Street on the east, Newtown Creek on the south, and the East River on the west. The area includes 12,600 customers in the Long Island City and Hunters Point neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects a second area. That area is bounded by the Sunnyside Railroad Yards and Northern Boulevard on the north, 58th Street on the east, the Brooklyn-Queens Expressway on the south, and 33rd Street on the west.

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Customers who report outages will receive updates with their estimated restoration times as they become available.

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Contact: Media Relations
212-460-4111

CON EDISON ASKS CUSTOMERS IN AREAS OF QUEENS TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods in Queens to conserve energy while company crews repair equipment. Con Edison has also reduced voltage by xx percent in the areas as a precaution to protect equipment and maintain service as repairs are completed.

The area is bounded by the East River on the north, the Long Island Expressway on the south, the Nassau County line on the east, and the Grand Central Parkway on the west.

The area includes 128,000 customers in the neighborhoods of: Douglaston Manor, Douglaston, Little Neck, Bayside, Bay Terrace, Auburndale, College Point, Beechurst, Whitestone, Linden Hill, Queensborough Hill and Murray Hill.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system.

The company is in communication with New York City Emergency Management.

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**CON EDISON ASKS CUSTOMERS
IN AREA OF NORTHERN QUEENS
TO CONSERVE ENERGY**

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods in Queens to conserve energy while company crews repair equipment. Con Edison has also reduced voltage by xx percent in the areas as a precaution to protect equipment and maintain service as repairs are completed.

The area is bounded by the East River on the north, 45th Avenue and the Long Island Railroad on the south, the Brooklyn-Queens Expressway on the west and the Grand Central Parkway on the east. The area includes 81,900 customers in the East Elmhurst and Jackson Heights neighborhoods.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects another area. That area is bounded by Long Island Expressway and the Long Island Railroad on the north, the Cross Island Parkway on the east, Grand Central Parkway on the south, and Queens Boulevard on the west.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system.

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**CON EDISON ASKS CUSTOMERS
IN AREAS OF QUEENS TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in areas of Queens to conserve energy while crews repair equipment. Con Edison has reduced voltage by xx percent to the area while repairs are completed.

The conservation appeal covers an area bounded by the Grand Central Parkway on the north, Jamaica Bay on south, the Nassau County line on the east, and Queen Boulevard and the Van Wyck Expressway on the west.

It includes the neighborhoods of Glen Oaks, Floral Park, Bellerose, Queens Village, Bellaire, Holliswood, Hollis, St. Albans, Cambria Heights, Laurelton, Springfield Gardens, Jamaica, South Jamaica and Jamaica Hills. The area has about 157,900 customers.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system.

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CON EDISON ASKS CUSTOMERS IN AREA OF NORTHWEST QUEENS TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers in northwest Queens to conserve energy while crews repair equipment. Con Edison has reduced voltage by xx percent to the area while repairs are made.

The conservation appeal covers an area bounded by the East River on the north and west, Queens Plaza North and the Sunnyside Railroad Yards on the south, and the Brooklyn-Queens Expressway on the east.

The area includes 86,100 customers in these neighborhoods: Astoria, Ravenswood, Queensbridge, Dutch Kills, Ditmars Steinway and Long Island City.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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Customers who report outages will receive updates with their estimated restoration times as they become available. Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The company is in constant communication with New York City Emergency Management.

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CON EDISON ASKS CUSTOMERS IN AREA OF WESTERN QUEENS TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods in Queens to conserve energy while company crews repair equipment. Con Edison has also reduced voltage by xx percent in the areas as a precaution to protect equipment and maintain service as repairs are completed.

The area is bounded by the Brooklyn-Queens Expressway and 51st Avenue on the north, the Jackie Robinson Parkway on the south, Queens Boulevard on the east, and the Brooklyn borough line on the west.

The area includes 116,300 customers in the neighborhoods of Glendale, Forest Hills, Forest Hills Gardens and Middle Village.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system.

The company is in communication with New York City Emergency Management.

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CON EDISON ASKS CUSTOMERS IN AREA OF CENTRAL QUEENS TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in an area of central Queens to conserve energy while crews repair equipment. Con Edison has reduced voltage by xx percent to the area while repairs are made.

The conservation appeal covers an area bounded by the Long Island Expressway and the Long Island Railroad on the north, the Cross Island Parkway on the east, Grand Central Parkway on the south, and Queens Boulevard on the west.

It includes the neighborhoods of Corona, Elmhurst, Fresh Meadows, Jamaica Estates, Oakland Gardens, Hollis Hills, Kew Gardens, Pomonok and Hillcrest. The area has about 83,100 customers.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects a second area. That area is bounded by the East River on the north, 45th Avenue and the Long Island Railroad on the south, the Brooklyn-Queens Expressway on the west and the Grand Central Parkway on the east.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in constant communication with New York City Emergency Management.

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**CON EDISON ASKS CUSTOMERS
IN AREAS OF BROOKLYN & QUEENS
TO CONSERVE ENERGY**

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in certain neighborhoods in Queens to conserve energy while company crews repair equipment. Con Edison has also reduced voltage by xx percent in the areas as a precaution to protect equipment and maintain service as repairs are completed.

The area is bounded by the Jackie Robinson Parkway on the north, Jamaica Bay on the south, the Van Wyck Expressway and Queens Boulevard on the east, and the Brooklyn-Queens line and Alabama and Louisiana avenues on the west.

The area includes 143,700 customers in the Queens neighborhoods of: Broad Channel, South Ozone Park, Howard Beach, Lindenwood, Ozone Park, Richmond Hill, Woodhaven and Kew Gardens; and the Brooklyn neighborhoods of East New York, Cypress Hills, Highland Park and City Line.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system.

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**CON EDISON ASKS CUSTOMERS
IN SUNNYSIDE, WOODSIDE AREAS OF QUEENS
TO CONSERVE ENERGY**

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in the Sunnyside and Woodside areas of Queens to conserve energy while crews repair equipment. Con Edison has reduced voltage by xx percent to the area while repairs are made.

The conservation appeal covers an area bounded by the Sunnyside Railroad Yards and Northern Boulevard on the north, 58th Street on the east, the Brooklyn-Queens Expressway on the south, and 33rd Street on the west. It includes the neighborhoods of Sunnyside, Sunnyside Gardens and Woodside. The area has about 36,200 customers.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

The voltage reduction also affects a second area. That area is bounded by Queens Plaza North on the north, 33rd Street on the east, Newtown Creek on the south, and the East River on the west.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power.

Customers who report outages will receive updates with their estimated restoration times as they become available.

Customers can follow Con Edison on [X](#) or like us on [Facebook](#) for general outage updates, safety tips and storm preparation information.

The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in constant communication with New York City Emergency Management.

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**CON EDISON ASKS CUSTOMERS
IN EASTERN STATEN ISLAND TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some of its customers on the east side of Staten Island to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as repairs are made.

The affected area includes 56,400 customers and is bounded by the Kill Van Kull on the north, The Narrows on the east, Raritan Bay on the south, and Bard Avenue and Manor Road on the west.

The conservation request covers these neighborhoods: New Brighton, St. George, Tompkinsville, Brighton Heights, Ward Hill, Stapleton, Grymes Hill, Clifton, Silver Lake, Rosebank, Ft. Wadsworth, and Grasmere. Also, Concord, Arrochar, South Beach, Ocean Breeze, Midland Beach, Grant City, New Dorp and Dongan Hills.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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**CON EDISON ASKS CUSTOMERS
IN AREAS OF STATEN ISLAND TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in three pockets of Staten Island to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the areas by xx percent to protect equipment and maintain service.

The largest area is on the northern part of the island and bounded by the Kill Van Kull on the north, Bard Avenue, Victory Boulevard and Richmond Avenue on the east, Arthur Kill Road on the south, and the Arthur Kill waterway on the west.

A second area is in the southeastern part of Staten Island and bounded by Dewey Avenue on the north, Graves Avenue on the east, Raritan Bay on the south, and Richmond Avenue on the west.

A third area is in southern Staten Island and bounded by Veterans Road West on the north, Surf Avenue on the south, Page Avenue on the east and Sprague Road on the west.

The conservation request covers these neighborhoods: West Brighton, Livingston, Port Richmond, Castleton Corners, Sunnyside, Mariners Harbor, Arlington, Bloomfield, Chelsea, Travis, Great Kills and Richmond Valley. The areas include 35,000 customers.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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CON EDISON ASKS CUSTOMERS IN FIVE STATEN ISLAND NEIGHBORHOODS TO CONSERVE ENERGY

Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in five neighborhoods on the east side of Staten Island to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service.

The area is bounded by Forest Hill Avenue on the north, Raritan Bay on the south, Hylan Boulevard on the east, and Philip Avenue on the west. It includes 27,800 customers in Eltingville, Bay Terrace, Oakwood, New Dorp and Lighthouse Hill.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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**CON EDISON ASKS CUSTOMERS
IN NORTHERN STATEN ISLAND TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking some customers in northern Staten Island to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the area by xx percent to protect equipment and maintain service as repairs are made.

The affected area includes 28,400 customers and is bounded by Wilcox Street and Victory Boulevard on the north, Manor Road and Bard Avenue on the east, Richmond Avenue on the south, and West Shore Expressway and Victory Boulevard on the west.

The conservation request covers these neighborhoods: Graniteville, Bulls Head, Willowbrook and Meiers Corners.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in communication with New York City Emergency Management.

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**CON EDISON ASKS CUSTOMERS
IN SOUTHERN STATEN ISLAND TO CONSERVE ENERGY**
Company Reduces Voltage by xx Percent to Maintain Reliability

NEW YORK – Con Edison is asking customers in the southern part of Staten Island to conserve energy while company crews repair equipment. Con Edison has reduced voltage in the neighborhood by xx percent to protect equipment and maintain service as crews make repairs.

The area is bounded by Arthur Kill Road on the north, the Arthur Kill waterway on the west, and Raritan Bay on the south and east. It includes these neighborhoods: Charleston, Rossville, Woodrow, Huguenot, Annadale, Prince's Bay, Tottenville, Arden Heights, Greenridge and New Springville.

The area includes 33,200 customers.

Con Edison has asked customers in these areas not to use energy-intensive appliances such as washers, dryers, and microwaves until crews complete repairs. The company also asks customers to limit unnecessary use of air conditioning. If you have two air conditioners, use only one and set it to the highest comfortable temperature.

Customers can report outages and check service restoration status at www.conEd.com/reportoutage, or with our mobile app for [iOS](#) or [Android devices](#), or by calling 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power. Customers who report outages will receive updates with their estimated restoration times as they become available.

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The equipment problems in these neighborhoods have no effect on the rest of the Con Edison system. The company is in communication with the New York City Emergency Management.

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