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

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TABLE OF CONTENTS

1. INTRODUCTION 6
1.1 PURPOSE 6
1.2 APPLICATION 6
1.3 CUSTOMER OVERVIEW 7

2. REGULATORY COMPLIANCE 8
2.1 ANNUAL REVIEW AND UPDATES 8
2.2 SEMI-ANNUAL UPDATES 8
2.3 UTILITY SCORECARD (PSC SCORECARD) 9
2.4 PREPARATION AND SYSTEM RESTORATION PERFORMANCE REPORT (“PART 105 REPORT”) 9

3. CORPORATE RESPONSE TO ELECTRIC EMERGENCIES 10
3.1 INCIDENT COMMAND SYSTEM (“ICS”) 10
3.2 OPERATIONAL PHILOSOPHIES (INCLUDING SHUTDOWN ROLES AND RESPONSIBILITIES) 10
3.3 SYSTEM EMERGENCY ASSIGNMENTS (“SEAS”) 17
3.4 INCIDENT CLASSIFICATION LEVEL AND MINIMUM STAFFING MATRICES 18

4. MUTUAL ASSISTANCE 21
4.1 REGIONAL MUTUAL ASSISTANCE 21
4.2 NEW YORK STATE PUBLIC/PRIVATE UTILITY MUTUAL ASSISTANCE PROTOCOL COORDINATION 22
4.3 NATIONAL RESPONSE EVENTS (“NRE”) 23
4.4 NEW YORK STATE EMERGENCY ASSISTANCE 23
4.5 PROCESS OVERVIEW FOR REQUESTING AND MANAGING MUTUAL ASSISTANCE RESOURCES 24
4.6 ONBOARDING PROCESS 25
4.7 MANAGEMENT OF MUTUAL ASSISTANCE/CONTRACTOR CREWS DURING RESTORATION 27
4.8 DEMOBILIZATION OF MUTUAL ASSISTANCE RESOURCES 28

5. COMMUNICATIONS 29
5.1 MANAGEMENT OF INFORMATION 29
5.2 COMMUNICATIONS WITH MUNICIPAL AND ELECTED OFFICIALS 30
5.3 COMMUNICATIONS WITH PRINT AND BROADCAST MEDIA 35
5.4 COMMUNICATIONS OUTREACH VIA THE INTERNET AND SOCIAL MEDIA 42
5.5 CUSTOMER COMMUNICATIONS AND METHODS 43
5.6 COMMUNICATIONS WITH CRITICAL FACILITIES AND MANAGED ACCOUNTS 50
5.7 COMMUNICATIONS WITH OFFICES OF EMERGENCY MANAGEMENT (OEMS) 52

6. ELECTRIC OPERATIONS’ EMERGENCY RESPONSE PROCESS 53
6.1 ELECTRIC OPERATIONS’ EMERGENCY RESPONSE PROCESS STEPS 53
6.2 WEATHER MONITORING & PREDICTED SEVERE WEATHER NOTIFICATIONS 53
6.3 PREPAREDNESS MEETINGS/CALLS 54
6.4 MOBILIZATION 57
6.5 ESTABLISHMENT OF REGIONAL INCIDENT COMMAND 58
6.6 SERVICE RESTORATION 58
6.7 DEMOBILIZATION 67

7. LIAISON PROGRAMS 69
7.1 DUTY LIAISON 69
7.2 STORM-ACTIVATED LIAISONS 69
7.3 COORDINATION WITH TELECOMMUNICATIONS PROVIDERS 74

8. TRAINING AND EXERCISES 76
8.1 ICS TRAINING 76
8.2 FUNCTION-SPECIFIC TRAINING 76
8.3 EXERCISES 77

9. APPENDICES 79
9.1 REGIONAL INCIDENT CLASSIFICATION LEVEL MATRICES 79
9.2 REGIONAL MINIMUM STAFFING MATRICES 88
9.3 ICS ORGANIZATIONAL CHARTS (UNDERGROUND AND OVERHEAD) 111

10. ATTACHMENTS 117
10.1 ATTACHMENT 1: PART 105 MATRIX 118
10.2 ATTACHMENT 2: 260-4 CI CORPORATE RESPONSE TO INCIDENTS AND EMERGENCIES 123
10.3 ATTACHMENT 3: 810-2 CI CORPORATE AFFAIRS' CRISIS COMMUNICATIONS PLAN 150
10.4 ATTACHMENT 4: 490-2 CI CUSTOMER CARE EMERGENCY RESPONSE PLAN 159
10.5 ATTACHMENT 5: 2-0-1 CUSTOMER OPERATIONS: CORP EVENT CUSTOMER RESPONSE PLAN 168
10.6 ATTACHMENT 6: 2-0-22 CUSTOMER OPS: DRY ICE DISTRIBUTION 177
10.7 ATTACHMENT 7: 2-1-3 CUSTOMER OPS: PROCESSING CUSTOMER EMERG.REPORTS 188
10.8 ATTACHMENT 8: 3-1-8 CUSTOMER OPS: LSE CODED ACCOUNTS 196
10.9 ATTACHMENT 9: ACQUISITION & ALLOCATION OF MA & EXTERNAL RESOURCES 212
10.10 ATTACHMENT 10: CUSTOMER ASSISTANCE LSE CONTACT PROCEDURE 217
10.11 ATTACHMENT 11: DAMAGE ASSESSMENT GUIDELINE 223
10.12 ATTACHMENT 12: DOWNED WIRE GUIDELINE 232
10.13 ATTACHMENT 13: ETR PROTOCOL 239
10.14 ATTACHMENT 14: FACILITIES AND FIELD SERVICES DRY ICE PROCEDURE 252
10.15 ATTACHMENT 15: FLOOD RESPONSE GUIDELINE 262
10.16 ATTACHMENT 16: ICS ROLES & RESPONSIBILITIES 283
10.17 ATTACHMENT 17: LSE/SN CUSTOMER EDUCATION OUTREACH 325
10.18 ATTACHMENT 18: MUTUAL ASSISTANCE CREW ROSTER TEMPLATE 327
10.19 ATTACHMENT 19: NAMAG/EEI MUTUAL ASSISTANCE AGREEMENTS 328
10.20 ATTACHMENT 20: NYS PUBLIC/PRIVATE UTILITY MUTUAL AID PROTOCOL 355
10.21 ATTACHMENT 21: UTILITY LIAISON PROGRAM GUIDELINE 375

ERP ACRONYMS

AAM	After-Action Meeting
AAR/IP	After-Action Report/Improvement Plan
AHC	All Hazards Consortium
AMI	Advanced Metering Infrastructure
ARCOS	Employee Notification System
CAC	Customer Assistance Center
CAT	Customer Assessment Team
CCSP	Corporate Coastal Storm Plan
CCT	Customer Count Team
CECONY	Consolidated Edison Company of New York
CERC	Corporate Emergency Response Center
CI	Corporation Instruction
CIG	Central Information Group
CMG	Communications Management Group
CNS	Communicator Notification System
CSP	Customer Service Procedure
CSR	Customer Service Representative
DESR	Distribution Engineering Situation Room
DESR	Distribution Engineering Situation Room
DPS	Department of Public Service
EBD	Elderly, Blind and Disabled
EEI	Edison Electric Institute
EH&S	Environment, Health and Safety
EMOPSYS	Emergency Operating System
EOC	Emergency Operations Center
EP	Emergency Preparedness
ERG	Emergency Response Group
ERO	Emergency Response Organization
ERP	Emergency Response Plan
ETR	Estimated Time of Restoration
FDNY	Fire Department of New York
IC	Incident Commander
ICS	Incident Command System
IVR	Interactive Voice Response
LOCC	Logistics Operations Control Center
LSE	Life Support Equipment

MEUA	Municipal Electric Utilities Association

MRG	Municipal Response Group
NAMAG	North Atlantic Mutual Assistance Group
NEPPA	New England Public Power Association
NRE	National Response Event
NYAPP	New York Association of Public Power
NYC	New York City
NYCEM	New York City Emergency Management
NYPD	New York Police Department
NYS	New York State
NYSMG	New York Utilities Material Sharing Group
NYSOEM	New York State Office of Emergency Management
O&R	Orange and Rockland Utilities, Inc.
OEM	Office of Emergency Management
OMD	Outage Management Dashboard
OMS	Outage Management System
PORT	NYCEM's Power Outage Response Team
PSC	Public Service Commission
RCA	Regional Community Affairs
RECC	Regional Electric Control Center
RMAG	Regional Mutual Assistance Groups
RoD	Resources on Demand
RPT	Restoration Planning Team
SEA	System Emergency Assignment
SOR	Start of Restoration
STAR	System Trouble Analysis and Response
URD	Underground Residential Distribution
WCDES	Westchester County Department of Environmental Services

1. INTRODUCTION

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

1.1 Purpose

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

The Plan shall be used in accordance with 260-4 CI Corporate Response to Incidents and Emergencies ("CI 260-4"), which outlines the process by which the company shall prepare for and manage storm and storm-like incidents utilizing the Incident Command System ("ICS").

1.2 Application

The Plan is applicable for storm or storm-like incidents that may last more than 12 hours or otherwise significantly impact CECONY customers. For specific information on the company's response to coastal storms, refer to the Corporate Coastal Storm Plan ("CCSP") available on Conor[1] under Policies & Procedures.

The Plan applies to all CECONY employees that could respond to, and/or be responsible for, managing/supporting an electric system emergency.

Vice Presidents of both the operations and support organizations are responsible for a well-trained workforce that is prepared to respond to incidents within their areas of responsibility in accordance with the Plan and other applicable plans, policies, and procedures.

[1] Conor is the company's intranet site where all policies and procedures are located.

1.3 Customer Overview

CECONY provides electric service to approximately 3.5 million customers in its service territories: Bronx/Westchester, Brooklyn/Queens, Manhattan, and Staten Island. Both overhead and underground distribution systems provide customers with electric service, as shown in the table below, in over 600 square miles of service territory.

***Table 1.3A**: Customer Breakdown by Service Territory*[2]

Service Territory	# of Customers: Overhead Distribution	# of Customers: Underground Distribution	# of Customers: Total
Bronx	98,630	362,870	**461,500**
Westchester	322,627	35,030	**357,657**
Brooklyn	93,883	877,809	**971,692**
Queens	209,594	578,945	**788,539**
Manhattan	N/A	746,065	**746,065**
Staten Island	179,534	N/A	**179,534**
TOTALS	904,268	2,600,719	**3,504,987**

[2] As of December 31, 2018

2. REGULATORY COMPLIANCE

The Plan meets the requirements set forth in 16 NYCRR II A 105.3, 16 NYCRR II A 105.4, and Case 13-E-0198 for the submission[3] and content of an Electric Emergency Response Plan in organizing the company's response to storms. The Plan is available to all employees on Conor under Policies & Procedures.

2.1 Annual Review and Updates

The Plan shall be reviewed, annually, in order to be filed on, or before, December 15 or on such other date as the New York State ("NYS") Public Service Commission ("PSC" or "the Commission") may prescribe.

Emergency Preparedness will initiate the annual review of the Plan. All organizations with roles and responsibilities herein submit edits to Emergency Preparedness, who will incorporate any changes before filing with the PSC. Each response organization is required to maintain their specific contact information, procedures, checklists, and instructions needed to support the Plan. When the company files this Plan, it also will file, with the DPS Records Access Officer (confidential), its lists of its critical facilities, press/media contacts (*i.e.*, breaking news distribution list), and mutual assistance contractors.

As required by Section 66(21)(f) of the Public Service Law, Consolidated Edison Company of New York, Inc. ("Con Edison") files the most recently approved emergency response plan with the Westchester County Executive and with the Emergency Management Office of the City of New York ("NYCEM").

2.2 Semi-Annual Updates

Semi-annually, each company organization that has responsibilities in the Plan will review and update their respective lists (as noted in parentheses), as set forth in section 16 NYCRR 105.4(b)(5):

i. all utility personnel assigned service restoration responsibilities (Electric Operations and Emergency Preparedness);
ii. mutual aid companies and contractors (Emergency Preparedness);

[3] Amended filing date to December 15, annually

iii. all Life Support Equipment ("LSE") and Special Needs ("EBD") customers (Customer Operations);
iv. human services agencies (Customer Operations);
v. print and broadcast media (Corporate Affairs);
vi. operators/managers of motels, restaurants, and dormitories, etc. (Logistics and Energy Services);
vii. state, county, and local elected officials (Corporate Affairs), and law enforcement officials and emergency management and response personnel (Emergency Preparedness);
viii. medical facilities (Energy Services); and
ix. vendors (Supply Chain).

2.3 Utility Scorecard (PSC Scorecard)

Following Superstorm Sandy, the PSC issued an order[4] approving the use of a scorecard (emergency performance metrics) to assess electric utility response to significant outages.

Within 30 calendar days, following the completion of customer restoration to any electric event during which the outage duration (*i.e.,* the time period between the start of the event and customer restoration) lasted more than three days or to any qualifying network outage in New York City ("NYC"), each utility is required to complete and submit the Utility Scorecard to the PSC[5].

The Utility Scorecard is available on Conor under Emergency Preparedness. Emergency Preparedness initiates the process to complete the Utility Scorecard, as required.

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

As set forth in 16 NYCRR 105.4(c), within 60 calendar days following completion of service restoration in an emergency where the restoration period exceeds three days, each electric corporation shall submit a review of all aspects of its preparation and system restoration performance to the PSC.

Emergency Preparedness initiates the process to complete the Part 105 Report, as required.

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[4] 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).

[5] 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.

3. CORPORATE RESPONSE TO ELECTRIC EMERGENCIES

During electric emergencies, the company strives to restore service as quickly, efficiently, and safely as possible. This section summarizes company-wide strategies and programs that may be implemented to achieve this goal.

3.1 Incident Command System ("ICS")

As per CI 260-4, ICS is a management system designed to enable safe, effective, and efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organization structure. Using ICS for every incident helps to hone and maintain the skills needed in order to coordinate emergency preparedness and response efforts effectively.

The ICS structure is built around five major functions that are applied to any incident whether large or small: Command, Operations, Logistics, Planning, and Finance-Administration.

For more information on ICS and its application within the company, see CI 260-4.

For specific information on ICS roles and responsibilities during electric emergency events, see ICS Roles & Responsibilities.

3.2 Operational Philosophies (including Shutdown Roles and Responsibilities)

The following section describes the operational philosophies used prior to and during an incident to support safe operations as well as the rapid restoration of any de-energized equipment and/or energy systems.

3.2.1 Energy Systems

- The company will strive to maintain safe operation of its energy systems to the fullest extent possible at all times. When it is apparent that continued operation will result in significant damage to facilities and equipment and/or potentially compromise the safety of the public or employees, actions will be taken to remove those facilities from service.

- Energy Systems will operate to maintain essential services until continued service is imminently threatened by storm and system conditions, resulting in a decision to preemptively de-energize the system to minimize damage.

- Overhead systems shall be operated throughout the storm, unless a shutdown occurs as a result of de-energizing a substation supply, for the reasons indicated above.

- Generally, transmission stations shall not be de-energized on a preemptive basis but should be operated in accordance with established procedures.

- All substations will be operated in accordance with established procedures.

- Following a partial- or full-system shutdown, and after an evaluation of the transmission and distribution systems, the Senior System Operator ("SSO"), in consultation with the Regional Incident Commander (or Vice President) and the Chief Distribution Engineer, shall decide on the timetable to re-energize the impacted areas.

- Prior to re-energizing, Energy Systems will inspect and make safe any known company equipment that is damaged and cannot be safely re-energized (*e.g.,* below grade 460-volt network compartments located in flood areas).

- The company will coordinate with local authorities having jurisdiction regarding the isolation of damaged buildings and/or customer electrical equipment. Consideration will be given to customer requests to isolate specific buildings prior to restoration of the distribution system.

3.2.2 Vegetation Management

- Electric Operations' *Hazardous Tree Removal Program* identifies trees that are in imminent danger of failing, either during routine cycle trimming or during inspections of the worst performing feeders (as determined by the Regional Engineering group).

- The candidates are then prioritized based upon their possible impact to Critical Customers and/or Critical Infrastructure.

- The company also considers requests from municipalities, the NYC Parks Department, as well as residential and commercial customers. The potential trees are documented and permissions are obtained from the tree owner for the removal, which is performed by the company's Line Clearance (*a.k.a.,* Vegetation Management) vendor.

3.2.3 Restoration and Resource Management

- When the company determines it is no longer safe to maintain operating personnel at field locations, personnel will be evacuated.

- All company employees are expected to report to work during emergencies or fulfill emergency roles in accordance with their System Emergency Assignment ("SEA") (see Section 3.4).

- Company policies related to travel and work during storms and emergencies may be found on Conor under Storm and Emergency Information and Resources.

- The company's electric distribution restoration model is largely decentralized in that each region (*i.e.*, Brooklyn/Queens, Bronx/Westchester, Manhattan, and Staten Island) operates independently, and their respective Regional Electric Control Center ("RECC") has operational jurisdiction for the electric distribution system in their region.

- In limited cases, and where applicable, the operating jurisdiction for radial overhead spurs can be delegated to an authorized individual serving as the Field-Person-in-Charge (*a.k.a.*, "Cell Lead") to allow designated areas to be isolated and expedite restoration activities. The Field-Person-in-Charge/Cell Lead coordinates work in designated areas for both company employees and mutual assistance crews, via the use of Crew Guides.

- For electric system incidents with a declared incident classification level of Upgraded or greater (see Section 3.4), each region is responsible for staffing its own ICS organization [*a.k.a.,* Emergency Response Organization ("ERO")] and for all emergency response/restoration activities within its respective area of jurisdiction.

- For electric system emergencies impacting more than one region at a classification level of Serious or greater, and thus requiring a more centralized response, the Chief Engineer, or designee, will establish the Distribution Engineering Situation Room ("DESR"). Company procedure EOP-5035 Distribution Engineering Situation Room Operating Guide ("EOP-5035") provides a comprehensive guide of the DESR staffing requirements, position responsibilities, activation criteria, mobilization, and operations. An email notification regarding DESR mobilization will be sent to the appropriate company distribution lists as well as to New York State Department of Public Service Staff, PSC Staff, and Offices of Emergency Management ("OEMs") in New York City and Westchester.

- A Senior Vice President, the Vice President of Emergency Preparedness, or the Senior System Operator may initiate the activation of the Corporate Emergency Response Center ("CERC")[6] for a significant Serious or Full-Scale incident classification level. CERC may also be activated preemptively at the discretion of a Senior Vice President, when warranted by the circumstances, with the concurrence of the Vice President of Emergency Preparedness and

[6] Upon activation of the CERC, the DESR relocates to, and operates within, the CERC Planning Section.

the Senior System Operator. The CERC coordinates emergency response/restoration amongst the regions, as needed. Resources can then be (re)allocated throughout the company to maximize the efficiency of restoration based on the areas of greatest need. For more information about the CERC, see CI 260-4.

3.2.4 Communications

- When feasible, the company will coordinate shutdowns with local, city, and state emergency management personnel. Furthermore, the company will communicate the planned shutdown with those customers that will be impacted through mass media outlets via the various communications methods (and owners) detailed in Section 5: Communications.

- Corporate Affairs is responsible for the dissemination of all company-wide communications related to storm response (*e.g.,* policies and procedures related to storm pay, change of schedule, meal allowance, etc.), which can be found on Conor under Storm and Emergency Information and Resources.

- Additionally, Corporate Affairs is responsible for all communications with the media, elected officials, and the public. Attachment 9.3, 810-2 CI Corporate Affairs - Crisis Communications Plan ("CI 810-2"), outlines the company's policies and procedures on providing timely and accurate information through the news media to the public, elected officials, and community organizations during system events that impact customers in the CECONY service territory.

- CNS ("Communicator Notification System") is the company's internal notification system. It operates based upon pre-defined scenarios. Each scenario has a designated list of employees who will receive the call. CNS is largely considered a ONE-WAY (*i.e.*, outbound) notification system; however, if an employee fails to answer the initial CNS call, he/she can call back the system in order to retrieve the original message and confirm message receipt.

- ARCOS is a third-party callout application that allows the company to target employees for callouts based on a number of employee attributes (*e.g.*, job position, SEA, department, section, organization, etc.). In addition to outbound notifications, ARCOS can also be used to schedule employees for work shifts (*e.g.,* AM, PM).

3.2.5 Hazard-Specific Response (*e.g.,* Coastal Storms, Flooding)

- Given a forecast of tropical storm force winds[7], the Chief Distribution Engineer, in discussions with the Regional Electric Operations General Managers, may elect to place the overhead distribution system, or parts thereof, into radial mode. The pre-storm changes to the status of the overhead distribution system will be communicated to applicable RECCs, who are the responsible operating authority. Operating in this mode may contribute to public safety, limit damage to Overhead and Underground Residential Distribution ("URD") equipment, and provide for a more expeditious restoration of the system.

- For incidents where flooding is expected to impact the overhead and/or underground electric systems, the Flood Response Guideline provides additional guidance.

- If the forecast calls for extensive flooding, 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 on the forecasted flooding. The preemptive action is designed to protect both company and customer equipment.

    - Electric Operations will evaluate if the number of feeders required to be removed from service to achieve this goal places any network in jeopardy of failing.

    - In situations where the number of feeders required to be removed from service places a network in jeopardy of failing, that network will be shut down preemptively. The decision shall be made by the Regional Electric Operations Vice President, or the Regional General Manager of Electric Operations, or his/her designee, in consultation with the Chief District Operator of System Operations, or his/her designee. Procedure EO-4095 Distribution System Operation under Contingency Conditions provides additional details for the actions required to preemptively shutdown 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 lead to the decision to shut down a network.

[7] Sustained winds of 39 MPH or higher. Source: https://www.nhc.noaa.gov/aboutgloss.shtml

- Where installed, substation flood-level indicators and / or on-site reports will be communicated to System Operation for use in determining the need for a station shutdown and for when to begin restoration. Flood levels will be documented at routine intervals during an event.

- In the event of extensive flooding resulting in widespread damage to customer equipment, the company, working with NYC and Westchester County jurisdictional authorities, will streamline customer restoration by simplifying the certification process (as documented in Energy Services Coastal Storm Plan and Flood Response Guideline). Once approval is granted by jurisdictional authorities, the company will disseminate the streamlined customer restoration application via the company's website (www.coned.com), media outlets, trade associations, and customer outreach activities. The company streamlined the certification and restoration process as follows:

    - Licensed electrician to self-certify that the customer's equipment is safe to energize (self-certification form includes an inspection notice regarding gas service equipment).
    - Submit completed certification form to Con Edison.

- Within the CCSP, Energy Services details the process of tracking customers who have experienced flood damage to customer-owned electric equipment.

3.2.6 Environment, Health and Safety ("EH&S")

- EH&S will work closely with the operating groups to ensure their EH&S staffs are actively engaged in pre-incident planning and implementation.

- EH&S will work closely with the applicable regulatory agencies to keep them advised and seek their support for any needed emergency relief or regulatory discretion.

- In coordination with local organizations, EH&S will work to support the continued protection of employees and the public while minimizing any adverse impacts on the environment.

- EH&S will maintain normal services, including operation of the ChemLab, until continued operation poses a safety risk or adversely impacts the ability to respond to post-storm recovery/restoration efforts.

3.2.7 Logistics & Facilities Management

- During events, the Logistics organization is created to support restoration efforts for the company. Logistics is comprised of two main organizations: Facilities & Field Services ("FFS")

and Supply Chain. They are the lead organizations responsible for managing logistics activities, which include but are not limited to:

- coordinating the acquisition and delivery of materials, supplies, and services along with operations of local storerooms at service centers and staging areas;
- managing the transportation and fleet needs associated with an incident response;
- managing facilities operations at main service centers, which includes property management, general maintenance and repairs, snow removal, office cleaning services, and oversight of our security-guard vendor;
- oversight of the corporate fleet of vehicles, and operations of repair garages at service centers;
- establishing and operating remote evacuation, assembly, and staging areas, as required; and
- providing cranes and rigging services and vehicle fuel management utilizing in-house fuel stations and contracted vendors.

- The Logistics Operations Control Center ("LOCC") is responsible for coordinating logistical planning and response activities for the company prior to, during, and after an event. The LOCC is staffed during the mobilization, operational, and demobilization stages of multi-region Serious and Full-Scale events. The LOCC is primarily responsible for operationally handling all staging-area activities, under the direction of the Staging Area/Base Camp Branch Director (at the regional level). The Emergency Support Group, a section within FFS maintains the list of staging areas on their SharePoint site. The staging area sites are inspected annually to make sure they remain a viable resource for the company to use. They are also subject to availability, based on the site's normal business, seasons, and physical changes.

- In addition, the LOCC is the tactical unit that underneath Logistics (which will escalate to a more centralized model during more serious multi-region events) that supports the hospitality/lodging needs for mutual assistance crews, food services, the transportation of dry ice to distribution locations, the procurement and operation of mobile emergency generators[8], and the deployment of mobile command centers. When needed, the LOCC works with Supply Chain for the procurement of non-stock material and outside services.

- The FFS Unit is responsible for mobilizing employees with a logistics-specific SEA. Additionally, they train those personnel with logistics-specific SEA assignments for those

[8] See 330-8 CI Mobile Electric Generators (MEGs) Management and Deployment for procedures related to managing the deployment of mobile electric generators.

assignments, which may include a logistics position at CERC/DESR, the LOCC, and/or at field-based staging areas.

- Site-specific workout location evacuation plans have been developed and are maintained by Facilities and Field Services for the following facility locations deemed at-risk due to storm surge: 16th Street, 28th Street, 110th Street, Neptune Avenue, 3rd Avenue, Victory Boulevard, Davis Avenue, College Point Boulevard, Astoria Complex, Eastview, and Rye.

- Corporate Security will strategically integrate security protocols to protect the physical, fiscal and personnel assets of the company without adversely impacting the company's emergency response operation.

- Information Technology will maintain essential business applications and communications services until failure or their continued operations poses a personnel safety risk or adversely impacts the ability to restore service. Based upon the forecasted storm category, Information Technology may declare a disaster and initiate the process of migrating mainframe operations, located at 4 Irving Place, to alternate facilities.

3.2.8 Dry Ice Distribution

When outages resulting from anticipated events are expected to last more than 48 hours, the company will commence dry ice distribution within 24 hours of the start of restoration, contingent upon availability from vendors and upon accessibility of distribution centers due to issues such as road closures, down wires, or debris as well as appropriate time-of-day for dry ice distribution. Distribution will be coordinated with either local or county officials based upon their request for dry ice distributions. 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 apportioned approximately 5-10 lbs. of dry ice (or wet ice) at established distribution locations. The master list of pre-identified dry ice distribution sites will reside with the Emergency Support Group, a section within FFS, on their SharePoint site. The development of this list is a collaborative effort between the company's Corporate Affairs, Customer Outreach, and Facilities & Field Services organizations. Information that is more detailed regarding dry ice distribution can be found in the Facilities & Field Services Dry Ice Procedure and 2-0-22 Customer Operations – General: Dry Ice Distribution.

3.3 System Emergency Assignments ("SEAs")

SEAs facilitate the effective utilization of all employees should a major incident occur that impacts company facilities, equipment, or systems requiring the augmentation of normal resources to restore operations. Every employee has a system emergency assignment and may have up to four assignments.

There are two distinct groups of SEAs; one is that you are retained by your home organization, and the other is you are released to another assignment that is outside of your home organization. If you are retained, your SEA will be Business Continuity. You may be performing your day-to-day function, or working in another role to support your organization. If you are released from your home organization, it will likely fall into these major SEA categories: Site Safety, Damage Assessment, Logistics, and Liaison (e.g., EOC Liaison, Municipal Liaison). For additional information, see System Emergency Assignment Program on Conor.

3.3.1 SEA Notifications and Activations

In anticipation of weather-related incidents, Emergency Preparedness will send a situational awareness communication to SEA Coordinators and Storm Role Owners. When it is determined that additional support personnel are needed to meet minimum staffing requirements for the expected/declared incident classification level, Emergency Preparedness will activate the SEA program by contacting the SEA Coordinators and Storm Role Owners.

A notification system [*e.g.,* Automated Roster Call-Out System ("ARCOS")] can be used to directly contact employees whose SEA has been activated by phone and/or email using a pre-populated message regarding the SEA activation requirements (*e.g.*, contact information, reporting location, SEA assignment). ARCOS can be used for either a large-scale (*e.g.*, for a high-impact storm or hurricane) or smaller-scale (localized event) event as well as for incidents that are unanticipated (*i.e.*, no-notice). SEA Coordinators will reach out to activated staff directly through phone and/or email (with or without the use of ARCOS) to notify employees of their assignments.

3.4 Incident Classification Level and Minimum Staffing Matrices

Incidents are typically classified into one of four classification levels:

Table 3.4A: Typical Incident Classification Level Matrix

Incident Classification Level	Definition
Routine	Every day work and any incident that is managed by the responsible operating organization generally using locally assigned resources.
Upgraded	An incident requiring more than locally assigned resources.
Serious	A more complex incident that involves a 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.
Full-Scale	An incident that involves widespread need for company forces in one or multiple service area(s), and which could include support from outside the company.

In accordance with PSC requirements, Con Edison has developed Incident Classification Level and Minimum Staffing Matrices for electric emergency incidents. These are important tools used by the regions to determine the appropriate level of resources, and degree of ICS mobilization, needed to manage a forecasted storm or storm-like incident.

3.3.1 Regional Incident Classification Matrices

Regional Incident Classification Matrices (see Section 9.1: Regional Incident Classification Matrices) relate the primary forecasted weather condition (along with other variables, such as foliage condition, ground saturation, etc.) with the appropriate emergency preparedness and response parameters (*e.g.,* number of customers out of service, estimated number of jobs, estimated restoration times). They are customized to take into consideration the anticipated weather conditions and geography of each of service area:

- Overhead – Bronx/Westchester
- Overhead – Brooklyn/Queens
- Overhead – Staten Island
- Underground – All Regions (Heat)
- Underground – Bronx/Westchester (Winter)
- Underground – Brooklyn/Queens (Winter)
- Underground – Manhattan (Winter)
- Underground – Staten Island (Winter)

3.3.2 Regional Minimum Staffing Matrices

Each region is responsible for ensuring adequate staffing for declared incidents. Regional Minimum Staffing Matrices (see Section 9.2: Regional Minimum Staffing Matrices) are customized to provide the appropriate amount of resources:

- Overhead – Bronx/Westchester
- Overhead – Brooklyn/Queens
- Overhead – Staten Island
- Underground – Bronx/Westchester (Heat)
- Underground – Brooklyn/Queens (Heat)
- Underground – Manhattan (Heat)
- Underground – Staten Island (Heat)
- Underground – Bronx/Westchester (Winter)
- Underground – Brooklyn/Queens (Winter)
- Underground – Manhattan (Winter)
- Underground – Staten Island (Winter)

3.3.3 Regional ICS Organizational Charts

Within Electric Operations, Overhead and Underground each maintain their own ICS organization charts detailing the general framework within each region[9] (see Section 9.3: Regional ICS Organizational Charts):

- Overhead – Bronx/Westchester, Brooklyn/Queens, and Staten Island
- Underground – Bronx/Westchester
- Underground – Brooklyn/Queens
- Underground – Manhattan
- Underground – Staten Island

3.3.4 Underground Decision Matrices

For Underground operations, the critical actions and responsibilities of various parties are summarized, for each incident classification level, in the following:

- Decision Matrix (Heat)
- Decision Matrix (Winter)

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

4. MUTUAL ASSISTANCE

This section describes the process by which mutual assistance may be acquired to expedite restoration efforts. Mutual assistance may be in the form of personnel, supplies, and/or equipment and may be required to mitigate, repair, or restore the electric system to normal operations.

4.1 Regional Mutual Assistance

Mutual assistance is a critical part of the electric power industry's service restoration process. Electric companies impacted by significant outages are able to increase the size of their workforce by borrowing restoration workers by calling on other utilities for assistance. When called upon, 'Responding Companies' will send skilled restoration workers (i.e., both company employees and contractors), along with specialized equipment, to help the 'Requesting Company' with restoration efforts.

Edison Electric Institute ("EEI") is the association that represents all U.S. investor-owned electric companies. EEI's Mutual Assistance Program is a voluntary partnership of investor-owned electric companies, across the country, committed to helping restore power whenever and wherever assistance is needed. Within the national program, several Regional Mutual Assistance Groups ("RMAG") comprise electric companies within the same region.

When a program member determines that it needs restoration assistance, it initiates a request through its respective RMAG, which facilitates the process of identifying available restoration workers and helps the Requesting Company coordinate the logistics and personnel involved in restoration efforts. For example, RMAGs can help companies locate specialized skill sets, equipment, or materials, and can assist in identifying other types of resources that may be needed, including line-workers, tree trimmers, damage assessors, and even call center support.

The RMAG covering in the Northeast portion of the country is referred to as the North Atlantic Mutual Assistance Group ("NAMAG").

CECONY is a member of NAMAG and Emergency Preparedness serves as the company's primary liaison to NAMAG. Participation in NAMAG requires that, even if the company is not expected to be impacted by a given incident (*i.e.*, storm), at least one company representative will participate in all NAMAG mutual assistance conference calls to which the company is invited.[10]

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

As a participating member of NAMAG, once the company determines that external resources are needed, the mutual assistance process is implemented in a manner consistent with the terms set forth within NAMAG's North Atlantic Mutual Assistance Agreement and in alignment with EEI's Mutual Assistance Agreement (which can be found on Conor under Emergency Preparedness). Such terms include, but are not limited to:

- the Requesting Company will initiate a NAMAG conference call;
- the weather forecast will be presented by the Requesting Company(s) to provide all members an opportunity to understand the emergency situation;
- an estimate of actual or predicted impact / damage and when these are expected to occur will be presented by the Requesting Company(s);
- an estimate of resources needed will be presented by the Requesting Company(s);
- all non-impacted companies shall communicate the number of resources available to assist; and
- all impacted companies shall communicate the number of available resources to assist once their service areas are no longer at risk.

4.2 New York State Public/Private Utility Mutual Assistance Protocol Coordination

The New York Public/Private Utility Mutual Assistance Protocol is an outline of general principles and practices for NYS utilities to follow, enabling them to leverage a public/private partnership among the utilities within NYS. This provides access to critical resources to facilitate and expedite utility restoration following an emergency impacting the customers and visitors of NYS.

The foundation of this protocol draws upon the concepts, which have been utilized by members of, but not limited to, the NAMAG and New England Public Power Association ("NEPPA") mutual assistance programs. This protocol is intended to be flexible in every respect, since it is not possible to predict exactly what the nature or scope of an emergency will be. It is flexible in allowing individuals in command to call upon further reserves of personnel, supplies, equipment, and space as required, but in an organized, documented, and logical manner.

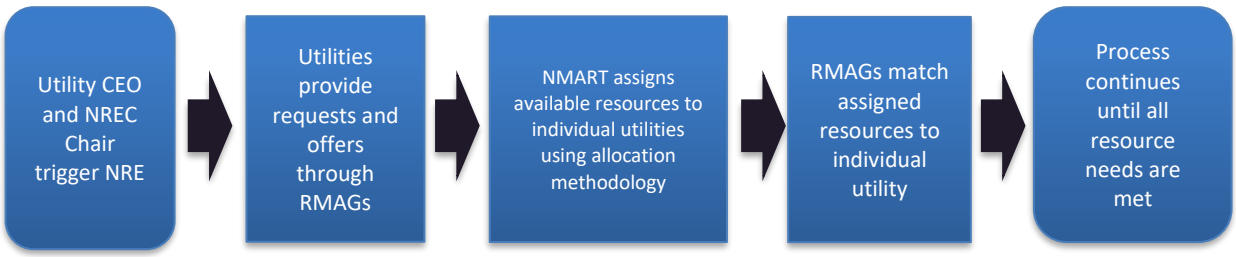
In instances where CECONY and/or Orange and Rockland Utilities, Inc. ("O&R") requests mutual assistance through the NAMAG process, a formal notification will be made to the Chairperson of The New York Public/Private Utility Mutual Assistance Protocol that the NAMAG process has been enacted and that mutual assistance may be requested from the municipalities and electric cooperatives. This protocol is not intended to usurp any organization's primary means of securing additional assistance, rather to provide a supplemental source of additional potential resources within NYS.

If the resource needs cannot be met from within NAMAG, the request may be expanded to encompass neighboring Regional Mutual Assistance Groups ("RMAGs"), as well as members of the Municipal Electric Utilities Association ("MEUA") of New York State, and the New York Association of Public Power ("NYAPP") (through the New York State Public/Private Utility Mutual Assistance Protocol), with a request to canvass their members for available resources. If the needs still cannot be met, a national RMAG call will be requested through EEI.

4.3 National Response Events ("NRE")

If the request for resources for two RMAGs cannot be fulfilled from within their RMAG, an NRE may be declared by the Chief Executive Officer, or designee, of an impacted utility. An NRE designation is reserved for only the most significant events, such as a major hurricane, earthquake, an act of war, or other occurrence that results in widespread power outages. In the case of an NRE, the industry's mutual assistance process will be coordinated at the national level in order to ensure industry resources are seamlessly allocated in the most efficient manner possible. A simplified flow chart of the NRE process is shown below:

Figure 4.3.A: NRE Process



4.4 New York State Emergency Assistance

Upon declaration of a State of Emergency by the Governor, the State may be able to provide supplementary resources to support utilities that have been severely impacted by a given emergency event when their customary sources of supplemental resources (*e.g.,* company contractors, mutual assistance crews) are inadequate to address the overarching recovery/restoration needs of the State.

One State resource that is particularly noteworthy is the NYS National Guard. NYS National Guard forces can provide logistics, transportation, communication, and general-purpose assistance when activated under a State of Emergency. Capabilities, deployment, and onboarding details related to the use of NYS National Guard forces are detailed in National Guard Capabilities and Power Restoration Roles.

If the determination is made that NYS National Guard support is necessary, a request shall be submitted to Emergency Preparedness, who will review the request and determine if other options (*e.g.,* mutual assistance, contractors, or internal staffing) are viable. If other options are not viable, Emergency Preparedness will submit the request to the Department of Public Service ("DPS") Emergency Manager. Requests from all of the electric utilities will be coordinated through the DPS Emergency Manager and forwarded to the NYS Power Restoration Working Group[11] for processing. This group will determine what resources are available for deployment. If they determine that requests exceed available resources, they may request support from the National Guard in other states.

After confirming with DPS, Emergency Preparedness shall also submit their request to the respective County OEM (*e.g.*, NYCEM, WCDES). Once deployed, State assets are managed by the receiving County OEM.

4.5 Process Overview for Requesting and Managing Mutual Assistance Resources

Mutual assistance resources may be pre-staged, taking into consideration the forecast regional weather impact and pre-determined minimum staffing requirements. To minimize travel times, CECONY's Electric Operations Leadership may make the decision to fly in a limited number of resources to assist with restoration.

Post-impact, CECONY's Chief Engineer will coordinate the allocation of resources and shall re-allocate resources, as warranted. Re-allocation of resources may be based upon damage assessment, the extent and type of damage, the number of jobs, the number of downed wires, the number of customers out of service, the available resources (*i.e.*, utility company travel teams versus small groups of contractor crews), established Estimated Times of Restoration ("ETRs"), and the difficulty travelling in each service area.

4.5.1 CECONY and O&R Mutual Assistance Requests

In the event that an incident causes widespread damage to both the Con Edison and O&R electric distribution systems, the request for mutual assistance for both companies will be coordinated through Emergency Preparedness. One consolidated request will be made for both companies to ensure the safe and timely restoration of customers in both service territories. Any mutual assistance resources that are obtained are then allocated between the two companies based upon

[11] The NYS Power Restoration Working Group consists of representatives from each of the affected electric utilities, State Office of Emergency Management, and Department of Public Service.

the Emergency Preparedness Guideline, Acquisition and Allocation of Mutual Assistance and External Resources.

Post-impact, the Vice President of Emergency Preparedness will initiate a call between the Con Edison Vice President of Engineering & Planning and the O&R Vice President of Operations to review the number of customers interrupted, the number of outage jobs and the general scope of damage. Resource needs will be periodically assessed and re-allocated as necessary.

4.6 Onboarding Process

Once mutual assistance resources are secured, the following organizations are responsible for ensuring the resources are properly received, allocated, and integrated into the restoration effort:

Table 4.6A Mutual Assistance Roles and Responsibilities

Emergency Preparedness	• Utilize Resources on Demand ("RoD"), or a similar tracking process, to upload/track pertinent information (*i.e.,* rosters, equipment, and estimated times of arrival) associated with bringing contractors and utilities into the Con Edison service territory • Maintain a list of retiree crew guides and third-party contractors approved by Electric Operations and acquire those resources as needed, at the direction of Electric Operations (see *Retiree Emergency Activation Program* below*)* • Contact Emergency Contractors for availability including contractors on retainers • Contact Utilities and contractors that may be available to be flown in to assist • Contact Contractors with vehicles available to lease • Allocate mutual assistance resources in accordance with the Acquisition and Allocation of Mutual Assistance and External Resources • Verify that periodic calls between the VP of Emergency Preparedness (Con Edison), VP of Engineering & Planning (Con Edison), and VP of Operations (O&R) are made to assess needs and re-allocate resources as needed • Assess possible re-deployment following a demobilization order of mutual assistance crews, and administer performance evaluation surveys • Archive daily roster sheets (with Finance/Admin) and invoices from vendors • Provide advise/counsel to mutual assistance/contractors (*e.g.*, reporting location)
LOCC	• Coordinate meals, vehicle fuel, lodging, water supply, and crew transportation • Work with the regional Staging Area/Base Camp Branch Director to establish staging area sites, as necessary, and provide appropriate staff • Discuss and coordinate with Store Operations to mobilize material at the site • Coordinate site demobilization
Electric Operations	• Identify assets, skill sets, equipment, restoration crews, ladder line crews, and vegetation crews needed • Provide and assign crew guides for the mutual assistance teams

	• Electric Operations crew guides will conduct job briefings and/or any necessary on-the-job training and evaluate mutual assistance performance • Manage work assignments for the mutual assistance teams and record daily work hours • Assign a Staging Area/Base Camp Branch Director (manager) to manage staging area / base camp operations in coordination with the LOCC
Facilities & Field Services	• Ensure sufficient inventory of material is available • Coordinate site security at staging areas • Manage material distribution at staging areas
Supply Chain	• Manage material distribution at staging areas • Ensure sufficient inventory of material is available • Execute contracts and procure equipment, material and services as needed • P-Card and Supplier Enablement administration support
Finance/ Admin.	• Receive contractor roster from Emergency Preparedness • Verify daily contractor time sheets, update master contractor intake form with reconciled numbers • Maintain daily roster for eventual disbursement and record keeping • Archive time sheets, master contractor intake forms, and daily roster sheets (with EP) at the end of the incident
Work Management	• After information is entered into RoD by EP, verify and utilize information (*e.g.*, contractor / utility resources and equipment received)
EH&S	• Manage orientation process and deliver "onboarding" training, in coordination with Electric Operations, as detailed in *Electric Operations' Handbook for Mutual Assistance Workers* • Conduct safety reviews and safety talks

Retiree Emergency Activation Program

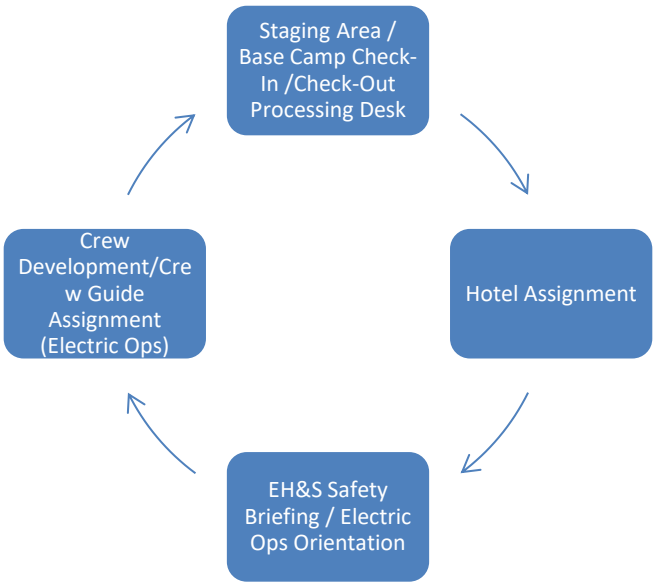
To supplement the management of mutual assistance crews, the company has a *Retiree Emergency Activation Program*, which is an Emergency Preparedness-led initiative to maintain a roster of qualified retired personnel (CECONY and O&R) to support restoration efforts during major events. They are contacted for support at the request of Electric Operations, typically when we mobilize large contingents of mutual assistance crews.

EP solicits interest in the program through four channels:

1. at the moment when the employee separates from the company and is in good standing;
2. through contacting the various retiree clubs;
3. through posting notifications on the retiree website; and
4. through calling/emailing retirees directly who have electric backgrounds.

Once a list of interested retirees has been developed, Emergency Preparedness sends those contacts to Electric Operations for their review. Selected candidates are then sent instructions on how to register with an external party that conducts a background check and drug screening. Emergency Preparedness then coordinates two onboarding sessions per year where an electric subject matter expert is brought in to provide an electric system overview, and the company's training group covers OSHA requirements. All retiree participants are required to attend one of these onboarding sessions every year to maintain an active status in the program.

Figure 4.6B - Onboarding Process Flow Chart



4.7 Management of Mutual Assistance/Contractor Crews during Restoration

The company's Minimum Staffing Matrices prescribes the initial resources required for all storm roles, based upon the predicted impact of anticipated storm or storm-like conditions and the company's respective incident response level(s) (by region). Initial resources are mobilized to the probable affected areas until each region's staffing matrix is satisfied (as appropriate). Storm-role resources are adjusted, daily, based upon evolving storm predictions, as the event nears, or the as the storm begins to impact the territory. This is documented through meeting notes, emails, and increases/decreases in the company's storm response level(s).

To track resources being utilized for storm restoration work, the company utilizes a crew roster (see Mutual Assistance Crew Roster Template for a sample roster), which can track contractor crews, mutual aid crews, associated company crews, and other types of contractors brought in

due to exceptional circumstances (*e.g.*, survey/inspectors). Prior to the start of each shift, Crew Guides will obtain all work packages, communicate the work location(s) to each crew, and, subsequently meet each crew at the work location to provide their job briefing.

4.8 Demobilization of Mutual Assistance Resources

The Planning Section Chief is responsible for determining if circuit sweeps are required prior to releasing mutual aid crews. Once the Planning Section Chief has determined that mutual assistance resources no longer are needed, he/she will notify the Chief Engineer.

Some of the factors considered are:

- whether we have met ETRs,
- whether there are outstanding mutual assistance requests in NYS and NAMAG,
- distances to travel to home offices,
- types of crews (Distribution, Service, Tree), and
- size of contingent.

Once notified, the Chief Engineer, or designee, will notify Emergency Preparedness. Emergency Preparedness will then send an e-mail notification to the home office of the utility and/or contractor indicating that their support is no longer required.

Mutual assistance resources will be advised of their release by the Mutual Assistance Branch Director and/or the OH Restoration Branch Director. In general, release occurs at the beginning of the shift to allow for safe travel but could happen at other times during the day. If release occurs at the end of the shift, the company assumes responsibility for lodging to allow for appropriate rest time. In addition, all unused material is to be brought back to the designated location.

4.8.1 Travel Expediting

In order to help minimize the travel times of mutual assistance resources, Emergency Preparedness, working with the All-Hazards Consortium ("AHC")[12] and the Multi-State Fleet Response Group, has developed a process for expediting the movement of vehicles through the E-Z Pass toll systems in fourteen states along the east coast, and expediting the process for utility crews when crossing the US-Canadian border.

[12] 501(c)(3) non-profit group focused on homeland security and emergency management issues.

5. COMMUNICATIONS

This section describes CECONY's information-management strategy and various communication methods with various key stakeholders.

5.1 Management of Information

The ICS position of *Information Officer ("IO")* is the principal source for accurate and timely data required for critical communications during a corporate emergency when the CERC is activated. The IO is a member of the Command Staff reporting to the Incident Commander. He/she works closely with the Incident Commander, Communications Officer, Liaison Officer, and other members of the ICS organization to gather, verify, and distribute information relating to the incident. The IO may be supported by representatives of the DESR, other affected organizations, and/or other staff directly in the CERC, or indirectly from RECCs, the Gas Emergency Response Center ("GERC"), and/or the Energy Control Center ("ECC"), as required.

As a member of Command Staff, the IO's responsibilities include but are not limited to the following tasks[13]:

- Collect and verify information including, but not limited, to: customer outages; critical customers; system damage; road closures and wires down; resources assigned to restoration and road clearing; and critical issues as reflected in the Corporate Information Dashboard. This information is obtained from company systems (*e.g.*, CRMS, Obvient/OMS, EMOPSYS) and directly from Operations and Logistics.
- Work with the Regional Information Officer (at the CERC level) in each affected region to obtain and verify information.
- Provide verified information at prescribed intervals (typically every four hours or as prescribed by the IC) to Corporate Affairs via the Communications Officer for dissemination to the news media, external stakeholders, and regulators.
- Verify key data with the Communications Officer before information is released for press releases or other internal/external communications.
- Report to the Incident Commander any breaking operational events or significant changes in conditions as specified in the critical incident reporting section of the Incident Action Plan (IAP).
- Review and monitor the notification requirements in the NYS PSC Outage Penalty Mechanism and Load Management Plan. The company's CI 260-7: Guidelines for Communications with the Public during Load Management Power Outages establishes responsibilities for

[13] Additional tasks may be assigned by the Incident Commander, as required.

communication with the public, customers, and government authorities ("external communications") when CECONY institutes load management power outages..
- Advise IC and staff if any reporting triggers are met.

During region-specific events, the regional IO will staff each region, from 7am-7pm, for all ICS activations of Serious or greater. During multi-region activations that do not warrant a CERC activation, an additional IO will be staffed in the DESR. The IO position, in either the DESR or CERC, will be will be staffed 24 hours per day. When only one region is in an incident classification level of Serious or greater, and when neither the DESR nor the CERC is activated, the regional IO will be staffed 24 hours per day.

5.2 Communications with Municipal and Elected Officials

The ICS position of *Communications Officer* (typically staffed by personnel from Corporate Affairs) has overall responsibility for communicating emergency recovery information to all relevant federal, state, and local elected officials (or key points of contact). These include but are not limited to:

- New York City's Office of the Mayor;
- Community Board District Managers; and
- Westchester County Municipal and Elected Officials.

To facilitate these important communications, each region's respective Corporate Affairs department (*a.k.a.*, "Government, Regional, and Community Affairs") shall review and update its respective contact lists on a semi-annual basis (April and October). This is to ensure that the contact information that the region has is current for the region's elected, municipal, county, and state officials and local departments (*e.g.,* police, fire, highway, and public works), and inclusive of those with whom the region normally interacts during emergencies. On the *Email and Contact Information Verification Sheet* that CECONY gives to municipal and elected officials to complete (via email or phone), CECONY includes a statement on how to reach CECONY Regional & Community Affairs Representative to make any changes between the semi-annual updates.

Government, Regional, and Community Affairs staff have established relationships with local elected officials and, throughout events, maintain regular communications with the officials of impacted areas, providing them with updates and addressing their concerns and inquiries, as needed. Local elected officials also receive all media releases describing preparation plans for the upcoming event as well as updates throughout the event. We inform the elected officials on how they can track electric outages on the Outage Map, where they can monitor outages, and restoration information by political districts.

In New York City, NYCEM serves as the primary liaison for emergency responses with Con Edison, as outlined in Section 7: Liaison Programs. NYCEM is the agency responsible for coordinating interagency information gathering and critical stakeholder communications during City-impacted emergency events. During events, Con Edison participates in NYCEM-led calls with local elected officials and reports on the status, along with government agencies (*e.g.,* MTA, NYPD, FDNY).

On these NYCEM-led calls, the Con Edison representative shares information that is related to the current emergency conditions, similar to the information is shared during a Westchester County municipal conference call. In addition, as needed during an event, Con Edison's Government, Regional, and Community Affairs staff, and other departments, may interact with representatives from the Mayor's Office and other critical agencies (*e.g*., DEP, DOT).

In Westchester County (*i.e*., the one CECONY territory that is not within the geographical scope of NYC), municipal conference calls are held by CECONY in order to provide all municipal governments in the county with relevant updates during events and to support open communication regarding pre-storm preparations and storm restoration progress.

Westchester County Municipal Conference Calls

In accordance with the PSC's Utility Scorecard[14], when the Westchester region anticipates severe weather, during which an outage duration[15] is expected to last more than 3 days (72 hours), operator-assisted conference calls, with line-muting capabilities, are held within the first 36 hours from the Start of Restoration ("SOR") and held, daily, thereafter, until 90% 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.

Pre-Storm Municipal Conference Calls include all of the municipalities in Westchester County served by Con Edison on one call. The agenda typically includes:

- type and anticipated severity of the storm;
- projected customer outages and system impact;
- storm preparedness activities;

[14] Case 13-E-0140 issued December 23, 2013 approving the use of a scorecard to assess electric utility response to significant outages.

[15] The time period between the start of the event (*i.e*., 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) and customer restoration is complete [*i.e*., 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)].

- an overview of the process for communicating with CECONY throughout the event (*i.e.*, to report municipal-specific issues to their assigned municipal liaison, or through the online trouble ticket dashboard, rather than to discuss them on any municipal conference calls); and
- the anticipated date/time of the next conference call.

A sample email invite is shown below:

From: [redacted]
Sent: Monday, [redacted] 25, 2019 7:29 AM
Cc: dl - Westchester RCA
Subject: Con Edison Pre-Storm Municipal Conference Call - Today - Monday [redacted] 25th @11AM

Good morning,

Con Edison has been closely monitoring the forecast for a high wind event that is expected to hit our region this evening. High winds have the potential to cause tree damage, which can affect electric wires.

In anticipation of this event, Con Edison is getting ready to respond to any resulting power outages, performing system checks, and ensuring the availability of critical personnel, equipment, and supplies.

Please join us for a *Pre-Storm Municipal Conference Call* at 11:00AM today.

Agenda

- a brief overview of the forecast (*i.e.,* type of even, anticipated severity);
- our projected number of customer outages and system impacts for all of Westchester County (based upon the information available);
- a brief overview of our storm preparedness activities (based upon the projected number of customer outages);
- a reminder that the Municipal Desk @ 914-[redacted] (for municipal use only) is always available for municipal inquiries, and that inquiries regarding Municipal Liaisons should be directed to this line;
- a reminder on the process for communicating with CECONY throughout the event (*i.e., municipalities are encouraged to report municipal-specific issues to their assigned municipal liaison, or through the Municipal Dashboard, rather than to discuss them on conference calls);*
- the anticipated date/time of the next conference call.

Instructions to participate in the conference call:

- Access telephone number: [redacted]
- Conference ID: [redacted]

Note: Customers can report power interruptions or service problems by calling **1-800-75-coned** or online at **www.coned.com** (where they can also view service restoration information and our outage map).

Following the Start of Restoration, Regional and Community Affairs will transition from hosting *Pre-Storm* to *Storm-Restoration Municipal Conference Calls*.

The agenda for these calls would typically include:

- geographic areas impacted (highlighting hardest-hit areas);
- the number of customers out of service and impact(s) to the system;
- the status of recovery and restoration activities;
- highlights of what restoration activities have been accomplished since the last call;
- that day's work plan and a general overview of future restoration activities;
- ETRs[16], as available;
- a reminder that outage updates can be obtained, between calls, through viewing the outage maps (which they have access to and with which their assigned municipal liaison can assist);
- a reminder of the process for communicating with CECONY throughout the event (*i.e.*, to report municipal-specific issues to their assigned municipal liaison, or through the online trouble ticket dashboard, rather than to discuss them on these calls); and
- the anticipated date/time of the next conference call.

[16] Specific ETRs for individual customers/municipalities are not covered

A sample email invite is shown below:

From: [redacted]
Sent: Tuesday, [redacted] 26, 2019 7:45 AM
Cc: dl - Westchester RCA
Subject: Con Edison Storm-Restoration Municipal Conference Call - Today - Tuesday [redacted] 26th @11AM

Good morning,

Please join us for a *Storm-Restoration Municipal Conference Call* at 11:00AM today.

Agenda

- an overview of the hardest hit areas;
- the number of customers out of service and an overview of system impacts;
- an overview of our storm restoration and recovery activities (with highlights of any accomplished);
- a general overview of the work plan for the day and future restoration activities;
- ETRs (as they become available);
- a reminder that the Municipal Desk @ 914-[redacted] (for municipal use only) is always available for municipal inquiries, and that inquiries regarding Municipal Liaisons should be directed to this line;
- a reminder on the process for communicating with CECONY throughout the event (*i.e., municipalities are encouraged to report municipal-specific issues to their assigned municipal liaison, or through the Municipal Dashboard, rather than to discuss them on conference calls);*
- the anticipated date/time of the next conference call.

Instructions to participate in the conference call:

- Access telephone number: [redacted]
- Conference ID: [redacted]

Note: Customers can report power interruptions or service problems by calling **1-800-75-coned** or online at **www.coned.com** (where they can also view service restoration information and our outage map).

Similar to the *Pre-Storm* call(s), the first *Storm-Restoration* call(s) will include all of the municipalities served by Con Edison within Westchester County. However, in order to provide more focused updates to municipal officials as the storm passes (and more localized damage is surveyed, identified, and available to report), subsequent storm-restoration conference calls will be scheduled with more narrow geographical territories within the county, as appropriate.

These geographical territories will be based upon the impact of the storm. For example:

- For storms that impact the entire county, the company is prepared to host as many as four 'quadrant' calls that cover all of the municipalities Con Edison serves across the county.

- For storms that have a more notable impact upon certain areas of the county, the geographical territories for the restoration calls will be strategically parceled so that the hardest hit areas are invited to one call (*e.g.*, north), while less-impacted areas (*e.g.*, south) are invited to another call. The objective in doing this is to minimize the amount of time that officials from less-impacted areas need to spend on a call that is discussing more detailed restoration efforts in another area.

All of these communications will be in accordance with CI 810-2.

5.3 Communications with Print and Broadcast Media

The ICS position of *Communications Officer* also has overall responsibility for overseeing communications with print and broadcast media outlets in Westchester County and New York City.

All communications related to print and broadcast media will be in accordance with CI 810-2.

5.3.1 Press Releases

Press releases and briefings will be managed in accordance with Sections 2.3 through 2.5 of the Corporate Instruction:

2.3 **Press Release and Press Briefing Guidelines** – Media Relations will issue a press release whenever the Company mobilizes to a Serious Level (Category 2) event under the Emergency Response Plans (ERP). Prior to all approaching storms, 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 2.4.

2.4 **Initial Press Briefing** –

a. Once the Outage Notification Incentive Mechanism is triggered, there are two ways to conduct an initial press briefing—in person or via conference call.

b. 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.

c. The time periods for conducting the initial press briefing and subsequent briefing(s) are detailed in EXHIBIT A.

2.5 **Press Release** –

a. If the Outage Notification Incentive Mechanism is triggered, the Company will issue a press release to all media that provides 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.

b. 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 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 will coincide with local news cycles or, at a minimum, be released once daily and will include the most current and relevant information. (Reference Electric Operations Emergency Management: Estimated Time of Restoration Protocol). If the Outage Notification Incentive Mechanism is 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.

Press releases issued to all media provide information on the company's outage procedures and the restoration process, provide information on how the company prioritizes restoration, and emphasize the steps customers should take during a service outage.

Press releases will contain critical service-related information including:

- the importance of contacting the company if service is lost;
- alternate ways to contact the company in the event telephones do not operate during an electric outage;
- safety during an outage or near hazardous equipment;
- where to learn about outage information and estimated times of restoration;
- 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.

In addition, press releases may include statements regarding the company's awareness of issues brought forward by customers through social media and/or customer calls, which Corporate Affairs shall obtain through internal communication updates with Social Media Staff and Call Center Supervisors.

Whenever possible, press releases will provide the most current ETR and will coincide with local news cycles or, at a minimum, be released once daily and will include the most current and relevant 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.[17]

Samples of one pre-event and one post-event press release are shown below. The exact wording in press releases before and after storms will be determined on a case-by-case basis depending upon the nature of the event, and counties impacted, and are not prescribed only as shown in the samples.

[17] Note: internal nomenclature for operating regions (*e.g.*, "Bronx/Westchester") is not used in press/news releases.

conEdison
a conEdison, inc. company

Media Relations
[redacted]

Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

FOR IMMEDIATE RELEASE
[redacted]
XX A.M.

Contact: Media Relations
[redacted]

CON EDISON READY FOR MAJOR STORM BRINGING SNOW, HAIL & STRONG WINDS

Customers Reminded To Put Safety First, Report Outages For Restoration Times & Updates

NEW YORK – With strong winds, snow and possibly hail expected to impact the New York area tonight and over the weekend, Con Edison reminds customers to stay away from downed power lines and report any power outages to receive restoration times and updates.

Severe weather can affect both overhead and underground electrical delivery service. Strong winds could knock trees into overhead power lines. Also, residual road salt and melting snow could infiltrate manholes, possibly causing outages.

Crews will give priority to restoring service lines that will provide power to the most customers quickly, then restore smaller groups and individual customers who are without power.

Customers should report downed power lines, outages and check service restoration status at conEd.com, or with our mobile app for iOS or Android devices, or call 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power.

Strong winds can push trees and branches into overhead power lines and bring those lines down, causing customers to lose service.

Con Edison offers the following storm tips:

- If you see downed electrical wires, do not go near them. Never attempt to move them or touch them with any object. Be mindful that downed wires can be hidden

SAMPLE

from view by snow, tree limbs, leaves or water. Always stay away from downed power lines because they could be live.

- 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.
- 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 or televisions 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, or to view the company's online outage map, go to Con Edison storm safety.

Customers can follow Con Edison on Twitter or like us on Facebook for general outage updates, safety tips and storm preparation information.

CONNECT WITH US:

# # #

SAMPLE

FOR IMMEDIATE RELEASE **Contact:** Media Relations
[redacted] [redacted]
TIME**DRAFT**

CON EDISON RESTORING CUSTOMERS AS MAJOR STORM PASSES

Company Now Has 650 Mutual Aid Workers on the Job
Reminds Customers to Stay Safe, and Report Outages
to Receive Restoration Times & Updates

NEW YORK – Con Edison crews have restored XX,000 customers and is working to restore the remaining XXX,000 customers who lost power during yesterday's Nor'easter that hit the New York region.

A full army of crews were dispatched once the brunt of the storm passed and it was safe to resume restoration activities.

Con Edison expects to have the vast majority of remaining customers restored by DATES and nearly everyone impacted by the storm by DATE.

The company is emphasizing safety and avoiding downed wires. Safety remains the number one priority throughout the storm recovery effort, so adults should remember to advise children and others at risk to be extra careful, and to safeguard pets as well.

Customers can also report downed power lines, outages and check service restoration status at conEd.com, or with our mobile app for iOS or Android devices, or call 1-800-75-CONED (1-800-752-6633). When calling, customers should report whether their neighbors also have lost power.

When reporting an outage, customers should have their Con Edison account number available, if possible, and report their neighbors also have lost power.

The company has 2,000 field and support employees working on system maintenance and restorations. In addition, about 650 mutual aid field personnel are available.

Con Edison crews will conduct damage assessments immediately, with the goal of restoring any critical emergency service facilities first. Key restorations also will be underway and ongoing even as damage assessment is conducted.

Many mutual aid crews have been continuing to help Con Edison's crews rebuild the electrical system after more than 200,000 customers lost power during the devastating March 2 and March 7 Nor'easters. Together, the two storms caused more outages in Westchester than Hurricane Irene did in August 2011.

Con Edison offers the following storm tips:

- Do not go near downed wires because they could be 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.
- 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 or televisions 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, go to Con Edison storm safety.

Customers can follow Con Edison on Twitter or like us on Facebook for general outage updates, safety tips and storm preparation information.

CONNECT WITH US:

# # #

SAMPLE

5.4 Communications Outreach via the Internet and Social Media

The ICS position of *Communications Officer* also has overall responsibility for overseeing communications published to the company's website (coned.com), mobile application, and social media outlets (*e.g.*, Facebook, Twitter).

Storm-related webpages that are created in response to a specific event will include a timestamp indicating when information was posted or updated. If no new information is available over an eight-hour period, the timestamp will be refreshed to indicate the content is accurate. Con Edison will also 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.

In the event that OMS or other information-technology outage-reporting applications are being affected, customers will be notified via the company website as to the nature of the impact. If the website should become unavailable, the customer will be automatically redirected to a new informational webpage that will list alternate ways to report an outage or obtain additional information regarding their outage. Additionally, the company has developed a backup web page to manually update and display outage counts if the outage map is affected.

Con Edison's social media pages/outlets give customers access to company updates and the ability to directly contact the company with comments, questions, and concerns on Facebook and Twitter.

These communications will be in accordance with CI 810-2.

5.4.1 Social Media Staff

- Media Relations will designate staff members (*i.e.,* "social media staff") to monitor the conversations taking place on various social media platforms (including but not limited to Blogs, Facebook, Twitter, YouTube) concerning the corporate event.
- Only individuals authorized to communicate on social media sites on behalf of the company can disseminate official company information on these platforms.
  Social media staff will provide accurate and real-time messages and responses based on already approved press statements.

5.4.2 Food Spoilage Messaging on Company Website

For events where the company fails to meet the restoration time set forth in the ETR Protocol (see Section 6.6.2: Estimated Times of Restoration ("ETR") for more detailed information on the ETR process), the PSC[18] requires that the company's website include a message advising customers that, although the company is not paying claims for spoilage losses because the loss of power resulted from conditions beyond its control, the company's restoration efforts are subject to review by the PSC. After reviewing restoration efforts, the PSC may require the company to provide reimbursement for spoilage losses.

For events where the restoration period is likely to exceed 72 hours, the Customer Operations Officer, in consultation with the Communications Officer and Legal Services, will develop an implementation plan to provide information to customers regarding spoilage claims.

5.5 Customer Communications and Methods

The ICS position of *Customer Operations Officer* (typically staffed by personnel from Customer Operations) has overall responsibility for overseeing company communications with electric service residential customers.

5.5.1 Pre-Storm Communications

Pre-storm activities will focus on advising customers of the potential impact of the storm on the company's energy systems, the possible shutdown of selected systems, and an overview of restoration operations. Customers will also be informed of the various methods to contact the company to report power problems, and what to do around downed power lines.

5.5.2 Blast Emails

Con Edison's blast emails contain narrative text with event-related and utility contact information (*e.g.*, app, web, and phone) in the body of the email, an embedded link to the company's website, as well as a clear call-to-action to report outages.

[18] Order in Case 06-E-1158 and Case 07-E-0742; Issued and effective June 19, 2008; and CI-730-2.

5.5.3 Customer Calls to 1-800-75CONED

During major storm and/or incidents, customers who call Con Edison may elect to self-report electric service problems via speaking with a Customer Service Representative ("CSR") or by using the IVR (or via the company's website).

Customers who speak with a live CSR may receive information such as:

- storm/restoration status;
- the latest ETR information for their account, as available;
- safety tips related to the emergency event;
- information regarding claims eligibility;
- the locations of dry ice distribution sites; and
- the locations of Customer Outreach Advocates[19] and Customer Information Vans (when dispatched to service outage locations).

(*Note: during outage events, non-emergency calls will be redirected until the level of emergency calls are reduced.)*

Customers who connect with the IVR will receive information on the most current storm/restoration status, as well as customer-specific ETRs (as available), and will have the option to speak to a live CSR for assistance. Additionally, in order to keep the IVR messaging concise, customers will be directed the company website, where they can obtain more detailed information, including:

- storm/restoration status;
- global, regional, local and/or customer-specific ETRs, as available;
- safety tips related to the emergency event;
- information regarding claims eligibility;
- the locations of dry ice distribution sites; and
- the locations of Customer Outreach Advocates and Customer Information Vans (when dispatched to service outage locations).

During major storm and/or incidents, the Communications Management Group ("CMG") establishes a telephone broadcast IVR message that customers who call 1-800-75-CONED can listen to. The message will:

[19] Customer Outreach may staff dry ice distribution sites to communicate with customers in person. Customer Outreach dispatch is done in accordance with 490-2 CI Customer Care Emergency Response Plan.

- provide the geographic area of customer outages affected (if more than one area, identifies areas with outages greater than 5,000 customers out of service);
- provide the estimated number of customers affected;
- provide the estimated time of restoration (when available);
- include a specific reference to the company's website for customers wishing to gather information regarding dry ice, water, shelters, etc. (as appropriate);
- include a standard reference to the company's website for additional information;
- be updated within one hour following a press release issuance (in order to be consistent with the information included in such releases, such as storm/restoration status, corporate restoration target, etc.) and/or as conditions change; and,
- be, at most, 60-90 seconds in length[20].

When unpredictable events cause customer inbound lines to become occupied, inbound calls will overflow automatically to a redundant automated IVR system provided by our high-volume call-answering service vendor. The contracted IVR system can:

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

The CMG will monitor inbound toll-free and local trunks. 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, CMG will take action to manually send overflow calls to CECONY's high-volume call answering service vendor, and ensure that customers who transfer out of the contracted IVR system connect with a CSR. CMG will track and monitor all busy signals or high-abandonment rates on emergency calls that exceed 17% so that appropriate resolution efforts can be determined. CMG/LAN will compile a report with findings, even for those outside of company's control, which will be available for review.

Customer contact during electric emergency events is done in accordance with 2-0-1 Customer Operations – General: Corporate Event Customer Response Plan and 2-1-3 Customer Operations – Customer Communications: Processing Emergency Calls.

[20] In the event the company's website is down, IVR messaging may exceed the recommended length times in order to provide customers with up-to-date and timely information.

5.5.4 Call Center Staffing

During emergency events, Call Center staffing is adjusted to be able to answer at least 80% of emergency service calls within 90 seconds.

The Call Center's Event Preparedness Plan defines staffing levels and the Customer Assistance Center ("CAC") notification chart based on the incident classification level, as follows[21]:

Table 5.5.4A: Customer Operations Staffing (Overhead Events)

OH SUMMER/WINTER EVENTS	UPGRADED	SERIOUS*			FULL SCALE*		COASTAL
		2A	2B	2C	3A	3B	
DAY (7am-7pm)	80	100	110	125	300	325	350
NIGHT (7pm-11pm)	60	80	90	100	150	150	175
OVERNIGHT (11pm- 7am)	15	18	20	22	25	25	25

*Note: For Serious and Full-Scale events, only the Bronx/Westchester region uses the sub-categories of B (and C, for Serious). Other regions will be staffed to the respective A-level staffing.

Table 5.5.4B: Customer Operations Staffing (Underground Events)

UG SUMMER/WINTER EVENTS	UPGRADED	SERIOUS	FULL SCALE	COASTAL
DAY (7am-7pm)	75	90	275	325
NIGHT (7pm-11pm)	50	75	125	150
OVERNIGHT (11pm-7am)	15	18	25	25

5.5.5 Communications with Life Support Equipment ("LSE") Customers

The ICS position of *Customer Operations Officer* (typically staffed by personnel from Customer Operations) has overall responsibility for overseeing communications with CECONY electric service customers with life support equipment.

16 NYCRR § 105.4(b)(9) defines LSE customers as those customers who require electrically operated machinery to sustain basic life functions. This includes designated electrically operated medical equipment prescribed by a qualified physician to be used on a continuous basis or as circumstances require as specified by the physician to avoid the loss of life or serious medical complications requiring immediate hospitalization.

[21] Minimum staffing indicated in Tables 5.5.4A and 5.5.4B is for a 24-hour period, based on the total number of agents assigned to shifts during that period. Numbers assigned per shift are at the discretion of the General Manager of Customer Assistance with the option of adjusting the day or night shifts based on the call volume.

Pre-Storm Notifications

Prior to storms (and other distribution system emergencies), CMG will activate an automated outbound notification campaign to LSE customers as well as critical facilities. An appropriate message is selected from a library of notification announcements.

The messages advise of the approaching condition and recommend to LSE customers that they consider making plans if service is interrupted by going to a hospital, calling 911, or making other arrangements (*e.g.*, using battery back-up).

A priority toll-free call back number is also supplied.

Customer Assistance LSE Staffing

To ensure adequate staffing dedicated to handling LSE customers, recommended CSR staffing levels are shown in the table below, as per the LSE Contact Procedure.

Table 5.5.A. Customer Assistance LSE Staffing[22]

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

LSE Customer 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. In addition, whenever an LSE customer contacts the Call Centers, CSRs will be prompted by our Customer Information Systems to obtain/update LSE customer information, including alternate contact information (note: LSE customer accounts can have up to two alternate emergency contact telephone numbers).

[22] Note: applicable to both Overhead and Underground events where LSE Customers are affected.

LSE Customer Contact and Wellness Checks

As per the PSC Scorecard Number 16: 80% of affected LSE customers will be contacted within 12 hours; LSE customers that were unable to be contacted will have at least two contact attempts made within 12 hours; and 100% of affected LSE customers will be contacted or referred to an emergency service agency within 24 hours. 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.

In accordance with these requirements, and with the Customer Assistance Life Support Equipment Contact Procedure, 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 two hours. All LSE customers who reported an outage will receive a restoration call or can opt-in to receive a text message notification.

When Call Center personnel cannot reach an NYC-based LSE customer by phone, within two (2) hours, information on the customer is sent, *via email*, to NYPD and NYCEM (note: after the email notification is sent, follow-up calls are made to verify that both agencies received the email). Depending on the number of LSE referrals, NYPD estimates that they will return a response to CECONY within a minimum two-hour period. Once they learn of the status of all dispatched/non-dispatched referrals, NYPD and NYCEM report back to CECONY the results (typically via an email with results identified on an '*NYC LSE Contact and Notification Tracking Worksheet*').

When Call Center personnel cannot reach a Westchester-based LSE customer by phone, within two (2) hours, information on the customer[23] is provided, *by phone*, to the customer's respective City, Town, or Village police department in Westchester County.

The company follows up with NYPD/NYCEM, and/or the respective Westchester police department, until a response is received/the status of the LSE customer is known. After NYPD/NYCEM, or the respective Westchester police department, provides CECONY with a response on the success/failure of dispatch, the LSE customer's account is updated with information on the disposition of the dispatch. If the NYPD/NYCEM, and/or the respective Westchester police department, is unable to field the account, CECONY will send a representative to the premises to check on the status of the customer and refer them to emergency services, if

[23] Information provided includes the customer's name, address, contact number(s), town, and additional relevant information (*e.g.*, apartment number, unit, floor, etc.), as appropriate

necessary.

LSE Customer Contact Tracking

Per the PSC Storm Scorecard and Performance Guide (Item #16), utilities must maintain records of LSE customer contacts, including any LSE customers who the utility was unable to reach. In accordance with these requirements, and with the Customer Assistance Life Support Equipment Contact Procedure, the LSE Coordinator is responsible for tracking and monitoring, and maintaining a comprehensive list of all LSE customers predicted to be without service, for the duration of the event. The LSE Coordinator will manage the assigned supervisors and CSRs; reporting out on all metrics associated with LSE customers contacted and/or referred to emergency services agencies. In the event the system goes down, CSRs are trained to revert to a manual process for tracking and monitoring LSE customers predicted to be without service.

LSE Customer Education/Awareness Outreach

For information about how the company conducts annual LSE outreach for customer education and awareness, see LSE/SN Customer Education / Awareness Outreach.

5.5.6 Communications with Customers with Special Needs

The ICS position of *Customer Operations Officer* (typically staffed by personnel from Customer Operations) has overall responsibility for overseeing communications with CECONY electric service customers with special needs.

16 NYCRR § 105.4(b)(9) defines Special Needs customers as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility impaired, and human service agencies representing these customers. Additionally, customers with a medical emergency will be included in this category. A Medical Emergency is defined in 16 NYCRR § 11.5(2) and is considered to exist when a resident of a customer's residence 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.

Prior to storms and other distribution system emergencies, CMG will activate an automated outbound notification campaign to medical emergency customers. An appropriate message is selected from a library of notification announcements. The messages advise of the approaching

condition and recommend to medical emergency customers that they consider making arrangements if service is interrupted (*e.g.*, go to a hospital, call 911, etc.).

The company will also make pre-notification calls during an incident classification level of Serious or greater to our special needs customers to advise of the approaching condition and recommends they consider making arrangements if service is interrupted *(e.g.,* go to a hospital, call 911, etc.). Special needs customers will be offered the opportunity to opt out of receiving daily calls, and the company will be responsible for capturing opt-out data.

Once an ETR is established, customers that have reported an outage, Medical Emergency, and Special Needs customers, as well as all other customers will receive an automated call or text message with the ETR. Following the initial ETR, we contact customers that have reported an outage with ETR updates to notify them when we believe their service is restored. The restoration message will prompt customers to indicate whether they have or do not have power.

5.6 Communications with Critical Facilities and Managed Accounts

The ICS position of *Energy Services Officer* (typically staffed by personnel from Energy Services) has the primary responsibility of mobilizing resources that will maintain contact with critical facilities and large/managed commercial and/or industrial customers.

Critical Facilities are defined as those “facilities” from which essential services, functions for continuation of public health and safety, and disaster recovery are performed or provided such as hospitals, water plants, and fire stations. Critical facilities plan for continuous electric service to ensure business continuity or continuity of government. Electric service should be maintained through uninterrupted utility service or a momentary interruption followed by a transfer to backup generation. Critical facility owners are responsible for their own backup generation and appropriate fuel.

Critical Facility Levels have been determined in order to assist with establishing their restoration priorities. Overall prioritization will be performed as outlined in Recovery Priorities and Public Safety (see Section 6.6: Service Restoration).

The levels, as well as planning before an event, will help ensure that essential services and functions are restored in a flexible and coordinated manner.

Critical Facility Level 1 includes the facilities that are critical to public health and safety, including:

- Hospitals and Emergency Medical Facilities
- Emergency Shelters and Cooling Centers

- Fire, Police, Paramedics, and Rescue Facilities
- Emergency Management Offices
- Water and Wastewater
- Critical Utility and Communications Facilities
- Fuel Transfer and Fuel Loading Facilities (ports)
- Mass Transit (tunnels, bridges, ferry terminals, major rail facilities)
- Airports
- Military Bases
- Critical Flood Control Structures

Critical Facility Level 2 may include some of the same types of facilities described for Level 1 depending on the event type. These facilities provide significant public services but are considered to some extent less critical by government agencies. They include:

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

Critical Facility Level 3 includes facilities that provide public services but that are considered, to some extent, less critical than Level 2 by government agencies:

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

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

The company's Energy Services department utilizes the Emergency Operating System ("EMOPSYS") database, which contains emergency customer contact information[24], and emergency generation capabilities, if applicable, for critical facilities and managed accounts (defined as large commercial/industrial customers). Details on the maintenance and usage of

[24] Contact information includes facility name, address, city, state, 24/7 contact phone number, account number, type of facility, customer service characteristics, and peak load requirements.

EMOPSYS are provided in 4-5-4 Energy Services – General: Energy Services Responsibilities Associated with The Emergency Operating System (EMOPSYS). To assist in expediting restoration efforts with the other utilities in Con Edison's service territory, critical facilities information has been requested to ensure they are prioritized during restoration efforts. This information is identified in EMOPSYS.

The Energy Services Officer has primary responsibility to mobilize resources that will maintain contact with critical facilities and large/managed commercial and/or industrial customers. In the event of outages to managed accounts, Energy Services will contact the customers and/or the appropriate municipalities as per EOP-5023 Communications Guidelines in the Event of an Electric Emergency.

5.7 Communications with Offices of Emergency Management (OEMs)

The ICS position of *Liaison Officer* (typically staffed by personnel from Emergency Preparedness) has overall responsibility for communicating, and coordinating, with the Offices of Emergency Management in Westchester County, NYC, and New York State. For more information on Liaison Programs, see Section 7: Liaison Programs.

6. ELECTRIC OPERATIONS' EMERGENCY RESPONSE PROCESS

6.1 Electric Operations' Emergency Response Process Steps

Electric Operations' emergency response process is depicted in the figure below, with the critical steps of the process described in greater detail in the following sections.

Figure 6.1.A – Emergency Response Process

6.2 Weather Monitoring & Predicted Severe Weather Notifications

Within Electric Operations, each Regional Electric Control Center ("RECC") Shift Manager, or designee, continuously monitors weather forecast information received from:

- the company's on-staff meteorologists;[25]
- the company's meteorological consultant;[26]
- an internally emailed "24 Hour Status Monitoring Report" from System Operations (extremely limited distribution/confidential), which contains weather information; and
- Severe Weather Alerts from NYCEM and/or Westchester County OEM.

When severe weather is forecast, each RECC Shift Manager, or designee, is responsible for promptly communicating weather alerts up the regional chain of command (*i.e.,* up to the regional VP), as well as to key stakeholders, including:

- Section/Department Manager, RECC
- Regional General Manager, Electric Operations
- Regional Vice President, Electric Operations
- Regional Manager, Customer Operations
- Chief Engineer, Electric Operations
- Director, Emergency Preparedness

[25] CECONY employs on-staff meteorologists who provide weather monitoring for the company's entire service territory. When severe weather is forecast, it is communicated broadly through the issuance of their *Weather Risk Assessment and Forecast* (via email).

[26] Data Transmission Network and Dataline ("DTN"), is a private company that specializes in subscription-based services for the analysis and delivery of real-time weather, agricultural, energy, and commodity market information.

6.3 Preparedness Meetings/Calls

6.3.1 Classification Meeting

Within Electric Operations, upon notification of forecasted severe weather, each regional organization will host a Classification Meeting to discuss:

- the regional weather forecast and projected impact (note: different regions may have different forecasts/projected impacts),
- the anticipated incident classification level and associated staffing requirements (see Section 9.2: Regional Minimum Staffing Matrices),
- the timeframe for convening a Pre-Storm Meeting/Call, and
- the anticipated Regional Incident Commander (as needed).

Each region's Electric Operations General Manager, or RECC Department/Section Manager, or designee, is responsible for declaring the region's incident classification level.

This determination is made through review of the information discussed during the meeting, with reference given to the appropriate Incident Classification Level Matrix (see Section 9.1: Regional Incident Classification Level Matrices), which includes common condition triggers (*e.g.*, amount of snowfall, wind speed) as well as other environmental factors to consider when determining an incident classification.

Table 6.3.1A: Other Factors to Consider when Determining Incident Classification

Incident Type	Factors to Consider
Winter Storms (Overhead)	When determining the appropriate incident classification level for an overhead winter storm, additional consideration will be given whenever a snowfall of 2" or greater, with a snow-to-liquid ratio of 8:1 or less, is forecast for the company's service area. In addition to the predicted snow-to-liquid ratio, the amount of foliage on the trees and the predicted wind speeds will also be taken into account.
Winter/ Summer Storms (Underground)	When determining the appropriate incident classification level for a summer or winter incident, it is important to note that underground incident triggers are defined separately for winter and summer conditions; specifically, summer incidents tend to be related to feeder contingencies during high-load periods, while winter storms tend to relate to snow melt/rain after street salting, which results in higher volumes of manhole events and underground service problems.
Summer Heat (Underground)	When determining the appropriate incident classification level as it relates to summer heat, it is important to note that the geographic scope of underground work is typically defined by the boundaries of feeders within networks and the number of networks that may be affected. Under most conditions, loss of primary feeders in a network does not directly cause customer outages. Mobilization is based on the potential for cascading

	outages that could result in the loss of secondary supply feeders or a network outage that would affect large numbers of customers.
Coastal Storms	When determining the appropriate incident classification level as it relates to a forecasted coastal storm, refer to CECONY's Corporate Coastal Storm Plan ("CCSP") and each organization's Coastal Storm Plan (CSP).

The respective Electric Operations General Manager, or RECC Department/Section Manager, may also wish to consult with the Chief Engineer and/or Director of Emergency Preparedness before declaring the region's incident classification level.

Once a region's incident classification level has been declared, it may be upgraded to a higher classification level, as needed, for conditions that warrant increased preparedness and/or response. Such conditions might include:

- a weekend/holiday event
- multiple electric outages
- increased trouble ticket volume
- increasing number of smoking manhole tickets with extended (age) duration
- multiple smoking manhole tickets with adjacent multiple other trouble codes

Upon determination of the incident classification level, each region's respective Electric Operations General Manager or RECC Department/Section Manager will also determine the appropriate staffing level for the incident by referencing the appropriate Minimum Staffing Matrix (see Section 9.2: Regional Minimum Staffing Matrices).

Should the Chief Engineer, Regional Incident Commander, or Regional Operations Section Chief deem it appropriate to staff the incident beyond the required minimum staffing levels, they may utilize their discretion to do so.

6.3.2 Pre-Storm Meeting/Call

Prior to a forecasted storm or storm-like incident, Electric Operations will initiate a Pre-Storm Meeting/Call as soon as practical. Whenever possible, a weekday meeting/call is to be held prior to 1300 hours in order to facilitate crew availability, should mobilization be required for that day. Representatives from the following organizations are typically invited to participate:

- Electric Operations General Managers
- Electric Operations Department/Section Managers, Overhead and Underground (Ladder Line) Units
- Electric Operations RECC Managers

- Regional Engineering Managers/Supervisors
- Energy Services Managers/Supervisors
- Customer Operations Managers/CMG (site safety)
- Construction (damage assessment)
- Distribution Engineering
- Gas Operations
- Facilities and Field Services
- Supply Chain
- Operations Support/Financial Services Group
- Emergency Preparedness
- Regional & Community Affairs
- EH&S

The purpose of the meeting is to:

- disseminate the weather forecast and further discuss region-specific weather data and anticipated system impacts;
- notify personnel of the declared incident classification level;
- review the anticipated time of mobilization (*i.e.,* of Electric Operations emergency response personnel, as well as of Electric Operations personnel with an SEA);
- review any pending Electric Operations work and system issues;
- verify that all Electric Operations computer/phone systems are operational;
- initiate all appropriate Electric Operations preparatory actions;
- determine key contacts for each shift;
- verify and confirm the availability of human resources (*i.e.,* company and/or contractor personnel), including any initial resource allocations;
- determine any necessary coordination with Gas Operations; and
- determine if mutual assistance support will be needed and, if so, be ready to ask for it on the Inter-Regional Conference Call hosted by Emergency Preparedness.

6.3.3 Inter-Regional Conference Call

When an incident is predicted to impact more than one region, Emergency Preparedness will host an Inter-Regional Conference Call.

The purpose of the call is to review the forecasted weather and regional impact(s), the declared incident classification levels (in each region), and any projected resource needs (*i.e.*, for additional company, contractor and/or mutual assistance restoration crews).

If supplemental restoration resources are required, Emergency Preparedness will begin the acquisition of those resources (see Section 4: Mutual Assistance).

6.4 Mobilization

6.4.1 Regional Mobilization

For electric system incidents with a declared incident classification level of Upgraded or greater, each region is responsible for staffing its own ICS organization [*a.k.a.,* Emergency Response Organization (ERO)] and for all emergency response/restoration activities within its respective area of jurisdiction.

Within each region, for forecasted (*i.e.,* notice) incidents:

- mobilization details (*e.g.*, date, time, location) are determined during the Pre-Storm Meeting;
- mobilization levels are determined by referencing the appropriate Minimum Staffing Matrix (*i.e.*, for the determined incident classification level) (see Section 9.1: Incident Classification Level Matrices); and
- notification of a mobilization occurs when the respective RECC Shift Manager, or designee, contacts System Operations' Central Information Group ("CIG")[27] and advises them to initiate CNS to notify employees.

For unanticipated (*i.e.,* no-notice) incidents, where personnel need to be called in from home:

- RECC Shift Manager, or designee, will commence notification of mobilization, as indicated above, as well as notify Emergency Preparedness of resource mobilization.

In order to ensure the efficient mobilization of resources in a timely manner, each region (via their respective control center) shall maintain, and update semi-annually, an emergency duty (storm) roster/list of key responders.

When additional resources are needed within a given region, the respective Regional Incident Commander will take the necessary steps to increase staffing.

[27] See 260-2 CI Incident Reporting for more detailed information related to criteria for reporting incidents to System Operations' Central Information Group ("CIG").

6.4.2 Inter-Regional Mobilization

For electric system emergencies impacting more than one region at an incident classification level of Serious or greater, and thus requiring a more centralized response, the Chief Engineer, or designee, will establish the DESR (see EOP-5035 Distribution Engineering Situation Room Operating Guide). An email notification regarding DESR mobilization will be sent to the appropriate company distribution lists as well as to NYS DPS Staff, PSC Staff, and Offices of Emergency Management ("OEMs") in New York City and Westchester.

6.5 Establishment of Regional Incident Command

Within Electric Operations, upon declaring an incident classification level, each region with forecasted impact will mobilize its own ICS Organization [*a.k.a.*, Emergency Response Organization ("ERO")] and be responsible for restoration activities within their respective area(s) of jurisdiction. (See Sections 9.1-9.3 for Regional Incident Classification Matrices, ICS Organizational Charts, and Minimum Staffing Matrices).

6.6 Service Restoration

6.6.1 Guiding Principles of Restoration

Guiding principles help to manage the resources necessary to expedite restoration of service to our customers. These include:

- Have one approach to the management of a major electric system emergency incident that is scalable to match the magnitude of the incident and allow for a reasonable restoration time.
- Maintaining the safety of employees and the public is a primary objective.
- All outages will receive an Estimated Time of Restoration (see Section 6.6.2).
- Restoration planning will consider all priorities (defined in Recovery Priorities below) and focus on restoring the most customers in the shortest amount of time.
- Convey timely and reliable information pertaining to customer outages and estimated restoration times to our customers and elected officials.
- Use existing processes where applicable to measure the extent of the damage to both the secondary and primary networks.
- All personnel will comply with the *General Instructions Governing Work on System Electrical Equipment,* which provides guidelines to ensure safety to personnel, continuity of service to customers and the prevention of damage to equipment, and EO-4095, Distribution System Operation under Contingency Conditions, which provides guidance for actions to be taken when unusual operating conditions such as multiple contingencies above the design criteria and/or elevated system loading arise on the distribution system.

6.6.2 Estimated Times of Restoration ("ETR")

Estimated Times of Restoration are defined as follows:

- **Corporate Restoration Target**[28]**:** The estimated time at which all affected customers will have been restored (≈100%);
- **Global ETR:** A refinement of the Corporate Restoration Target that represents the restoration of 90% of the total affected customers[29];
- **Regional ETR:** A refinement of the Global ETR that represents the restoration of the top 95% and final 5% of the total affected customers within an operating region (*i.e.,* the five boroughs of NYC and Westchester County);
- **Local ETR:** The estimated restoration time representing the top 95% and final 5% of the total affected customers within a municipality/town; and
- **Customer-Specific ETR:** Identifies individual ETRs at the customer level.

The ETR Protocol[30] will be followed when a storm or storm-like event causes 5,000 or more customers within a county or borough, or 20,000 or more customers system-wide, to lose electric service for more than 30 minutes. In addition, for outages lasting longer than 48 hours, once the Regional ETR is established, the Global ETR will no longer be referenced in our communications; instead, we will reference our longest Regional ETR in press releases and other communication channels to inform customers of when this restoration will occur company-wide.

Establishing and Communicating ETRs

All ETRs will be established and communicated in accordance with the ETR Protocol.

Developing and communicating ETRs is a complex process that involves individual judgement, coupled with technology, to calculate and communicate information to CECONY customers.

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

[29] Typically, a small number of customers, affected by an event, will be served by a segment of the electric distribution system that has sustained greater damage than the majority of the system. This refinement allows for the identification of those areas that will be out for the duration of the event.

[30] Issued by DPS Staff on August 16, 2013.

The company uses a combination of Outage Management System ("OMS") tools and daily work plans for calculating ETRs. This combination allows for improved calculation speed and accuracy for ETR development in the mandated timeframes and more timely communication of the information necessary to develop work plans that streamline restoration resource assignments. This process includes streamlined ETR calculations, automation of damage assessment reporting through a near real-time mobile field application, and integration of daily work plan/scheduling functionality into OMS. The separation of work by county/borough allows the company to distinguish the hardest hit areas from less impacted areas. The output of the process allows for the preparation of outage incidents into daily restoration work plans.

Customers who have lost service need to have a sense of the outage duration in order to allow them to make alternate arrangements for lodging, meals and in the case of businesses, work hours. The company's protocols used to establish all levels of ETRs meet the expectations of the NYS PSC. Depending on the severity of the incident and expected duration of outage, the Protocol provides the minimum requirements necessary to ensure the public and DPS Staff are adequately informed.

The Incident Commander is responsible for reviewing and approving a Corporate Restoration Target (as provided by the ETR Branch Director), and for ensuring the communication of the Target to both internal and external stakeholders.

As more detailed and relevant event information becomes available, the Corporate Restoration Target will be refined to establish the Global ETR, and further refinement of the Global ETR will establish the Regional and Local ETRs. As Regional and Customer-Specific ETRs are developed, they will be updated in OMS and communicated to customers allowing them to plan accordingly.

Throughout restoration, as restoration crews arrive on site and assess each specific job, further refinement of the ETRs where and when applicable are communicated to customers through updates to incidents within OMS. Updated ETRs will also be conveyed in communications via CSRs, the IVR, text messages, and the company's website (which updates ETRs every fifteen to thirty minutes via OMS).

The outage map displays various ETR information for customers. If customers click on an outage on the outage map, and are not zoomed in to the premise level, they will see an Area ETR, labeled as "Area Estimated Time of Restoration." If customers zoom into the premise level, they can see an ETR labeled as "Estimated Time of Restoration." To assist customers in understanding the various ETRs definitions, the outage map displays a banner in which the customer can click to open a reference box. Within the reference, a "More Information" button is provided below "Outage

Information," which links to the FAQ defining ETR and Area ETR (*i.e.*, the Companywide, Borough/County, or Municipality ETR).

In addition, all ETR's will be reviewed regularly during daily conference calls to ensure they represent accurate restoration times. At the start of each event, the ETR Branch Director will predetermine specific times for these conference calls. These calls will occur twice a day and any ETR updates will be entered into our OMS to facilitate communication to customers.

Post-Restoration ETR Review Process

Post restoration, Electric Operations personnel review all ETRs to assess their accuracy and determine opportunities for improvement and implement corrective actions.

6.6.3 Recovery Priorities and Public Safety

Electric Operations recognizes public safety as the primary concern during restoration. Insofar as practical, the responsible RECC, Restoration Planning Team ("RPT"), and Operations Section must organize recovery work into the following priorities:

- Downed Wires: Energized
- Manhole Fires/Explosions
- Downed Wires: Blocking Priority Roadways
- Transmission Lines
- Substations
- Critical Facilities[31]
- Distribution Feeders
- Other Primary Lines and Spurs
- Transformers, Secondary Circuits and Services
- LSE Customers
- Individual Services

In accordance with PSC guidance, the company follows the following matrix for downed-wire response prioritization:

[31] In Westchester County, the company currently coordinates with each municipality to prioritize the restoration sequence of critical facilities, on a structured time schedule, so it can be considered when creating work packages for the next day. County and Local officials will be asked to provide their input by 6 PM for potential inclusion into the next day's work packages. If the County's EOC is open, the company will coordinate with the County for priority jobs as well.

Table 6.6.3A – PSC-Defined Downed Wire Priority Levels

Priority Level	Description
1 (Highest)	Wire down reports where it is indicated that the wire is burning, arcing/sparking, or an immediate hazard, and/or ingress and egress is prohibited due to the downed wires. ***Note:*** *Regardless of the source, reports of a wire down in a high pedestrian area will be treated as a Priority 1.*
2	Relief of fire departments, police departments, or other municipal agencies that are standing-by on downed wires.
3*	Report of a wire down from Emergency Organization: 1. Reported to be affecting traffic flow on a major public highway 2. Reported to be blocking or near a pedestrian walkway or driveway 3. Reported to be primary conductor 4. Reported to be secondary conductor
4**	Report of wire down from other sources: 1. Primary conductor is indicated 2. Secondary conductor is indicated
5 (Lowest)	Report of wire down where types of wire is not indicated, or where it appears the wire could be not an electric conductor

**Priority 3 includes reports from members of the 911-call center, police, fire, Office of Emergency Management (including Emergency Operations Center personnel), and municipal emergency managers. Priority 3 also includes wires identified by Damage Assessors performing feeder patrols that were made safe before moving on.*

***Priority 4 includes requests from Damage Assessors for site safety relief. (Note: Con Edison will strive to relieve Damage Assessors within 8-12 hours.)*

During ICS activations of Serious or greater resulting from storms that have impacted the overhead distribution system, CECONY staffs both Damage Assessors and Site Safety Representatives to support the restoration effort.

- Damage Assessors ("DAs") are primarily staffed by personnel from Construction, and are trained to provide detailed visual reports of damage to our overhead distribution system. DAs may be assigned to either feeder patrols or individual area assessments. Feeder patrols are used to obtain preliminary damage assessment information on feeders identified to have the largest customer outages. Throughout the year, the company will maintain a minimum of 310 trained DAs. Though each region does have DA-specific minimum staffing requirements, based upon region-specific incident classification levels, all of the company's DAs are uniformly trained and can be dispatched to any of the regions, depending upon the need.

- Site Safety Reps (*a.k.a.*, wire guards) are primarily staffed by personnel from Customer Operations. Their primary responsibility is to ensure the safety of the public when a wire is down and has the potential to be live. They are dispatched to report to wire-down locations to restrict access to the area, relieve DAs if present, and remain on site until crews arrive to the make the area safe, repair the downed wire, or the damage is determine to be of non-company interest (*e.g.*, telephone, cable, etc.).

During an active storm, when it may not be feasible to safely de-energize a downed wire, caution tape, traffic cones, and barricades (if available) shall be used to warn the public of the hazard and will be guarded/made safe in accordance with the Downed Wire Guideline. The respective RECC must be notified of the situation. As soon as it is safe or feasible to proceed, de-energizing these locations should be given the highest priority.

More comprehensive information, regarding damage assessment procedures, prioritization, and operations may be found in the Damage Assessment Guide and Downed Wire Guideline.

6.6.4 Restoration Workflow

There are five general trouble ticket types that represent the majority of trouble tickets received during a storm/event:

- Wires down
- No light (area or individual)
- Municipal problems[32]
- Wires burning
- Tree on wires

Upon receipt, trouble-related calls or internet-based trouble reports are documented and trouble tickets are generated. System Trouble Analysis and Response ("STAR") automatically analyzes these tickets as they relate to feeder circuits. Trouble ticket flow is then directed by the RECC and RPT, based on the levels of priority. The first level of priority is always the safety of the public.

[32] The MRG and the Road Clearing Task Force (RCTF) work closely, in the field, with Departments of Public Works ("DPWs"). Con Edison crews do not make an area safe without someone from the municipality being physically present to whom we would convey that the wires have been secured and road clearing efforts can begin. Additionally, the condition that indicated a wire was down is removed from the ticket (which can be checked by the municipality) once the situation is resolved. When ICS is not active, unsafe locations reported by the municipality are guarded by PD/FD or DPW representatives. Once the CE crew has made the area safe, they would coordinate with the representatives on-site.

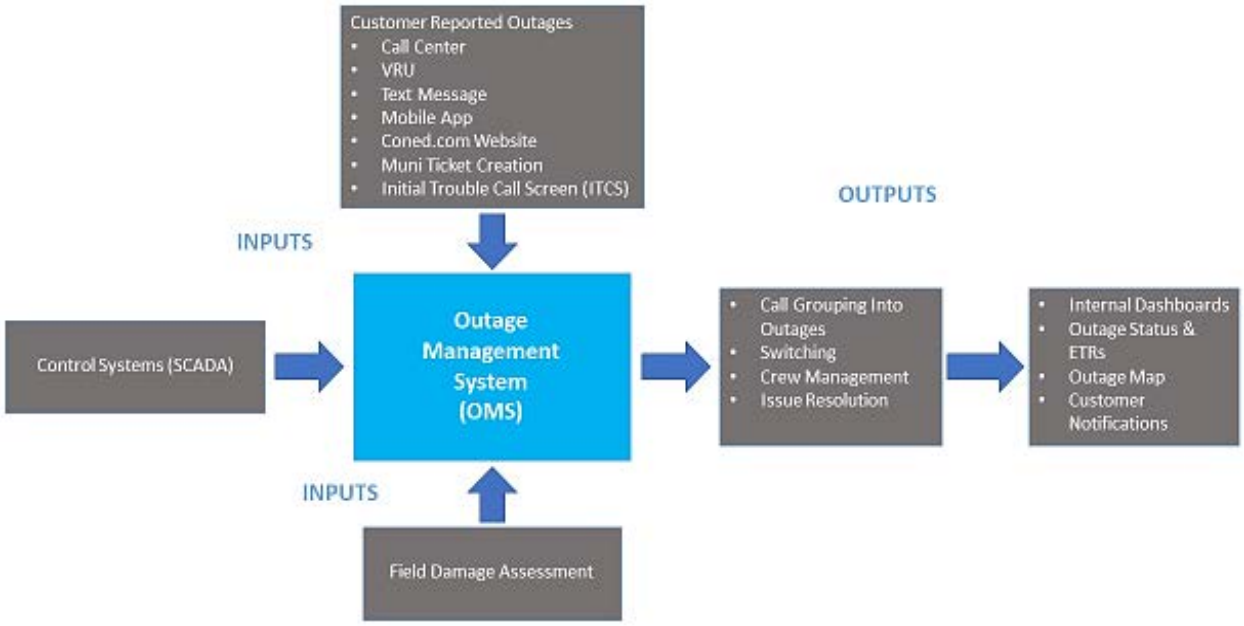
The primary objective of the RECC and RPT is to compile individual trouble tickets into well-defined jobs that can be referred to the Operations Section for repairs. If additional field information is required, damage assessment will be dispatched to perform a visual inspection.
The scope and time associated with restoration work is determined by many factors including: crewing, extent and type of damage, and weather conditions. The mission of safe and rapid restoration of service may be accomplished via temporary measures, where possible.

Restoration progress will be managed through updates to STAR and the use of OMS (see Flowchart 6.6.4A). If these systems are unavailable, manual processes will be used, and periodic conference calls will be scheduled. In addition, summary information on the overall recovery effort will be published on the company's website for the benefit of both internal and external parties (*i.e.,* customers, the media, municipal officials, and the PSC) twice daily (see Section 5.3.1).

The company's Information Technology Business Systems Delivery department, a shared services organization, will perform a stress test of OMS as a part of its semi-annual Disaster Recovery exercise. A review of the OMS logic rules will also take place semi-annually, and this review will be performed jointly between Information Technology Business Systems Delivery and the applicable OMS business stakeholders. Additionally, the company will confirm training has occurred, for applicable OMS users, on a semi-annual basis.

As jobs are completed and job status entered into STAR, customer callback lists are generated by identifying all trouble tickets related to the system job, and callbacks are initiated via an outbound call or SMS through an external vendor. During the outbound call, customers are given the option to speak with a representative in the event that they are still without service. Customers that indicate that they are still without power, via SMS, will automatically generate another trouble ticket into STAR.

Diagram 6.6.4A OMS Flowchart[33]



6.6.5 Crew Management and Tracking

To maximize the efficiency of resource management, CECONY enters all of its resources assigned to a restoration event into RoD. This includes internal company crews from all regions (*e.g.*, Overhead, Ladder Line, Tree), company contractor crews, mutual assistance crews, etc. Through RoD, all of these resources are tracked throughout the restoration event.

For internal crews, each region will complete its own restoration first before making its crews available to support the next hardest hit region. The decision process for how to allocate external crews is proportionally determined based upon regional impacts. As required, Tree Crews will be assigned feeders in OMS and will be directed in the field by the Crew Guide.

In addition, the physical tracking of crews is overseen by Crew Guides, who perform the following:

- report to a Cell Lead;
- facilitate crews to and from work sites, lodging, and meal locations (or pick-up/deliver meals);

- request switching and obtain mark-ups on lines and equipment;
- provide communication between field and office (including location of crews and status of
- restoration);
- obtain ETR and assignment completion with crews;
- remain aware of published ETRs for areas to which they're assigned and report any cases where a published ETR needs to be extended;
- call in restoration information to dispatcher immediately after service is restored to each case/location;
- update Cell Lead periodically with cases or areas restored;
- communicate to the RECC or Cell Lead any locations of transformer leaks or oil spills;
- report any accidents or injuries to the respective RECC or Cell Lead;
- keep time logs for their crews; and,
- evaluate mutual assistance crew performance.

6.6.7 Coordination with Borderline Power Utilities

During major storms, it is essential for Con Edison to maintain close communication with our neighboring utility company[34] in order to ensure that all 'borderline' customers are being addressed.

It will first be necessary to determine which facilities are damaged, CECONY's or the neighboring company's. CECONY recognizes outages to its borderline customers supplied by NYSEG circuits based upon distinctly designated circuit numbers, which appear in our OMS; however, field verification is required in most cases.

- If it is determined that the damage is not on Con Edison's portion of the line, then our RECC Shift Manager will call the neighboring utility's Control Center Shift Manager to report the damage location (if known) and to attempt to obtain an ETR. CECONY's RECC Shift Manager will continue to monitor the borderline outage cases and obtain regular updates from the neighboring utility wherever possible (at a minimum once per shift, and escalated if it becomes apparent that they will not meet our ETRs). Information that may be requested/shared between Shift Managers from the two utilities includes but is not limited to crew location(s), escalated repairs, outage information, down wires, ETRs, corporate and local contact information, locations where one company's facilities are interfering with the other's restoration, and telecommunication/cable company generator locations. Once known, ETR times will be

[34] NYSEG is CECONY's only neighboring utility; it serves our system, bordering our Bronx/Westchester territory. Con Edison does not supply any neighboring utility customers.

entered into OMS (hard-code) so that CECONY customers will be able to obtain this information via any of our standard communication channels (see Section 5: Communications).

- If the damage is found to be on CECONY's facilities, then it will be handled in accordance with our restoration priorities.

Furthermore, the RECC Shift Manager, or Emergency General Supervisor, is responsible for communicating with gas companies, when required, to coordinate all restoration and related combined commodity responses.

6.6.8 Advanced Metering Infrastructure ("AMI" or "Smart Meters")

Smart meter installations, now in the second year of the company's rollout, are on target to be completed in 2022. While there are numerous benefits that smart meters provide to the customer (*e.g.*, energy use management, cost management, billing alerts), there is also a significant advantage that smart meters will provide during outages. Specifically, once fully integrated with our OMS system, smart meters will be capable of alerting the company to an abnormal customer condition (*i.e.*, power outage).

Currently, the company's OMS has been enhanced to utilize the AMI data and network, and allow operators to send (*i.e.*, "to ping") power status verification checks to multiple meters associated to a device in a system. These pings will verify outages, which can improve the dispatching of resources and, in turn, improve the efficiency of the company's restoration efforts following a storm or storm-like emergency. Additional OMS enhancements are planned to utilize more AMI functionality.

6.7 Demobilization

Demobilization planning should begin at the start of the response. Tracking resource requirements and releasing those resources that are no longer required to support the response are essential for accountability and control. This helps to reduce the misplacement of resources, reduce operating costs, and ensure resources are available for other activities and assignments, as needed.

As stated in Section 4.8, the Planning Section Chief is responsible for determined when mutual assistance resources are no longer needed. The process for releasing mutual assistance crews, which is coordinated between Electric Operations and Emergency Preparedness, is detailed in Section 4.8.

During region-specific ICS activations, the Regional Incident Commander is responsible for initiating demobilization. Each member of Command and General Staff (*e.g.,* Officers and Section Chiefs) is responsible for overseeing the demobilization of their respective resources in accordance with the direction provided by the Regional Incident Commander.

The regional ICS structure will typically be demobilized when:

- the factors for demobilization of mutual assistance crews have been reviewed and addressed;
- all incident-related jobs are assigned;
- the vast majority of incident-related customer outages have been restored; and
- after circuit/feeder sweeps are either performed and verified outages have been restored or after sweeps have been determined as not required, per the Planning Section Chief.

The company uses conference calls and/or email notifications to notify employees and other stakeholders of demobilizations plans. The CIG also sends CNS notifications via e-mail and phone regarding demobilization status.

7. LIAISON PROGRAMS

7.1 Duty Liaison

Emergency Preparedness has a team of employees, referred to as the Duty Liaison, who serve as a single point of contact for our external stakeholders—including but not limited to: NYCEM, WCDES, New York Police Department ("NYPD"), the Fire Department of New York ("FDNY"), the Metropolitan Transportation Authority ("MTA"), the Port Authority of NY/NJ ("PA-NY-NJ"), and NY State Emergency Management Office ("SEMO")—to whom the Duty Liaison provides coordination and/or interagency communications, as needed. One primary and one backup Duty Liaison is on call 24/7/365. The Duty Liaison also provides support to internal stakeholders to request information or coordination from external stakeholders. The Duty Liaison can be reached via email [redacted] or via the hotline phone number [redacted]). For an immediate response, the hotline should be contacted.

Further, Duty Liaisons are also trained to staff any of the EOC Liaison positions (not including the Municipal Liaison Program) during an emergency incident/activation, as needed. They may also respond to field incidents as requested.

During larger events, when multiple locations need to be staffed, the Duty Liaison is supplemented by other appropriately trained company personnel, as part of the SEA program, to staff additional roles as required.

All staffing assignments are determined by Emergency Preparedness Director(s) or designee.

7.2 Storm-Activated Liaisons

During ICS activations, the ICS position of *Liaison Officer* [typically staffed by Emergency Preparedness personnel at an Electric Region, Distribution Engineering Situation Room ("DESR") or Corporate Emergency Response Center ("CERC")] has the primary responsibilities of communicating inter-agency emergency requests and resource coordination needs. Emergency Preparedness serves as Electric Operations' regional level *Liaison Officer* who will interact with County and City Offices of Emergency Management and first-response organizations.

All storm-activated Liaisons receive training on various company systems in order to be able to provide the most up-to-date and accurate information regarding response efforts [*e.g.,* CRMS, Outage Management Dashboard ("OMD"), and Municipality Electric System Trouble Report form]. In addition, a storm-activated Liaison at an EOC or municipality will have access to view all jobs scheduled, assigned, and completed for each day, broken down by municipality and county. They will also receive the Daily Restoration Plan.

All storm-activated Liaisons will strive to provide necessary information to government agencies, municipalities, EOCs, and other stakeholders. This includes, but is not limited to:

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

7.2.1 Liaisons Requested by Offices of Emergency Management ("OEMs")

Upon request, a company Liaison will be dispatched to a requesting OEM [*e.g.*, New York City Emergency Management ("NYCEM"), New York State Office of Emergency Management ("NYS OEM"), and Westchester County Department of Emergency Services ("WCDES")] to support inter-agency coordination. An EOC-assigned Liaison will serve as a direct point of contact between the company and the respective OEM during an emergency event.

NYCEM's Emergency Operation Center ("EOC") Liaison

New York City's Office of Emergency Management serves as the City's command post during weather-related events. In addition to city agencies and departments, utilities and transportation agencies provide representatives who report requested information and updates as required. The Con Edison Liaison assigned to NYCEM's EOC will communicate requested information, which may include customer outages, critical facilities, staffing, etc., and coordinate prioritization requests with the appropriate RECC.

NYCEM's Downed Tree Task Force ("DTTF") / CECONY DTTF Representative

In New York City, upon activation of the Downed Trees Task Force ("DTTF") by NYCEM, company representatives are assigned to support NYCEM's program, which is focused on public safety. The NYCEM Downed Trees Task Force Emergency Protocol defines the triggers for when the DTTF is activated, and outlines how downed tree responses are prioritized and managed.

While at NYCEM, company representatives work with other DTTF members to perform initial prioritization of reported trees down and then to enter trouble tickets correctly into the OMS system so that those reported incidents receive the proper prioritization (*i.e.,* dispatching crews) without undue delay. (Note: while NYC's Parks Department conducts the initial assessment that will lead to reported cases of trees down to the DTTF, Con Edison will assign its damage assessors to assess and verify company involvement before dispatching crews.)

The NYC DTTF serves a similar function as the Westchester County Municipal Liaison Program by prioritizing road closures and wire down calls. The company relies on 311 to provide road-closure and tree-down data for all five boroughs, as it is staffed 24/7 and the Parks Department only operates during business hours. As needed, a DTTF Representative will follow up with an RECC Shift Manager or Operations Section Chief (or designee) during activations, to escalate jobs as required.

NYCEM's Power Outage Response Team ("PORT") / CECONY PORT Liaison

The NYCEM Power Outage Response Team ("PORT") Protocol is part of New York City's Power Disruption Plan and describes actions taken when the boundaries of a power outage are unknown or need clarification. The PORT is made up of Con Ed employees and NYC government agencies, such as the NYPD and NYCEM.

Whenever NYC activates the PORT to assess the needs of impacted residents, a company PORT Liaison will be dispatched to act as the primary field contact and coordinate the information obtained from the Customer Operations group.

Westchester County EOC Liaison

The Westchester County EOC serves as a coordination center during weather-related events. In addition to county agencies and departments, utilities and transportation agencies provide representatives who report requested information and updates, as required. While the Municipal Liaison Program ("MLP") serves the 39 individual municipalities, Westchester County's EOC coordinates matters involving county facilities and issues that cannot be resolved at the local level. The Con Edison Liaison at Westchester County's EOC will communicate requested information, which may include customer outages, critical facilities, staffing, etc., and will coordinate prioritization requests with the appropriate RECC. The Westchester County EOC Liaison will also work with the county to facilitate logistical and resource requests, as required. Priority issues identified by the EOC Liaison are escalated to the MRG Branch Director who will interface with the appropriate function to facilitate resolution and provide information back to the EOC Liaison, who will in turn update the county accordingly. In certain situations of priority-escalated issues, as warranted, the MRG Branch Director (or other appropriate member of the Regional ICS Command and General Staff) will make contact with the county to inform them of the resolution status.

New York State EOC Liaison

In extreme events, the NYS OEM may request a representative from Con Edison to staff their EOC in Albany, NY. This liaison will provide information on company response efforts, outage

information, critical facilities affected, and obtain information on travel restrictions, matters affecting transportation and logistics, and states of emergency.

7.2.2 Liaisons Requested by Westchester Municipalities

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

The Program is comprised of two components:

1. Company employees ("Municipal Liaisons"), who serve as the point of contact between the company and the respective municipality during an emergency incident (typically severe weather), including reviewing critical-facility and road-closure prioritization; and

2. Company operations employees ("MRG Coordinators"), who work closely with the Municipal Liaison to coordinate and prioritize post-storm impacts, including public safety, removal of downed company wires, clearing road closures, and outages to critical facilities.

Emergency Preparedness is responsible for the overall management of the Program including administrative, training and exercise opportunities, and periodic activities to include the municipalities in an effort to maintain relationships and proficiency with the Program. All municipal liaisons are trained and exercised generically to facilitate the ability to be able staff to any other municipal liaison position.

The Municipal Response Group ("MRG") Branch is mobilized under the Operations Section in the Bronx/Westchester ICS Organization. The position of MRG Branch Director is filled by an Emergency Preparedness manager (typically the Manager of the Municipal Liaison Program or his/her delegate) and reports into the Operations Section Chief. Municipal liaisons report into an MLP Coordinator (who reports into the MRG Branch Director). Priority issues identified by the Municipal Liaison are escalated to the MRG Branch Director who will interface with the appropriate function to facilitate resolution and provide information back to the Municipal Liaison, who will in turn update the municipality accordingly. In certain situations of priority-escalated issues, as warranted, the MRG Branch Director (or other appropriate member of the Regional ICS Command and General Staff) will make contact with the initiating municipality to inform them of the resolution status.

During an event where a municipality has requested[35] a Municipal Liaison, the MRG Branch Director will notify and deploy the Municipal Liaison to the designated EOC or other reporting location. When a municipality requests a liaison for a forecasted event, the employees are scheduled and given a reporting time designated by the municipality. For unexpected events, the company makes every reasonable effort to provide the municipality with a liaison as soon as possible. Each municipality has at least two backups, and the Municipal Liaison Program has MLP Coordinators and other Municipal Liaisons who could be sent to provide coverage until the scheduled liaison arrives. The company makes every reasonable effort to provide a liaison to a municipality within six hours of request.

While there, the Liaison will verify all municipal impacts that have been reported, enter any additional trouble tickets, prioritize a list of road closures and critical facility outages, and provide restoration updates. Additionally, municipal liaisons will be provided with the current number of affected LSE customers within their assigned municipality.

Similar to all storm-activated liaisons, municipal liaisons receive training on various company systems that they can access, remotely, when deployed to municipal EOCs, in order to be able to provide the most up-to-date and accurate information regarding response efforts [*e.g.,* CRMS, Outage Management Dashboard ("OMD"), the Westchester Storm Street Closures Dashboard, and Municipality Electric System Trouble Report form].

MRG Zone Coordinator(s), who typically are employees from Electric Operations, will work closely with the Municipal Liaison(s) to address the municipalities' priorities as well as to provide the Liaison(s) with updated information.

In order to accomplish the objective of public safety and blocked roads, each municipality with a deployed Municipal Liaison will be assigned a 'make-safe' crew and a tree crew, when resources become available and before assigning crews to restoration. In this capacity, the Municipal Liaison, along with the assigned crews, act as a 'road-clearing task force' and the Liaison acts as 'utility field coordinator'. Once all public safety and blocked roads have been addressed, the 'make-safe' crews will be re-assigned to restoration.

[35] During routine operations, emergency calls (*e.g.,* downed wires, blocked roads) from municipality officials (*e.g.,* Police, Fire, Highway) come into the control center directly. When severe weather is anticipated or when the call volume becomes excessive, those lines will be transferred to the Energy Services Department where Energy Services Representatives will take over the intake of calls and generation of trouble tickets.

To provide increased transparency regarding response efforts within each impacted municipality, the Restoration Priority Team ("RPT") will distribute a daily *Municipal Restoration Report*. This daily report will include the following information:

- municipality name;
- reported critical customers (*i.e.,* critical facilities) impacted;
- reported priority blocked roads;
- daily work plan (based upon the time the report was issued);
- number of 'make-safe' and restorations crews assigned;
- number of customers out of service; and
- preliminary expected number of customers to be restored.

Municipal Liaisons will remain deployed and continue to provide support until released by the municipality.

Additionally, representatives from Emergency Preparedness, Regional & Corporate Affairs, and other departments participate in annual activities (*e.g.*, tabletop exercises[36]) to maintain proficiency and relationships with the municipalities. This includes visiting with each municipality, annually, to review and update their reference package[37]. All modifications (additions, deletions) shall be captured and incorporated into revised lists, which will be provided back to the municipality.

In addition, the company will coordinate with Westchester County semi-annually, at a minimum, to review their county-level critical facilities lists and feeder maps (as appropriate). During these conversations, the county will be asked if there are any municipal-level critical facilities that they'd like us to be aware of/prioritize. All modifications (additions, deletions) shall be captured and incorporated into revised lists, which will be provided back to the county.

7.3 Coordination with Telecommunications Providers

To facilitate communication and coordination between CECONY and telecommunications providers, the company will invite neighboring telecommunications providers to send representatives (*e.g.,* Verizon-Westchester, Verizon-NYC) to co-locate within a company EOC (*e.g.*, regional EOC or CERC). This will allow the telecommunications representative to interact

[36] The process of coordinating and prioritizing the restoration of critical facilities impacted by a major storm with municipal officials will be incorporated into the tabletop exercises that are conducted annually with each municipality.
[37] Each municipal reference package includes the municipal's EOC reporting location, municipal official contacts and critical facilities (*e.g.*, warming/cooling centers).

with a company representative with regard to information exchange and progress on applicable and mutually beneficial restoration efforts, issues, and/or priorities. Specifically, the Regional Overhead Branch Director or designee will coordinate pole-setting activities with telecommunications representatives.

Based on different levels of activation and geographical impact, telecommunications representatives may co-locate with the company as follows:

- When Bronx/Westchester is activated at an incident classification level of Serious or greater, telecommunications representatives will be invited, by Electric Operations, to the B/W regional EOC, advised that their assigned representative is the MRG Branch Director, and provided with their name/contact info.

- When any of the company's other regions (*e.g.,* Brooklyn/Queens, Staten Island, Manhattan) is/are activated at an incident classification level of Serious or greater, telecommunications representatives will be invited by Electric Operations to the respective regional EOC(s) or DESR and assigned a company representative (and provided with their name/contact info).

    - *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 both Con Edison and the telecommunications providers are invited to co-locate there. In turn, Con Edison and the telecommunications 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 activated, Emergency Preparedness will invite representatives from the telecommunications providers to send representatives to the CERC (possibly in addition to any regional-level representation/coordination), advised that their assigned representative is the Liaison Officer, and provided with their name/contact info.

In addition, the company will exercise its communications and pole-installation process with telecommunications providers, annually (*e.g.*, as part of its Corporate Coastal Storm Plan exercise).

Finally, a list of contacts for the telecommunications providers and their respective liaisons is maintained by Emergency Preparedness and reviewed annually for accuracy.

8. TRAINING AND EXERCISES

Training and exercises are crucial to the company's preparedness to effectively manage incidents. Personnel assigned to respond to incidents must be qualified to perform the operational tasks expected in these situations and are required to have the skills and capabilities needed to respond.

8.1 ICS Training

As required by the PSC's "Order Implementing Outage Recommendations" issued and effective July 20, 2007, CECONY will certify annually that "…each employee in a position in the emergency response organization receive[d] training, to a level commensurate to the position occupied, in the Incident Command System and National Incident Management System."

By April 1 of each year, the company completes an affidavit self-certifying that employees who occupy an ICS position in accordance with the ERP or a CERC mobilization at an incident classification level of Serious or greater, have received ICS training to a level commensurate with the position held.

All participants who assume the role of Incident Commander ("IC"), Officer, Section Chief, Branch Director and/or Unit Leader, at the regional and/or CERC levels, will be trained to the levels specified in the ICS Training by Position Required – ERP (page 1 for CERC requirements; page 2 for regional/field requirements). The company utilizes the national ICS training standards as a framework for required ICS training (ICS training courses can be accessed through FEMA's training website and NYS Division of Homeland Security and Emergency Services). Additional information can be found on the Emergency Preparedness Incident Command System (ICS) Training page on Conor, including instructions for registering.

8.2 Function-Specific Training

Personnel assigned to respond to incidents shall receive the necessary onboarding/training to perform their assignment (*e.g.*, wire guard).

- For employees whose SEA is their daily job function, training is provided as part of their standard skills training/core curriculum.
- For employees whose SEA differs from their daily job function, onboarding/training is provided.

Should an additional emergency assignment or function be required, supplemental training will be identified.

8.2.1 Municipal Electric Hazard Awareness Training

The company has an established program that provides electrical hazard awareness training to local municipal organizations, upon request. Training sessions are tailored to the nature of the organization taking the training (*i.e.*, unique presentations for fire departments, police departments, and public works administrators) and are provided by the company's Emergency Response Group (ERG).

Corporate Affairs notifies the municipalities annually to encourage their participation in this training opportunity.

8.3 Exercises

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

Emergency Preparedness designs and conducts periodic exercises to allow employees to practice and fine-tune their emergency functions during non-emergency conditions.

Any organization conducting an exercise should follow the *Con Edison Exercise Development and Evaluation Guide* or contact the Exercise Group.

8.3.1 Required Annual Exercises[38]

To prepare the company for electric emergencies as described in the Plan, Emergency Preparedness facilitates an annual storm exercise simulating a response to either a storm, or other storm-like electric emergency that would be classified at the highest or next highest level of severity. All relevant CECONY organizations are invited to participate in exercises, as appropriate. Further, exercises must involve contacts with outside agencies, local governments, and others who would normally be included in restoration response.

Emergency Preparedness will inform DPS Staff a minimum of two weeks prior to the above scheduled exercise and provide copies of exercise documents.

[38] As set forth in 16 CRR-NY 105.2(a) and 105.4(a)

In accordance with 16 CRR-NY 105.2(a), the Vice President of Emergency Preparedness may waive these exercises if previous incidents during the year provided sufficient experience that precludes the need for these exercises. For actual preparations (*a.k.a.*, real-world incident), in lieu of an exercise, the company shall certify in section 105.3 of this Part that all requirements of this definition were met.

8.3.2 After-Action Process

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

As soon as practicable, following an incident or exercise classified at the Serious or Full Scale level, an After-Action Meeting ("AAM") shall be conducted and an After-Action Report/Improvement Plan ("AAR/IP") prepared. Organizations involved in the incident or exercise shall participate in the after-action process.

Emergency Preparedness will facilitate the AAM, and develop and distribute the AAR/IP to all stakeholders. The AAR should address strengths, opportunities, trends, lessons learned, and recommendations and any significant action items assigned, including a timeline for completion.

9. APPENDICES

9.1 Regional Incident Classification Level Matrices

Regional Incident Classification Level Matrices are customized to take into consideration the anticipated weather conditions and geography of each of the respective service areas. The following matrices are detailed in Sections 9.1.1-9.1.8:

- Overhead – Bronx/Westchester
- Overhead – Brooklyn/Queens
- Overhead – Staten Island
- Underground – Bronx/Westchester (Winter)
- Underground – Brooklyn/Queens (Winter)
- Underground – Manhattan (Winter)
- Underground – Staten Island (Winter)
- Underground – All Regions (Heat) (*a.k.a.*, 'Heat Trigger Guidelines')

9.1.1 Overhead – Bronx/Westchester

ELECTRIC OPERATIONS
Emergency Response Procedure
Regional Incident Classification Level Matrix
Overhead - Bronx/Westchester

Incident Classification Level	General Weather Considerations	Approximate # Customers Projected Out of Service	Projected Outage Jobs* *Per the Overhead Impact Model from the Weather Risk Assessment
1 – UPGRADED *(Locally assigned crewing and contractors)*	• Isolated severe thunderstorms • Peak sustained winds greater than 25mph • Peak wind gusts greater than 35mph • Storm short in duration • Greater than 6 inches of wet snow	**Up to 8,000**	**30 - 109**
2A – SERIOUS *(Con Edison internal resources and contractors)*	• Scattered severe thunderstorms • Peak sustained winds greater than 30mph • Peak wind gusts greater than 40mph • Greater than 8 inches of wet snow	**Up to 15,000**	**110 - 174**
2B – SERIOUS *(All Con Edison resources and localized mutual assistance)*	• Scattered to widespread severe thunderstorms • Peak sustained winds greater than 35mph • Peak wind gusts greater than 45mph • Greater than 12 inches of wet snow	**Up to 30,000**	**175 - 399**
2C – SERIOUS *(All Con Edison resources and moderate mutual assistance)*	• Widespread severe thunderstorms • Peak sustained winds greater than 40mph • Peak wind gusts greater than 50mph • Greater than 15 inches of wet snow	**Up to 40,000**	**400 - 549**
3A – FULL-SCALE *(All Con Edison resources and extensive mutual assistance)*	• Heavy rain w/high winds, Nor'easter type storms • Extreme weather events, Tropical Depressions • Peak sustained winds greater than 50mph • Peak wind gusts greater than 60mph • Conditions exist for 12-18 hours or longer • Greater than 15 inches of wet snow	**Up to 80,000**	**550 - 1149**
3B – FULL-SCALE *(All Con Edison resources and extensive mutual assistance)*	• Extreme weather events, Tropical Storms • Peak sustained winds greater than 55mph • Peak wind gusts greater than 65mph • Conditions exist for greater than 18 hours • Greater than 25% damage to electric distribution system	**Up to 100,000** **Up to 200,000** **Greater than 200,000**	**1150 - 1499** **1500 - 2999** **Greater than 3000**
CORPORATE COASTAL STORM PLAN	• Hurricane Category 1-5 • Sustained winds greater than 74 mph • Greater than 50% damage to distribution system • Conditions exist for greater than 18 hours	**See Corporate Coastal Storm Plan (CCSP)**	

Other Weather Considerations

• Storm stalls over operating area • Heavy rain and/or saturated soil conditions • More than ¼ inch of ice w/wind and foliage • More than ½ inch of ice	• Wet snow with foliage • Early or out of season snow or ice • Full foliage exists • On-going restoration activities from recent/prior storm

9.1.2 Overhead – Brooklyn/Queens

ELECTRIC OPERATIONS
Emergency Response Procedure
Regional Incident Classification Level Matrix
Overhead - Brooklyn/Queens

Incident Classification Level	General Weather Considerations	Approximate # Customers Projected Out of Service	Projected Outage Jobs* *Per the Overhead Impact Model from the Weather Risk Assessment
1 – UPGRADED *(Locally assigned crewing and contractors)*	• Isolated severe thunderstorms • Peak sustained winds greater than 30mph • Peak wind gusts greater than 40mph • Storm short in duration • Greater than 6 inches of wet snow • Light to moderate damage to electric system	**Up to 2,500**	**20 - 49**
2 – SERIOUS *(Con Edison Resources and/or Mutual Assistance)*	• Scattered to widespread severe thunderstorms • Peak sustained winds greater than 35mph • Peak wind gusts greater than 45mph • Conditions exist for several hours • Greater than 12 inches of wet snow • Moderate to heavy damage to electric system	**Up to 10,000**	**50 - 249**
3A – FULL-SCALE *(All Con Edison resources and mutual assistance)*	• Heavy rainfall, Nor'easter type storms • Peak sustained winds greater than 50mph • Peak wind gusts greater than 60mph • Conditions exist for 12-18 hours • Extensive damage to the electric system • Greater than 15 inches of wet snow	**Up to 20,000**	**250 - 400**
3B – FULL-SCALE *(All Con Edison resources and mutual assistance)*	• Extreme weather events (Tropical Storms, Ice) • Peak sustained winds greater than 55mph • Peak wind gusts greater than 65mph • Conditions exists for greater than 18 hours • Greater than 25% damage to electric distribution system	**Greater than 20,000**	**Greater than 400**
CORPORATE COASTAL STORM PLAN	• Hurricane Category 1-5 • Sustained winds greater than 74mph • Greater than 50% damage to distribution system • Conditions exist for greater than 18 hours	**See Corporate Coastal Storm Plan (CCSP)**	

Other Weather Considerations

• Storm stalls over operating area • Heavy rain and/or saturated soil conditions • More than ¼ inch of ice with wind and foliage • More than ½ inch of ice	• Wet snow with foliage • Early or out of season snow or ice • Full foliage exists • On-going restoration activities from recent/prior storm

9.1.3 Overhead – Staten Island

ELECTRIC OPERATIONS
Emergency Response Procedure
Regional Incident Classification Level Matrix
Overhead - Staten Island

Incident Classification Level	General Weather Considerations	Approximate # Customers Projected Out of Service	Projected Outage Jobs* *Per the Overhead Impact Model from the Weather Risk Assessment
1 - UPGRADED *(Locally assigned crewing and contractors)*	• Isolated severe thunderstorms • Peak sustained winds greater than 35mph • Peak wind gusts greater than 45mph • Storm short in duration • Greater than 12 inches of wet snow • Light to moderate damage to the electric system	**Up to 5,000**	**7 - 17**
2 - SERIOUS *(Con Edison Resources and/or Mutual Assistance)*	• Scattered to widespread severe thunderstorms • Peak sustained winds greater than 45mph • Peak wind gusts greater than 55mph • Conditions exist for several hours • Greater than 18 inches of wet snow • Moderate to heavy damage to electric system	**Up to 15,000**	**18 - 59**
3A – FULL SCALE *(All Con Edison resources and mutual assistance)*	• Heavy rainfall with high winds, Nor'easter type storms • Peak sustained winds greater than 55mph • Peak wind gusts greater than 60mph • Conditions exist for 12-18 hours • Greater than 24 inches of wet snow • Extensive damage to the electric system	**Up to 30,000**	**60 - 179**
3B – FULL SCALE *(All Con Edison resources and mutual assistance)*	• Extreme weather events, Tropical Storms, Ice • Conditions exists for greater than 18 hours • Greater than 25% damage to electric distribution system	**Greater than 45,000**	**Greater than 180**
CORPORATE COASTAL STORM PLAN	• Hurricane Category 1-5 • Sustained winds greater than 74mph • Greater than 50% damage to overhead distribution system • Conditions exists for greater than 18 hours	**See Corporate Coastal Storm Plan (CCSP)**	

Other Weather Considerations

• Storm stalls over operating area • Heavy rain and/or saturated soil conditions • More than ¼ inch of ice with wind and foliage • More than ½ inch of ice	• Wet snow with foliage • Early or out of season snow or ice • Full foliage exists • On-going restoration activities from recent/prior storm

9.1.4 Underground – Bronx/Westchester (Winter)

ELECTRIC OPERATIONS Emergency Response Plan Regional Incident Classification Level Matrix Underground - Bronx / Westchester (Winter)			
Incident Classification Level	**Weather And System Conditions**	**Approximate # Customers Projected Out of Service**	**Estimated Time To Restoration**
ROUTINE *Locally assigned crewing and contractors*	**Fair weather Some Ice/Snow Melt-Off due to deicing with < 6 " accumulation.**	**Up to 99**	**6 to 12 Hours**
UPGRADED *Resources From Other Regions*	**Potential for Active Melt-Off resulting from de-icing of greater than 6" snow.**	**Up to 100 To 500**	**13 to 24 Hours**
SERIOUS *Resources From Throughout Company*	**Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole Events of 20 to 50**	**Up to 501 To 1000**	**25 to 48 Hours**
FULL-SCALE *Mutual Assistance/ Contractor Support*	**Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole Events Exceeds 50**	**Greater Than 1000**	**Greater Than 48 Hours**

9.1.5 Underground – Brooklyn/Queens (Winter)

ELECTRIC OPERATIONS Emergency Response Plan Regional Incident Classification Level Matrix Underground – Brooklyn / Queens (Winter)			
Incident Classification Level	**Weather And System Conditions**	**Approximate # Customers Projected Out of Service**	**Estimated Time To Restoration**
ROUTINE *Locally assigned crewing and contractors*	**Fair weather Some Ice/Snow Melt-Off due to deicing with < 6 " accumulation.**	**Up to 500**	**6 to 12 Hours**
UPGRADED *Resources From Other Regions*	**Potential for Active Melt-Off resulting from de-icing of greater than 6" snow.**	**Up to 501 To 1000**	**13 to 24 Hours**
SERIOUS *Resources From Throughout Company*	**Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole Events of 20 to 50**	**Up to 1001 To 2000**	**25 to 48 Hours**
FULL-SCALE *Mutual Assistance/ Contractor Support*	**Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole Events Exceeds 50**	**Greater Than 2000**	**Greater Than 48 Hours**

9.1.6 Underground – Manhattan (Winter)

ELECTRIC OPERATIONS Emergency Response Plan Regional Incident Classification Level Matrix Underground – Manhattan (Winter)			
Incident Classification Level	**Weather And System Conditions**	**Approximate # Customers Projected Out of Service**	**Estimated Time To Restoration**
ROUTINE *Locally assigned crewing and contractors*	**Fair weather Some Ice/Snow Melt-Off due to deicing with < 6 " accumulation.**	**Up to 500**	**6 to 12 Hours**
UPGRADED *Resources From Other Regions*	**Potential for Active Melt-Off resulting from de-icing of greater than 6" snow.**	**Up to 501 To 1000**	**13 to 24 Hours**
SERIOUS *Resources From Throughout Company*	**Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole Events of 20 to 50**	**Up to 1001 To 2000**	**25 to 48 Hours**
FULL-SCALE *Mutual Assistance/ Contractor Support*	**Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole Events Exceeds 50**	**Greater Than 2000**	**Greater Than 48 Hours**

9.1.7 Underground – Staten Island (Winter)

ELECTRIC OPERATIONS Emergency Response Plan Regional Incident Classification Level Matrix Underground – Staten Island (Winter)			
Incident Classification Level	**Weather And System Conditions**	**Approximate # Customers Projected Out of Service**	**Estimated Time To Restoration**
ROUTINE *Locally assigned crewing and contractors*	**Fair weather Some Ice/Snow Melt-Off due to deicing with < 6 " accumulation.**	**Up to 99**	**6 to 12 Hours**
UPGRADED *Resources From Other Regions*	**Potential for Active Melt-Off resulting from de-icing of greater than 6" snow.**	**Up to 100 To 250**	**13 to 24 Hours**
SERIOUS *Resources From Throughout Company*	**Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole Events of 20 to 50**	**Up to 250 To 500**	**25 to 48 Hours**
FULL-SCALE *Mutual Assistance/ Contractor Support*	**Active Ice/Snow Melt-Off Current or anticipated backlog of "Unvisited" Manhole Events Exceeds 50**	**Greater Than 500**	**Greater Than 48 Hours**

9.1.8 Underground - All Regions – Heat (a.k.a., 'Heat Trigger Guidelines')

Electric Operations Underground – All Regions (Heat)			
Incident Classification Level	**SYSTEM-WIDE Pre-emptive Action**	**SYSTEM-WIDE Pre-emptive Action** (after second ≥ 83 ° F TV non-consecutive day)	**Regional Conditions**
ROUTINE *(No ICS Mobilization) (IC = RECC Shift Mgr.)*	*Today's **Temperature Variable (TV)** predicted to be < 81° F and load <11,500 MW	*Today's TV predicted to be < 84° F	No significantly adverse conditions
UPGRADED *(Limited ICS Mobilization) (IC = RECC Shift Mgr. or Section/Dept. Mgr.)*	**WEEKDAY:** • Predicted load > 11,500 MW or TV > 81° F and < 82 ° F • After first occurrence of ≥ 11,500 MW, TV predicted to be ≥ 81° F and < 82 ° F **WEEKEND:** • TV predicted to be > 82 ° F	**WEEKDAY:** • TV predicted to be > 84° F for TWO (2) consecutive weekdays **WEEKEND:** • TV predicted to be > 84° F for TWO (2) consecutive weekend days	No significantly adverse conditions
SERIOUS *(Full ICS Mobilization) (IC = RECC Section/ Dept. Mgr. or GM level)*	**WEEKDAY:** • TV predicted to be > 82 ° F **WEEKEND:** • TV predicted to be > 82 ° F for TWO (2) consecutive weekend days	**WEEKDAY:** • TV predicted to be ≥ 86 ° F **WEEKEND:** • TV predicted to be ≥ 86 ° F for TWO (2) consecutive weekend days	**WEEKDAY:** • TV predicted to be > 84° F for TWO (2) consecutive weekdays **WEEKEND:** • TV predicted to be > 84° F for TWO (2) consecutive weekend days **AND either of the following:** • Three (3) or more feeders are out in any one (1) second contingency network or load area • Two (2) feeders are out in one (1) first contingency load area
FULL-SCALE *(Full ICS Mobilization) (IC = Regional GM or VP level)*	**Severe Heat CERC Activated (in accordance with CI-260-4) when:** • TV predicted to be > 86 o F for TWO (2) or more consecutive days, OR • It may be preemptively declared at the discretion of the Senior Vice President of Electric Operations when warranted by the circumstances and in concurrence with the Vice President of Emergency Preparedness and the SSO.		**WEEKDAY:** • TV predicted to be ≥ 86 ° F **WEEKEND:** • TV predicted to be ≥ 86 ° F for TWO (2) consecutive weekend days **AND** • Three (3) or more feeders are out in more than two (2) second contingency network or load areas • Two (2) feeders are out in more than two (2) first contingency load areas

**The temperature variable as forecasted the previous day by the 10-Day Electric Load Forecast.*

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

9.2 Regional Minimum Staffing Matrices

Regional Minimum Staffing Matrices are customized to Electric Operations' three (3) Overhead regions and four (4) Underground regions, as well as to Winter vesurs Heat within the Underground regions, to ensure that each region staffs appropriate for the given incident classification level and type of event.

The following matrices are detailed in Sections 9.2.1-9.2.11:

- Overhead – Brooklyn/Queens
- Overhead – Bronx/Westchester
- Overhead – Staten Island
- Underground – Bronx/Westchester (Winter)
- Underground – Brooklyn/Queens (Winter)
- Underground – Manhattan (Winter)
- Underground – Staten Island (Winter)
- Underground – Bronx/Westchester (Heat)
- Underground – Brooklyn/Queens (Heat)
- Underground – Manhattan (Heat)
- Underground – Staten Island (Heat)

Notes Regarding all Staffing Matrices

- One asterisk (*) denotes that Mutual Assistance may be requested based upon actual or predicted damage to feeders or secondary systems.

- Two asterisks (**) denotes that when the DESR or CERC is mobilized, the position indicated reports to the DESR or CERC only.

- For instances where a region had previously listed 'crew' minimum staffing numbers, a conversion was made to FTEs using a two-person crew assumption.

9.2.1 Regional Minimum Staffing Matrix – Overhead – Brooklyn/Queens

Minimum Staffing Requirement Matrix – Overhead – Brooklyn / Queens

ICS	POSITION NAME	Classification Level							
		1 UPGRADED		2 SERIOUS		3A FULL-SCALE *See Note*		3B FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night	Day	Night
COMMAND STAFF	**Incident Commander**	0	0	1	1	1	1	1	1
	EH&S Officer**	0	0	1	1	1	1	1	1
	EH&S Support	0	0	1	1	1	1	1	1
	Information Officer	0	0	1	1	1	1	1	1
	Communications Officer	0	0	1	1	1	1	1	1
	Liaison Officer**	0	0	1	1	1	1	1	1
	EOC Support (*e.g.*, NYCEM)	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Customer Operations Officer	0	0	1	1	1	1	1	1
	Energy Services Officer	0	0	1	1	1	1	1	1
	Energy Services Support (CPMs/ESRs)	0	0	6	4	8	4	10	8
OPERATIONS SECTION	**Operations Section Chief**	0	0	1	1	1	1	1	1
	Overhead Operations Branch Director	0	0	1	1	1	1	1	1
	Overhead Cell Leads	0	0	3	3	3	3	3	3
	Overhead Restoration FTEs	8	0	28	12	36	16	36	16
	Overhead Clerical Support	1	1	1	1	1	1	1	1
	I&A Planner	0	0	1	1	1	1	1	1
	I&A Supervisor	0	0	2	2	6	6	6	6
	I&A Service Restoration FTEs	0	0	32	16	48	24	48	24
	I&A Clerical Support	0	0	3	3	4	4	9	9
	Meter & Test FTEs	0	0	12	0	14	0	14	0
	ETR Branch Director	0	0	1	1	1	1	1	1
	Mutual Assistance Branch Director	0	0	0	0	1	1	1	1
	Mutual Assistance Crew Guides	0	0	0	0	2	1	4	2
	Mutual Assistance FTEs	0	0	0	0	20	8	40	16
	Staging Area/Base Camp Branch Director	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Underground Operations Branch Director	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Line Clearance (Veg) Branch Director	0	0	1	1	1	1	1	1
	Line Clearance (Veg) FTEs	2	2	4	4	4	4	4	4

Minimum Staffing Requirement Matrix – Overhead – Brooklyn / Queens

ICS	POSITION NAME	Classification Level							
		1 UPGRADED		2 SERIOUS		3A FULL-SCALE *See Note*		3B FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night	Day	Night
PLANNING SECTION	**Planning Section Chief**	0	0	1	1	1	1	1	1
	Substations Operations Representative	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	1	1	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	1	1	1	1	1	1
	Customer Count Team	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	0	0	5	5	10	10	10	10
	Control Center Unit Leader	1	1	1	1	1	1	1	1
	Control Center Management	8	3	7	7	8	8	8	8
	Control Center Dispatchers	2	2	4	4	4	4	4	4
	Emergency Supervisors (#9) (UG/OH)	4	2	4	4	5	5	6	6
	Emergency Troubleshooters (OH)	6	4	10	6	10	6	10	6
	Emergency Troubleshooters (UG)	8	4	10	10	14	12	14	12
	FOD	5	4	5	4	5	4	5	4
	Feeder Control Boss/Generator Boss	0	0	1	1	1	1	1	1
	Damage Assessment Unit Leader	0	0	1	1	1	1	1	1
	Damage Assessment Coordinator	0	0	2	2	5	5	6	6
	Damage Assessors	0	0	10	10	25	25	30	30
	Site Safety Unit Leader	0	0	1	1	1	1	1	1
	Site Safety Coordinator	0	0	2	2	5	5	5	5
	Site Safety Reps (i.e., Wire Guards)	0	0	25	25	50	50	50	50
LOGISTICS SECTION	**Logistics Section Chief**	0	0	1	1	1	1	1	1
	Facilities Unit Leader	0	0	0	0	1	As Req.	2	2
	Supply Chain Unit Leader (Stores)	0	0	0	0	1	As Req.	2	2
	Field Services Unit Leader (Transportation, Garages)	0	0	0	0	1	As Req.	1	1
	LOCC Unit Leader**	0	0	0	0	As Req.	As Req.	1	1
	Support: lodging, food, water, ice, admin	0	0	0	0	As Req.	As Req.	1	0
	Support: generators, fuel, trucking	0	0	0	0	As Req.	As Req.	1	0
F & A	**Finance/Admin Section Chief**	0	0	1	1	1	1	1	1
	Mutual Assistance Admin Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Time/Cost Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Compensation & Claims Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.

9.2.2 Regional Minimum Staffing Matrix – Overhead – Bronx / Westchester

Minimum Staffing Requirement Matrix – Overhead – Bronx/Westchester							
ICS	POSITION NAME	Classification Level					
		1 UPGRADED	2A SERIOUS	2B SERIOUS	2C SERIOUS	3A FULL SCALE *See Note*	3B FULL SCALE *See Note*
COMMAND STAFF	**Incident Commander**	0	2	2	2	2	2
	EH&S Officer**	0	2	2	2	2	2
	EH&S Support	0	2	2	2	2	2
	Information Officer	0	2	2	2	2	2
	Communications Officer	0	2	2	2	2	2
	Liaison Officer**	0	2	2	2	2	2
	EOC Support (e.g., WCDES, 60 Ctrl., NYCEM)	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Customer Operations Officer	0	2	2	2	2	2
	Energy Services Officer	0	2	2	2	2	2
	Energy Services Support (CPMs/ESRs)	0	6	6	6	10	10
	Muni Desk (Westchester)	0	8	8	8	14	14
OPERATIONS SECTION	**Operations Section Chief**	0	2	2	2	2	2
	Overhead Operations Branch Director	0	2	2	2	2	2
	Overhead Cell Leads	0	2	2	2	2	4
	Overhead Restoration FTEs	0	48	60	60	50	30
	ETR Supervisors	0	2	2	2	2	2
	Overhead Clerical Support	0	6	6	8	8	10
	Municipal Response Group (MRG) Branch Director	0	As Req.	As Req.	As Req.	As Req.	As Req.
	'Make-Safe Crew' FTEs (Road Clearing Task Force)	0	As Req.	As Req.	As Req.	30	60
	Tree FTEs (Road Clearing Task Force)	0	As Req.	As Req.	As Req.	30	60
	Muni Liaison(s) (Road Clearing Task Force)	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	MRG Coordinator(s) (Road Clearing Task Force)	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	ETR Branch Director	0	2	2	2	2	2
	Mutual Assistance Branch Director	0	0	0	0	2	2
	Mutual Assistance Crew Guides	0	0	0	0	10	35
	Mutual Assistance FTEs	0	0	0	0	130	460
	Staging Area/Base Camp Branch Director	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Underground Operations Branch Director	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Vegetation Branch Director	0	1	1	1	1	1
	Vegetation FTEs	8	12	32	32	80	200
	Ladder Line Branch Director	0	2	2	2	2	2
	Ladder Line Cell Leads	0	2	2	2	4	4
	Ladder Line FTEs	0	16	40	40	60	120
	Meter & Test FTEs	0	4	4	4	6	6

Minimum Staffing Requirement Matrix - Overhead – Bronx/Westchester

ICS	POSITION NAME	Classification Level					
		1 UPGRADED	2A SERIOUS	2B SERIOUS	2C SERIOUS	3A FULL SCALE *See Note*	3B FULL SCALE *See Note*
PLANNING SECTION	**Planning Section Chief**	0	2	2	2	2	2
	Substations Operations (SSO) Representative	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Scribe	0	2	2	2	2	2
	Restoration Planning Team (RPT) Unit Leader	0	2	2	2	2	2
	Customer Count Team	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	0	4	8	12	14	20
	Control Center Unit Leader	0	2	2	2	2	2
	Control Center Management	12	15	18	18	22	22
	Control Center Dispatchers	6	6	8	8	8	8
	Emergency (#9) Supervisors (OH)	2	4	4	4	4	4
	Emergency Troubleshooters (OH)	24	24	24	24	24	24
	Emergency (#9) Supervisors (UG)	0	4	4	4	4	4
	Emergency Troubleshooters (UG)	4	8	8	8	8	8
	Feeder Control Boss/Generator Boss	0	2	2	4	4	6
	Damage Assessment Unit Leader	0	2	2	2	2	2
	Damage Assessment Coordinator	0	2	6	8	10	20
	Damage Assessors	0	10	30	40	50	100
	Site Safety Unit Leader	0	2	2	2	2	2
	Site Safety Coordinator	0	4	6	6	10	10
	Site Safety Representatives (i.e., Wire Guards)	0	16	50	70	100	200
LOGISTICS SECTION	**Logistics Section Chief**	0	2	2	2	2	2
	Facilities Unit Leader	0	0	0	0	1	4
	Supply Chain Unit Leader (Stores)	0	0	0	0	1	4
	Field Services Unit Leader (Transport., Garages)	0	0	0	0	1	2
	LOCC Unit Leader**	0	As Req.	As Req.	As Req.	2	2
	Support – lodging, food, water, ice, admin	0	0	0	0	As Req.	As Req.
	Support – generators, fuel, trucking	0	0	0	0	As Req.	As Req.
FINANCE/ ADMIN	**Finance/Admin Section Chief**	0	2	2	2	2	2
	Mutual Assistance Admin Unit Leader	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Time/Cost Unit Leader	0	As Req.	As Req.	As Req.	As Req.	As Req.
	Compensation & Claims Unit Leader	0	As Req.	As Req.	As Req.	As Req.	As Req.

[1] One make safe crew is assigned per municipality who requests; crews not requested will be utilized for Overhead Restoration.

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

9.2.3 Regional Minimum Staffing Matrix – Overhead – Staten Island

Minimum Staffing Requirement Matrix - Overhead – Staten Island									
ICS	POSITION NAME	Classification Level							
		1 UPGRADED		2 SERIOUS		3A FULL-SCALE *See Note*		3B FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night	Day	Night
COMMAND STAFF	**Incident Commander**	0	0	1	1	1	1	1	1
	EH&S Officer**	0	0	1	1	1	1	1	1
	EH&S Support	0	0	1	1	1	1	1	1
	Information Officer	0	0	1	1	1	1	1	1
	Communications Officer	0	0	1	1	1	1	1	1
	Liaison Officer**	0	0	1	1	1	1	1	1
	EOC Support (*e.g.*, NYCEM)	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Customer Operations Officer	0	0	1	1	1	1	1	1
	Energy Services Officer	0	0	1	1	1	1	1	1
	Energy Services Support (CPMs/ESRs)	1	On Call	2	2	5	3	5	3
OPERATIONS SECTION	**Operations Section Chief**	0	0	1	1	1	1	1	1
	Overhead Operations Branch Director	0	0	1	1	1	1	1	1
	Overhead Cell Leads	1	0	1	1	2	1	2	1
	Overhead Restoration FTEs	10	8	20	8	28	8	28	8
	Substations FTEs	2	2	2	2	2	2	2	2
	I&A Electric Test FTEs	2	2	2	2	2	2	2	2
	I&A Network FTEs	2	2	2	2	2	2	2	2
	ETR Branch Director	0	0	1	1	1	1	1	1
	Mutual Assistance Branch Director	0	0	0	0	1	1	1	1
	Mutual Assistance Crew Guides	0	0	0	0	6	0	8	0
	Mutual Assistance FTEs	0	0	0	0	60	0	80	0
	Staging Area/Base Camp Branch Director	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Underground Operations Branch Director	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Underground Splicing FTEs	4	4	6	4	6	4	8	4
	Line Clearance (Veg) Branch Director	1	0	2	1	2	1	3	1
	Line Clearance (Veg) FTEs	4	2	6	4	12	4	24	4
	Ladder Line Branch Director	0	0	1	0	1	0	1	0
	Ladder Line Planner	0	0	1	0	1	0	1	0
	Ladder Line FTEs	0	0	8	4	16	4	24	4

Minimum Staffing Requirement Matrix - Overhead – Staten Island

ICS	POSITION NAME	Classification Level							
		1 UPGRADED		2 SERIOUS		3A FULL-SCALE *See Note*		3B FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night	Day	Night
PLANNING SECTION	**Planning Section Chief**	0	0	1	1	1	1	1	1
	Substations Operations Representative	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	1	1	1	1	1	1
	Restoration Planning Team Unit Leader	1	1	1	1	2	2	3	3
	Customer Count Team	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	2	2	3	3	6	4	8	4
	Control Center Unit Leader/Management	2	2	3	3	3	3	3	3
	Emergency Supervisors (#9)	1	1	2	1	2	2	2	2
	Emergency Troubleshooters	2	2	3	3	4	4	5	5
	Field Operator	1	1	2	2	2	2	2	2
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1	1	1
	Damage Assessment Unit Leader	0	0	1	1	1	1	1	1
	Damage Assessment Coordinator	As Req.	As Req.	1	1	2	1	3	2
	Damage Assessors	As Req.	As Req.	10	5	20	10	30	15
	Site Safety Unit Leader	0	0	1	0	1	1	1	1
	Site Safety Coordinator	0	0	1	1	2	2	3	3
	Site Safety Reps (i.e., Wire Guards)	0	0	10	10	20	20	30	30
LOGISTICS	**Logistics Section Chief**	0	0	1	1	1	1	1	1
	Facilities Unit Leader	0	0	As Req.	As Req.	1	0	1	0
	Supply Chain Unit Leader (Stores)	0	0	As Req.	As Req.	1	1	1	1
	Field Services Unit Leader (Transportation, Garages)	0	0	As Req.	As Req.	1	1	1	1
	LOCC Unit Leader**	0	0	0	0	As Req.	As Req.	1	1
	Support: lodging, food, water, ice, admin	0	0	As Req.	As Req.	1	1	1	1
	Support: generators, fuel, trucking	0	0	As Req.	As Req.	1	1	1	1
FINANCE/ ADMIN	**Finance/Admin Section Chief**	0	0	1	1	1	1	1	1
	Mutual Assistance Admin Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Time/Cost Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.
	Compensation & Claims Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.	As Req.	As Req.

9.2.4 Regional Minimum Staffing Matrix – Underground – Bronx/Westchester (Winter)

Minimum Staffing Requirement Matrix – Underground – Bronx / Westchester (Winter)							
ICS	POSITION NAME	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night
COMMAND STAFF	**Incident Commander**	0	0	1	1	1	1
	EH&S Officer**	0	0	1	1	1	1
	EH&S Support	0	0	1	1	1	1
	Information Officer	0	0	1	1	1	1
	Communications Officer	0	0	1	1	1	1
	Liaison Officer**	0	0	1	1	1	1
	EOC Support (*e.g.*, WCDES, 60 Ctrl, NYCEM)	0	0	As Req.	As Req.	As Req.	As Req.
	Customer Operations Officer	0	0	1	1	1	1
	Energy Services Officer	0	0	1	1	1	1
	Support - CPMs	On Call	On Call	2	2	2	2
	Support - CAT Field Assessors/ESRs	On Call	On Call	4	0	6	4
	Muni Desk (Westchester)	0	0	4	4	9	5
OPERATIONS SECTION	**Operations Section Chief**	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	1	1	1	1
	Splicing FTEs	20	16	28	20	30	30
	Cable FTEs	4	4	4	4	4	6
	Environmental Operations FTEs	8	4	8	4	10	6
	I&A UG Network FTEs	16	8	20	8	20	8
	I&A UG Services FTEs	10	4	10	4	8	6
	4kV/Unit Substations FTEs	2	2	2	2	2	2
	Meter & Test FTEs	0	0	4	0	6	0
	Overhead Operations Branch Director	0	0	1	1	1	1
	Overhead Restoration FTEs	12	6	18	12	36	18
	ETR Branch Director	0	0	1	1	1	1
	Construction Management Branch Director	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	As Req.	As Req.	As Req.	As Req.
	Staging Area/Base Camp Branch Director	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Requirement Matrix – Underground – Bronx / Westchester (Winter)

ICS	POSITION NAME	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night
PLANNING SECTION	**Planning Section Chief**	0	0	1	1	1	1
	Substations Operations Representative	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	1	1	1	1
	Restoration Planning Team (RPT) Unit Leader	0	0	1	1	1	1
	Customer Count Team	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	0	0	5	8	10	10
	Control Center Unit Leader	1	1	1	1	1	1
	Control Center Management	9	5	9	5	11	11
	FOD FTEs	12	12	14	14	16	16
	Emergency Troubleshooters (UG)	4	4	4	4	5	5
	Emergency Troubleshooters (OH)	13	10	13	10	14	12
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1
LOGISTICS SECTION	**Logistics Section Chief**	0	0	1	1	1	1
	Field Services Unit Leader (Transportation, Garages)	0	0	1	0	1	1
	Facilities Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.
	Supply Chain Unit Leader (Stores)	0	0	1	0	2	2
	LOCC Unit Leader	0	0	As Req.	As Req.	1	1
	Support: lodging, food, water, ice, admin	0	0	0	0	1	0
	Support: generators, fuel, trucking	0	0	0	0	1	0
FINANCE/ ADMIN	**Finance/Admin Section Chief**	0	0	1	1	1	1
	Mutual Assistance Admin Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.
	Time/Cost Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.
	Compensation & Claims Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.

9.2.5 Regional Minimum Staffing Matrix – Underground – Brooklyn/Queens (Winter)

Minimum Staffing Requirement Matrix – Underground – Brooklyn / Queens (Winter)							
ICS	POSITION NAME	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night
COMMAND STAFF	**Incident Commander**	0	0	1	1	1	1
	EH&S Officer**	0	0	1	1	1	1
	EH&S Support	0	0	1	1	1	1
	Information Officer	0	0	1	1	1	1
	Communications Officer	0	0	1	1	1	1
	Liaison Officer**	0	0	1	1	1	1
	EOC Support (e.g., NYCEM)	0	0	As Req.	As Req.	As Req.	As Req.
	Customer Operations Officer	0	0	1	1	1	1
	Energy Services Officer	0	0	1	1	1	1
	Support - CPMs	2	On Call	4	2	4	2
	Support - CAT Field Assessors/ESRs	0	0	4	0	6	4
OPERATIONS SECTION	**Operations Section Chief**	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	1	1	1	1
	Splicing FTEs	24	16	40	32	40	32
	Cable FTEs	8	8	10	8	12	8
	Environmental Operations FTEs	20	12	24	16	28	20
	I&A UG Network FTEs	8	8	16	8	32	16
	I&A UG Services FTEs	36	16	40	24	40	28
	4kV/Unit Substations FTEs	2	2	2	2	2	2
	Meter & Test FTEs	0	0	12	0	14	0
	Subsurface Construction FTEs	8	4	16	8	24	12
	Overhead Operations Branch Director	0	0	1	1	1	1
	Overhead Restoration FTEs	8	8	20	8	24	8
	ETR Branch Director	0	0	1	1	1	1
	Construction Branch Director	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	As Req.	As Req.	As Req.	As Req.
	Staging Area/Base Camp Branch Director	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Requirement Matrix – Underground – Brooklyn / Queens (Winter)

ICS	POSITION NAME	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night
PLANNING SECTION	**Planning Section Chief**	0	0	1	1	1	1
	Substations Operations Representative	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	1	1	1	1
	Customer Count Team	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	2	2	3	1	7	3
	Control Center Unit Leader	1	1	1	1	1	1
	Control Center Management	8	8	9	9	9	9
	FOD FTEs	16	12	16	12	16	12
	Emergency Troubleshooters (UG)	8	6	10	8	12	8
	Emergency Troubleshooters (OH)	8	4	10	8	12	10
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1
LOGISTICS SECTION	**Logistics Section Chief**	0	0	1	1	1	1
	Field Services Unit Leader (Transportation, Garages)	0	0	1	0	1	1
	Facilities Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.
	Supply Chain Unit Leader (Stores)	0	0	1	0	2	2
	LOCC Unit Leader**	0	0	As Req.	As Req.	1	1
	Support: lodging, food, water, ice, admin	0	0	0	0	1	0
	Support: generators, fuel, trucking	0	0	0	0	1	0
FINANCE/ ADMIN	**Finance/Admin Section Chief**	0	0	1	1	1	1
	Mutual Assistance Admin Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.
	Time/Cost Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.
	Compensation & Claims Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.

9.2.6 Regional Minimum Staffing Matrix – Underground – Manhattan (Winter)

Minimum Staffing Requirement Matrix – Underground – Manhattan (Winter)							
ICS	POSITION NAME	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night
COMMAND STAFF	**Incident Commander**	0	0	1	1	1	1
	EH&S Officer**	0	0	1	1	1	1
	EH&S Support	0	0	1	1	1	1
	Information Officer	0	0	1	1	1	1
	Communications Officer	0	0	1	1	1	1
	Liaison Officer**	0	0	1	1	1	1
	EOC Support (*e.g.,* NYCEM)	0	0	As Req.	As Req.	As Req.	As Req.
	Customer Operations Officer	0	0	1	1	1	1
	Energy Services Officer	0	0	1	1	1	1
	Support - CPMs	On Call	On Call	4	2	4	2
	Support - CAT Field Assessors/ESRs	0	0	2	0	6	4
OPERATIONS SECTION	**Operations Section Chief**	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	1	1	1	1
	Splicing FTEs	10	10	20	20	30	30
	Cable FTEs	2	2	4	4	6	6
	Environmental Operations FTEs	6	6	8	8	12	12
	I&A Underground FTEs	16	12	20	16	20	16
	Meter & Test FTEs	0	0	6	0	8	0
	Subsurface Construction FTEs	2	2	2	2	2	2
	ETR Branch Director	0	0	1	1	1	1
	Construction Branch Director	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	As Req.	As Req.	As Req.	As Req.
	Staging Area/Base Camp Branch Director	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Requirement Matrix – Underground – Manhattan (Winter)

ICS	POSITION NAME	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night
PLANNING SECTION	**Planning Section Chief**	0	0	1	1	1	1
	Substations Operations Representative	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	1	1	1	1
	Restoration Planning Unit Leader	0	0	1	1	1	1
	Customer Count Team	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	2	2	3	1	7	3
	Control Center Unit Leader	1	1	1	1	1	1
	Control Center Management	8	8	9	9	9	9
	FOD FTEs	16	12	16	12	16	12
	Emergency Troubleshooters (UG)	8	6	10	8	12	8
	Emergency Troubleshooters (OH)	8	4	10	8	12	10
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1
LOGISTICS SECTION	**Logistics Section Chief**	0	0	1	1	1	1
	Field Services Unit Leader (Transportation Garages)	0	0	1	0	1	1
	Facilities Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.
	Supply Chain Unit Leader (Stores)	0	0	1	0	2	2
	LOCC Unit Leader**	0	0	As Req.	As Req.	1	1
	Support: lodging, food, water, ice, admin	0	0	0	0	1	0
	Support: generators, fuel, trucking	0	0	0	0	1	0
FINANCE/ ADMIN	**Finance/Admin Section Chief**	0	0	1	1	1	1
	Mutual Assistance Admin Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.
	Time/Cost Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.
	Compensation & Claims Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.

9.2.7 Regional Minimum Staffing Matrix – Underground – Staten Island (Winter)

Minimum Staffing Requirement Matrix – Underground – Staten Island (Winter)							
ICS	POSITION NAME	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night
COMMAND STAFF	**Incident Commander**	0	0	1	1	1	1
	EH&S Officer**	0	0	1	1	1	1
	EH&S Support	0	0	1	1	1	1
	Information Officer	0	0	1	1	1	1
	Communications Officer	0	0	1	1	1	1
	Liaison Officer**	0	0	1	1	1	1
	EOC Support (*e.g.,* NYCEM)	0	0	As Req.	As Req.	As Req.	As Req.
	Customer Operations Officer	0	0	1	1	1	1
	Energy Services Officer	0	0	1	1	1	1
	Support - CPMs	1	On Call	1	1	2	1
	Support - CAT Field Assessors/CSRs	1	On Call	2	2	3	2
OPERATIONS SECTION	**Operations Section Chief**	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	1	1	1	1
	Splicing FTEs	6	4	8	6	12	8
	Cable FTEs	2	2	2	2	2	2
	Environmental Operations FTEs	2	2	2	2	2	2
	I&A UG Network FTEs	2	2	2	2	2	2
	I&A/Electric Test FTEs	2	2	2	2	2	2
	4kV/Unit Substations FTEs	2	2	2	2	2	2
	Overhead Operations Branch Director	0	0	1	1	1	1
	Overhead Restoration FTEs	2	2	2	2	2	2
	ETR Branch Director	0	0	1	1	1	1
	Mutual Assistance Branch Director	0	0	As Req.	As Req.	As Req.	As Req.
	Staging Area/Base Camp Branch Director	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Requirement Matrix – Underground – Staten Island (Winter)

ICS	POSITION NAME	Classification Level					
		UPGRADED		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night
PLANNING SECTION	**Planning Section Chief**	0	0	1	1	1	1
	Substations Operations Representative	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	1	1	1	1
	Customer Count Team	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	2	2	2	2	3	3
	Control Center Unit Leader	1	1	1	1	1	1
	Control Center Management	1	1	2	2	2	2
	FOD FTEs	4	4	6	4	6	6
	Emergency Troubleshooters (OH)	2	2	3	3	4	4
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1
LOGISTICS SECTION	**Logistics Section Chief**	0	0	1	1	1	1
	Field Services Unit Leader (Transportation, Garages)	0	0	As Req.	As Req.	1	1
	Facilities Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.
	Supply Chain Unit Leader (Stores)	0	0	As Req.	As Req.	1	1
	LOCC Unit Leader**	0	0	As Req.	As Req.	1	1
	Support: lodging, food, water, ice, admin	0	0	0	0	1	0
	Support: generators, fuel, trucking	0	0	0	0	1	0
FINANCE/ ADMIN	**Finance/Admin Section Chief**	0	0	1	1	1	1
	Mutual Assistance Admin Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.
	Time/Cost Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.
	Compensation & Claims Unit Leader	0	0	As Req.	As Req.	As Req.	As Req.

9.2.8 Regional Minimum Staffing Matrix – Underground – Bronx/Westchester (Heat)

Minimum Staffing Requirement Matrix – Underground – Bronx / Westchester (Heat)									
ICS	POSITION NAME	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night	Day	Night
COMMAND STAFF	**Incident Commander**	0	0	0	0	1	1	1	1
	EH&S Officer**	0	0	0	0	1	1	1	1
	EH&S Support	0	0	0	0	1	1	1	1
	Information Officer	0	0	0	0	1	1	1	1
	Communications Officer	0	0	0	0	1	1	1	1
	Liaison Officer**	0	0	0	0	1	1	1	1
	EOC Support (*e.g.*, WCDES, 60 Ctrl, NYCEM)	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Customer Operations Officer	0	0	0	0	1	1	1	1
	Energy Services Officer	0	0	0	0	1	1	1	1
	Energy Services CPMs	On Call	On Call	On Call	On Call	2	1	2	1
	CAT Field Assessors/ESRs	0	0	0	0	5	4	10	4
	Muni Desk (Westchester)	0	0	0	0	As Req.	As Req.	As Req.	As Req.
OPERATIONS SECTION	**Operations Section Chief**	0	0	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	0	0	1	1	1	1
	Splicing FTEs	24	16	20	12	28	20	32	24
	Cable FTEs	4	4	4	4	4	4	6	6
	Environmental Operations FTEs	8	4	8	4	8	4	10	6
	I&A UG Network FTEs	24	8	10	6	24	8	16	16
	I&A UG Services FTEs	10	4	4	4	10	4	8	6
	4kV/Unit Substations FTEs	2	2	2	2	2	2	2	2
	Meter & Test FTEs	0	0	0	0	4	0	6	0
	Overhead Operations Branch Director	0	0	0	0	1	1	1	1
	Overhead Restoration FTEs	12	6	12	6	24	12	36	18
	ETR Branch Director	0	0	0	0	1	1	1	1
	Construction Branch Director	0	0	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Staging Area/Base Camp Branch Director	0	0	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Requirement Matrix – Underground – Bronx / Westchester (Heat)

ICS	POSITION NAME	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night	Day	Night
PANNING SECTION	**Planning Section Chief**	0	0	0	0	1	1	1	1
	Substations Operations Representative	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	0	0	1	1	1	1
	Restoration Planning Team (RPT) Unit Leader	0	0	0	0	1	1	1	1
	Customer Count Team	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	3	2	3	2	5	5	10	10
	Control Center Unit Leader	1	1	1	1	1	1	1	1
	Control Center Management	9	5	9	5	9	5	11	11
	FOD FTEs	16	16	16	16	16	20	24	20
	Emergency Troubleshooters (UG)	4	4	4	4	4	4	5	5
	Emergency Troubleshooters (OH)	13	10	13	10	13	10	14	12
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1	1	1
LOGISTICS SECTION	**Logistics Section Chief**	0	0	0	0	1	1	1	1
	Field Services Unit Leader (Transportation, Garages)	0	0	0	0	1	0	1	1
	Facilities Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Supply Chain Unit Leader (Stores)	0	0	0	0	1	0	2	2
	LOCC Unit Leader	0	0	0	0	As Req.	As Req.	1	1
	Support: lodging, food, water, ice, admin	0	0	0	0	0	0	1	0
	Support: generators, fuel, trucking	0	0	0	0	0	0	1	0
FINANCE/ ADMIN	**Finance/Admin Section Chief**	0	0	0	0	1	1	1	1
	Mutual Assistance Admin Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Time/Cost Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Compensation & Claims Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.

9.2.9 Regional Minimum Staffing Matrix – Underground – Brooklyn/Queens (Heat)

Minimum Staffing Requirement Matrix – Underground – Brooklyn / Queens (Heat)									
ICS	POSITION NAME	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night	Day	Night
COMMAND STAFF	**Incident Commander**	0	0	0	0	1	1	1	1
	EH&S Officer**	0	0	0	0	1	1	1	1
	EH&S Support	0	0	0	0	1	1	1	1
	Information Officer	0	0	0	0	1	1	1	1
	Communications Officer	0	0	0	0	1	1	1	1
	Liaison Officer**	0	0	0	0	1	1	1	1
	EOC Support (e.g., NYCEM)	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Customer Operations Officer	0	0	0	0	1	1	1	1
	Energy Services Officer	0	0	0	0	1	1	1	1
	Energy Services CPMs	On Call	On Call	On Call	On Call	6	4	8	4
	CAT Field Assessors/ESRs	0	0	0	0	5	4	10	5
OPERATIONS SECTION	**Operations Section Chief**	0	0	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	0	0	1	1	1	1
	Splicing FTEs	16	16	8	8	24	24	28	28
	Cable FTEs	4	4	4	4	8	8	8	8
	Environmental Operations FTEs	10	8	6	4	12	10	14	12
	I&A UG Network FTEs	16	8	8	8	24	12	32	16
	I&A UG Services FTEs	16	8	8	4	32	16	40	16
	4kV/Unit Substations FTEs	2	2	2	2	2	2	2	2
	Meter & Test FTEs	0	0	0	0	12	0	14	0
	Subsurface Construction Crews	8	8	8	4	16	12	16	12
	Overhead Operations Branch Director	0	0	0	0	1	1	1	1
	Overhead Restoration FTEs	8	8	8	8	20	12	24	20
	ETR Branch Director	0	0	0	0	1	1	1	1
	Construction Branch Director	0	0	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Staging Area/Base Camp Branch Director	0	0	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Requirement Matrix – Underground – Brooklyn / Queens (Heat)

ICS	POSITION NAME	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night	Day	Night
PLANNING SECTION	**Planning Section Chief**	0	0	0	0	1	1	1	1
	Substations Operations Representative	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	0	0	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	0	0	1	1	1	1
	Customer Count Team	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	6	6	2	2	6	6	8	8
	Control Center Unit Leader	1	1	1	1	1	1	1	1
	Control Center Management	8	8	8	8	9	9	9	9
	FOD FTEs	16	16	10	8	16	16	16	16
	Emergency Troubleshooters (UG)	8	6	8	4	10	8	12	10
	Emergency Troubleshooters (OH)	6	4	6	4	6	4	8	6
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1	1	1
LOGISTICS SECTION	**Logistics Section Chief**	0	0	0	0	1	1	1	1
	Field Services Unit Leader (Transportation, Garages)	0	0	0	0	1	0	1	1
	Facilities Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Supply Chain Unit Leader (Stores)	0	0	0	0	1	0	2	2
	LOCC Unit Leader**	0	0	0	0	As Req.	As Req.	1	1
	Support: lodging, food, water, ice, admin	0	0	0	0	0	0	1	0
	Support: generators, fuel, trucking	0	0	0	0	0	0	1	0
FINANCE/ ADMIN	**Finance/Admin Section Chief**	0	0	0	0	1	1	1	1
	Mutual Assistance Admin Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Time/Cost Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Compensation & Claims Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.

9.2.10 Regional Minimum Staffing Matrix – Underground – Manhattan (Heat)

Minimum Staffing Requirement Matrix – Underground – Manhattan (Heat)									
ICS	POSITION NAME	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night	Day	Night
COMMAND STAFF	**Incident Commander**	0	0	0	0	1	1	1	1
	EH&S Officer**	0	0	0	0	1	1	1	1
	EH&S Support	0	0	0	0	1	1	1	1
	Information Officer	0	0	0	0	1	1	1	1
	Communications Officer	0	0	0	0	1	1	1	1
	Liaison Officer**	0	0	0	0	1	1	1	1
	EOC Support (*e.g.*, NYCEM)	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Customer Operations Officer	0	0	0	0	1	1	1	1
	Energy Services Officer	0	0	0	0	1	1	1	1
	Energy Services CPMs	On Call	On Call	On Call	On Call	4	2	6	3
	CAT Field Assessors/ESRs	0	0	0	0	2	0	10	5
OPERATIONS SECTION	**Operations Section Chief**	0	0	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	0	0	1	1	1	1
	Splicing FTEs	20	12	12	8	24	16	30	20
	Cable FTEs	6	4	4	4	6	6	6	6
	Environmental Operations FTEs	12	8	8	8	12	10	12	12
	I&A UG Network/Services FTEs	16	12	12	8	18	14	20	16
	Meter & Test FTEs	0	0	0	0	6	0	8	0
	Subsurface Construction FTEs	2	2	2	2	2	2	2	2
	ETR Branch Director	0	0	0	0	1	1	1	1
	Construction Branch Director	0	0	0	0	1	As Req.	1	1
	Construction Services FTEs	0	0	0	0	2	2	2	2
	Mutual Assistance Branch Director	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Staging Area/Base Camp Branch Director	0	0	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Requirement Matrix – Underground – Manhattan (Heat)

ICS	POSITION NAME	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night	Day	Night
PLANNING SECTION	**Planning Section Chief**	0	0	0	0	1	1	1	1
	Substations Operations Representative	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	0	0	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	0	0	1	1	1	1
	Customer Count Team	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	2	2	1	1	2	2	2	2
	Control Center Unit Leader	1	1	1	1	1	1	1	1
	Control Center Management	8	6	6	6	9	7	9	9
	FOD FTEs	10	10	5	5	10	10	12	12
	Emergency Troubleshooters (UG)	5	5	4	4	5	5	5	5
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1	1	1
LOGISTICS SECTION	**Logistics Section Chief**	0	0	0	0	1	1	1	1
	Field Services Unit Leader (Transportation, Garages)	0	0	0	0	1	0	1	1
	Facilities Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Supply Chain Unit Leader (Stores)	0	0	0	0	1	0	2	2
	LOCC Unit Leader**	0	0	0	0	As Req.	As Req.	1	1
	Support: lodging, food, water, ice, admin	0	0	0	0	0	0	1	0
	Support: generators, fuel, trucking	0	0	0	0	0	0	1	0
FINANCE/ ADMIN	**Finance/Admin Section Chief**	0	0	0	0	1	1	1	1
	Mutual Assistance Admin Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Time/Cost Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Compensation & Claims Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.

9.2.11 Regional Minimum Staffing Matrix – Underground – Staten Island (Heat)

Minimum Staffing Requirement Matrix – Underground – Staten Island (Heat)									
ICS	POSITION NAME	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night	Day	Night
COMMAND STAFF	**Incident Commander**	0	0	0	0	1	1	1	1
	EH&S Officer**	0	0	0	0	1	1	1	1
	EH&S Support	0	0	0	0	1	1	1	1
	Information Officer	0	0	0	0	1	1	1	1
	Communications Officer	0	0	0	0	1	1	1	1
	Liaison Officer**	0	0	0	0	1	1	1	1
	EOC Support (*e.g.,* NYCEM)	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Customer Operations Officer	0	0	0	0	1	1	1	1
	Energy Services Officer	0	0	0	0	1	1	1	1
	Energy Services CPMs	1	On Call	1	On Call	1	1	2	1
	CAT Field Assessors/CSRs	1	On Call	1	On Call	2	2	3	2
OPERATIONS SECTION	**Operations Section Chief**	0	0	0	0	1	1	1	1
	Underground Operations Branch Director	0	0	0	0	1	1	1	1
	Splicing FTEs	4	4	6	3	8	6	12	8
	Cable FTEs	2	2	2	2	2	2	2	2
	Environmental Operations FTEs	2	2	2	2	2	2	2	2
	I&A UG Network FTEs	2	2	2	2	2	2	2	2
	I&A / Electric Test FTEs	2	2	2	2	2	2	2	2
	4kV/Unit Substations FTEs	2	2	2	2	2	2	2	2
	Overhead Operations Branch Director	0	0	0	0	1	1	1	1
	Overhead Restoration FTEs	10	8	10	8	20	8	28	8
	ETR Branch Director	0	0	0	0	1	1	1	1
	Mutual Assistance Branch Director	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Staging Area/Base Camp Branch Director	0	0	0	0	As Req.	As Req.	As Req.	As Req.

Minimum Staffing Requirement Matrix – Underground – Staten Island (Heat)

ICS	POSITION NAME	Classification Level							
		UPGRADED		UPGRADED After Thermal Hi-Pot		SERIOUS		FULL-SCALE *See Note*	
		Day	Night	Day	Night	Day	Night	Day	Night
PLANNING SECTION	**Planning Section Chief**	0	0	0	0	1	1	1	1
	Substations Operations Representative	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Scribe	0	0	0	0	1	1	1	1
	Restoration Planning Team Unit Leader	0	0	0	0	1	1	1	1
	Customer Count Team	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Restoration Planning Technicians	2	2	3	3	6	4	8	4
	Control Center Unit Leader	1	1	1	1	1	1	1	1
	Control Center Management	1	1	2	2	2	2	2	2
	FOD FTEs	2	2	4	4	6	4	6	4
	Emergency Troubleshooters	2	2	3	3	3	3	4	4
	Feeder Control Boss/Generator Boss	1	1	1	1	1	1	1	1
LOGISTICS SECTION	**Logistics Section Chief**	0	0	0	0	1	1	1	1
	Field Services Unit Leader (Transportation, Garages)	0	0	0	0	1	0	1	1
	Facilities Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Supply Chain Unit Leader (Stores Support)	0	0	0	0	1	1	1	1
	LOCC Unit Leader**	0	0	0	0	As Req.	As Req.	1	1
	Support: lodging, food, water, ice, admin	0	0	0	0	0	0	As Req.	As Req.
	Support: generators, fuel, trucking	0	0	0	0	0	0	As Req.	As Req.
FINANCE/ ADMIN	**Finance/Admin Section Chief**	0	0	0	0	1	1	1	1
	Mutual Assistance Admin Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Time/Cost Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.
	Compensation & Claims Unit Leader	0	0	0	0	As Req.	As Req.	As Req.	As Req.

9.3 ICS Organizational Charts (Underground and Overhead)

The company's ICS Organizational Charts are customized to Electric Operations' two primary operations: Overhead and Underground. The Overhead operation has nearly the same ICS organizational structure in place in all of its respective regions, with one exception: the MRG Branch Director function is a specific function to the Bronx/Westchester region, as it relates specifically to the oversight of a Westchester County function. The Underground operation has slight variations to its ICS Operation Section within win each region, and, in turn, it is represented by region-specific charts.

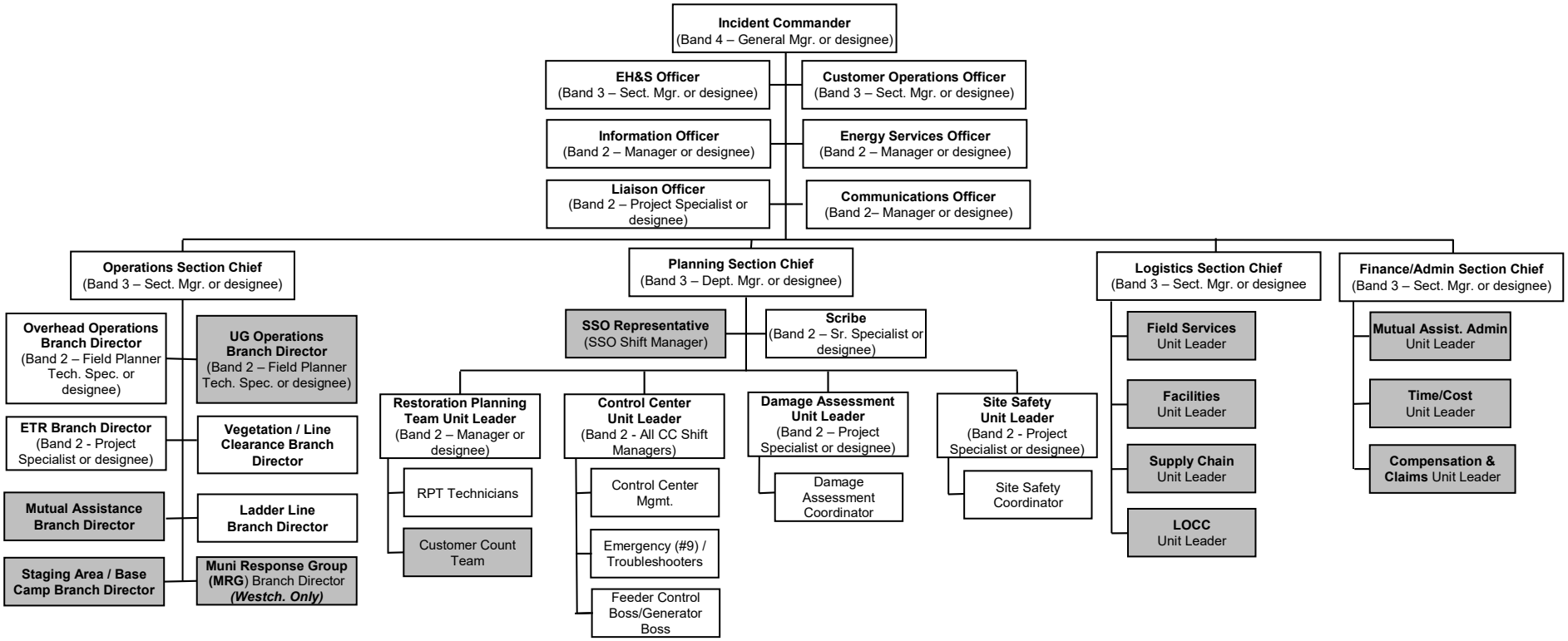
All organizational charts represent the structure in place during either Serious or Full-Scale incidents, with the gray-shaded boxes indicating that the respective position may be filled on an as needed basis by at least one region, which may vary based upon the type of event / conditions.

The following charts are detailed in Sections 9.3.1-9.3.5:

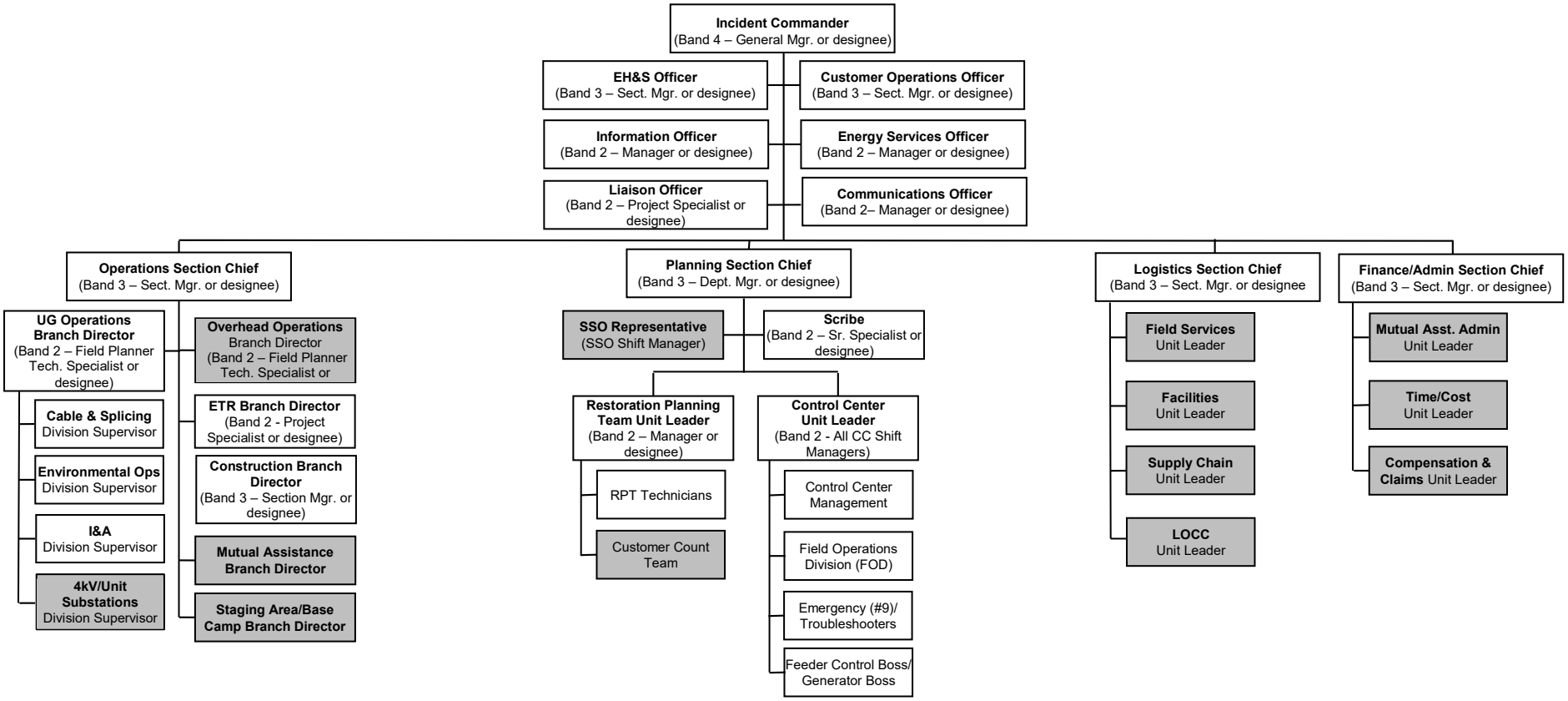
- Overhead – Bronx/Westchester, Brooklyn/Queens, and Staten Island
- Underground – Bronx/Westchester
- Underground – Brooklyn/Queens
- Underground – Manhattan
- Underground – Staten Island

For more specific details on exactly which positions are filled at the regional level and for a given type of event (*e.g.*, winter, heat), please reference each region's customized Minimum Staffing Matrix.

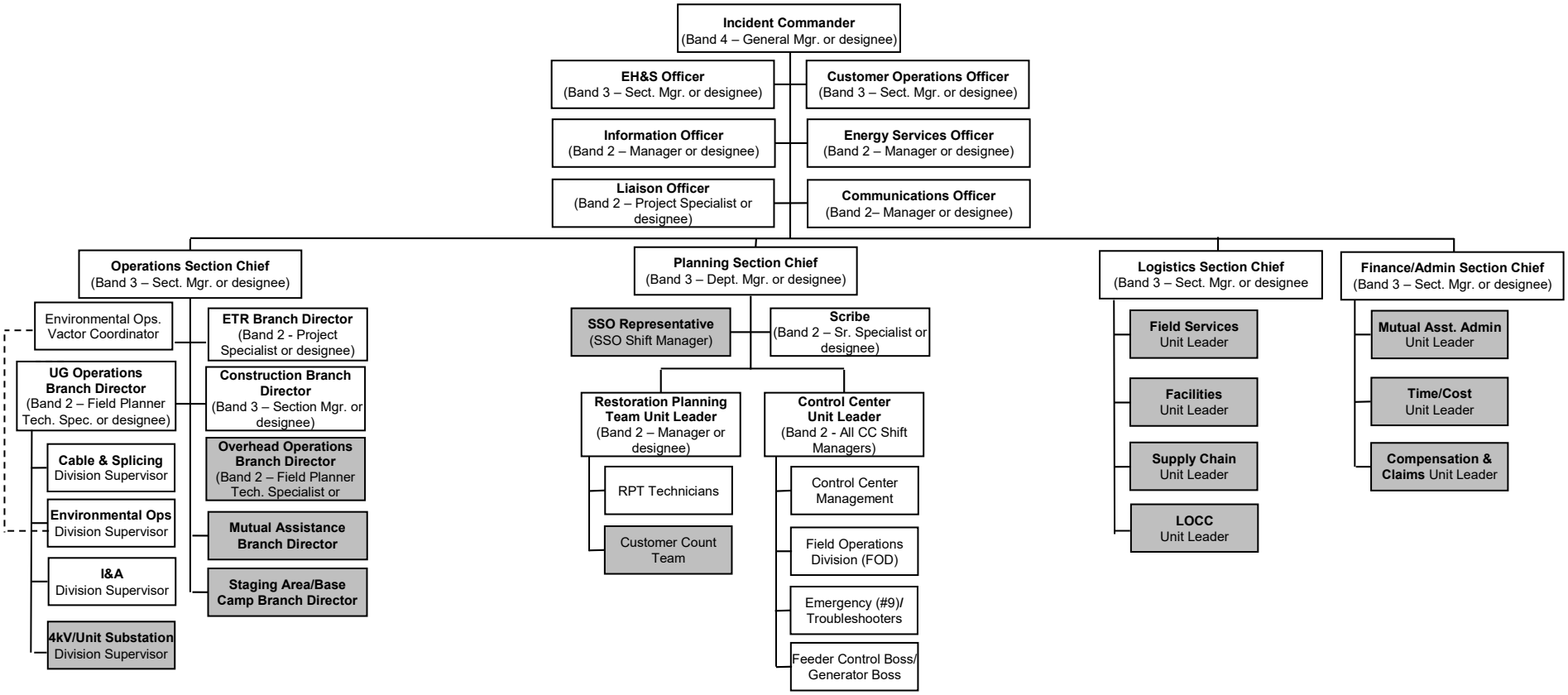
9.3.1 ICS Organizational Chart – Overhead Operations - Bronx/Westchester, Brooklyn/Queens, and Staten Island



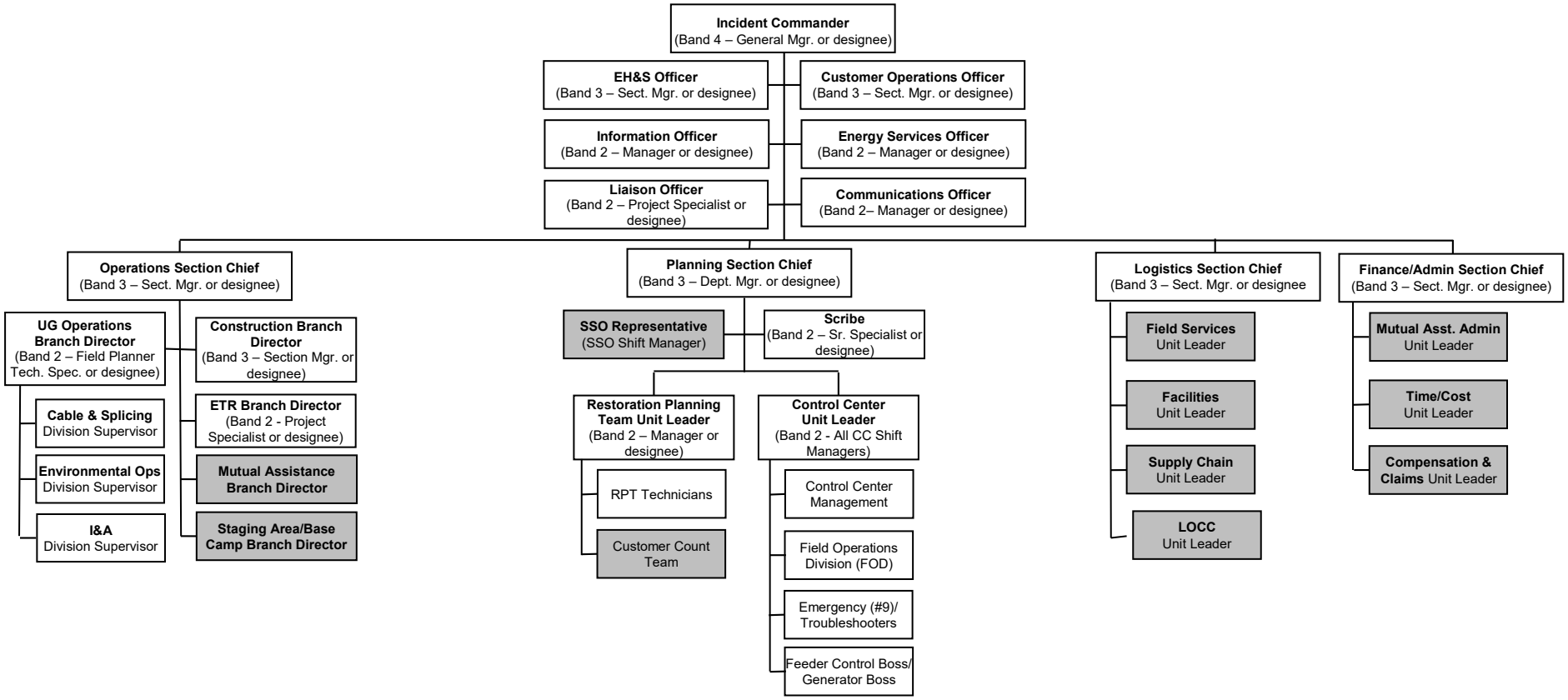
9.3.2 ICS Organizational Chart – Underground Operations - Brooklyn/Queens



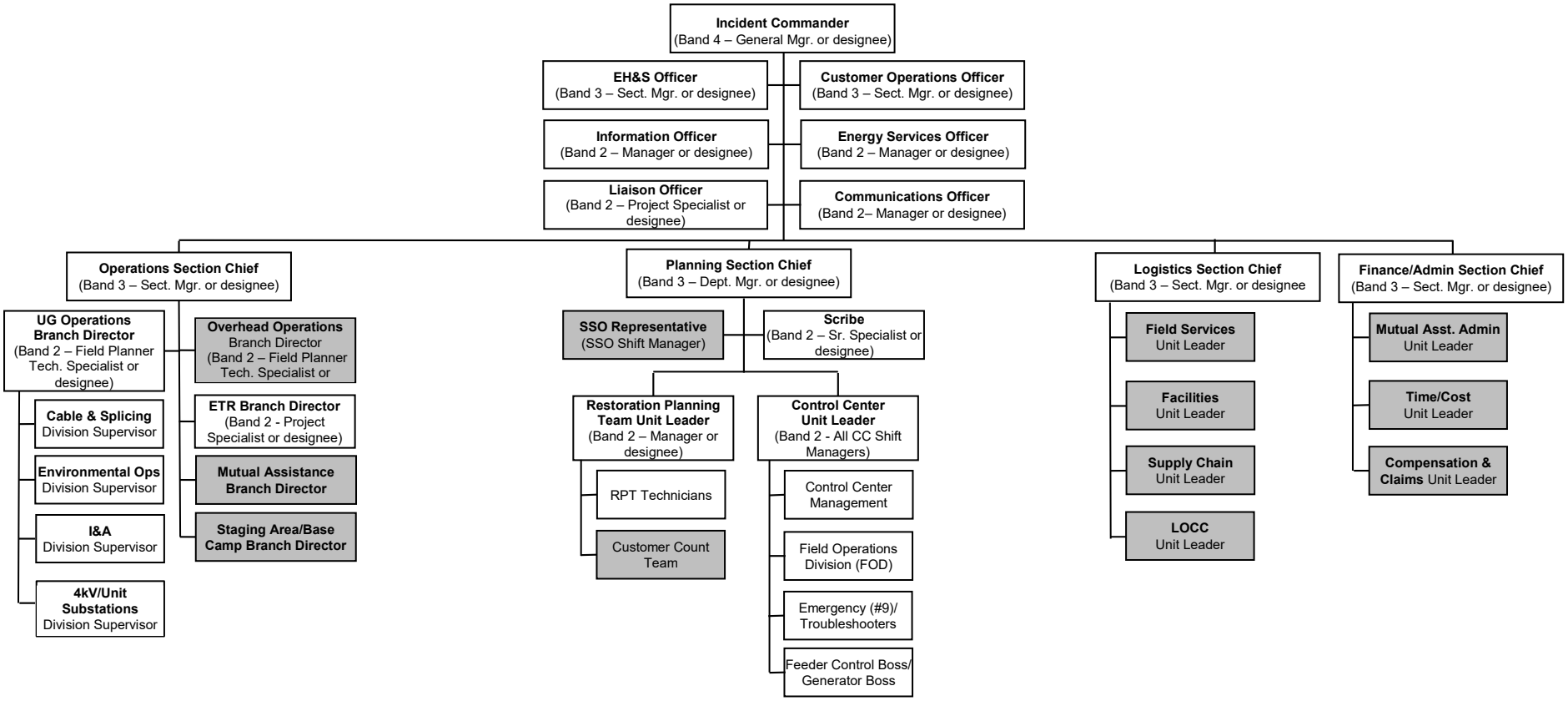
9.3.3 ICS Organizational Chart – Underground Operations – Bronx/Westchester



9.3.4 ICS Organizational Chart – Underground Operations – Manhattan



9.3.5 ICS Organizational Chart – Underground Operations – Staten Island



10. ATTACHMENTS

Attachment 1:	Part 105 Matrix
Attachment 2:	260-4 CI Corporate Response to Incidents and Emergencies
Attachment 3:	810-2 CI Corporate Affairs' Crisis Communications Plan
Attachment 4:	490-2 CI Customer Care Emergency Response Plan
Attachment 5:	2-0-1 Customer Operations – General: Corporate Event Customer Response Plan
Attachment 6:	2-0-22 Customer Operations – General: Dry Ice Distribution
Attachment 7:	2-1-3 Customer Operations – Customer Communications: Processing Customer Emergency Reports
Attachment 8:	3-1-8 Customer Operations – Credit and Collections: Active Accounts Coded Life Support Equipment
Attachment 9:	Acquisition and Allocation of Mutual Assistance and External Resources
Attachment 10:	Customer Assistance Life Support Equipment Contact Procedure
Attachment 11:	Damage Assessment Guideline
Attachment 12:	Downed Wire Guideline
Attachment 13:	ETR Protocol
Attachment 14:	Facilities and Field Services Dry Ice Procedure
Attachment 15:	Flood Response Guideline
Attachment 16:	ICS Roles & Responsibilities
Attachment 17:	LSE/SN Customer Education/Awareness Outreach
Attachment 18:	Mutual Assistance Crew Roster Template
Attachment 19:	NAMAG/EEI Mutual Assistance Agreements
Attachment 20:	NYS Public/Private Utility Mutual Aid Protocol
Attachment 21:	Utility Liaison Program Guideline

ATTACHMENT 1: PART 105 Matrix – Electric ERP – Refiling July 2019

Emergency Plan (Part 105) Section	Description	ERP Section
Table of Contents	Listing of Plan content/topics	Table of Contents
Introduction	A statement of the purpose, policies, and objectives of the plan.	Section 1
Emergency Classification	Specify the criteria or guidelines used for determining the severity of electric emergencies and their classification. The guidelines should include, but need not be limited to, the geographical scope of the emergency, the estimated time required to restore general service, the type of expected damage to the electric system, i.e., from a storm or other storm-like emergency, and an indication of whether company personnel alone or company and supplementary, noncompany personnel will be needed to repair system damage.	Section 3 Section 6 Section 10
Emergency Response Training Program	(a) State the corporation's program to provide emergency response training for those personnel assigned service restoration responsibilities that are different from their normal duties.	Section 3 Section 4 Section 7 Section 8
	(b) Identify person(s) responsible for managing and evaluating the effectiveness of the program.	Section 3 Section 8 Exercise Development and Evaluation Guide
	(c) Include procedures for conducting a minimum of one annual storm drill simulating a response to either a storm, or other storm-like electric emergency that would be classified at the highest or next highest level of severity.	Section 8 Attachment 2: CI-260-4: Corporate Response to Incidents and Emergencies Exercise Development and Evaluation Guide
	(d) State the extent to which any personnel outside the company may be involved in a storm drill.	Section 8 Exercise Development and Evaluation Guide
	(e) Include as well, provisions for critiquing the drill procedures and for giving staff a minimum of two weeks' advance notice of a scheduled drill.	Section 8 Exercise Development and Evaluation Guide

ATTACHMENT 1: PART 105 Matrix – Electric ERP – Refiling July 2019

Emergency Plan (Part 105) Section	Description	ERP Section, Pages
Advance Planning & Preparation	(a) Specify the on-going actions that the corporation expects to take throughout each year to plan and prepare for an electrical emergency.	Section 3 Section 8 Throughout the plan
	(b) State the corporation's procedures to update at least semi-annually its lists of contact persons, with titles, addresses, phone numbers and other pertinent data for the following: - all utility personnel assigned service restoration responsibilities; - mutual aid companies and contractors; - all life support and other special needs customers; - human services agencies; - print and broadcast media; - Operators/ managers of motels, restaurants and dormitories, etc.; - - state, county and local elected officials, law enforcement officials, and - emergency management and response personnel; - medical facilities; and- - Vendors.	Section 2
	(c) At least annually, the corporation shall verify that all of the preceding data are current.	Section 2
	(d) At least semiannually, the corporation shall issue updated lists of known changes to its employees that have plan implementation responsibilities.	Section 2
	(e) The procedures should include the corporation's plans to stockpile emergency restoration tools and supplies in loose or kit form.	Section 3 Attachment 16: ICS Roles & Responsibilities (Logistics Section)
	(f) State also, provisions for the preparation/distribution of literature or other forms of communication with information on customer storm preparations. Such information should address storm survival without electric power and safety precautions regarding electrical hazards such as downed wires or portable generator use.	Section 3 Attachment 3: 810-2 CI Corporate Affairs' Crisis Communications Plan Attachment 4: 490-2 CI Customer Care Emergency Response Plan Attachment 5: 2-0-1 Customer Operations-General: Corporate Event Customer Response Plan Attachment 7: 2-1-3 Customer Operations-Customer Communications: Processing Customer Emergency Reports
Emergency Anticipation	(a) Identify the preparatory measures corporate management would implement in anticipation of a potential system emergency expected to affect the service territory within hours or days.	Section 5 Section 6 Section 7 Section 9 Attachment 2: 260-4 CI Corporate Response to Incidents and Emergencies Attachment 3: 810-2 CI Corporate Affairs' Crisis Communications Plan Corporate Coastal Storm Plan
	(b) Identify the criteria under which key personnel with service restoration responsibilities would either be notified of an impending emergency or deployed to assigned areas, and any special precautions that would be taken.	Section 3 Attachment 2: 260-2 CI Incident Reporting Attachment 3: 810-2 CI Corporate Affairs' Crisis Communications Plan Attachment 5: 2-0-1 Customer Operations–General: Corporate Event Customer Response Plan

ATTACHMENT 1: PART 105 Matrix – Electric ERP – Refiling July 2019

Emergency Plan (Part 105) Section	Description	ERP Section, Pages
Service Restoration Procedures	(a) Provide the corporation's procedures for mobilizing its personnel, materials and equipment in order to survey system damage and implement measures to ensure timely, efficient and safe restoration of service to customers in areas damaged by a storm or other storm-like electric emergency.	Section 6 Attachment 11: Damage Assessment Guideline Attachment 12: Downed Wire Guideline
	(b) The procedures need to identify restoration priorities to ensure that restoration time is minimized, while ensuring critical customers' needs are met. Include a listing of the priorities for service restoration among customer groups in these procedures.	Section 5 Section 6 Section 7 Attachment 11: Damage Assessment Guideline Attachment 12: Downed Wire Guideline Attachment 13: ETR Protocol
	(c) Identify criteria for determining when centralized versus decentralized control is appropriate.	Section 3 Section 9 Attachment 2: 260-4 CI: Corporate Response to Incidents and Emergencies
	(d) For those severe emergencies when field damage assessments are needed, describe the methods for making, within 24 hours, broad scale preliminary assessments of the nature and extent of system damage based on rapid surveys of damaged areas and other data sources, and for making, within 48 hours, more detailed estimates of system damage based on systematic field surveys.	Section 6 Attachment 11: Damage Assessment Guideline Attachment 12: Downed Wire Guideline Attachment 13: ETR Protocol
	(e) Describe how field reports of system damage will be integrated with damage reports or indicators from other sources, such as customer call-ins, in order to make a reasonably accurate assessment of system damage and reliable projections of the personnel, equipment, materials and time that will be needed to rapidly and safely achieve service restoration goals in all damaged areas.	Section 6 Attachment 11: Damage Assessment Guideline Attachment 12: Downed Wire Guideline Attachment 13: ETR Protocol
	(f) Provide the procedures for deploying company and mutual aid crews to work assignment areas, monitoring crew activity, reassigning crews as necessary and releasing crews, under both centralized and decentralized command modes.	Section 4 Section 6
	(g) Describe the methods and means that will be used to communicate with damage survey crews and service restoration crews.	Section 6 Attachment 11: Damage Assessment Guideline Attachment 12: Downed Wire Guideline
	(h) Identify the procedures for coordinating company restoration procedures with those of other utilities' restoration efforts and with state and local emergency management and public works agency efforts.	Section 6 Section 7 Attachment 10: Assistance and Acquisition of Mutual Assistance & External Resources Attachment 19: NAMAG/EEI Mutual Assistance Agreements Attachment 20: NYS Public/Private Utility Mutual Aid Protocol Attachment 21: Utility Liaison Program

ATTACHMENT 1: PART 105 Matrix – Electric ERP – Refiling July 2019

Emergency Plan (Part 105) Section	Description	ERP Section
Personnel Responsibilities	(a) Provide a narrative and chart of the organization and operational assignments of personnel to be mobilized for each emergency classification identified. State the areas of management and supervisory responsibility and functions to be performed at each emergency classification level.	Section 3 Section 5 Section 10 Attachment 2: 260-4 CI Corporate Response to Incidents and Emergencies
	(b) Include the procedures for contacting and managing all personnel assigned duties under the emergency restoration plan at both the corporate and operating division level.	Section 3 Section 6 Attachment 2: 260-4 CI Corporate Response to Incidents and Emergencies Attachment 5: 2-0-1 Customer Operations–General: Corporate Event Customer Response Plan
Customer Contacts	(a) Provide the corporation's procedures and facilities for handling the extraordinary volume of customer calls that are normally placed during emergency events.	Section 5 Attachment 3: 810-2 CI Corporate Affairs' Crisis Communications Plan Attachment 4: 490-2 CI Customer Care Emergency Response Plan Attachment 5: 2-0-1 Customer Operations– General: Corporate Event Customer Response Plan Attachment 7: 2-1-3 Customer Operations–Customer Communications: Processing Emergency Reports
	(b) Include a description of the type of messages that may be given to call-in customers regarding projections for service restoration or other pertinent information.	Section 5 Attachment 3: 810-2 CI Corporate Affairs' Crisis Communications Plan Attachment 4: 490-2 CI Customer Care Emergency Response Plan Attachment 7: 2-1-3 Customer Operations–Customer Communications: Processing Emergency Reports
	(c) State the overall corporate goals for answering customer calls during electric emergencies including, but not limited to, plans for staffing levels, number of positions activated, use of pre-recorded messages, means of providing updated information to customer service representatives, and the means of monitoring calls received and answered at the utility's office and, to the extent possible, at telephone company switching offices serving the utility's office.	Section 5 Attachment 4: 490-2 CI Customer Care Emergency Response Plan Attachment 5: 2-0-1 Customer Operations– General: Corporate Event Customer Response Plan Attachment 7: 2-1-3 Customer Operations–Customer Communications: Processing Emergency Reports
	(d) State the procedures for contacting within 24 hours, and policies for responding to the needs of, life support customers (those who require electrically operated machinery to sustain basic life functions) during an electrical emergency.	Section 5 Attachment 4: 490-2 CI Customer Care Emergency Response Plan Attachment 5: 2-0-1 Customer Operations– General: Corporate Event Customer Response Plan Attachment 7: 2-1-3 Customer Operations–Customer Communications: Processing Emergency Reports
	(e) State the procedures for contacting other special needs customers such as the elderly, the vision-impaired, the hearing and speech-impaired, the mobility-impaired and human service agencies representing these customers, along with policies for handling inquiries and requests for assistance from them.	Section 5 Attachment 4: 490-2 CI Customer Care Emergency Response Plan Attachment 7: 2-1-3 Customer Operations–Customer Communications: Processing Emergency Reports
	(f) Describe the corporation's method for estimating dry ice needs during an emergency period projected to last more than 48 hours and arrangements for obtaining and distributing dry ice to designated customer groups.	Section 3 Attachment 6: 2-0-22 Customer Operations - General: Dry Ice Distribution Attachment 14: Facilities and Field Services Dry Ice Procedure
	(g) State also the means of making out-of-service customers aware of the availability and the location, dates, hours and amounts of dry ice to be distributed	Section 3 Section 5 Attachment 3: 810-2 CI Corporate Affairs' Crisis Communications Plan Attachment 6: 2-0-22 Customer Operations - General: Dry Ice Distribution Attachment 14: Facilities and Field Services Dry Ice Procedure

ATTACHMENT 1: PART 105 Matrix – Electric ERP – Refiling July 2019

Communications	(a) Provide the corporation's procedures and facilities for establishing and maintaining external communications exchanges regarding damage and restoration progress with customers in general, human service agencies, the media, the Department of Public Service, the State Emergency Management Office and other state agencies, county and local governments, emergency response services, and law enforcement agencies, etc.	Section 5 Section 7 Attachment 3: 810-2 CI Corporate Affairs' Crisis Communications Plan Attachment 4: 490-2 CI Customer Care Emergency Response Plan Attachment 5: 2-0-1 Customer Operations– General: Corporate Event Customer Response Plan Attachment 7: 2-1-3 Customer Operations–Customer Communications: Processing Emergency Reports Attachment 13: ETR protocol
	(b) Include the identification of any dedicated phone lines, the designation of any special company representative to act as liaison with government entities, and any special provisions that may be required for dealing with critical facilities.	Section 5 Section 7
	(c) State the corporation's planned frequency of communication updates to the media.	Section 5 Attachment 3: 810-2 CI Corporate Affairs' Crisis Communications Plan
Outside Aid	(a) State corporate policy and criteria governing conditions under which request for service restoration aid from other utilities, contractors, government agencies or others would be made.	Section 4 Section 9 Attachment 19: NAMAG/EEI Mutual Assistance Agreements Attachment 20: NYS Public/Private Utility Mutual Aid Protocol
	(b) State the procedures to be followed in obtaining outside aid.	Section 4 Attachment 10: Assistance and Acquisition of Mutual Assistance & External Resources Attachment 19: NAMAG/EEI Mutual Assistance Agreements Attachment 20: NYS Public/Private Utility Mutual Aid Protocol
Support Services	Describe the actions that will be taken, and who will be responsible for implementing them to sustain and support restoration crew activities. These shall include vehicle management; foreign crew accommodations, e.g., housing, food and transportation; and distribution of warehouse supplies, e.g., materials, tools, parts and equipment needed in the restoration process.	Section 3

Attachment 02 - CI 260-4 Corporate Response to Incidents and Emergencies

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Corporate Instruction

SUBJECT

CORPORATE RESPONSE TO INCIDENTS AND EMERGENCIES

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; Customer Operations Officer; Energy Services Officer; Corporate Security Officer; Information Technology Officer; Emergency Preparedness 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) member may be part of the Command Staff.

3.3 **Communicator –** Field person responsible for formal communications, both internal and external, at the Field Command Post. The Communicator works closely with the Site Commander and Field Chiefs 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.

3.4 **Corporate Security Officer –** A member of the Command Staff responsible for coordinating security activities.

3.5 **Customer Operations/Outreach 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.

3.6 **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)."

3.7 **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 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.

3.8 **Emergency Response Plan (ERP) –** The Company's Emergency Response Plan detailing an organization's response to incidents and events affecting an energy system.

3.9 **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.

3.10 **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.

3.11 **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.

3.12 **Incident Classification –** 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. An incident that may require more than one response crew and management assistance is requested for more than routine guidance.

c. Serious Level. A more complex incident that involves a 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. An incident that involves widespread need for Company forces in one or multiple service areas and which could include support from outside the Company.

3.13 **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.

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

3.15 **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.

3.16 **Information Officer –** A member of the Command Staff responsible for compiling information relative to communications with the public and media or with other organizations which need information concerning the incident. This individual may be designated as the Corporate Spokesperson by the Senior Vice President, Corporate Affairs. There is only one Information Officer designated for each incident.

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

3.18 **Liaison Officer –** A member of the Command Staff responsible for coordinating activities with representatives from cooperating agencies.

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

3.20 **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.

3.21 **Operations Section –** Responsible for tactical operations at the incident.

3.22 **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.

3.23 **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.

3.24 **System Peak Load –** Is the maximum hour ending integrated electrical load in megawatts for a given day in the year.

3.25 **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.

3.26 **White Hat –** 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 assumes the operational management of the incident at the field location reporting to the IC or Operations Section Chief if that position is manned.

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 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.

(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 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.

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 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.

(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 (per guidance in EXHIBIT A), the Control Centers and the CIG will notify various internal and external organizations and personnel using pre-determined notification matrices. 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 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 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 over-all 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 IC's 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 and mobilizing the appropriate Company resources and coordinate 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 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 responsibility. The Vice President, Emergency Preparedness, will establish ICS training standards and a position training matrix. This includes training employees to serve as IC's 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 IC and Section Chiefs for handling Serious and Full-Scale Incidents.

b. ICS Training. The Director of The Learning Center, Learning and Inclusion, is responsible for ensuring that ICS courses are established and taught to Company employees who may participate in responses to incidents. This training must meet the requirements specified by the Vice President, Emergency Preparedness, and should include an ICS overview, as well as training for IC's, Section Chiefs, and Command Staff. Training courses will cover typical responses to Upgraded, Serious, and Full-Scale Incidents and Emergencies as defined in this Corporate Instruction.

(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. 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 operating organizations with responsibility for conducting exercises are 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 or observe Serious and Full-Scale Level Exercises.

b. Required Company and Agency Exercises.

(1) System Exercises. Emergency Preparedness will initiate an annual exercise using a Serious or Full-Scale Incident scenario. This will include equipment deployment at least every other year.

(2) Operations Organization Exercises. Each Operations organization, with the exception of Customer Operations, will conduct at least two response exercises per year unless an actual Serious or Full-Scale Incident has taken place during the calendar year. The exercise will include the use of the ICS and must be based on a realistic scenario that tests the organization's capabilities to respond either to a system-related incident or an environment-related incident and should involve an Upgraded or Serious Incident scenario. These exercises should ensure that support organizations are included to test their capabilities.

(3) 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.

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.

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 lessons learned, 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 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) Provide advice and counsel to The Learning Center and to other departments, as requested, for the purpose of developing training to implement this Corporate Instruction.

(9) Liaison activities with external stakeholders including local public officials and agencies during exercises and actual events.

(10) 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.

(11) Establish and maintain the "Con Edison Exercise Development and Evaluation Guide."

(12) 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.

(13) Communicate lessons learned.

(14) Monitor and evaluate annual Full-Scale Exercises.

(15) 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 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.

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	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. • Some media on site for less than one hour. • 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 System pressure below 100 psig in two telemetric locations due to supply deficiencies. • Potential loss of up to 15,000 electric customers. • Up to 7,000 electric customers out of service due to storm. • Up to 10 Gas services out of 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.

EXHIBIT A (Cont'd)

INCIDENT LEVEL	INCIDENT RESPONSE	ICS COMMAND AND CONTROL	MATCHING GUIDANCE
SERIOUS	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	• Media On-Scene more than 1 hour. • 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. • Up to 100 gas services out of 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. • Up to 15,000 people out of service in a storm. • Hurricane or Natural Disaster forecast to impact the region within 48 hours (Note: Forecasted storm strength should be considered).

EXHIBIT A (Cont'd)

INCIDENT LEVEL	INCIDENT RESPONSE	ICS COMMAND AND CONTROL	MATCHING GUIDANCE
FULL-SCALE	**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, sub-paragraph 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. • 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.

EXHIBIT B

INCIDENT COMMAND SYSTEM OVERVIEW

A.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 A-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 A-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.

A.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.

EXHIBIT B (Cont'd)

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., TransCanada'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 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; Emergency Preparedness 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.

A.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.

A.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 response ends or the Planning Sections generate the incidents 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.

A.5 <u>Logistics Section</u> –

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.

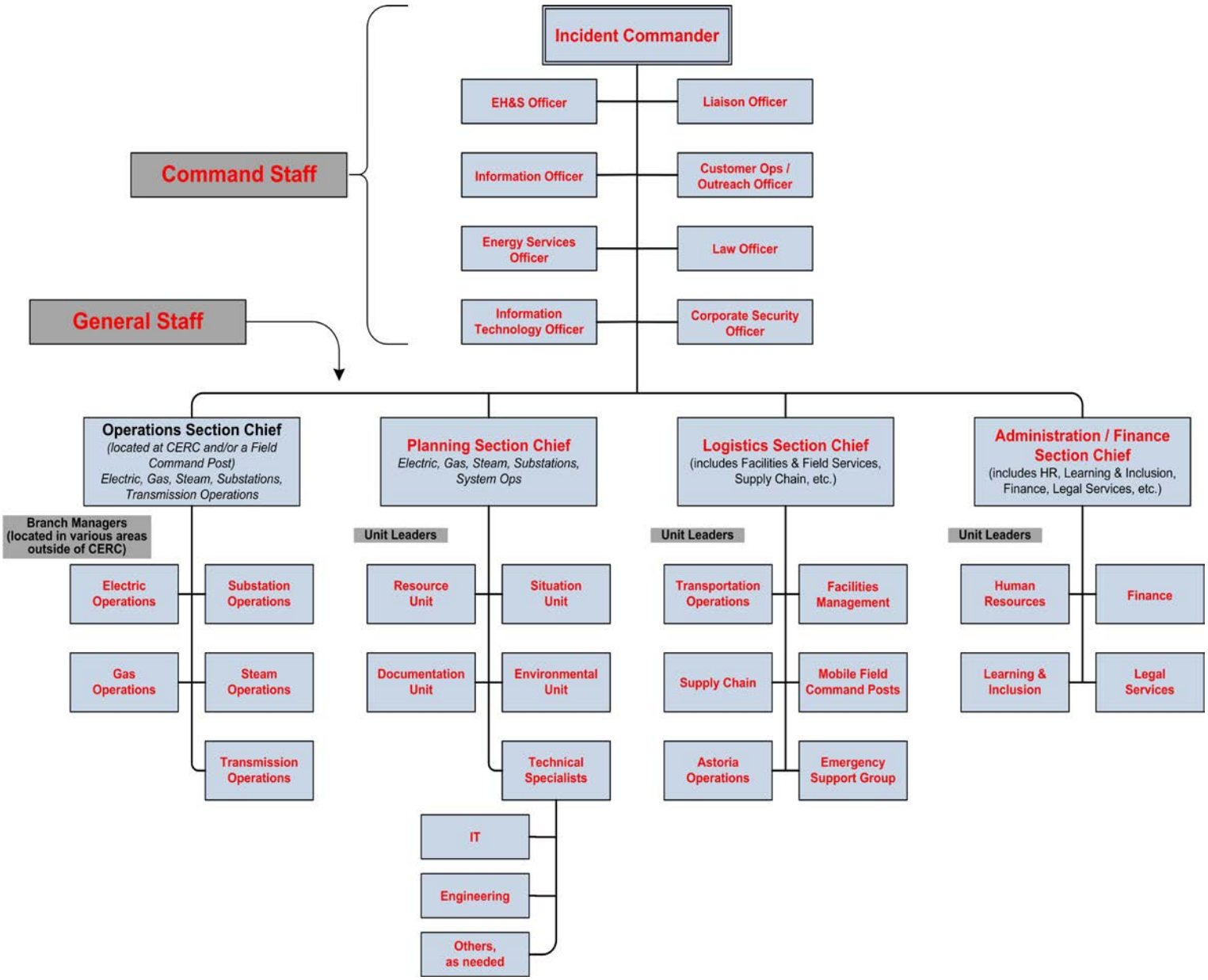
A.6 <u>Administration/Finance Section</u> –

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.

FIGURE A-1

INCIDENT COMMAND STRUCTURE



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

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.
- VIP’s and executives arrival or departure from the incident scene.
- Customer impacts.

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 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 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.

FULL-SCALE INCIDENT –

- All Authority 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.

Attachment 3

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Corporate Policy Statement

SUBJECT

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 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 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 have resulted in inquiries from the news media or 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 Corporate Communications, Corporate Affairs, and 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 the Company mobilizes to a Serious Level (Category 2) event under the Emergency Response Plans (ERP). Prior to all approaching storms, 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 –**

a. Once the Outage Notification Incentive Mechanism is triggered, there are two ways to conduct an initial press briefing—in person or via conference call.

b. 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.

c. The time periods for conducting the initial press briefing and subsequent briefing(s) are detailed in EXHIBIT A.

3.5 **Press Release –**

a. If the Outage Notification Incentive Mechanism is triggered, the Company will issue a press release to all media that provides 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.

b. 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 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 will coincide with local news cycles or, at a minimum, be released once daily and will include the most current and relevant information. (Reference Electric Operations Emergency Management: Estimated Time of Restoration Protocol.) If the Outage Notification Incentive Mechanism is 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.

4.0 RESPONSIBILITIES --

4.1 Responsibilities During Plan Implementation –

a. The Director, Corporate Communications, 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, 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.

4.2 Corporate Spokesperson –

a. The Director, Media Relations, 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.

b. The Corporate Spokesperson will be the only individual authorized to provide press interviews.

c. If the ICS is implemented, the Information Officer is not the Corporate Spokesperson unless designated by the Senior Vice President, Corporate Affairs.

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 background information to the media and also read statements to reporters from press releases and will schedule press interviews with the Corporate Spokesperson.

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, checking with news outlets for all appropriate e-mail addresses and phone numbers.

4.4 Control Room Liaisons –

a. The Director, Corporate Communications, 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 from the Control Room Liaisons (or from CIG, prior to the arrival of the Control Room Liaison), the Incident Information Officer if the ICS has been implemented, and/or any appropriate Company personnel.

b. The Press Release Writer drafts 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 Vice President of Government Regional and Community Affairs, the Government Regional and Community Affairs staff, and Employee Communications staff receive copies of all written materials produced during the event.

e. The Press Release Writer will ensure that the Company webmaster, as well as Customer Operations and other key company personnel, receives all appropriate information so that it may be posted on the Company's website and other communications channels as soon as it is issued.

4.6 Government Regional and Community Affairs Liaison –

a. The Vice President 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, land-line and cellular 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. If the Outage Notification Incentive Mechanism is triggered, Government Regional and Community Affairs will hold regular daily briefings for elected officials as specified in EXHIBIT A.

f. 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 Webmaster –

a. During an outage event or emergency, the webmaster will post essential and up-to-date information on the homepage of the Company's website.

b. Customer-information messages, including the use of a web banner as 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. Media Relations 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, 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 messages and responses based on already approved press statements. Corporate Communications will communicate with social media staff and call center supervisors for guidance on issues that are sources of significant postings/phone calls. 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. 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 Affairs intranet).

4.10 Customer Operations –

a. CMG will advise Corporate Affairs when incident-related communications are made to life sustaining and other critical needs customers.

b. CMG will coordinate Voice Response Unit messages with the Director of Corporate Communications 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 - PSC Outage Notification Mechanism 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.

EXHIBIT A

PSC OUTAGE NOTIFICATION MECHANISM MATRIX FOR INITIATING COMMUNICATION ACTIVITIES

Number of Customer Outages and Duration	Time Period for Initiating Communication Activities	Type of Communication
20,000 customers or more out of service in one network/load area for at least 3 consecutive hours	1 Hour (3 hours during off-hours*)	Notify Elected Officials
40,000 Customers or more in one network/load area for at least 2 hours	2 Hours (4 Hours during off-hours*)	Press Briefing and Press Release
70,000 Customers or more in one network/load area for at least 1 hour	3 Hours (5 Hours during off-hours*)	Press Briefing and Press Release
Entire network out of service for at least 1 hour (irrespective of number of customers in network)	3 Hours (5 Hours during off-hours*)	Press Briefing and Press Release
70,000 customers or more out of service at the same time in more than one network/load area for at least 1 hour	3 Hours (5 Hours during off-hours*)	Press Briefing and Press Release

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

EXHIBIT B

STAFF ASSIGNMENTS

Control Room Liaison	--	Technical Experts
Corporate Spokesperson	--	Director, Media Relations; or as designated by the Senior Vice President, Corporate Affairs
Employee Communications Liaison	--	Employee Communications Manager or designee
Government Relations Liaison	--	Vice President, Government Regional and Community Affairs, or designee
Phone Spokespersons	--	Media Relations Managers
Press Release Writer	--	Media Relations Manager
Social Media Staff	--	As assigned by the Director, Corporate Communications and Director, Media Relations
Webmaster	--	Webmaster, Corporate Communications

Attachment 04 - CI 490-2 Customer Care Emergency Response Plan

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Corporate Instruction

SUBJECT

CUSTOMER CARE EMERGENCY RESPONSE PLAN

1.0 **PURPOSE** **--** The purpose of this Instruction is to establish guidelines to coordinate efforts that will provide assistance ("Customer Care") 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; Energy Services, Engineering and Planning; and Environment, Health and Safety (EH&S) may also be required for these types of incidents.

2.2 The term *Company* when used in this Instruction refers to CECONY unless otherwise stated.

3.0 **PROCEDURES** **--**

3.1 **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 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) and Project and LAN Support, Customer Operations.

3.2 <u>Declaring a Customer Care Emergency</u> –

a. The IC and/or appropriate on-site emergency response personnel will declare a Customer Care Emergency and initiate the Customer Care Emergency Response Plan. Prior to declaring a Customer Care Emergency, the IC may consult with the General Manager of the affected operating organization.

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 or general living conditions have been significantly disrupted.

(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 damages and/or hardships to the customer.

(2) The cause of outage/displacement.

(3) The number of customers affected by the incident.

(4) The type of customer (i.e., life sustaining equipment (LSE) customers, hospital, 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, etc.).

d. The IC and/or on-site emergency response personnel will request assistance from Customer Outreach, Customer Operations, through the appropriate Regional Electric Operations Control Center, Gas Emergency Response Center, Steam Trouble Desk, or Substation Operations Desk at the Energy Control Center, which will be responsible for contacting the CMG at [redacted].

e. CMG will notify Customer Outreach personnel who will confer with the control center(s), the IC, and/or appropriate on-site emergency response personnel for additional information in order to determine an appropriate level of staffing for the response. If Customer Outreach and/or the IC determines that a mobile Customer Information Center (CIC) is necessary, Customer Outreach will contact CMG to arrange for the mobilization of the CIC as described in paragraph 4.1b (5).

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

f. The control center(s) will be responsible for notifying Legal Services to inform them that a CIC has been mobilized and that its representative is required to be on-site.

g. CMG will be responsible for notifying the Central Information Group (CIG), System and Transmission Operations, that a request has been made to mobilize a CIC to a location. CIG in turn will make notifications according to its established guidelines on the mobilization of a CIC per Section 10 of CG05-05, "CIG Notifications for Upgraded, Serious and Full Scale Incident Command Systems (non-weather related) and Corporate Emergency (CERC) Activations."

h. Immediately after the declaration that the Customer Care Emergency Response Plan will be implemented, the on-site IC will either call CIG or will direct a member of his/her department to call CIG and request that a CNS message be issued to CNS-qualified individuals, specified on a listing that the IC provides from the departments listed below, asking them to attend a call using a conference bridge number provided by the IC. For those personnel not on the CNS list, the IC will direct a member of his/her department to call those individuals separately.

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

(2) IC on-site (this is usually the emergency response manager).

(3) CMG for notification and possible dispatch of Customer Outreach.

(4) Government Regional and Community Affairs, Corporate Affairs.

(5) Corporate Communications, Corporate Affairs.

(6) Emergency Preparedness, Duty Liaison.

(7) Legal Services.

(8) Emergency Preparedness, Emergency Support Group

3.3 **Site Response –**

a. All responding 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 operating organization, 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 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, Control Room(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, the public through the news media, elected 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 the affected customers throughout the event including the period when they are lodged.

(5) Performs as liaison for the customers with other Company departments.

(6) Customer Outreach personnel will ensure that the IC is apprised of all activities and ensures that all of these activities are appropriately recorded/logged with the documentation being 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 Operations, 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: 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 and notifies via CIG the on-call Emergency Preparedness Duty Liaison by phone or calling Government Regional and Community Affairs to advise that signs have been deployed and provides the signage locations. 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 (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 CIG at [redacted], that a mobile CIC has been deployed to support the incident response.

4.3 <u>Electric Operations, Gas Operations, Steam Operations, Substation Operations, and System and Transmission Operations</u> –

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.

(2) Has 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 if services such as lodging and transportation will be provided.

(4) Mobilizes Customer Outreach through 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) Responsible for making any 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 calls.

(3) For those Customer Care Emergency Response Plan activations that warrant the dispatching of a mobile CIC, makes the appropriate notification indicating this action.

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

4.4 Emergency Preparedness –

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

b. Emergency Support Group.

(1) Works with the IC to arrange for hotel accommodations and/or transportation for customers impacted by the emergency.

(2) 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.)

4.5 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.

4.7 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 - CSP 2-0-1 Corporate Event Customer Response Plan

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Customer Service Procedure 2-0-1

TITLE

CUSTOMER OPERATIONS – GENERAL: Corporate Event Customer Response Plan

TABLE OF CONTENTS

PARAGRAPH	SUBJECT	PAGE
1.0	PURPOSE	2
2.0	DEFINITIONS	2
3.0	ANNUAL PREPAREDNESS	2
4.0	EMERGENCY ROSTERS	4
5.0	NOTIFICATION ABOUT A CORPORATE EVENT	4
6.0	ACTIONS DURING A CORPORATE EVENT	5
7.0	SPECIAL ACTIONS DURING A HOT WEATHER EMERGENCY DAY	9
8.0	REFERENCES	9
9.0	PROCEDURAL RESPONSIBILITY	9
10.0	CEO CERTIFICATION REQUIREMENT NOTICE	9

This procedure was revised on 09/30/2016. Changes are noted with a GRAY band.

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 At-Risk Customer: Customers and others who are most at-risk due to the loss of electric service. Customers who use Life Support Equipment (LSE) are the most adversely impacted, followed by Medical Emergency cases. These at-risk customers are defined as those who are enrolled in one of our programs, such as the LSE and Medical Emergency programs. LSE customers are defined as those who require electrically operated machinery to sustain basic life functions. 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.

2.4 At-Risk Locations: 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 Other Special Needs Customers: For purposes of this procedure, Other Special Needs Customers are defined as our Elderly, Blind and Disabled customers (EBD). 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 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 On their information systems, Electric Operations and Energy Services personnel in each operating area will identify at-risk locations, including the name and phone numbers of a responsible person for each location who can be contacted in case of an outage. Specifically, Electric Operations will identify hospitals, nursing homes, senior housing locations, etc. on the mains and service plates and feeder prints; Energy Services identifies the critical location accounts on the Customer Information System and requests that a Critical Location Indicator Code ("CLIC") be posted to the account.

3.2 Corporate Communications, with Customer Operations Outreach, will prepare literature for insertion with bills offering enrollment to residential customers in our special needs programs.

3.3 Corporate Communications, with Customer Operations Outreach and/or Electric Operations, will prepare information on summer and winter storm preparation, heat-related dangers and ways to stay cool (warm in the winter) in Company publications such as, *SPOTLIGHT* and *Customer News*. Upon receipt of information from the New York City (NYC) Office of Emergency Management (OEM), and the Westchester County Office of Disaster and Emergency Service, flyers with NYC or Westchester County contact information will be prepared in advance of heat-related events.

3.4 Customer Operations' Communication Management Group (CMG) will review and launch automated outbound call campaigns to Life Support Equipment, Medical Emergency, Critical Location, and Other Special Needs customers to warn them about an imminent major storm, heat wave or other event.

3.5 Customer Operations Communications Management Group (CMG) will ensure that standardized messages are available for calling Other Special Needs, LSE or Medical Emergency customers in advance and as required during an event in accordance with CSP 3-1-8.

3.6 Distribution Engineering will obtain the criteria under which the OEM and the Westchester County Office of Disaster and Emergency Service must be notified, and will also obtain locations designated by NYC and Westchester County as cooling/heating centers. This information will be communicated to the Manager of Customer Outreach and CMG.

3.7 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.

3.8 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.

3.9 Field Operation will verify with Stores that a sufficient number of completed storm kits are available for Site Safety. (400 Storm Kits)

4.0 **EMERGENCY ROSTERS** -- Emergency Duty Rosters, including home, work and cell phone numbers, will be updated and sent to Communication Management for distribution to Customer Operations management for the following areas.

- Situation Room Liaison - Staffed by second band employees from various Customer Operations organizations. Customer Assistance personnel coordinates this list. When dry ice is distributed, the CERC Assistant will also staff the situation room.
- Customer Experience Center Emergency Duty Lists - Each Customer Experience Center, including Staten Island, will send a weekly update of emergency supervision to Communication Management.
- Outreach Emergency Staffing - Customer Outreach will maintain an emergency rotation listing in the event that a Corporate Event occurs on a weekend or holiday.
- Field Operations Staffing - Field Operations contact and availability for Corporate Events occurring on a weekend or holiday is coordinated by the Site Safety Coordinator. Staffing includes wire guard, 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 the Senior Vice President Customer Operations, General Manager Customer Assistance, the Customer Assistance Center Managers, Storm Director – Bronx/Westchester Storm Recovery Group, Customer Outreach and Communications Management that the Situation Room will be opened in advance of a Corporate Event. 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

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 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 determining what the system status is, determine if there will be any 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 (dl – CAMGRS), and the Manager of 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 the Manager of 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:

- Implement the process to make automated outbound calls to LSE, Medical Emergency and Critical Locations (e.g., nursing homes and

hospitals) customers in advance of a major storm, i.e., a hurricane, a winter storm of likely equal impact or a protracted heat wave. Energy Services provides CMG with Critical Locations customer contact information as such information is updated.

- Implement the process to make outbound calls to Other Special Needs customers in a weather event classified as a Level 2 Serious event or higher.
- 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 telephone 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 IV (Outage Notification Penalty Mechanism) of the Electric Operations Comprehensive Emergency Response Plan (CERP) 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.
- Ensure that LSE, Medical Emergency and Other Special Needs customer records are extracted from CIS by borough/county on a weekly basis. These records will be used to contact, LSE, Medical Emergency and Other Special Needs 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.

- 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 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 Customer Outreach and Media Relations 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:

- Participate in daily telephone conferences with the NYC OEM during a citywide event and update Customer Operations management about the meeting results.
- Act as liaison and brief appropriate senior centers and/or social services organizations during the course of an event. Advise CMG about availability of social services being offered as a result of the event.
- 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.

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 Customer Assistance Event Preparedness Plan.
- Provide increased management staffing as required during the course of an event, 24 hours a day by seven days a week if needed.
- Monitor CSR performance.
- Follow the LSE referral procedure as defined in the below attachment.

LSE - Updated 9-30-2016.docx

6.5 Site Safety/ Wire Guarding

- 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 the Regional Incident Commander declares Start of Restoration (SOR).
- 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 Management, Electric Operations and Damage Assessment.
- Site Safety Supervisors continuously communicate with the 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, 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 and are available in the event Emergency Management is asked for interrogatories by the Public Service Commission.

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

7.1 Customer Operations' Field Operations Management will expedite the completion of physical turn-ons, no service orders and reconnects, 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 Operations Emergency Response Plan
CSP 2-1-3: Processing Emergency Calls
CSP 2-0-22: Dry Ice Distribution
CI 810-2: Public Affairs Crisis Communications Plan
CI 260-4: Corporate Response to Incidents and Emergencies

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 Information Resources, System Operations, Government Relations, Media Relations, Energy Services, Corporate Communications, Public 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.

Attachment 06 - CSP 2-0-22 Dry Ice Distribution

conEdison

Customer Service Procedure 2-0-22

TITLE

CUSTOMER OPERATIONS--GENERAL: Dry Ice Distribution

TABLE OF CONTENTS

PARAGRAPH	SUBJECT	PAGE
1.0	PURPOSE	2
2.0	POLICY	2
3.0	PURCHASE, MANAGEMENT AND TRANSPORT OF ICE	2
4.0	CUSTOMER OPERATIONS RESPONSIBILITIES	2
5.0	DEPLOYMENT OF DRY ICE DISTRIBUTION LOCATIONS	3
6.0	COMMUNICATING THE LOCATION OF THE DRY ICE DISTRIBUTION LOCATIONS	5
7.0	DISTRIBUTION OF DRY ICE	5
8.0	SUPERVISING THE DRY ICE CREWS	6
9.0	JOB BRIEFINGS	6
10.0	COMMUNICATING UPDATES OF DRY ICE DISTRIBUTION ACTIVITY	6
11.0	DEMOBILIZING THE DRY ICE LOCATIONS	7
12.0	REFERENCES	7
13.0	PROCEDURAL RESPONSIBILITY	7
14.0	CEO CERTIFICATION REQUIREMENT NOTICE	7
15.0	EXHIBITS	7

This procedure has been revised on 5/15/2019. Changes are noted with a GRAY band.

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 will be included as part of the inter-regional conference calls.

3.0 **PURCHASE, MANAGEMENT AND TRANSPORT OF ICE** – Facilities & Field Services (FFS) is the organization responsible for the, management and transport of dry ice. FFS will monitor the quantity of dry ice distributed to ensure sufficient quantities are available. Supply Chain purchases dry ice during CERC activation. When CERC is not activated, they will support FFS on those purchases, as required.

4.0 **CUSTOMER OPERATIONS RESPONSIBILITIES –**

Customer Operations is responsible for:

- Participating in discussions as part of CERC or the local emergency response organization (ERO) during Incident Command Meetings or as part of an inter-regional call and subsequent discussions and initiating the discussion of dry ice distribution as necessary, working with Emergency Preparedness. 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 and that handling instructions are provided.
- Communicating information on dry ice distribution time(s) and location(s) to Customer Assistance employees and customers who contact the Call Center.
- Discussing the need for relocation of the distribution site(s) if field conditions warrant with the IC, Logistics Section Chief, Information Officer, and the Liaison Officer prior to the relocation of the distribution site(s).
- Providing periodic updates regarding the dry ice activities by location. The Dry Ice Distribution Report (Exhibit B) will be prepared and issued at the end of each operational period or more frequently if required. The information will be provided to the Incident Commander, Logistics Section Chief, Information Officer, and the Liaison Officer.
- 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 a CNS 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, working with Emergency Preparedness, 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 and the Information Officer under the CERC or ERO to determine if dry ice will be distributed and if so where it will be distributed.

5.4 The ***Field Operations Duty Officer*** is responsible for staffing and ensuring supervision of dry ice distribution locations. The Field Operations Duty Roster consists of the Field Collections Section Manager and the Field Collections Senior Specialists. The roster, which lists duty assignments, will be posted on the Customer Operations Portal and provided to CMG.

The ***Field Operations Duty Officer*** 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 Field Operations Duty Officer 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 and long pants and that employees prominently display their Company IDs.

5.5 The ***Field Operations Duty Officer*** is responsible for ensuring that the Dry Ice Distribution Report (Exhibit B) is prepared and issued at the end of each operational period or more frequently if required.

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

5.6.1 **Staffing Dry Ice Distribution Locations During A CERC –** During a CERC the CERC Assistant will contact the ***Field Operations Duty Officer*** 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 ***CMG i***s contacted with a request for the deployment of dry ice, CMG will contact the ***Outreach Representative on Call***

5.6.2.2 ***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 ***Field Operations Duty Officer*** to provide information about the dry ice distribution locations so that the ***Field Operations Duty Officer*** can arrange staffing.

5.7 **Arranging for Staffing To Distribute Dry Ice –**

5.7.1 The ***Field Operations Duty Officer*** will contact 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 Field Operations Duty Officer will make arrangements for supervisory personnel, as necessary.

The Field Operations Duty Officer 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 Customer Field Representatives (CFRs) that will be assigned to dry ice distribution for the event.

5.7.2 The ***Field Operations Duty Officer*** will contact CFRs to notify them of their dry ice distribution assignment. If sufficient resources are not available within Customer Operations, the ***Field Operations Duty Officer*** will arrange for additional staffing. During an event the ***Field Operations Duty Officer*** will either contact the HR representative at CERC, if activated, or contact Emergency Preparedness to request additional staffing to distribute the dry ice.

5.7.3 If it has been determined that Supervision is needed at the location, the ***Field Operations Duty Officer*** will arrange for necessary supervision at that time. However, a Field Supervisor is necessary to be on location at the onset of a Dry Ice distribution event.

6.0 COMMUNICATING THE LOCATION OF THE DRY ICE DISTRIBUTION LOCATIONS –

6.1 Once the dry ice distribution locations and distribution schedules have been determined, the CERC Assistant (if CERC is activated) or *Outreach Representative on Call* (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 If field locations warrant the relocation of the distribution site(s) Customer Outreach will initiate a discussion with the IC, Logistics Section Chief, Information Officer, and the Liaison Officer *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 Assistance employees.

6.3 CMG will ensure the communication of dry ice distribution location(s) and time(s) to the Customer Service Representatives at the Call Center and at the various customer walk-in centers.

7.0 DISTRIBUTION OF DRY ICE –

7.1 Dry ice will be distributed with handling instructions. Outreach will arrange for the printing of instructions in languages other than English and Spanish and ensure that sufficient quantities of all flyers are provided to the dry ice distribution sites as needed.

7.2 Dry ice will be distributed to each customer (5-10 lbs.) in paper bags with an outer plastic bag. Handling instructions are printed in English and Spanish. Instructions on flyers will be provided to customers.

8.0 SUPERVISING THE DRY ICE CREWS –

Field Operations will provide supervision of the crew assigned to distribute dry ice. If needed, the Outreach van drivers can provide supervision to the crew.

Supervisory responsibilities include:

- Ensuring that the dry ice is distributed to each customer in paper bags with a clear outer plastic bag with handles. Handling instructions are printed in English and Spanish on the paper bags. The Supervisor will also ensure that instructions in other languages printed on flyers will be provided as necessary.
- 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 CFRs and/or a dedicated supervisory employee are needed at the site. If additional support is needed, the ***Field Operations Duty Officer*** will be contacted.
- Ensuring that the Dry Ice Distribution Report (Exhibit B) is maintained by the assigned CFRs at the dry ice distribution locations.

9.0 **JOB BRIEFINGS –** The ***Field Operations Duty Officer*** 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, Logistics Section Chief, Information Officer, and the Liaison Officer. During a CERC this information will be communicated from the field as described in sections 10.3 below to the CERC Assistant. During non-CERC events, this information will be communicated to CMG.

10.2 ***CFRs*** assigned to ice distribution will maintain 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 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.

10.4 During a non-CERC CMG will be responsible for communicating this information to the Incident Commander, Logistics Section Chief, Information Officer, and the Liaison Officer.

11.0 DEMOBILIZING THE DRY ICE LOCATIONS – If necessary, the ***Outreach Representative on Call*** will initiate a discussion with the Incident Commander (IC), the Logistics Section Chief, the Customer Operations Officer, the Liaison Officer and the Information Officer 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

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 <u>EXHIBITS</u> –

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) Handling dry ice when in an enclosed truck. Enclosed areas such as closed box trucks before entering and close all vehicle windows. When transporting, windows shall be kept open.

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

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

4) Handling and Packing Procedure

1. Place 5-10 lb. blocks of dry ice (or Pellets) into brown paper bags.
2. Customer instructions are preprinted on handouts, noting use and handling instructions. Provide this copy to the customers.
3. Place brown paper bags into plastic bags to be carried by the customer. Provide the ice to the customer.
4. 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.

Exhibit B– Dry Ice Distribution Report

Dry Ice Distribution Report

Location _____

Date	Time	# of Pounds	Reported By	
			Employee Name	Employee Number

Attachment 07 - CSP 2-1-3 Precessing Customer Emergency Reports

conEdison

Customer Service Procedure 2-1-3

TITLE

CUSTOMER OPERATIONS – CUSTOMER COMMUNICATIONS – Processing Customer Emergency Reports

TABLE OF CONTENTS

PARAGRAPH	SUBJECT	PAGE
1.0	PURPOSE	2
2.0	BASIC POLICY	2
3.0	DEFINITIONS	2
4.0	EMERGENCY REPORTING CHANNELS	3
5.0	PROCESSING EMERGENCY REPORTS	3
6.0	RESTORATION RELATED COMMUNICATION	4
7.0	GAS EMERGENCY CONTACTS	5
8.0	STEAM EMERGENCY CONTACTS	5
9.0	REFERENCES	5
10.0	PROCEDURAL RESPONSIBILITY	5
11.0	CEO CERTIFICATION REQUIREMENT NOTICE	5
12.0	PII NOTICE	5
13.0	EXHIBITS	5

This procedure has been revised on 5/13/2019. Changes are noted with a GRAY band.

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 **WEST CORP. -** An automated high volume calls answering service company. West Corp. 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, HVCA services allow customer inbound calls to be handled in TFCC's redundant automated interactive voice response (IVR) system during times when customer inbound lines become busy or unavailable – see Exhibit E (West Corp. Call Overflow). The HVCA solution provides a high inbound port capacity allowing customers to report service troubles and obtain outage information. The West Corp. automated outbound solution allows CMG to broadcast pre-defined/adhoc event and outage notification messages to customers,

including LSE, Medical Hardship, and Critical Care (nursing homes and hospitals). The automated outbound system can be access via the Internet or by phone 24x7.

HVCA call flows and inbound and outbound announcements/messages can be obtained by contacting the Communications Management Group via email [redacted] or phone [redacted] or [redacted]

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** - Use the Desktop Emergency Application to document customers' electric service Problems see EXHIBIT A. The Emergency Application 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 D.

5.4 **MOBILE APPLICATION** - Customers may use the 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 Customers' 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 outage events 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 use the Desktop Emergency Application to document customers' gas service problems, see EXHIBIT C. 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 ECS (the Emergency Control System) 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.**

Trouble_Codes

Automated Outbound ETR and Restoration Call 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: DESKTOP ELECTRIC EMERGENCY FLOWCHART

TRBLFlow - Electric Only.pdf

EXHIBIT B: SPEECH INTERACTIVE VOICE RESPONSE ELECTRIC EMERGENCY

TRBCallFlow V1_7.pdf

EXHIBIT C: DESKTOP GAS EMERGENCY FLOWCHART

GasTRBLFlow-110609b.pdf

EXHIBIT D: INTERNET ELECTRIC SERVICE PROBLEM APPLICATION

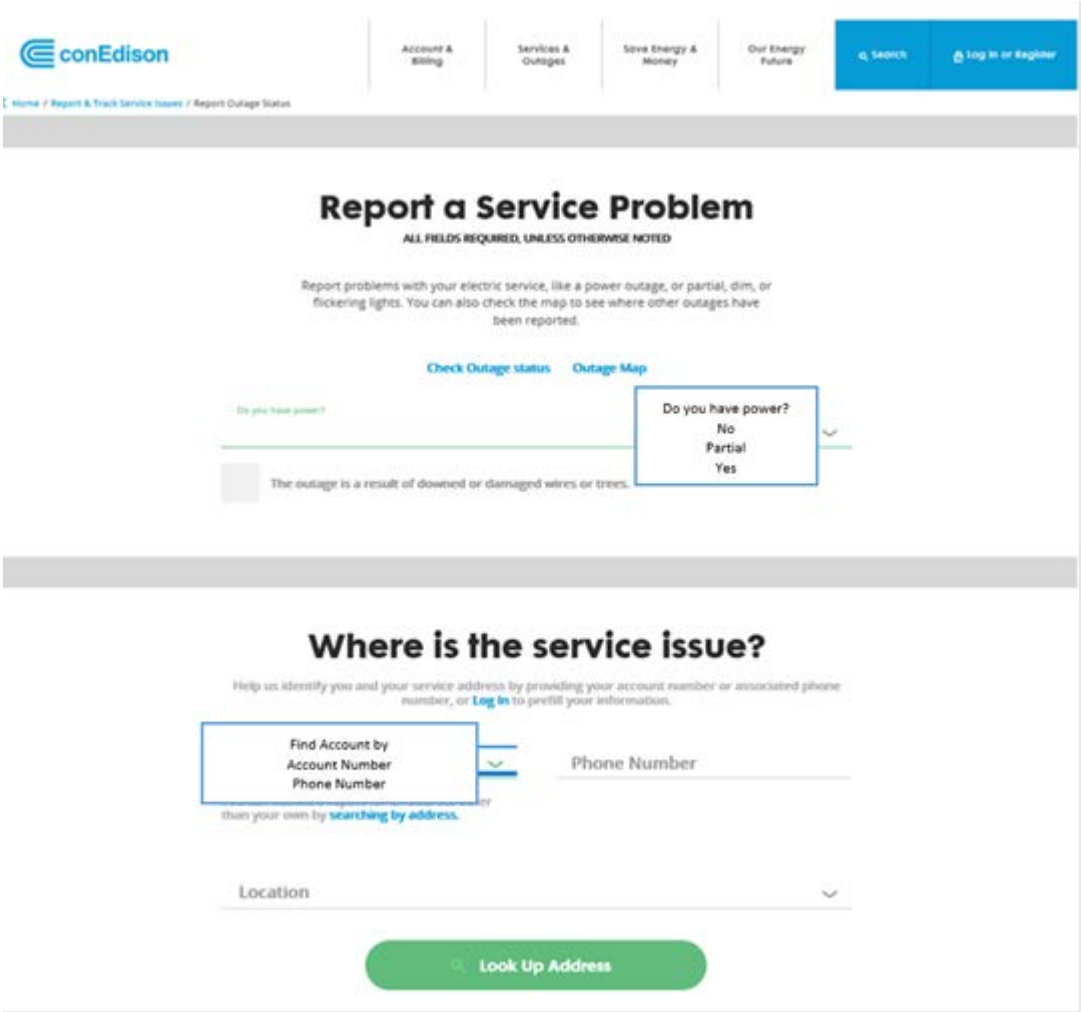


EXHIBIT E: WEST CORP. FLOWCHART

Exhibit - West Corp. Flowchart.pdf

ATTACHMENT 8

conEdison

Customer Service Procedure 3-1-8

TITLE

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

TABLE OF CONTENTS

PARAGRAPH	SUBJECT	PAGE
1.0	POLICY	2
2.0	DEFINITION	2
3.0	WHEN A REPORT IS RECEIVED THAT LSE IS IN USE	2
4.0	CERTIFICATION REQUIREMENTS	3
5.0	ESTABLISHING AN LSE DESIGNATION ON AN ACCOUNT	4
6.0	FIELD ACTIONS	5
7.0	ANNUAL CONFIRMATION REQUIREMENTS	6
8.0	UPDATING LSE CONTACT INFORMATION	7
9.0	REMOVING AN LSE DESIGNATION	7
10.0	LSE ACCOUNT IN ARREARS	8
11.0	MAINTAINING A LISTING OF ELIGIBLE LSE ACCOUNTS	9
12.0	RETENTION OF DOCUMENTATION	10
13.0	ELECTRIC OPERATIONS AND ENGINEERING OPERATIONS	10
14.0	ACTIONS IN CASE OF SERVICE INTERRUPTIONS	10
15.0	AIL'S (ACCOUNT INVESTIGATIONS LISTINGS) ASSOCIATED WITH LSE ACCOUNTS	11
16.0	REFERENCES	12
17.0	PROCEDURAL RESPONSIBILITY	13
18.0	CEO CERTIFICATION REQUIREMENT NOTICE	13
19.0	PII NOTICE	13
20.0	APPLICABILITY	13
21.0	EXHIBITS	13

This procedure has been revised on 07/10/2019. Changes are noted with a GRAY band.

1.0 **POLICY--**An account will be coded on CIS (Customer Information System) as LSE (Life Support Equipment) when electric service is provided to a residential premise, 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:

- Tank-type Respirator (Iron Lung)
- Curaisse-type Respirator (Chest)
- Rocking-bed Respirator
- Electrically Operated Respirator
- Infant Apnea Monitor (generally used up to age two)
- Hemodialysis Equipment
- 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 a LSE to PER referral.

When a call center CSR is made aware of a medical situation they must issue an LSE referral to PER (Personal Service) on the customer's account.

When the information is obtained by a field employee, such as a Collector or Non-Routine CFR (Customer Field Representative), they will input the information into his or her handheld device. The employee who reviews the FRR (Field Result Referral) will then issue the LSE referral to PER. Special Forces or other Collections employees that do not have a handheld device should call their local CSR (Customer Service Representative) to issue a LSE to PER referral.

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

4.0 **CERTIFICATION REQUIREMENTS--** Accounts will not be established as LSE on CIS 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.** If written certification is not made within 21 business 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. The referral withholding credit action(s) will be held open an additional 10 business days and then completed with the appropriate remarks.

When a customer has been turned off for non-payment, as part of the LSE TONP procedure, the CSR must issue the appropriate reconnect order even if a payment has not been received and the LSE Group will be responsible for contacting the customer within one hour of receiving notification that possible LSE is in use. The LSE CSR explains to the customer the documents required. If documents are received and approved, the LSE CSR will follow the LSE certification process and code the account accordingly. If documents are not approved and/or not received by the 21st day, the LSE CSR will contact the customer to advise of current account status and discuss possible further steps needed to enroll onto the program.

5.0 ESTABLISHING AN LSE DESIGNATION ON AN ACCOUNT--

5.1 **LSEP ARCO (Account Record Change Order).** Once it is determined that an account should be designated as LSE, the Priority Customer Group will process the LSEP ARCO (Exhibit A) to establish the LSE designation on CIS.

The LSEP ARCO is used to add, change, or delete information on CIS related to the presence of LSE at the account premises.

Once the LSEP ARCO is posted on CIS, LSE will appear in the header line display. In addition, the CIS Part Supplied Directory will display a designation of E (LSE) in the color red in the 'TYPE' field for all accounts coded LSE. If a landlord account ('TYPE' L) is coded LSE, the Part Supplied Directory will display a 'B' designation in the color red on the Part Supplied directory (Exhibit B). Posting this information on the Part Supplied Directory alerts contact employees of accounts that are coded both LSE and Landlord at a glance when taking a 'No Service' type call.

5.2 **ATEL ARCO.** 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 not be made. If an alternate telephone number is provided, the Priority Customer Group will process the ATEL (Alternate Telephone Number) ARCO to record contact information on CIS 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.

5.3 **Coding LSE in Master-Metered Buildings.** The Priority Customer Group will process the LSEP ARCO 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:

- Process a MRST (Master Record Set Up-Type 8) using the service address for the master-metered account and the individual apartment for the LSE customer as the Part-Supplied. A separate MRST must be issued for each LSE customer who resides in a Master-Metered Building. The master meter will be LSE tagged as summarized in paragraph 6.2.

- Enter LSE in the first three positions of the Customer Name field and enter the customer's name in the Name Overflow field.

• Issue the LSEP, TELE, ATEL, and TPNA ARCO's. The Priority Customer Group applies the TPNA ARCO when obtaining contact information, such as the building manager or landlord.

Using the identifier of 'LSE' in a fixed position on the Name field will enable the Communication Management Group to run a simple query to obtain up-to-date information. In addition, the Part Supplied Directory will indicate the presence of LSE customers within a multiple dwelling if an account is accessed on CIS by address.

6.0 FIELD ACTIONS--

6.1 MOP Actions. Whenever an LSE account is closed, or the LSEP ARCO is processed to remove or add the LSE notation, an AIL MSG #8001-510, LSE ADDED / REMOVED FROM ACCT-ISSUE RMOP TO INSTALL / REMOVE LSE SEAL, is produced. Upon receipt of this AIL, the Priority Customer Group will contact the customer, schedule an appointment for access to the electric meter and issue a RMOP – Appointment (no fee) referral to MOP (Meter Operations) to ensure that the white LSE seal is removed or affixed to the meter as a precaution to avoid a TOIE (turn-off-in-error). 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, MOP will affix an LSE seal to the meter and to the CT cabinet. Once the appointment referral is issued, MOP 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 a LSE seal, the account will be referred back to the Priority Customer Group group who will be responsible for resolving the matter with the customer.

6.2 Electric Operations Actions. Whenever an LSE notation is added to CIS, the Priority Customer Group will immediately notify Engineering and Maps & Records from all regions in Electric Operations by e-mail 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 by E-mail, followed by an OUTLOOK note, to update their M&S Plates, Feeder Maps, and Control Center (#9) Maps as needed.

6.3 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.

The CSS (Customer Service System) Masters will be updated to include two new master fields for the "LSE Seal Number" and the Date of the last LSE Seal change.

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 referral to MOP 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:

- 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 LSEP ARCO 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. In addition, whenever an LSE customer contacts the Call Center, CSRs will be prompted by our Customer Information System to obtain/update LSE customer information, including alternate contact information (note: LSE customer accounts can have up to two alternate emergency contact telephone numbers).

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 Specialized Activities to be provided to the Commission for review and approval to remove the LSE indicator. 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 MEDC (medical hardship). In addition, a NOTE will be entered to record the accounts taken by the Priority Customer Group, including the date the account will be sent to the PSC.

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, Specialized Activities will issue an LSE to CRE (Credit) referral and will return all case papers, including the PSC approval letter, to the Priority Customer Group. After 15 days have elapsed from the issue date of the PSC letter, it is appropriate to remove the LSE notation using the LSEP ARCO delete function. 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 using the delete function. Cases involving a change from LSE to a MEDC designation can be processed immediately. The LSEP ARCO should be used to delete the LSE notation and the MEDC ARCO should be issued to establish the medical hardship notation. The Priority Customer Group should also review meter reading instructions and remove any reference to LSE using the MTRI ARCO when it has been confirmed that LSE is no longer in use. For CCG accounts the removal of the LSE designation ARCO is handled by Specialized Activities.

If a turn-off order is received for an LSE account, the Priority Customer Group should be contacted to process the T/OF 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 T/OF must be processed followed by a T/ON. This is required so that the responsible party can be established on CIS. Cases involving T/OF orders do not require PSC approval. However, meter reading instructions are passed to the updated customer number so it is important to use the MTRI ARCO 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 agreement, the customer should be asked to apply for an emergency grant. Once we have determined that assets are insufficient, a referral to HRA or DSS must be made, if the customer discloses that they are home bound, the referral 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.

Customers who are already receiving Public Assistance are eligible to apply for an advance against future checks and should be encouraged to apply.

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 agreement. If the customer does not pay or fails to enter into a deferred payment agreement, 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 agreement. 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 agreement 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.

10.5 **Annual Report of LSE Customers.** By the end of December each year an annual report of LSE customers in arrears who demonstrates an ability to pay but chooses not to , shall be sent to the Senior Vice President, Customer Operations and to the Secretary of the Commission.

11.0 MAINTAINING A LISTING OF ELIGIBLE LSE CUSTOMERS—

CMG (Communication Management Group) will maintain up-to-date lists of active LSE customers.

The operating areas will maintain up-to-date lists of active LSE customers. Accordingly, the Communication Management Group (CMG) in Customer Operations will send the Control Centers a new listing of LSE and Medical Hardship customers each week sorted by operating area for its use.

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 scanned to Workdesk 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 ELSI ARCO has been processed.
- 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 'DL – XCEC LSE', who will contact these customers.

It is expected that 80% of affected LSE customers be contacted within 12 hours from the start of the event, 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 the event. 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 two hours.

The XCEC Supervisor will email the completed worksheet to 'DL – NYC LSE Referrals'. 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 XCEC 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 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 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 numbers 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 AIL'S (Account Investigation Listing) ASSOCIATED WITH LSE CASES--

15.1 MASTER CREDIT SYMBOL M, W OR WW RECVD ON T/ON (AIL MSG # 8001-410). This AIL 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 (AIL MSG # 8001-419). This AIL is produced when an LSE account has two or more credit arrears items. The AIL is also produced when an LSEP ARCO 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 agreement, or obtain an FSF.

15.3 LSE ACCOUNT FINALLED (AIL MSG # 8001-421). This AIL is issued when an LSE account is closed (turn-off order posted). This AIL is produced to ensure that the turn-off was appropriate and to determine if the LSE customer is using service at a new address. If so, an LSEP ARCO should be processed if necessary for the new location.

15.4 BROKEN AGREEMENT – MEDICAL HARDSHIP ACCOUNT (AIL MSG#8001-447). This AIL is issued upon generation of the BNS (Broken Agreement Medical Hardship) Notice. 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 RMOP TO INSTALL/REMOVE LSE SEAL (AIL MSG #8001-510). This AIL requires the Priority Customer Group to issue a referral to MOP to install or remove an 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 (AIL MSG # 8001-511). Infants using apnea monitors are usually taken off this equipment before they are 12 months of age. This AIL, 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 AIL 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 5-0-1 System restoration Plan
- EOP 5-0-2 Overhead System Emergency Plan
- EOP 5-0-23 Communication Guidelines in the Event of an Electric Emergency
- CI 490-2 Customer Care Emergency Response Plan
- Underground Emergency Plans (Regional Plans)

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 **APPLICABILITY:** This procedure has applicability to the following Organizations, Departments or Sections in whole or in part:

- Electric Operations
  - Engineering Operations
- Law Department

21.0 EXHIBITS

EXHIBIT A: LSEP (LIFE SUSTAINING EQUIPMENT PROGRAM) ARCO
EXHIBIT B: CSS PART SUPPLIED DIRECTORY
EXHIBIT C: CUSTOMER ASSISTANCE LIFE SUPPORT EQUIPMENT (LSE) CONTACT PROCEDURE

EXHIBIT A:
LSEP (LIFE SUSTAINING EQUIPMENT PROGRAM) ARCO

```
----LSEP- LIFE SUSTAINING EQUIPMENT PROGRAM ARCO----
SEQ DATE:                    FUNCTION:  (A-ADD OR D-DELETE)
NEW LSE TYPE:        STANDBY EQUIP CD:
LSE VERF'D DATE:             NEW LSE HOSP:

(NOTE: ANY LSE FIELDS ARE ALREADY ON THE ACCOUNT ARE PRESET IN THE ABOVE
ENTRY FIELD)
```

FIELD NAME	VALID DATA	EXPLANATION
SEQ DATE	MMDDYY	EFFECTIVE DATE
FUNCTION	A	TO ADD NEW LSE INFORMATION
	D*	TO DELETE EXISTING LSE INFORMATION *NO FURTHER ENTRIES REQUIRED
NEW LSE TYPE	01	TANK-TYPE RESPIRATOR (IRON LUNG) CURAISSE-TYPE RESPIRATOR (CHEST) ROCKING-BED RESPIRATOR
	04	ELECTRICALLY OPERATED RESPIRATOR
	05	APNEA MONITOR
	06*	OTHER * 96-056 pending to allow value 06
	51	HEMODIALYSIS EQUIPMENT (KIDNEY MACHINE)
STANDBY EQUIP CD	0	UNKNOWN
	1	PORTABLE GENERATOR
	2	BATTERY
	3	MANUAL
	4	OTHER
	5	NONE
LSE VERF'D DATE	MMMDDYY	LSE VERIFIED DATE
NEW LSE HOSP	1-21	HOSPITAL NEAREST ACCOUNT LOCATION (ALPHA/NUMERIC POSITIONS)

EXHIBIT B:
CSS PART SUPPLIED DIRECTORY

PART SUPPLIED DIRECTORY FOR 138-20 BOWNE ST

TYPE	SEL	PART	CUSTOMER NAME
B	01	ENTM	UNITED PLACE
E	02	232	LSE CUSTOMER HERE
E	03	311	LSE CUSTOMER THERE
E	04	1207	LSE CUSTOMER EVERY WHERE

EXHIBIT C:
CUSTOMER ASSISTANCE LIFE SUPPORT EQUIPMENT (LSE) CONTACT PROCEDURE

Customer Assistance Life Support Equipmer

conEdison

ACQUISITION AND ALLOCATION OF MUTUAL ASSISTANCE AND EXTERNAL RESOURCES

APPROVED	DATE	NUMBER	SUPERSEDES	PAGE **1** OF
Catherine Lewis, Director Emergency Preparedness	12/08/18		10/05/15	**5** PAGES

Paper copies of operating documents are uncontrolled and, therefore, may be outdated. Verify current version prior to use.

TABLE OF CONTENTS

1.0 PURPOSE 3

2.0 APPLICATION 3

3.0 PROCEDURES 3

3.1 DECISION PROCESS 3

3.2 ALLOCATION OF RESOURCES 4

4.0 ADVICE & COUNSEL 5

1.0 PURPOSE

To provide guidance on the staffing assessment, resource acquisition, and ongoing re-allocation of mutual assistance and external contractor resources[1]. Mutual assistance and contractor resources may include overhead line, vegetation management, damage assessment, logistic support, site safety, substation maintenance, underground splicing, underground network, or other resources deemed necessary by the operating organizations. This guide outlines the required actions and responsibilities for situations where it is deemed necessary to request mutual assistance or external contractor resources for incidents on the electric transmission and distribution system.

2.0 APPLICATION

This guide applies to storm or storm-like emergencies 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", 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 Decision Process

a. Each day the internal meteorologists will review the weather forecast for a seven-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. If the weather forecast indicates the potential for extreme weather within the review period, the VP of Emergency Preparedness will convene a conference call or meeting with the CECONY VP of Engineering and Planning, and the O&R VP of Operations, 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. A phased approach to obtaining external resources should be considered in those situations where the risk is low and/or the threat is not imminent. The daily conference calls with the VP of Emergency Preparedness, the CECONY VP of Engineering and Planning, and the

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

O&R VP of Operations, should continue until the threat of severe weather has passed, or the Companies have mobilized for the event.

e. In the case of an unanticipated event, the Director of Emergency Preparedness will convene a meeting or conference call with the operating organizations in the Companies to determine the number and type of resources needed.

f. In those instances in which the forecasted weather is anticipated to have a limited impact on a specific region, county, or local area, the Director of Emergency Preparedness will initiate a conference call with the VP of Emergency Preparedness, CECONY regional VPs of Electric Operations, and the O&R VP of Operations. If it is predicted that the event may lead to a CERC or full-scale response, the Senior Vice President of Utility Shared Services will be notified.

g. Once it has been determined that external resources are required, the Director of Emergency Preparedness, will be responsible for obtaining the external resources through the mutual assistance process, or through direct contact with contractors. 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.

3.2 Allocation of Resources

a. Once a decision is made to secure additional resources (based on the respective emergency response plans and the predicted impact) the Director of Emergency Preparedness, will be responsible for reviewing resource requests in lieu of anticipated impact and historical data. Limited impact events will involve CECONY regional VPs of Electric Operations and the O&R VP of Operations, whereas, for large-scale events (such as hurricanes), the decision to secure additional resources may be made by senior executives of the Companies. In either case, the Director of Emergency Preparedness will be responsible for communicating the decision to acquire external resources; typically this is done on the inter-regional (CECONY and O&R) conference call, which includes participation from all regions, Customer Operations, Logistics, etc.

b. Once it has been determined that external resources are required, Emergency Preparedness will 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, the neighboring 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, a national RMAG call will be requested through the Edison Electric Institute (EEI). In the event a National Response Event[2] (NRE) is declared, Emergency Preparedness will coordinate the acquisition of resources through the NRE process.

c. 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 crews from the Companies' existing contractors. Emergency contracts have been pre-established to support both overhead and underground emergencies. In addition, contractor crews are routinely on the property to support work activities on the overhead distribution system, e.g.,

[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.

overhead line crews and vegetation management crews. Given the negotiated agreements and the existing contractual relationship, contractors may be able to provide additional crews in support of a storm 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. In addition, Emergency Preparedness may seek to obtain resources that are not coordinated through the RMAG or NRE process (e.g., contractors not working for investor owned utilities).

d. All resources obtained will be considered CEI resources and allocated in accordance with this guidance document.

e. If the combined contractor out-reach and mutual assistance process fails to meet the needs of the two Companies, a meeting or conference call will be held between the O&R VP of Operations, CECONY VP of Engineering and Planning, and the VP of Emergency Preparedness to distribute the available resources in accordance with internal decision making processes. During large-scale events (such as hurricanes), the distribution of additional resources may be made by senior executives of the Companies based on information provided to them by the O&R VP of Operations, CECONY VP of Engineering and Planning, and the VP of Emergency Preparedness. The Director of Emergency Preparedness will be responsible for maintaining a record of the pre-event distribution, and ongoing re-allocation of resources.

f. Prior to the arrival of a storm where the number of resources secured is not sufficient to meet the requirements of the two Companies, and based on a forecast of equal impact to both Companies' systems, the initial distribution will be split with approximately 60% assigned to CECONY, and 40% assigned to O&R. 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.

g. 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 with the O&R VP of Operations, CECONY VP of Engineering and Planning, and the VP of Emergency Preparedness to determine if additional resources are needed and determine 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 should 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 global and regional estimated restoration times, and the difficulty travelling in each service area. The aforementioned parameters will be reviewed daily and resources re-allocated, as necessary.

h. Mutual assistance workers and contractors should 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 ADVICE & COUNSEL

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

CUSTOMER ASSISTANCE

LIFE SUPPORT EQUIPMENT CONTACT PROCEDURE

Prepared/Approved By		Revision Date	Page
Laurie Busacca, Bryan Renart & Michael Falanga Section Managers, Customer Assistance	Christine Osuji General Manager, Customer Assistance	5/14/2019	1 of 6

Purpose

The purpose of this procedure is to provide instruction and guidance on the Life Support Equipment (LSE) 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.

Actions by CMG, XCEC LSE CSRs & Supervisors, NYPD & OEM for Referrals made in NYC

Communications Management Group (CMG) identifies LSE accounts predicted to be out of service via the Obvient Outage Management Dashboard. The LSE accounts are copied to the 'LSE Contact and Notification Tracking Worksheet – NYC (aka worksheet). CMG sends the worksheet to the designated XCEC/CCENC LSE CSR(s) and the LSE Supervisor(s) on duty by emailing the worksheet to DL – XCEC LSE. 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).

Note: To ensure that all parties are aware of their responsibilities for each shift, the daily manpower listing supplied by the assigned LSE Supervisor to CMG will include the responsible Supervisor (and a backup) and will also designate the LSE CSR's (and a backup) responsible for calling the LSE list.

LSE CSR's working the LSE listing are responsible to make every attempt to contact each LSE customer two times (2) within two (2) hours from the time the list is emailed by CMG.

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 two hour period. *See matrix below*

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

The purpose of the call (LSE CSR to Customer) is to:

1. Determine whether the service is on or off
2. Inform the customer of the expected restoration time, if known
3. Suggest that they make arrangements if they have no battery backup for their equipment
4. Collect information from customers and update the NYC LSE Contact and Notification Tracking Worksheet
5. Update all contact information on the account, including obtaining a minimum of two alternate emergency contact numbers, if available

The LSE CSR must enter a 'note' in CSS 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 CSS is not available, note the worksheet with the information and update CSS 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.

If the telephone number is not working, the assigned LSE CSR is to enter a TEL to LSE referral 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 LSE to PER referral to the Priority Customer Group should be issued for follow up.

The LSE CSR must complete the Customer Service Representative Input area of the worksheet and note the customer's account accordingly.

The LSE CSR will enter the following information into the subject worksheet:

- Assigning LSE Supervisor's Name
- Name of the LSE CSR providing input to the worksheet
- Time of 1st and/or 2nd call attempts
- Name of person contacted
- Phone number the customer was contacted at
- Status of customer's service
- Whether or not customer issued a trouble ticket, if not, LSE CSR enters a trouble ticket

- Electric trouble ticket number
- TELE, CTEL, OTEL, and/or ATEL phone numbers collected during call to customer
- LSE CSR's comments and actions

Role of the 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 the assigned supervisors and LSE CSRs and report out on all metrics associated with the LSE customers contacted and or referred to emergency services agencies.

Role of the LSE Supervisor:

The LSE Supervisor(s) in charge of LSE at the time is responsible for ensuring that the LSE CSRs have successfully completed the subject worksheet described above and to email the subject worksheet to "dl – NYC LSE Referrals." The NYC LSE Referrals distribution list (dl) will include email addresses for NYPD (OPSunit@NYPD.org), OEM (OEMwatchcommand@OEM.NYC.gov), and Con Edison personnel. Once the LSE Supervisor emails the subject worksheet to the distribution list (dl – NYC LSE Referrals), the LSE Supervisor must then call NYPD (646-610-5580) and OEM (718-422-8700) from a recorded phone line to verify that both agencies received the email provided by the LSE Supervisor

NYPD & OEM are required to report back to Con Ed the results and success of all dispatched referrals. NYPD & OEM will email their respective results to the dl – NYC LSE Referrals 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 CSS by entering a note on the account(s) reflecting the status of welfare checks dispatched returned by NYPD.

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 & OEM until a response (email with NYPD's results identified on the NYC LSE Contact and Notification Tracking Worksheet) is received from NYPD.

Should NYPD respond that they are unable to dispatch police to one or more LSE customer locations, Con Ed will dispatch internal resources to the LSE customers' residence.

The LSE Supervisor in charge must review the LSE CSRs' input to the NYC LSE Contact and Notification Tracking Worksheet and then take appropriate actions to ensure the process identified in this procedure is met.

Actions by CMG, LSE CSRs & LSE Supervisors for Referrals made in Westchester County

LSE Referrals that are necessary for customers living in Westchester are NOT fielded by NYPD. Such referrals will be made directly to each Westchester City, Town or Village Police department and must include the following information:

- Customer's name
- Customer's address
- Customer's contact number(s)
- Town
- Part Supplied

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**.

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.

LSE Supervisors will email the Westchester County worksheet to the "dl - XCEC LSE" distribution 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. 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 note on the customers' account in CSS.

Process for handling LSE Accounts by Field Personnel

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.

If there is an outage to an LSE customer and the LSE CSR is unable to reach that customer by phone, the LSE Supervisor will contact the NYPD & OEM or the Westchester Police department directly to conduct the necessary welfare checks.

If the NYPD & OEM 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.

Process

- Electric Emergency department will coordinate and arrange for the dispatching of internal resources to conduct welfare checks.
- 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.

For events classified as Category 2 or higher:

- The assigned LSE Supervisor will alert the Site Safety Unit Leader 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 assigned LSE Supervisor will call the Site Safety Unit Leader on duty to initiate a field visit to an LSE customer during an outage when NYPD & OEM or Westchester Police department is unable to make the field call, providing the addresses that require field visits.
- The Site Safety Unit Leader will notify the Site Safety Coordinator and the Field Operations General Manager.

  In addition:

  - During normal work hours, the Site Safety Unit Leader will contact the Field Collections Manager and/or MOP Manager to utilize CFRs who are already on duty. 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 Unit Leader will contact an emergency duty supervisor. (This information is contained on the Site Safety Emergency Duty Schedule.)

- The Site Safety Unit Leader on duty will be responsible for ensuring the jobs are fielded and a timely response is sent back to the assigned LSE Supervisor

Attachment 11 - Damage Assessment Guideline

CONSTRUCTION – RESPONSE & RECOVERY GUIDE

Damage Assessment

1.0 Purpose

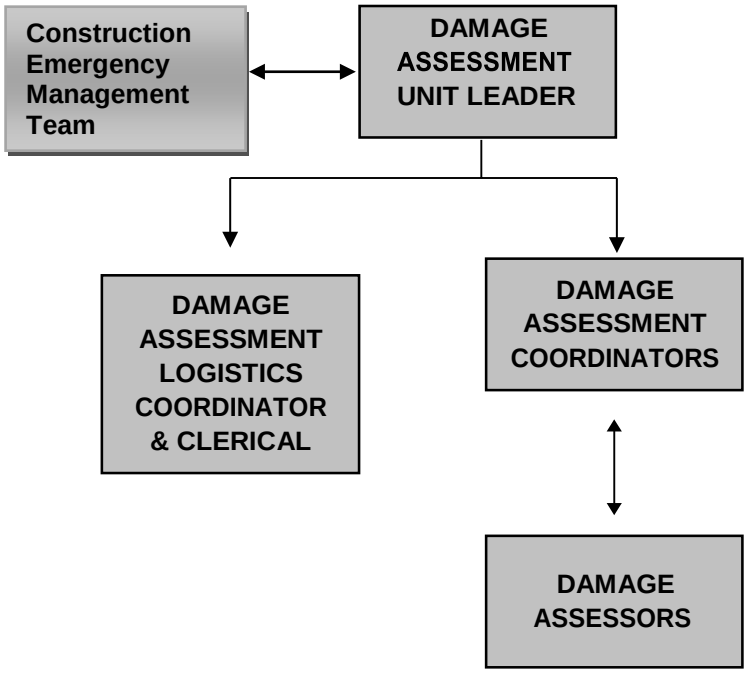
The purpose of this document is to provide a standardized process to Damage Assessment Units who assess and report damage to the overhead system after a storm event.

2.0 Applicability

This guide applies to all Construction and System Emergency Assigned (SEA) employees mobilized to obtain and report damage information in response to an event that impacts the electric overhead distribution system. The Storm Damage Assessment and Emergency Preparedness SharePoint site [redacted] may be used to obtain the latest version of all documents and links associated with the Construction Damage Assessment Process which is outlined in Section 9.0

3.0 Organization Overview

3.1 The following depicts the Damage Assessment Organization.



3.2 The Construction Emergency Management Coordinator (EMC) or designee will initiate the mobilization of the damage assessment teams, by region, as requested by the Regional Incident Commander or designee. This will occur upon direction received in pre-storm mobilization conference calls, or other means.

3.3 The Damage Assessment Unit consists of both field and office personnel. The Damage Assessors are either management or weekly employees who are dispatched to locations to obtain detailed visual reports of damage to the overhead system. The office personnel consist of a Unit Leader, Coordinators, and Logistics Coordinators.

3.4 The Damage Assessment Unit Leader will work with the Construction EMC and the Restoration Planning Team (RPT) Unit Leader. The Construction EMC will provide direction on mobilization efforts to be implemented by the DA Unit Leader. The RPT Unit Leader will establish priorities for the Damage Assessors.

3.5 The Coordinators supervise optimally 7 to 10 Damage Assessors. Coordinators are responsible to dispatch Damage Assessors to priority locations as determined by the RPT. Coordinators are the primary contact for Damage Assessors and will ensure damage information is being captured or entered into the ESDA (Electric System Damage Assessment) back office and Web Workspace systems.

3.6 Damage Assessors will assess field conditions and report findings to the coordinator by direct electronic input or alternatively by phone or marked up feeder prints.

3.7 The RPT Technician may request that the Damage Assessor further investigate the overhead system in the immediate vicinity of reported damages if clarifications are necessary.

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.
- Initiates the mobilization of the Construction Damage Assessment Team.
- Initiates the mobilization process as requested by the respective Regional Incident Command Staff using emails, phone or the Automated Roster Call-Out System (ARCOS), when appropriate.
- Determines workout location based on staffing levels
- Upon mobilization, will facilitate the process to ensure the customer's needs are being met.
- Will mobilize assessors from feeder patrol teams and from Construction groups based on need. If additional Coordinators or Logistics Coordinators are required, the EMC will mobilize the backup team. The additional teams will report to the original Unit Leaders.
- Attends inter-regional, pre-storm and pre-mobilization conference calls as notified by Emergency Preparedness or the Regional Incident Command Staff.
- Invites the respective DA Unit Leaders to attend on the pre-mobilization conference calls.
- Obtains DA Contractor resource availability and communicates the triggering of Contractor resource mobilization(s) following concurrence from the GM or VP.
- 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 Damage Assessment Unit Leader

- Be available during your scheduled storm duty week.
- Represent the Damage Assessment Unit in conference calls to communicate Unit Leader contact information (both am and pm) and note the quantity of Damage Assessment personnel required by Incident Command staff.
- Upon mobilization, confirm attendance from Coordinators on their respective team.
- Communicate with the Damage Assessment Unit Leader assigned the opposite shift (am or pm) to identify required staffing levels for the next shift.
- Keep the Incident Command staff and the Construction EMC informed of the staffing and status of the Damage Assessment Unit during conference calls.
- Coordinate with the RPT Unit Leader. Disseminate assessment priorities obtained from RPT, Control Center, and conference calls to the Coordinators.
- Monitor activity, work volumes and quality of information being received from field and entered into Web Workspace
- Monitor resource accountability for the Damage Assessment Unit.
- Ensure logistical needs are being addressed by the on-shift team including but not limited to coordinating meals for all non-field office staff.

4.3 Damage Assessment Coordinator

- Prior to dispatch to their first location, give Damage Assessors a Job Briefing using the current version of the Job Briefing document located on the Storm DA SharePoint site (Link to Job Briefing form).
- Dispatch the Damage Assessors to jobs as prioritized by the RPT (tickets will be queued to INS – “Inspection Required” in Web Workspace).
- Maintain continuous communication with the Damage Assessors assigned to you while they are in the field. For feeder patrols, contact should be maintained at minimum once per hour.
- Ensure damage information is successfully uploaded into ESDA Back Office.
- If a potentially hazardous or unsafe situation is reported, coordinate with Site Safety to obtain Wire Guards.
- Communicate with the RPT if there are any corrections or changes made to damage entries made directly into STAR Web Workspace.

4.4 Logistics Coordinator

- Muster Damage Assessors at dispatch location in the designated assessor staging area.
- Track Damage Assessor attendance using DAARTS (Damage Assessor Attendance Resource Tracking System), or if DAARTS is unavailable use the Damage Assessor Tracking Form.
- During sign-in, verify DA training is up to date.
- Assign and track Storm Kits to Damage Assessors, as necessary.
- Hand out Personal Vehicle Use Records to damage assessors.
- Provide the Damage Assessors with contact information for their assigned Coordinator.
- Record Damage Assessor contact information Coordinator-to-Assessor assignments in DAARTS and provide hardcopy printout to the Coordinators and the Unit Leader.
- Monitor and report deficiencies in storm supplies using the Equipment Inventory Form.
- Ensure Storm Kits are returned, logged-in via DAARTS or checklist, inventoried and secured for the next use.
- Maintain a binder of all documentation organized by date and shift.
- Meal coordination (determine where to get food from and how much)
- Assist with Coordinator Dispatch functions as necessary.

4.5 Damage Assessor

- Upon arrival, check in with the Logistics Coordinator at the dispatch location using your ID card which must be carried always and be visible at all times while in the field.
- Obtain a Storm Kit (if needed). Ensure the contents of your Storm Kit are complete.
- Establish communication with the Coordinator to whom you've been assigned for the shift.
- Damage Assessors will be assigned to perform assessments on either Feeder Circuits (Feeder Patrol) or individual tickets.
- If using an electronic input device, verify with your Coordinator that the correct damage ticket is loaded on your device before leaving your reporting location for your first assignment.
- If using a hardcopy, clearly highlight in **Red** the damaged areas on the feeder map and in **Green** those areas found to be ok. Using a legend (number) format, clearly describe the extent of specific damage noted in the **Red** highlighted areas.
- Maintain constant communications with your Coordinator throughout your shift, at a minimum once every hour.
- **The Assessor MUST immediately report any spills encountered**. Generally, spills are associated with damaged or downed oil-filled

overhead transformers and/or aerial cable. Call the EH&S Control Desk and standby until relieved by a Site Safety Representative, a repair crew, or an Environmental Representative. Never assume someone else already called the spill into the EH&S Control Desk.

EH&S Control Desk Phone Number (all regions) – [redacted]

- If the Damage Assessor finds a hazardous condition, while maintaining safe distances, they should cordon off the hazard, report it on your electronic device and report it to your Coordinator who will provide further instructions.
- When assessing downed wire locations, Damage Assessor shall use the guidance contained in the latest version of the Electric Operations Emergency Response Plan "Downed Wires" section.
- When Site Safety (Wire Guards) are determined to be needed, in addition to calling their Coordinator, the assessor should report site safety required using the mobile application ensuring the exact parcel location is selected.

5.0 Mobilization

5.1 The Damage Assessment Unit is mobilized based on the storm classification matrix staffing requirements and/or requirements by the local Electric Operations Control Center. Refer to the attachments for each region's individual Storm Classification Matrix and Minimum Staffing Requirements.

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 area (Bronx/Westchester, Brooklyn/Queens, and Staten Island) has Damage Assessment Teams that are on a rotating schedule. The schedules have coordinator teams on days and nights to ensure 24 hour coverage in the event of a mobilization. There are also Damage Assessor Feeder Patrol Teams (FPTs) that are mobilized based on expected resource needs and severity of the anticipated storm impact. For Team Member information and the Duty Calendar see the Storm Damage Assessment and Emergency Preparedness website: [redacted]

When notified by the Construction EMC or designee, the Damage Assessment Unit Leaders on duty for the week will represent Damage Assessment or Construction on the Inter-regional pre-mobilization and Regional pre-mobilization conference calls. At that time, the Storm Classification will be communicated and minimum staffing discussed.

5.4 Unit Leaders will then notify the Coordinators and Logistics Coordinator assigned to their team. During the initial mobilization, the Damage Assessors for the next shift should be contacted and notified to report for duty. Once on storm duty, 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.

5.5 Mobilization reporting locations are specified at the time of mobilization. The reporting location sites are generally as listed below but may be supplemented by additional staging areas for larger storms:

- Bronx/Westchester:
  - [redacted]
  - [redacted]
- Brooklyn/Queens:
  - [redacted]
- Staten Island:
  - [redacted]

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

6.0 Demobilization

6.1 Upon notification from Incident Command staff, personnel will be released to their normal duties.

6.2 The 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 effect the replenishment of materials in preparation for the next storm event.

7.0 Required Training

7.1 Unit Leader

ICS0100	Intro to Incident Command System	FEMA online
EOV9008	Storm Damage Assessor	TLC
SBS0039	Storm Damage Assessor Annual Refresher	eLearning
ONL0408	Web Workspace eLearning	eLearning
SYS2012	Web Workspace OJT*	DOJT

7.2 Coordinator and Logistics

EOV9008	Storm Damage Assessor	TLC
SBS0039	Storm Damage Assessor Annual Refresher	eLearning
ONL0408	Web Workspace eLearning	eLearning
SYS2012	Web Workspace OJT*	DOJT

7.3 Damage Assessor/Feeder Patroller**

EOV9008	Storm Damage Assessor	TLC SBS0039
	Storm Damage Assessor Annual Refresher	eLearning SAF
4900	OSHA (TLC or eLearning modules)	TLC/eLearning

Unit Leaders and Coordinators should be familiar with the Outage Management Dashboard Application. Both the Dashboard Application and the Outage Manager Manual can be accessed from the Con Edison Intranet (CONOR) and navigating to the Job Tools, Sites and Applications, and scrolling to the Outage Management Dashboard and Outage Management Information. .

* Web Workspace previously known as Web Trouble (SYS9987)

** Assessors assigned electronic DA reporting devices are also provided instructions on how to enter damage details using their 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, such as damage assessors and coordinators to meet the minimum staffing levels defined in the ERP and CCSP.

9.0 References (check for latest revisions):

9.1 Electric Operations Overhead Emergency Response Procedure: [redacted]

9.2 Electric Operations Emergency Response Plan: [redacted]

9.3 Construction Coastal Storm Plan: [redacted]

9.4 Emergency Preparedness Personal Vehicle Usage Agreement Emergency Guide: [redacted]

9.5 Distribution Engineering Spec. EO-3114, Heat and Storm Emergency Kits: [redacted]

9.6 STAR/Web Workspace link: [redacted]

9.7 ESDA Back-Office link: [redacted]

9.8 Construction Storm Damage Assessment and Emergency Preparedness SharePoint link: [redacted]

Attachment 12 - Downed Wire Guideline

Downed Wire Guideline (Con Edison)

Con Edison recognizes public safety as a primary concern, and energized downed wires pose a significant threat to public safety.

In accordance with *810-2: Corporate Affairs' Crisis Communications Plan*, the company issues pre- and post-storm warnings via news releases and the website to members of the public to treat all downed wires as energized, recommending that they stay away and report all downed wires to the company.

Con Edison will dispatch a damage assessment-qualified company representative *(i.e.*, an employee who is trained and qualified to identify company vs. non-company overhead equipment) or a site safety representative (*i.e.,* wire guard) to respond to reports of downed wires.

For reports of a downed wire from an Emergency Organization, the company shall prioritize response to repair or secure the downed wire location within eighteen (18) hours of notification for a storm estimated to take less than five (5) days to restore from EOS, and within thirty-six (36) hours of notification for a storm estimated to take over five (5) days to restore from EOS. Con Edison shall also track and monitor response times to these reports, and their related tickets will be coded in the OMS with priority codes so that they are responded to promptly.

Response to downed wire reports should be assigned according to the following priority levels:

PSC-Defined Priority Levels	
Priority Level	**Description**
1 (Highest)	Wire down reports where it is indicated that the wire is burning, arcing/sparking, or an immediate hazard, and/or ingress and egress is prohibited due to the downed wires. ***Note:*** *Regardless of the source, reports of a wire down in a high pedestrian area will be treated as a Priority 1.*
2	Relief of fire departments, police departments, or other municipal agencies that are standing-by on downed wires.
3*	Report of a wire down from Emergency Organization: 1. Reported to be affecting traffic flow on a major public highway 2. Reported to be blocking or near a pedestrian walkway or driveway 3. Reported to be primary conductor 4. Reported to be secondary conductor
4**	Report of wire down from other sources: 1. Primary conductor is indicated 2. Secondary conductor is indicated
5 (Lowest)	Report of wire down where types of wire is not indicated, or where it appears the wire could be not an electric conductor

***Priority 3 includes reports from members of the 911-call center, police, fire, Office of Emergency Management (including Emergency Operations Center personnel), and municipal emergency managers. Priority 3 also includes wires identified by Damage Assessors performing feeder patrols that were made safe before moving on.*

***Priority 4 includes requests from Damage Assessors for site safety relief. (Note: Con Edison will strive to relieve Damage Assessors within 8-12 hours.)*

Downed Wire Guideline (Con Edison)

Note: An exception would be when restoration crews are stopped at a location that cannot be immediately repaired. In such cases, these crews need a damage assessment-qualified or site safety representative to be assigned to the location to relieve them, so that they may continue on to respond to locations where immediate repairs are possible.

As an internal tool, dispatchers can utilize the matrix shown below:

Downed Wire Prioritization & Dispatch Matrix						
What Is The Reporting Source?	Specifics Of Downed Wires	Dispatch Priority				
		Priority One Trouble Code	Priority Two Trouble Code	Priority Three Trouble Code	Priority Four Trouble Code	Priority Five Trouble Code
ALL	Burning/ Arcing / Sparking Regardless of what resource may be on site	WBR Wire Burning				
Municipal / Emergency Official (Fire, Police, 911, OEM, Public Works)	Municipal / Emergency Official STANDING BY AT LOCATION		MW1 Downed wire reported			
	Municipal / Emergency Official NOT STANDING BY AT LOCATION			MW2 Downed wire reported		
	Municipal / Emergency Official ROAD CLOSURE		MR9 Road closed w/downed wire; Official Standing By	MRW Road closed w/downed wire; Official NOT Standing By		
Damage Assessment	Reports from DA needing Site Safety Relief				DMG DA Request for Site Safety Relief	
Others (Excluding Fire, Police and Municipality)	PRIMARY INDICATED				PRD Primary Wire Down	
	SECONDARY INDICATED				SCD Secondary Wire Down	
	HOUSE SERVICE INDICATED				SDN Service Wire Down	
	NO INDICATION OF WIRE TYPE					WDN Wire Down Unidentified

Downed wires that are not being addressed by repair crews may be fielded by either damage assessors or site safety representatives.

Site Safety representatives are specifically dispatched to safeguard downed-wire situations and will remain on location until relieved. Individuals qualified to assess the type and/or severity of wire will be dispatched to locations with and without Site Safety representatives and will follow the Severity

Downed Wire Guideline (Con Edison)

Level Matrix. If the downed wire is a non-company interest (NCI) wire such as a wire that belongs to cable TV, telephone, or other joint use carrier, the Site Safety representative will not be required to remain at that damage location.

Damage Assessors may be assigned to either feeder patrols or individual area assessments. Feeder patrols are used to obtain preliminary damage assessment information on feeders identified to have the largest customer outages. Wherever possible, Damage Assessors assigned to perform feeder patrols, will secure damaged areas with barricade or caution tape and proceed on with their patrol. The exception to this would be locations determined to be a Priority 1 with a burning, arcing, sparking wire, or otherwise posing an immediate hazard. In these cases, the Damage Assessor will request Site Safety, but will remain on location until they can be relieved by another employee.

Every effort will be made to relieve these employees and allow them to continue on the feeder patrol. The Damage Assessment Coordinators will work closely with Site Safety Coordinators to identify these locations and relieve employees. Relief of Damage Assessors guarding a location will be treated as a Priority 4.

Locations that are secured and left unattended by Damage Assessors performing feeder patrols will be treated as a Priority 3, and we will strive to address these in the same time frame as those reported from an Emergency Organization.

Damage Assessors assigned to localized assessments or individual wire down tickets that encounter downed wires will perform their assessment and make necessary reports in the mobile application. If the site is deemed to require Site Safety, they will request Site Safety in the mobile application and will remain on location until they are relieved. Assessors will <u>not</u> request Site Safety when there is no company interest (NCI), or where it is a service wire that is entirely disconnected from the pole side and there is no customer generation that may cause the wire to be energized.

All wires are assumed to be energized until a qualified employee determines it is not. A determination if the wire is energized shall be made <u>only</u> by qualified personnel wearing the appropriate PPE and using the appropriate testing equipment.

Responders that are specifically dispatched to safeguard downed wire situations will drive to the location of the wire down report. After assessing the situation, they will determine the severity of the wire down condition.

Severity will be determined based on the following PSC guidelines:

PSC-Defined Severity Levels		
Severity Level	**Conductor Type / Location**	**Responder Role**
1 (Highest)	Wire down conductor that poses a high risk to public safety due to its location (e.g., in a road or pedestrian-accessible area).	These situations require the responder to remain on-site and guard the wire until they can be relieved. The Wire Responder/Guard may leave after the wire has been made safe by a qualified employee(s) or contractor(s).

Downed Wire Guideline (Con Edison)

2	Wire down is a primary conductor, but is not on a main road or other easily accessible location.	These situations will also require the responder to remain on-site until the conductor can be verified as de-energized by a qualified employee or contractor. Once the wire is known to be de-energized, the Wire Responder/Guard will barricade the area and then can move on to the next location.
3	Wire down is a secondary conductor.	Wire Responder will attempt to notify nearby customers and will barricade/tape off the area. If wire is either open wire secondary, or triplex service cable that has an exposed end (wire is broken), Wire Responder/Guard will remain on-site until a qualified employee or contractor has verified that the wire is not energized.
4 (Lowest)	Wire down is not an electric conductor and is not in contact with an electrical conductor, but is instead phone, cable or other communications property.	If the situation is safe, Wire Responder will inform the Coordinator of this, and move on to the next order.
Note: For all severity levels, the 'Remarks' section of the Trouble Ticket needs to be updated accordingly in order to reflect the latest status.		

Downed Wire Guideline (Con Edison)

Downed Wire Signage

Tagging Company Wire Locations

When Site Safety personnel must leave a location, due to safety concerns, warning signs/door hangers should be installed.

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

Safe Distances

Voltage	Safe Distance Dry Conditions	Safe Distance Wet Conditions
4kV/13kV	10 Feet	20 Feet
27kV	20 Feet	40 Feet
33kV	30 Feet	60 Feet

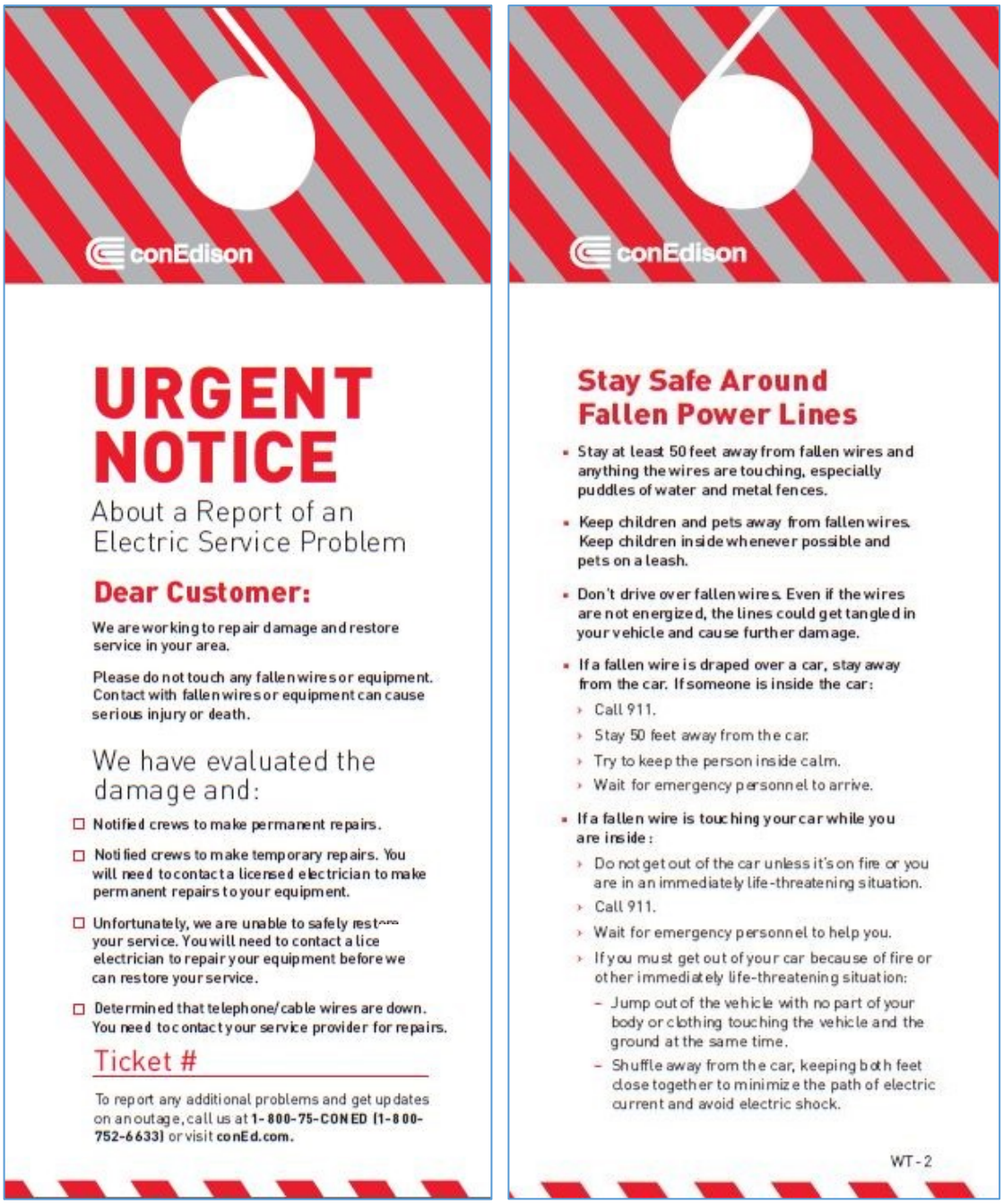
Note: For downed secondary wires, maintain a safe approach distance of 10 feet.

Locations with a Severity Level of 1, 2 or 3 require the Warning Sign shown below (Figure 1) and require the responder to remain on-site and take the actions as described above.

Figure 1: Warning Sign (Class & Stock# 024-0752)

For downed house service wires, if customer contact is not possible, the company representative should annotate the House Service Door Hanger shown below (Figure 2) and affix to the premise.

Downed Wire Guideline (Con Edison)



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URGENT NOTICE

About a Report of an Electric Service Problem

Dear Customer:

We are working to repair damage and restore service in your area.

Please do not touch any fallen wires or equipment. Contact with fallen wires or equipment can cause serious injury or death.

We have evaluated the damage and:

- ☐ Notified crews to make permanent repairs.
- ☐ Notified crews to make temporary repairs. You will need to contact a licensed electrician to make permanent repairs to your equipment.
- ☐ Unfortunately, we are unable to safely restore your service. You will need to contact a lice electrician to repair your equipment before we can restore your service.
- ☐ Determined that telephone/cable wires are down. You need to contact your service provider for repairs.

Ticket #

To report any additional problems and get updates on an outage, call us at **1-800-75-CONED (1-800-752-6633)** or visit **conEd.com.**

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Stay Safe Around Fallen Power Lines

- Stay at least 50 feet away from fallen wires and anything the wires are touching, especially puddles of water and metal fences.
- Keep children and pets away from fallen wires. Keep children inside whenever possible and pets on a leash.
- Don't drive over fallen wires. Even if the wires are not energized, the lines could get tangled in your vehicle and cause further damage.
- If a fallen wire is draped over a car, stay away from the car. If someone is inside the car:
  - Call 911.
  - Stay 50 feet away from the car.
  - Try to keep the person inside calm.
  - Wait for emergency personnel to arrive.
- If a fallen wire is touching your car while you are inside:
  - Do not get out of the car unless it's on fire or you are in an immediately life-threatening situation.
  - Call 911.
  - Wait for emergency personnel to help you.
  - If you must get out of your car because of fire or other immediately life-threatening situation:
    - Jump out of the vehicle with no part of your body or clothing touching the vehicle and the ground at the same time.
    - Shuffle away from the car, keeping both feet close together to minimize the path of electric current and avoid electric shock.

WT-2

Figure 2: House service door hanger (two-sided) (Class & Stock# 024-0751)

For both the Warning Sign and Door Hanger, if known, the trouble ticket number should be entered where it reads "Ticket #:_____".

<u>Tagging Non Company Interest (NCI) Wires</u>

A qualified company employee, having identified an NCI, will first perform a voltage test on the wire using appropriate PPE and testing equipment to determine if the wire is or is not energized (which will inform which type of signage needs to be utilized). Once an assessment has been made and the correct signage affixed, the company representative does not need to remain on-site (as described per Severity Level 4 above)

Downed Wire Guideline (Con Edison)

<u>If the wire is *not* energized:</u>
The company representative should install the NCI Sign shown below (Figure 3) within the cordoned-off area. The company representative does <u>not</u> need to remain on-site.

Figure 3: Non-Company Interest (NCI) Sign (Class & Stock 024-0753)

<u>If the wire is energized:</u>
The NCI Sign shown above (Figure 3) must ***not*** be used. The location of the energized NCI wire should be reported to the Regional Electric Control Center and the Warning Sign or Door Hanger shown prior (Figures 1 and 2) should be used instead, in conjunction with barricades, barricade tape and/or cones, to cordon off the area while maintaining a safe distance (as specified in the *Safe Distances* table).

Attachment 13 - ETR Protocol

Electric Operations Emergency Management: ETR Protocol

PURPOSE

On August 16, 2013, per PSC Case 13-E-0198, DPS Staff revised their ETR Protocol (see Attachment A).

The Company has made several revisions (as indicated by shading) to "Attachment A – Estimated Time of Restoration Protocol (issued and effective 8/16/2013 per Case 13-E-0198)", in accordance with Staff recommendations from the "2018 Winter and Spring Storms Investigation / Case 19-M-0285." The Company anticipates that the Commission will issue similar revisions to the Estimated Time of Restoration Protocol, and, thereafter the Company will replace the interim revised protocol.

APPLICABILITY

The company's ETR Protocol applies to employees in Electric Operations, Distribution Engineering, Customer Operations, Central Information Group ("CIG"), Communications Management Group ("CMG"), Corporate Affairs, Media Relations, Corporate Communications, Emergency Preparedness, and other company organizations to which the Electric Emergency Response Plan ("Electric ERP") applies.

POLICY

The company's ETR Protocol will be followed when a storm or storm-like event causes 5,000 or more customers within Westchester County or one of the NYC boroughs, or 20,000 or more customers system-wide, to lose electric service for more than 30 minutes.

DEFINITIONS

Start of Restoration ("SOR")
The point in time when: 1) field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions (*i.e.,* where adverse weather conditions are applicable) and 2) when the potential additional damage to the electric system from a storm would be low in proportion to the expected level of damage already sustained. The start of the restoration period may be different for specific, local areas where the effect of a storm limits access to facilities (e.g., severe flooding).

Emergency Information Reporting System ("EIRS")
An electronic system used by the CIG to make required notifications to DPS staff.

Emergency Operations Reporting System ("EORS")
When activated by NY State's Emergency Management Office ("SEMO"), this electronic system is used by Distribution Engineering to provide SEMO and DPS staff with required outage information.

Per the August 16, 2013 Order, DPS Staff has expanded the information required to be reported by each utility and has eliminated references to EORS as the reporting document. The additional information that is required to be reported is contained in Attachment A. It includes, at a minimum: a summary of outages, crewing information (on site and en-route), any planned crew relocation(s) and mutual assistance activities, a discussion of major damage, estimate times of restoration, summaries of work plans for restoring customers, a listing of critical facilities and LSE customers affected, and a summary of dry ice/bottled water distribution activities.

Attachment 13 - ETR Protocol

Electric Operations Emergency Management: ETR Protocol

RESPONSIBILITIES

Regional Shift Manager

If an Emergency Response Organization ("ERO") is not required (as for Routine incident classification storms) and any single operating region experiences 5,000 or more customer outages, it is the responsibility of the ***Regional Shift Manager*** to notify CIG that all customers are expected to be restored within 24 hours of the end of the storm. If the incident classification is upgraded, an ERO will be established and all further information updates will be the responsibility of the Incident Command and General Staff.

Regional Incident Commander

When an ERO is established, it is the responsibility of the ***Regional Incident Commander,*** in consultation with his/her Command and General Staff, to determine the regional incident classification level, SOR, and appropriate ETRs within the timeframes indicated in Attachment B, ETR Table of Actions and Responsibilities, and repeated in Attachment C, *Information Requirements for DPS Staff–Overhead Storms*.

Communications Officer

Will develop the appropriate communication messages, and when approved by the Regional Incident Commander, and will ensure the message is posted on the corporate internet page and disseminated to the Customer Operations Officer and CIG within the timeframes required. The Communications Officer will also prepare and disseminate the appropriate press releases at the required times.

Customer Operations Officer

Will ensure that the CMG has the appropriate public message (developed by the Communications Officer).

CMG

Will ensure that Customer Service Representatives and the Interactive Voice Response ("IVR") systems are updated.

CIG

Will notify DPS staff via the EIRS and e-mail as required.

Distribution Engineering

Will activate and ensure EORS contains the appropriate information and is reporting, as required, by DPS staff.

Electric Operations

Will manage Storm Center Configuration, to control values published in Storm Central (Attachment D).

ADVICE AND COUNSEL

Electric Operations and/or Emergency Preparedness will provide advice and counsel on this document.

ATTACHMENTS

Attachment A:	Estimated Time of Restoration Protocol (issued and effective 8/16/2013 per Case 13-E-0198)
Attachment B:	ETR Table of Actions and Responsibilities
Attachment C:	Information Requirements for DPS Staff–Overhead Storms
Attachment D:	Communicating Updated ETRs and Premise Layer

Estimated Time of Restoration Protocol

ATTACHMENT A – Estimated Time of Restoration Protocol (issued and effective 8/16/2013 per Case 13-E-0198)

The following protocol states the Department of Public Service (DPS or the Department) expectations of when information will be available and/or provided in response to storms or storm-like electric emergencies when more than 5,000 customers are interrupted for more than 30 minutes within a division or more than 20,000 customers are interrupted companywide for more than 30 minutes. The tables shown below have been established to clarify the necessary actions to be taken by the involved utilities within the outage period for the specific event. Utilities procedures and practices that require actions prior to those identified should continue to be used.

The protocol are considered minimum requirements necessary to ensure the public and the Department are adequately informed. During the course of restoration, utilities are to continuously refine estimated restoration times (ETRs) and update customer representatives, Interactive Voice Response (IVR) systems, and web sites in a timely manner (at least every six hours). The utilities shall provide restoration information (outage counts, ETRs, etc.) to media outlets and public officials in affected areas. Additionally, utilities shall issue at least one press release daily for all events with an expected restoration period longer than 48 hours.

ETRs provided at the Global level should be applicable to at least 90% of all affected customers (per utility). ETRs provided at the regional (e.g., county) and local (e.g., municipal) levels should be applicable to at least 95% of customers affected in those areas.

The start of the restoration period will be considered the point in time when 1) field personnel are able to be dispatched without unacceptable safety risks from continued severe weather conditions (where adverse weather conditions are applicable), and 2) when the potential additional damage to the electric system from a storm would be low in proportion to the expected level of damage already sustained. The start of the restoration period may be different for specific, local areas where the effect of a storm limits access to facilities (e.g., severe flooding).

Initial notification to the Department should follow the guidelines contained in issued Appendix B of Case 04-M-0159 (EIRS/telephone). Any additional information, which is available at this point in time should be included in this notification even though notification may be required prior to the start of restoration. For widespread events, company-wide outage statistics should also be provided as part of the initial notification.

[redacted]

Reporting is required at 7AM, 11AM, 3PM and 7PM unless otherwise specified. The reports should include, at minimum: summary of outages, crewing information on site and en-route, planned crew relocation and mutual assistance activity, discussion of major damage, estimate restoration times, summaries of work plans for restoring customers, listing of critical and LSE customers affected, and a summary of dry ice/bottled water distribution activities. Report submissions may qualify as a notification to DPS Staff (provide they contain the required information within the appropriate timeframe). Utilities, however, may need to make notifications to DPS staff in addition to the reports submitted early in an event to satisfy the protocol.

Estimated Time of Restoration Protocol

EVENT EXPECTED TO LAST 48 HOURS OR LESS

Within the first 6 hours of the restoration period
• Notify DPS Staff of expectation that the event will last less than 48 hours. The notification to DPS Staff will state what the Company has defined as the start of the restoration period. For events expected to last less than 24 hours, notification may be via EIRS. • Provide available information to the public via customer representatives, IVR systems, and web sites. • In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be less than 48 hours (or less) will be communicated as soon as possible, but no later than noon the following day. Any delay in establishing the initial storm expectations will not affect the time requirements below.
Within the first 12 hours of the restoration period
• Provide DPS Staff with a global ETR and any available regional ETRs. • Prepare a statement for the press that includes known ETRs for the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call).
Within the first 18 hours of the restoration period
• Establish ETRs for each locality affected and make them available to the public via customer representatives, IVR systems, and web sites.
Within the first 24 hours of the restoration period
• Consider issuing a press release for the upcoming news cycle based on conditions.
Reporting requirements during the event
• Provide restoration information updates four times daily to DPS Staff (7AM, 11 AM, 3 PM and 7 PM). Updates should continue until otherwise directed by Staff. • Notify DPS Staff when all storm related interruptions have been restored.

Estimated Time of Restoration Protocol

EVENT EXPECTED TO LAST GREATER THAN 48 HOURS

Within the first 6 hours of the restoration period
• The utility shall indicate that it will be a multi-day event (i.e., greater than 48 hours). Notification shall be made to DPS Staff and will state what the Company has defined as the start of the restoration period. • Provide a public statement indicating the likelihood of extended outages and make this information available via customer representatives, IVR systems, and web sites. • In certain situations (e.g., nighttime event), only limited information may be available within the initial six hour window. In these situations, the expectation is that the companies will inform DPS Staff of the delay in determining the initial outage duration within six hours and the notification will occur in an expedited manner as information becomes known. Following a nighttime storm, the determination of whether the restoration period will be greater than 48 hours will be communicated as soon as possible, but no later than noon the following day. Any delay in establishing the initial storm expectations will <u>not</u> affect the time requirements below.
Within the first 12 hours of the restoration period
• Prepare a press release for issuance in time for the next upcoming news cycle and communicate with affected municipal and governmental officials (may or may not be by way of a municipal conference call).
Within the first 18 hours of the restoration period
• Schedule municipal conference call(s), unless an alternative municipal contact method is more appropriate. The first scheduled municipal conference call itself does not necessarily have to fall within the first 18 hours, but shall be within the first 36 hours.
Within the first 24 hours of the restoration period
• Notify DPS Staff of what areas sustained the most damage to the electric system and ETRs, where known, on a general geographic basis. • Issue a press release(s) for upcoming news cycles with the information described in previous bullet.
Within the first 36 hours of the restoration period
• For storms with expected restoration periods five days or less, provide DPS Staff a global ETR. • Establish regional/county ETRs for areas expected to be restored in five days, even if the total restoration period is expected to be over five days. • Identify any heavily damaged areas where large numbers of customers are expected to remain without service for more than five days. • The utilities must have completed the first scheduled municipal conference call. • Make ETR information available to the public via customer representatives, IVR systems, and web sites.
Within the first 48 hours of the restoration period
• For storms with expected restoration periods five days or less, provide DPS Staff with ETRs by municipality. • Provide DPS Staff with a global ETR (when outages are expected to less than five days, this is required within 36 hours). • Provide regional/county ETRs for heavily damaged areas where large numbers of customers are expected to remain without service for five or more days. • Make ETR information available to the public via customer representatives, IVR systems, and web sites.
Beyond the first 48 hours of the restoration period
• For storms with expected restoration periods more than five days provide, estimated restoration times for each locality affected and make the information available via customer representatives, IVR systems, and web sites.
Reporting requirements during the event
• Provide restoration information updates four times daily to DPS Staff (7AM, 11 AM, 3PM, and 7 PM), which shall continue until otherwise directed by Staff. • Notify DPS Staff when all storm related interruptions have been restored.

Estimated Time of Restoration Protocol

ATTACHMENT B – ETR Table of Actions and Responsibilities

Start of Restoration Period (SOR)	Event Expected to Last 48 Hours or Less	Responsible Organization
SOR+6 hrs. =	Set Start of Restoration and determine that the event will last either 24 hours or less OR 48 hours or less and notify CIG within 3 hours.	For events 24 hrs. or less: **Regional Shift Manager** For events between 24-48 hours: **Regional Incident Command Staff**
	Notify DPS staff via email *(If event expected to last less than 24 hours, DPS staff notification may be via EIRS.)*	**CIG**
	Provide available information to the public via CSRs, IVR and company website.	**Communications Officer** and **Customer Operations Officer**
SOR+12 hrs. =	Set Global ETR and any available Regional ETRs (i.e., County/operating area, as appropriate) and notify CIG.	For events 24 hrs. or less: **Regional Shift Manager** For events between 24-48 hours: **Regional Incident Command Staff**
	Notify DPS staff via email.	**CIG**
	Prepare a statement for the Press with known ETRs for next upcoming news cycle. Communicate same information with affected municipal/governmental officials. Provide available information to the public via CSRs, IVR, and company website.	**Communications Officer**
SOR+18 hrs. =	Establish municipal (load area) ETRs and notify CIG.	Available automatically from STAR
	Continue to provide DPS staff with restoration information four times a day (7AM, 11AM, 3PM and 7PM) until otherwise directed by DPS staff.	**CIG**
	If EIRS is activated, provide restoration information four times daily via EORS. Notify DPS staff when all storm-related customers have been restored.	**Distribution Engineering**
	Provide available information to the public via CSRs, IVR and company website.	**Communications Officer** and **Customer Operations Officer**
SOR+24 hrs. =	Consider issuing Press Release for upcoming news cycle based on conditions. Refine ETRs as new information becomes available and disseminate ETRs to internal stakeholders.	**Regional Incident Command and General Staff**

NOTE: Incident Command MUST keep CIG updated with requested storm restoration information prior to the SOR + hourly deadlines.

Estimated Time of Restoration Protocol

Start of Restoration Period (SOR) =	Event Expected to Last Greater than 48 hours	Responsible Organization
SOR+6 hrs. =	Set Start of Restoration and determine that the event will last either 24 hours or less OR 48 hours or less and notify CIG within 3 hours.	**Regional Incident Commander & General Staff**
	Notify DPS staff via email.	**CIG**
	Provide available information to the public via CSRs, IVR and company website.	**Communications Officer** and **Customer Operations Officer**
SOR+12 hrs. =	Publish any available ETRs.	**Regional Incident Commander & General Staff**
	Prepare a statement for the Press with known ETRs for next upcoming news cycle.	**Communications Officer**
	Communicate the same information with affected municipal/governmental officials.	**Communications Officer** and **Municipal Liaisons**
	Provide available information to the public via CSRs, IVR and company website.	**Communications Officer** and **Customer Operations Officer**
SOR+18 hrs. =	Schedule municipal conference calls or other appropriate contact method. (The first call will be within 36 hours of SOR.)	**Communications Officer** and **Customer Operations Officer**
SOR+24 hrs. =	Determine what areas are hardest hit and ETRs, where known, on a general geographic basis.	**Regional Incident Commander & General Staff**
	Notify DPS staff of the above.	**CIG**
	Issue a press release for upcoming news cycle with the above information.	**Communications Officer**
	Provide available information to the public via CSRs, IVR and company website.	**Communications Officer** and **Customer Operations Officer**
Beyond 24 hrs. =	Continue to provide DPS staff with restoration information four times daily via EORS until otherwise directed by DPS staff.	**Distribution Engineering**
	Notify DPS staff when all storm-related customers have been restored.	**CIG**

NOTE: Incident Command MUST keep CIG updated with requested storm restoration information prior to the SOR + hourly deadlines.

Estimated Time of Restoration Protocol

Start of Restoration Period (SOR) =	Event Expected to Last 3-5 days	Responsible Organization
SOR+36 hrs. =	Set Global and Regional (i.e., County) ETRs.	**Regional Incident Commander & General Staff** (Regional should be available automatically from STAR)
	Notify DPS staff.	**CIG**
	Provide available information to the public via CSRs, IVR and company website.	**Communications Officer** and **Customer Operations Officer**
	Complete first scheduled municipal conference call.	**Communications Officer**
SOR+48 hrs. =	Refine Global/Regional ETRs. Set Local/Muni ETRs.	**Regional Incident Commander & General Staff** (should be available automatically from STAR)
	Notify DPS staff.	**CIG – via email** **Distribution Engineering - via EORS**
	Provide available information to the public via CSRs, IVR and company website.	**Communications Officer** and **Customer Operations Officer**
	Complete scheduled municipal conference call(s).	**Communications Officer**
Beyond 48 hrs.	Refine Global, Regional, and Municipal ETRs.	**Regional Incident Commander & General Staff** (Regional/County should be available automatically from STAR)
	Provide DPS staff, via EORS, with restoration information four times daily until otherwise directed by DPS Staff. Notify DPS staff when all storm-related customers have been restored.	**Distribution Engineering**
	Provide available information to the public via CSRs, IVR and company website.	**Communications Officer** and **Customer Operations Officer**
	Update public, municipal/government officials, etc.	**Communications Officer**

NOTE: Incident Command MUST keep CIG updated with requested storm restoration information prior to the SOR + hourly deadlines.

Estimated Time of Restoration Protocol

Start of Restoration Period (SOR) =	Event Expected to Last Over 5 days	Responsible Organization
SOR+36 hrs. =	Identify heavily damaged areas where large number of customers are expected to remain out for over 5 days.	**Regional Incident Commander & General Staff**
	Notify DPS staff of the above.	**CIG**
	Provide available information to the public via CSRs, IVR and company website	**Communications Officer** and **Customer Operations Officer**
	Complete first scheduled municipal conference call.	**Communications Officer**
SOR+48 hrs. =	Set Global ETRs and any available Regional (*e.g.*, County) ETRs for areas where large numbers of customers are expected to remain out for 5 days or more.	**Regional Incident Commander & General Staff**
	Notify DPS staff of the above.	**CIG**
	Provide available information to the public via CSRs, IVR and company website	**Communications Officer** and **Customer Operations Officer**
Beyond 48 hrs.	Refine Global and Regional ETRs. Set Local (*e.g.*, Municipal) ETRs.	**Regional Incident Commander & General Staff** (Regional/County should be available automatically from STAR)
	Provide DPS staff with restoration information, via EORS four times daily until otherwise directed by DPS Staff. Notify DPS staff when all storm-related customers have been restored.	**Distribution Engineering**
	Provide available information to the public via CSRs, IVR and company website	**Communications Officer** and **Customer Operations Officer**
	Update public, muni/government officials, etc.	**Communications Officer**

NOTE: Incident Command MUST keep CIG updated with requested storm restoration information prior to the SOR + hourly deadlines.

[redacted]

[redacted]

ATTACHMENT C - Information requirements for CIG Staff- Overhead Storms

The following information must be submitted to the CIG desk by calling 212-580-6763.

When 5,000 or more customers are out of service, the End of Storm (a.k.a., Start of Storm Restoration Period) must be submitted within 3 hours thereof.

1) Start of Restoration ("SOR") Period

Note: If requirements are not applicable to a particular region, place N/A *next to hours*

Brooklyn_____hrs.
Queens_____hrs.
Staten Island_____hrs.
The Bronx_____hrs.
Westchester_____hrs.

2) Within 6 hours from end of storm

Note: If requirements are not applicable to a particular region, place N/A *next to hours*

Provide Status on storm's effect on customers and global ETR

a. Total # of customers OOS

Breakdown by county/borough/municipality

b. Global ETR:

Brooklyn_____hrs.
Queens_____hrs.
Staten Island_____hrs.
The Bronx_____hrs.
Westchester_____hrs.

3) Within 12 hours from end of storm

Note: If requirements are not applicable to a particular region, place N/A *next to hours*

a. Update Global ETR, if different than initial ETR in #2 above

Brooklyn_____hrs.
Queens_____hrs.
Staten Island_____hrs.
The Bronx_____hrs.
Westchester_____hrs.

b. If ETR is now between 24 and 48 hours from end of storm (see #1), provide ETRs on a general geographic basis (network, neighborhood, load area, municipality, etc.).

Estimated Time of Restoration Protocol

4) <u>Within 18 hours from end of storm</u>

a. Update Global ETR, if different than initial ETR in #2 or #3 above

Brooklyn_____hrs.
Queens_____hrs.
Staten Island_____hrs.
The Bronx_____hrs.
Westchester_____hrs.

b. How many customers will be out of service for over 24 hours?

Brooklyn_____hrs.
Queens_____hrs.
Staten Island_____hrs.
The Bronx_____hrs.
Westchester_____hrs.

5) <u>Within 36 hours from end of storm</u>

a. Update global ETR, if different than initial ETR in #2 or #3 above

Brooklyn_____hrs.
Queens_____hrs.
Staten Island_____hrs.
The Bronx_____hrs.
Westchester_____hrs.

b. How many customers will be out of service for over 48 hours?

Brooklyn_____hrs.
Queens_____hrs.
Staten Island_____hrs.
The Bronx_____hrs.
Westchester_____hrs.

c. If ETR is over 48 hours from end of storm (see #1) but within one week, provide ETRs on a locality basis (network, neighborhood, load area, muni, etc.)

d. If ETR is over 48 hours from end of storm, provide ETRs on a general geographic basis (e.g., county/borough)

6) <u>Beyond 48 hours</u>

a. Provide updated ETRs as necessary

Estimated Time of Restoration Protocol

ATTACHMENT D - Communicating Updated ETRs

Storm Center Configuration

In order to improve the accuracy and timeliness of estimated restoration times appearing on the company's website, the company has introduced the Estimated Time of Restoration ("ETR") Manager function. The facility, managed by the ETR Branch Director/Manager provides a mechanism in which Incident Commanders / Regional Electric Control Center ("RECC") Managers can more easily update both global and local ETRs on the company's website. ETRs can be directly updated in Storm Center Configuration by using the ETR Manager function. A Premise Layer was also added to the Outage Map on the company's website to show the actual premise for the outage, with a telephone symbol determined by whether a premise has called or not.

Access to the ETR Manager functionality is limited to Electric Operations (and IT) personnel and accessible by visiting the Storm Center Configuration: http://intranet/stormcenter_internal/

Note: All ETR values in Storm Center Configuration need to be set to "Pending," during major events to prevent Storm Central from publishing ETR values prior to setting the ETR Override in Storm Manager to non-publish mode.

Note: The controlled ETR values in Storm Center Configuration ETR Manager Admin web site must be "Cleared" at the conclusion of all major events to prevent reporting expired ETR values.

Tab Description & Function

The following four menu tabs will be found on the Storm Center Configuration web page: *Schedule / Alerts / Custom Layers / ETR Manager.* The *Alerts / Custom Layers / ETR Manager* tabs allow for the placement of timely updates / announcements to Storm Central, while the *Schedule* tab allows the operator to change the interval in which the updates can be generated.

- **ETR Manager Tab**

Description

Division/Areas: Lists the individual operating regions: 5 boroughs and Westchester County. Each of the individual regions is broken down further to allow ETR reporting at the network level.

ETR Current Web Site: The date and time currently in the Summary Table in Storm Center Configuration and appearing on the Storm Central web site.

ETR OMS: The date and time that currently exists in the Outage Management System (OMS), regardless of any ETR overrides that may be in effect.

ETR Overwritten: The date and time to be used to update the ETR. You can select updated ETR value by using the calendar drop down menu.

Last Updated: The time at which the corresponding ETR value was most recently updated using the ETR Manager tool.

User Updated: The username of the person who last updated the corresponding ETR value.

Estimated Time of Restoration Protocol

Function

Click on the specific region and / or network and input the corresponding updated ETR into the *ETR Overwritten* data entry box. Click the "*Save*" button located at the upper-right corner of the page. The revised ETR will appear in Storm Central at the next data publishing interval (normally every 15 minutes).

- **Schedule Tab**

Description

The Schedule tab provides the ability to modify the time interval in which updates appear on Storm Central Outage Map Summary tab. The default setting is 900 seconds = 15 minutes.

Function

To update Storm Central immediately, bypassing the 15 minute interval, first save the updated ETR on the ETR Manager tab and then click on the "Force Generate" button to update the ETRs in the Summary tab of the Outage Map: http://apps.coned.com/stormcenter_external/default.html. To immediately bypass the 15-minute interval, click the diamond arrow in the box next to "Premise" select "off" then click on the "Force Generate" button. This will cause the data publishing process to preempt the 15 minute schedule.

The operator is also given the option of establishing multiple generation intervals. Clicking on the "New" button allows the operator to name a preset interval to update ETRs. After assigning the Name, the operator will input the new value into the Generation Interval data entry box (seconds) and click on the "Save" button. To generate updates at other than the default level, select a predetermined value or establish a new value as described above and click on the "Set as Current" box, then click on the "Save" button.

- **Alerts / Custom Layers Tab**

Description

Both the *Alerts & Custom Layers* Tabs are managed by Public Affairs / Media Relations. The *Alerts* tab allows the operator to place noteworthy announcements and or highlighted information into Storm Central. In addition, the *Custom Layers* tab gives the operator the ability to place icons on the Outage Map, thereby, providing customers with a visual representation of important information (i.e. the location of ice distribution centers and the Customer Service Outreach Van).

ADVICE AND COUNSEL

Electric Operations will provide advice and counsel on this document (Communicating Updated ETRs)

Attachment 14 - Facilities & Field Services Dry Ice Procedure

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DRY ICE PROCEDURE

APPROVED	DATE	SUPERSEDES	PAGE **1** OF
Rachel Friedman	5/20/2019	03/15/2018	**10** PAGES

TABLE OF CONTENTS

1.0 PURPOSE **3**

2.0 POLICY **3**

3.0 APPLICATION **3**

4.0 PROCEDURES **3**

4.1 ELECTRIC OPERATIONS 3
4.2 CUSTOMER OPERATIONS 4
4.3 FACILITIES AND FIELD SERVICES 4
4.4 SUPPLY CHAIN 4
4.5 CORPORATE AFFAIRS 4
4.6 EMERGENCY PREPAREDNESS: 5

5.0 REFERENCES **5**

6.0 EXHIBITS **5**

7.0 ADVICE AND COUNSEL **5**

EXHIBIT A – TRAINING GUIDELINES FOR THE HANDLING & PACKAGING OF DRY ICE **6**

EXHIBIT B - DRY ICE HANDLING INSTRUCTIONS FOR THE PUBLIC **7**

EXHIBIT C - DRY ICE SAFETY DATA SHEET **8**

EXHIBIT D – REQUIREMENTS FOR THE TRANSPORTATION OF DRY ICE **10**

1.0 PURPOSE

To establish a procedure for securing, transporting, distributing, and tracking dry ice that is provided to members of the public 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

This procedure shall 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

When outages resulting from anticipated events are expected to last more than 48 hours, the company will commence dry ice distribution within 24 hours of the start of restoration, contingent upon availability from vendors and upon accessibility of distribution centers due to issues such as road closures, down wires, or debris, as well as appropriate time of day for dry ice distribution The distribution will be coordinated with either Local or County officials based upon their request for dry ice distributions. 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 apportioned 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 will be included as part of the inter-regional conference calls.

3.0 APPLICATION

This procedure applies to employees that have been assigned responsibilities for dry ice. Facilities and Field Services (FFS) has the primary responsibility for the overall management of the dry ice procedure.

4.0 PROCEDURES

Several departments in CECONY share responsibility for the dry ice process, including authorization, purchase, transport, distribution, tracking, safety and communication. The specific responsibilities for each organization are delineated as follows:

4.1 Electric Operations

The primary role of Electric Operations is to identify the need for dry ice distribution based on a customer's ETR. Dry Ice is determined if customer outages are expected to last 48 hours or greater. In the absence of CERC, the local ICS organization including the Incident Commander (IC), the Logistics Section Chief (LSC), the Customer Operations Officer, and the Liaison Officer, will discuss dry ice distribution as part of a planning or tactics meeting and during regional conference calls.

During these meetings, the command staff (IC, Customer Operations and the LSC) will determine the quantity of dry ice required and will also determine the distribution location(s) and time(s). The criteria to be reviewed include the current number of customers impacted, their projected ETRs, impacted areas and the amount of dry ice available.

4.2 Customer Operations

Customer Operations is responsible for staffing the dry ice distribution locations, and ensuring that the dry ice distributed is properly packaged and that handling instructions are provided to customers. Customer Operations, along with Emergency Preparedness, will ensure that dry ice distribution discussions are held on both the inter-regional and regional conference calls prior to the start of any anticipated weather event that could result in potential customer outages. Representatives from Customer Operations, FFS, Supply Chain, and Emergency Preparedness will be asked to participate in these discussions. The purchasing of dry ice, prior to the anticipated weather event, will be discussed during this call. Customer Operations will follow the details written in their dry ice internal procedure, CSP 2-0-22 (Reference 5.1).

4.3 Facilities and Field Services

Facilities and Field Services (FFS) is responsible for the safe transportation of dry ice and will:

a. Open the Logistics Operations Control Center (LOCC) to coordinate the purchase, receipt and transportation of dry ice.

b. Assist in the mobilization and demobilization of dry ice locations, as necessary (e.g. delivering forklifts, supplies, etc.).

c. Provide daily reports on usage and inventory to the Incident Commander, and Supply Chain in order to help manage future decisions on dry ice purchases.

d. Ensure that an adequate supply of paper and plastic bags, and other supplies are available at distribution locations.

e. Ensure that a Safety Data Sheet (SDS) (Exhibit C) accompanies each dry ice shipment.

4.4 Supply Chain

Supply Chain is responsible for establishing agreements and for ordering dry ice from dry ice vendors to meet the dry ice requirements outlined in this procedure. Supply Chain will order the dry ice when CERC has been established. When not open, they will assist the LOCC as necessary.

4.5 Corporate Affairs

Corporate Affairs is responsible for coordinating the release of information regarding the emergency response efforts to external, and sometimes internal, stakeholders.

a. Participate in meetings and on conference calls with the other members of the ICS Staff, including the IC, Customer Operations Officer and LSC to obtain the dry ice distribution location(s) and time(s). Maintain communications to ensure news releases and other communications are updated with timely and accurate information.

b. Ensure that key stakeholders are advised of dry ice distribution time(s) and location(s), including any changes.

c. Communicate to the public the dry ice distribution location(s) and time(s).

4.6 Emergency Preparedness:

Emergency Preparedness is responsible for:

a. Ensuring that an assessment of dry ice requirements is included as part of the initial inter-regional call.

b. Contacting municipal agencies for authorization to conduct dry ice distribution on their properties, as necessary.

c. Requesting, when necessary, local law enforcement presence at the dry ice distribution location(s).

5.0 REFERENCES

5.1 Customer Operations Procedure, CSP 2-0-22 (GENERAL: Dry Ice Distribution)

5.2 Customer Care Emergency Response Procedure (CI 490-2)

6.0 EXHIBITS

6.1 Exhibit A – Training Guidelines for the Handling & Packaging of Dry Ice

6.2 Exhibit B – Dry Ice Handling Instructions for the Public

6.3 Exhibit C – Dry Ice Safety Data Sheet (SDS)

6.4 Exhibit D –Requirements for the Transportation of Dry Ice

7.0 ADVICE AND COUNSEL

The General Manager, Astoria Operations shall provide advice and counsel on this procedure.

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

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 (SDS)

a) Relevant Information on Dry Ice SDS
   i) Dry ice is extremely cold (-109ºF / -78.5ºC)
   ii) Avoid contact with skin and eyes since it may cause cold burns
   iii) Asphyxiant - liberates heavy gas that displaces oxygen and may cause suffocation
   iv) KEEP OUT OF THE REACH OF CHILDREN AND PETS
   v) Do not seal in glass or other tightly closed containers
   vi) Do not enter areas where dry ice is used or stored until area is properly ventilated
   vii) Use heavy gloves, safety shoes, and protective clothing when handling

b) A copy of the SDS shall be kept on the vehicle when transporting

3) Handling and Packing Procedure

a) Do not handle dry ice in an enclosed truck, allow for proper ventilation.

b) Carbon dioxide gas is heavier than air and can displace air in an enclosed space. Open the rear doors of the box truck, stand back, and ventilate the box truck before entering.

c) Wear all appropriate PPE (see section 4 below).

d) Avoid bringing exposed skin into contact with dry ice when handling.

e) If dry ice pellets are being used, use a plastic scoop and wear proper gloves as listed in section 4.

f) Exposure to dry ice should be limited and it is recommended that the individual handling the dry ice should be changed periodically.

4) PPE

a) Long Sleeves - fully buttoned at the cuffs

b) Long Pants

c) Leather Insulated Gloves

d) Traffic Vest (if working in a high traffic/vehicle area)

e) Safety Glasses

5) Handling and Packing Procedure

a) Place 5-10 lbs. of dry ice blocks or pellets into brown paper bags.

b) Customer handling instructions are provided during distribution.

c) Place brown paper bags into plastic bags.

d) Place completed bags in plastic bins or provide to customer, as needed.

Exhibit B – Dry Ice Handling Instructions for the Public

English Version

Safe Handling of Dry Ice

- Dry ice is frozen carbon dioxide. Avoid direct contact with the skin.
- Handle it with care. Use leather gloves or a thick cloth towel to protect your fingers when handling the dry ice. Handling the ice should be limited.
- Treat dry ice burns the same as regular heat burns.
- If you must transport dry ice in your car, either open the windows or set the air conditioner to “fresh” outside air — rather than “re-circulate.” Carbon dioxide build-up can be hazardous in a closed space.
- Allow leftover dry ice to evaporate (turn into a gas) in a well-ventilated area where no buildup of carbon dioxide vapor can occur.
- Do not dispose of dry ice in a sewer, sink, toilet, garbage disposal, or garbage chute.
- Keep children and pets at a safe distance from dry ice at all times!

How to Use Dry Ice:

- For safety and to extend the life of the dry ice, keep the dry ice wrapped in this paper bag, old newspaper, or a cloth towel.
- When using dry ice to keep food cool, place the dry ice BELOW the items you want to keep cool in a cooler, refrigerator, or insulated container.
- When using dry ice to keep foods frozen, place the dry ice ON TOP of the items you want frozen.
- Do not allow foods to have direct contact with the dry ice. Place on insulating material — such as cardboard — between the dry ice and food.
- Do not put dry ice in your beverage.
- A small block (or pellets) of wrapped dry ice (5-10 pounds) in an insulating container has an effective cooling time of 24 hours to 36 hours.

If you need more information, contact Con Edison.

1-800-75-CONED (1-800-752-6633)

www.conEd.com

Exhibit B – Dry Ice Handling Instructions for the Public (continued)

Spanish Version

Cómo manejar el hielo seco de manera segura:

- El hielo seco es monóxido de carbono congelado: evite el contacto directo del mismo con la piel.
- Maneje el hielo seco con cuidado: use guantes o una toalla de tela gruesa para protegerse los dedos cuando lo maneje.
- Trate las quemaduras por hielo seco del mismo modo que trataría cualquier otra quemadura.
- Si necesita transportar hielo seco en su auto, abra las ventanas o ajuste el control del acondicionador de aire a aire "fresco" externo, en lugar de a "recircular" aire. La acumulación de monóxido de carbono puede ser peligrosa en un espacio cerrado.
- Deje que el hielo seco sobrante se evapore (es decir, se convierta en gas) en un área bien ventilada donde no se pueda acumular el vapor del monóxido de carbono.
- No se deshaga del hielo seco en una alcantarilla, un fregadero, un inodoro, un triturador de basuras o un vertedero de un edificio.
- ¡Mantenga a los niños y los animales domésticos a una distancia segura del hielo seco en todo momento!

Cómo usar el hielo seco:

- Para propósitos de seguridad y extender la duración del hielo seco, conserve el hielo seco envuelto en esta bolsa de papel, en un periódico viejo, o en una toalla de tela.
- Cuando utilice hielo seco para mantener fríos los alimentos, coloque el hielo seco DEBAJO de los artículos que desee mantener fríos en una nevera, un refrigerador o envase aislante.
- Cuando utilice hielo seco para mantener congelados los alimentos, coloque el hielo seco ENCIMA de los artículos que desee congelar.
- No permita el contacto directo entre los alimentos y el hielo seco. Coloque un material aislante —como por ejemplo cartón— entre el hielo seco y la comida.
- No ponga hielo seco en sus bebidas.
- Un bloque pequeño de hielo seco que esté envuelto (5-10 libras) y colocado en un envase aislante tiene un período de enfriamiento útil de entre 24 y 36 horas.

Contáctenos si necesita obtener más información.

1-800-75-CONED (1-800-752-6633)

www.conEd.com

Exhibit C – Dry Ice Safety Data Sheet (SDS)

Dry Ice SDS.pdf

Exhibit D – Requirements for the Transportation of Dry Ice

- United States Department of Transportation (DOT) Hazardous Material Shipping Requirements do not apply to dry ice when being transported by vehicle. These regulations apply only to dry ice transported by Aircraft and/or Vessel (water). DOT shipping papers, placards, and hazard class labels are not required for the vehicle or for the individual packages. In addition, a hazardous material endorsement is not required for the commercial driver's license (CDL).
- For informational purposes only, Con Edison vehicles transporting bulk quantities of dry ice will carry a Straight Bill of Lading containing the following shipping description:

UN1845, Carbon Dioxide, Solid or Dry Ice, 9

- Bills of Lading are not required for individual packages of dry ice distributed to the customers.
- Dry ice cannot be transported in any Con Edison vehicle that is covered under, and displays, the New York State Department of Environmental Conservation (NYSDEC) Waste Transporter Permit 2A-033. Transportation of foodstuff or materials that will be in contact with foodstuff, in waste hauling vehicles is prohibited by New York State Regulations.

Caution: Dry ice liberates carbon dioxide gas when it melts. Carbon dioxide gas is heavier than air and can displace air in an enclosed space. Open the rear doors of the box truck and ventilate well before entering.

Attachment 15 - Flood Response Guide

conEdison

SUBJECT
EMERGENCY PREPAREDNESS
FLOOD RESPONSE GUIDE

FLOOD RESPONSE GUIDE

APPROVED	DATE	SUPERSEDES	PAGE **1** OF
Robert Pettenato	12/13/2017	03/05/14	**21** PAGES

TABLE OF CONTENTS

1.0 PURPOSE....3
2.0 APPLICATION....3
3.0 PROCEDURES....3
3.1 Shutdowns....3
3.2 Communications....4
3.3 Simplified Certification Process....5
3.4 Steam Restoration....8
4.0 DEFINITIONS....8
EXHIBIT A – Simplified Certification Process Workflow Diagram....9
EXHIBIT B – Simplified Certification Process for Customers in NYC....10
EXHIBIT C – Certification by NYC Licensed Plumber – Flood INSPECTION Form....11
EXHIBIT D – Certification by NYC Licensed Plumber – Flood REPAIRS Form....12
EXHIBIT E – Certification by NYC Licensed Electrician – Flood INSPECTION Form....13
EXHIBIT F – Certification by NYC Licensed Electrician – Flood REPAIRS Form....14
EXHIBIT G – Simplified Certification Process for Customers in Westchester County....15
EXHIBIT H- Certification by Westchester County Customers – Flood Gas INSPECTION Form....16
EXHIBIT I – Certification by Westchester County Customers – Flood Gas REPAIRS Form....17
EXHIBIT J – Certification by Westchester County Customers – Flood Electric INSPECTION Form....18
EXHIBIT K – Certification by Westchester County Customers – Flood Electric REPAIRS Form....19
EXHIBIT L – Coastal Storm Office Report: Electric....20
EXHIBIT M – Coastal Storm Office Report: Gas....21

1.0 PURPOSE

The purpose of this guide is to describe various processes that address the interruption of service to electric, gas, or steam customers pre-flooding, and the restoration of services post-flooding.

2.0 APPLICATION

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.

This guide summarizes and references parts of existing plans, policies, or procedures for service interruption and/or restoration activities pertaining to flooding events.

3.0 PROCEDURES

3.1 Shutdowns

a. 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 on the forecasted flooding. The preemptive action is designed to protect both Company and customer equipment. Electric Operations will evaluate if the number of feeders that are required to be removed from service to achieve this goal places any particular network in jeopardy of failing; then, that network will be shut down preemptively as well. The decision to shut down 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). Electric Operations procedure EO-4095 "Distribution System Operation under Contingency Conditions" 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 un-common for the local fire agency or the authority having jurisdiction to request de-energization of portions of the overhead system to reduce the impact to the customers. Such requests will be handled by the respective regional control center shift manager.

d. Substations – Action to shut down substations should be based on 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 in stages.
- 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 Distribution Procedure S-11995 – Coastal Storm Plan. Steam Operations' generating stations will each follow their own flood response and shutdown procedure.

3.2 Communications

a. If, due to the predicted severity of the flooding, planned outages are anticipated, the Emergency Preparedness Duty Liaison will notify the New York City Office of Emergency Management (NYCEM), the Westchester County Department of Emergency Services (WCDES), and/or the New York State Department of Homeland Security and Emergency Services (NYSDHS-ES). Additionally, the Information 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 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,* and Corporate Affairs' Coastal Storm Plan.

c. Electric and Gas

(1) The Energy Services Department will support each regional Electric Operations 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. 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. 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 Customer Service Procedure 4-7-2 *Energy Services – General: Coastal Storm Procedure.*

e. Steam

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 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 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. The simplified certification process is outlined in the following sections. Also, where other gas companies (National Grid and NYSEG) provide gas service to customers in Con Edison's electric service territory, Emergency Preparedness' Utility Liaison will work with their counterpart liaisons from those other companies to facilitate service restoration.

a. New York City

Energy Services will create restoration support groups consisting of managers, clerical personnel, and inspectors and will work with restoration teams from Electric and Gas operations. The Energy Services Officer and Vice President of Emergency Preparedness, in conjunction with the Deputy Commissioner of Enforcement at New York City Department of Buildings, will make the decision to implement the Coastal Storm Self-Certification Process for customer turn-ons.

Energy Services will confirm field status of large customers and critical facilities in affected flood areas and inspect the customer equipment in these specific areas that are ready to be energized that were not impacted. Residential customers under the simplified certification process can have their energy equipment inspected, cleaned, and repaired by a licensed contractor. If the simplification certification process is not implemented, the normal process identified in Customer Service Procedure 4-0-2 *ENERGY SERVICES--GENERAL: Certificates of Inspection for Electric, and Gas Service* must be followed.

(1) If an inspection is required, Energy Services will inspect and relay the status of services that were inspected back to Electric Operations, Distribution Engineering. Energy Services personnel will support the New York City Task Force, as directed by

the Deputy Commissioner of Enforcement at New York City Department of Buildings. The Energy Services Officer will implement the Simplified Certification Process to support restoration of affected customers (see Exhibit B). As restoration efforts continue following the coastal storm, customers (or the licensed contractor, on behalf of the customer) can file a self-certification form directly with utilities to restore service faster (Exhibits C, D, E & F).

In order to self-certify, NYC customers must:

(a) Have their energy equipment inspected, and if necessary, cleaned, and repaired by licensed contractor(s).

(b) Have their contractor obtain a self-certification form through any of the following avenues:

- Con Edison website
- Field Command vehicle
- Customer Outreach vans
- Con Edison Inspectors
- Collection Sites, as detailed on the Con Edison website

(c) Customers / contractors will submit completed certification form(s) with electrician/ plumber seal to Con Edison through the following avenues:

- Email to borough-specific storm email address (provided in Exhibits A and B)
- Fax to local boroughs' Energy Services Departments (fax numbers provided in Exhibit B)
- Drop-off completed certification forms at Customer Outreach vans, Field Command vehicle, and other Con Edison collection sites

(d) Once certification form is received with the appropriate seal, it will be processed and scheduled for service reconnection by the Customer Inquiry Group.

- If forms are not complete, the customer / contractor will be contacted by the Customer Inquiry Group and requested to revise the form and resubmit.
- All forms will be tracked via the Con Edison Coastal Storm Office Reports (Exhibits L & M).

(2) All event-specific email addresses, fax numbers, and collection site addresses will be available on the Con Edison website and updated as needed by Central Support Operations (CSO). CSO will update process and collection locations as necessary on the website and coordinate with Media Relations and Public Affairs to inform the public on process and collections methods.

(3) For smaller, localized flooding events, e.g., water main breaks, the Con Edison website will be updated with relevant processing information, and the contact numbers and field locations that apply to that event. These events may not meet the criteria for the Simplified Certification Process, therefore, the normal restoration turn-on process will be used; Customer Service Procedure 4-0-2 ENERGY SERVICES GENERAL: Certificates of Inspection for Electric, and Gas Service.

b. Westchester County

Con Edison's Energy Services Municipal Desk will notify local building inspectors or code enforcement officials of the potential of widespread flooding. Con Edison will institute an

Incident Command System (ICS) task force to be comprised of Company inspectors, municipal authorities, and code enforcements representatives. This procedure will be implemented during major events when water levels have risen, or may rise, to a level deemed unsafe as determined by the Energy Services Officer and the Vice President of Emergency Preparedness, or the Building or Electrical Inspector having jurisdiction in the area. It provides guidance for the Incident Commander managing the increased volume of work associated with events impacting a large number of customers, either within the limits of a well-defined geographic area or widespread flooding in the region.

(1) If an inspection is required, Energy Services will relay the status of services that were inspected back to Electric Operations and Distribution Engineering. The Energy Services Officer will implement the Simplified Certification Process to support restoration of affected customers (see Exhibit G). As restoration efforts continue from the coastal storm, customers can file a self-certification form and Underwriter's Inspection Certificate directly with utilities to restore service faster (Exhibits H, I, J & K).

In order to self-certify, customers must:

(a) Have their energy equipment inspected, and if necessary, cleaned, and repaired by licensed contractor(s).

(b) Have their underwriter complete a certification form.

(c) Customers will submit completed certification form(s), along with underwriter's certificate(s) to Con Edison through the following avenues:

- Email to Westchester County storm email address (provided in Exhibits G)
- Fax to Westchester County Energy Services Department (fax number provided in Exhibit G)
- Drop-off completed certification forms at Customer Outreach vans, Field Command vehicle locations, and other Con Edison collection sites

(d) Once the certification form is received with the appropriate underwriter's certificate, it will be processed and scheduled for service reconnection by the Customer Inquiry Group.

- If forms are not complete, the customer / contractor will be contacted by Customer Inquiry Group and requested to revise the form and resubmit.
- All forms will be tracked via the Con Edison Coastal Storm Office Reports (Exhibits L&M).

(2) All event-specific email addresses, fax numbers, and collection sites addresses will be available on the Con Edison website and updated as needed by Central Support Operations (CSO). CSO will update process and collection locations as necessary on website and coordinate with Media Relations and Public Affairs to inform public on process and collections methods.

(3) For smaller, localized flooding events, the Con Edison website will be updated with relevant processing information, and the contact numbers and field locations that apply to that event. These events may not meet the criteria for Simplified Certification Process, therefore, the normal restoration turn-on process will be used; Customer Service Procedure 4-0-2 ENERGY SERVICES GENERAL: Certificates of Inspection for Electric, and Gas Service.

Electric Operations or Distribution Engineering will advise Energy Services of specific areas that are ready to be energized. Energy Services will authorize restoration based on the Customer Restoration Process (see Exhibit A).

3.4 Steam Restoration

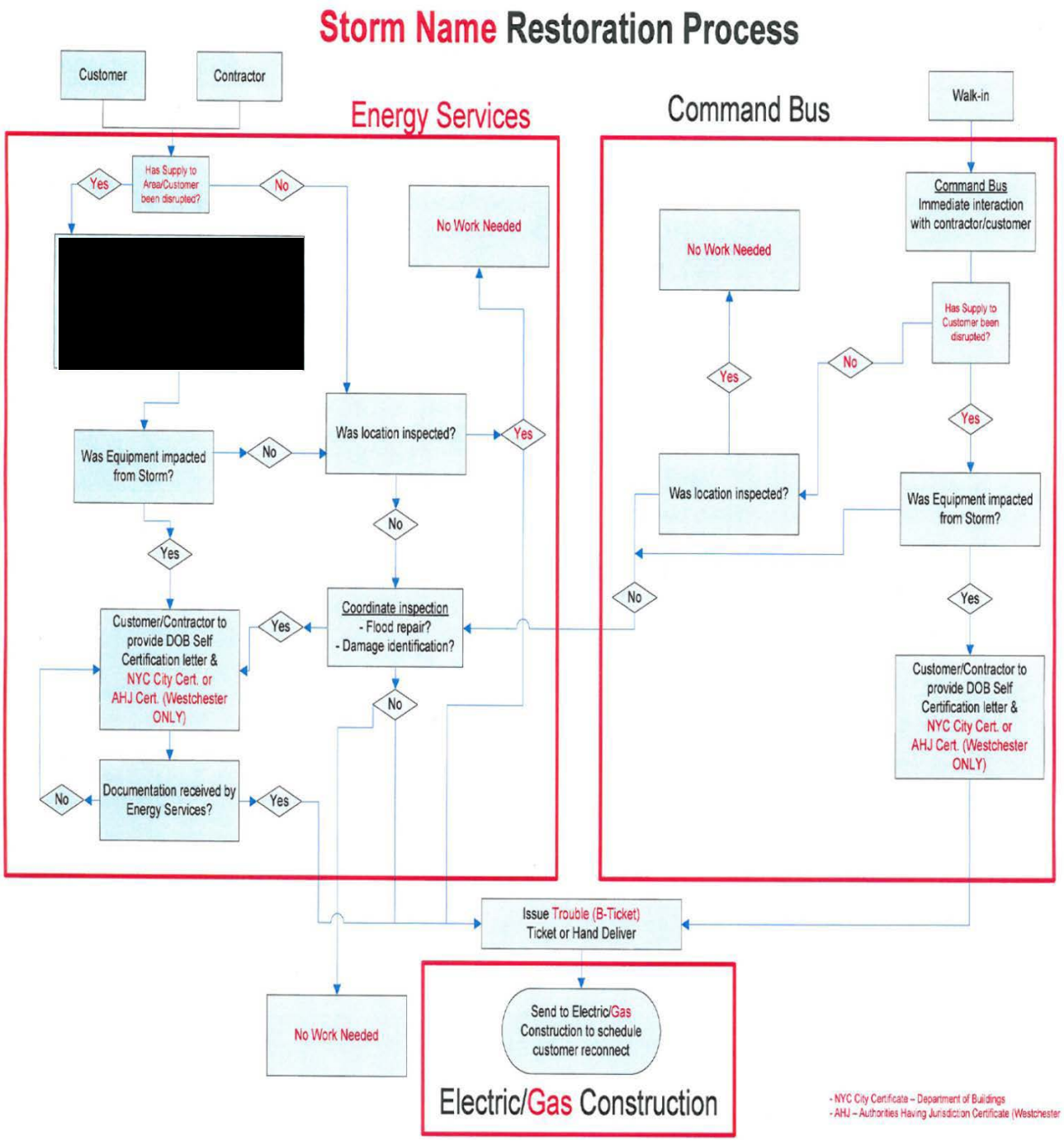
Following damage assessment of stations and steam distribution system, and determination of availability to return to service, a restoration plan will be developed in coordination with the generating stations, Steam Distribution, Gas Operations, and System Operations. If the steam system was shut down as a result of the coastal storm, restoration of the entire system (re-pressurization) will be necessary. Refer to procedure 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 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.

4.0 DEFINITIONS

4.1 **Customer Inquiry Group** – The Customer Inquiry Group is unit under Energy Services and is responsible for review and processing of certification forms, and scheduling service reconnection if the information received is complete. The group does not perform outbound calling, except in the event that any forms submitted are not complete, the customer / contractor will be contacted by the Customer Inquiry Group and requested to revise the form and resubmit.

EXHIBIT A

Simplified Certification Process Workflow Diagram



Note: Command Bus can be substituted.

EXHIBIT B

Simplified Certification Process for Customers in NYC

A simplified process for turn-on requests to expedite service restoration to customers damaged by a Coastal Storm. Because flood waters and winds can damage privately-owned electric and gas equipment, New York City Building Code requires a licensed electrician or plumber to certify that systems can be energized. This process is coordinated through the New York City Department of Buildings. While we recover from the coastal storm, customers/ contractors can file a Self-Certification Form directly with utilities to restore service faster.

Warning: Customer's gas equipment will not be turned on until customer's electric service has been safely restored.

Here are three steps to self-certify:

1. Get your energy equipment inspected, cleaned, and repaired by a licensed contractor.
2. Have your contractor download and complete a Self-Certification Form below:

   Plumber Inspection Form (Exhibit C) Electrician Inspection Form (Exhibit E)

   Plumber Repair Form (Exhibit D) Electrician Repair Form (Exhibit F)
3. Email your Self Certification Form to:

[redacted]

You may fax your Self Certification Form to:

[redacted]

Self-Certification forms are also available in Customer Outreach vans and Field Command vehicles in communities most affected by flooding. Staff will also accept completed forms.

A service turn-on will be scheduled once the certification form is received.

Questions? Contact Con Edison Energy Services, seven days a week, 8 a.m. to 10 p.m.

[redacted]

All other service restoration requests will require standard New York City Department of Buildings certification filings.

For issues related to your gas service, outside the Con Edison gas service territory, call National Grid at 718-643-4050.

EXHIBIT C

Certification by New York City Licensed Plumber
(Storm Name) Flood INSPECTION Form

Name of Plumber inspecting location: _____

Business Name: _____

Business Email Address: _____

Master Plumber License No.: _____

Plumber Cell Phone #: _____

Warning: Customer's gas service and associated equipment, if turned off due to storm impact, will not be turned on until after the electric service has been safely restored FIRST!

I certify that, at the customer's request, I inspected and tested the plumbing/gas system at the above-referenced address on the date(s) indicated above. I certify that the system is free of defects and meets the requirements of the New York City Plumbing Code and Fuel Gas Code (under New York City Admin. Code, Title 28) and may be re-engaged at this time.

Address	Date(s)
_____	_____
_____	_____

New York City Licensed Plumber Signature and License Seal:

Print Name_____Signature_____Seal _____

Customer/Owner Acknowledgement:

I am fully aware and acknowledge potential safety concerns relative to the structural integrity of the gas plumbing/gas piping systems at the above-referenced address on the date(s) indicated above, and accept full responsibility. I will seek professional advice to ensure the piping is structurally sound before requesting gas service to be restored.

Customer/Owner

(Print Name)_____ (Signature) _____

Customer/Owner Phone #:_____Customer/Owner email: _____

EXHIBIT D

Certification by New York City Licensed Plumber
(Storm Name) Flood REPAIRS Form

Name of Plumber making repairs: _____

Business Name: _____

Business Email Address: _____

Master Plumber License No.: _____

Plumber Cell Phone #: _____

Warning: Customer's gas service and associated equipment, if turned off due to storm impact, will not be turned on until after the electric service has been safely restored FIRST!

I certify that, at the customer's request, I conducted repairs of the plumbing/gas system under the Department of Buildings Permit Application Number indicated below and performed all necessary testing of the system at the address(es) referenced below on the date(s) indicated. I certify that the system is free of defects and meets the requirements of the New York City Plumbing Code and Fuel Gas Code (under New York City Admin. Code, Title 28) and may be re-engaged at this time. I further state that all necessary filing was done under the Application Number referenced below and I will follow the Department's procedures regarding inspection and sign-off.

Address	Application Number	Date(s)
_____	_____	_____
_____	_____	_____

New York City Licensed Plumber Signature and License Seal:

Print Name_____ Signature_____Seal _____

Customer/Owner Acknowledgement:

I am fully aware, acknowledge potential safety concerns relative to the structural integrity of the gas plumbing/gas piping systems at the above-referenced address on the date(s) indicated above, and accept full responsibility. I will seek professional advice to ensure the piping is structurally sound before requesting gas service to be restored.

Customer/Owner
(Print Name)_____ (Signature) _____

Customer/Owner Phone #:_____ Customer/Owner email: _____

EXHIBIT E

Certification by New York City Licensed Electrician
(Storm Name) Flood INSPECTION Form

Name of Electrician inspecting location:_____

Business Name:_____

Business Email Address:_____

Master/Special Electrician License No._____

Electrician Cell Phone#:_____

Warning: Electric service will not be energized until after the customer's internal electrical service box and associated electrical equipment have been verified safe by a NYC Licensed Electrician.

I certify that, at the customers' request, I inspected and tested the electrical switchgear equipment and cable which included a review of the electric meters and CT cabinet at the address(es) referenced below on the date(s) indicated. I certify that they are free of electrical defects and that the main service disconnect was exercised and is fully operational and may be energized at this time.

Address	Date(s)
_____	_____
_____	_____

New York City Licensed Electrician Signature and License Seal:

Print Name_____Signature_____Seal _____

Customer/Owner Acknowledgement:
I am fully aware and acknowledge potential safety concerns relative to the structural integrity of the gas plumbing/gas piping systems at the above-referenced address on the date(s) indicated above, and accept full responsibility for ensuring the interior piping is structurally sound. I further acknowledge my responsibility to seek the advice of a licensed NYC plumbing contractor if I have concerns regarding the integrity of the interior gas system.

Customer/Owner
(Print Name)_____ (Signature) _____

Customer/Owner Phone #:_____ Customer/Owner email: _____

EXHIBIT F

Certification by New York City Licensed Electrician
(Storm Name) Flood REPAIRS Form

Name of Electrician making repairs: _____

Business Name: _____

Business Email Address: _____

Master/Special Electrician License No. _____

Electrician Cell Phone #: _____

Warning: Electric service will not be energized until after the customer's internal electrical service box and associated electrical equipment have been verified safe by a NYC Licensed Electrician.

I certify that, at the customer's request, I conducted repairs of the electrical switchgear equipment and cable under the Department of Buildings Permit Application Number indicated below and inspected the electric meters and CT cabinet at the address(es) referenced below on the date(s) indicated. I certify that they are free of electrical defects and that the main service disconnect was exercised and is fully operational and may be energized at this time. I further state that all necessary documentation was submitted to the New York City Department of Buildings and that I will follow the Department's procedures regarding inspection and sign-off.

Address	Application Number	Date(s)
_____	_____	_____
_____	_____	_____

New York City Licensed Electrician Signature and License Seal:

Print Name_____ Signature_____Seal _____

Customer/Owner Acknowledgement:
I am fully aware and acknowledge potential safety concerns relative to the structural integrity of the gas plumbing/gas piping systems at the above-referenced address on the date(s) indicated above, and accept full responsibility for ensuring the interior piping is structurally sound. I further acknowledge my responsibility to seek the advice of a licensed NYC plumbing contractor if I have concerns regarding the integrity of the interior gas system.

Customer/Owner
(Print Name)_____ (Signature) _____

Customer/Owner Phone #:_____ Customer/Owner email: _____

EXHIBIT G

Simplified Certification Process for Customers in Westchester County

A simplified process for turn-on requests to expedite service restoration to customers damaged by a flooding. Because flood waters and winds can damage privately-owned electric and gas equipment, Westchester municipalities requires a licensed electrician or plumber to certify that systems can be energized. This process is coordinated through local municipality. While we recover from the flooding, customers can file a flood form, in addition to a certified underwriter certificate or equivalent, or municipality approval, directly with utilities to restore service faster.

Here are three steps to self-certify:

1. Have your energy equipment inspected, cleaned, and repaired by a licensed contractor, and signed-off by the municipality underwriter.
2. Complete a Certification for Westchester County Flood Form below:

   Gas Inspection Form (Exhibit H) Electric Inspection Form (Exhibit J)

   Gas Repair Form (Exhibit I) Electric Repair Form (Exhibit K)
3. Email your Certification Form and underwriters forms to:

   Westchester [redacted]

   Or, you may fax your Certification Forms and Underwriters form to:

   Westchester [redacted]

Forms are also available in Customer Outreach vans and Field Command vehicles in communities most affected by flooding. Staff will also accept completed forms.

A service turn-on will be scheduled once the certification form is received.

Questions? Contact Con Edison Energy Services, seven days a week, 8 a.m. to 10 p.m.

Westchester [redacted]

All other service restoration requests will require standard certification filings.

EXHIBIT H

Certification by Westchester County Customers
(Storm Name) Flood Gas INSPECTION Form

Customer's Address:_____Date: _____

Name of Plumber inspecting location: _____

Business Name: _____

Business Email Address: _____

Plumber Cell Phone #: _____

Warning: Customer's gas service and associated equipment, if turned off due to storm impact, will not be turned on until after the electric service has been safely restored FIRST!

Customer must obtain underwriter's certificate for location to be energized.

Customer/Owner Acknowledgement:

I am fully aware and acknowledge potential safety concerns relative to the structural integrity of the gas plumbing/gas piping systems at the above-referenced address on the date indicated above, and accept full responsibility. I will seek professional advice to ensure the piping is structurally sound before requesting gas service to be restored.

Customer/Owner

(Print Name)_____ (Signature) _____

Customer/Owner Phone #:_____Customer/Owner email: _____

EXHIBIT I

Certification by Westchester County Customer
(Storm Name) Flood Gas REPAIRS Form

Customer's Address:_____Date: _____

Name of Plumber making repairs: _____

Business Name: _____

Business Email Address: _____

Plumber Cell Phone #: _____

Warning: Customer's gas service and associated equipment, if turned off due to storm impact, will not be turned on until after the electric service has been safely restored FIRST!

Customer must obtain underwriter's certificate for location to be energized.

Customer/Owner Acknowledgement:

I am fully aware, acknowledge potential safety concerns relative to the structural integrity of the gas plumbing/gas piping systems at the above-referenced address on the date indicated above, and accept full responsibility. I will seek professional advice to ensure the piping is structurally sound before requesting gas service to be restored.

Customer/Owner
(Print Name)_____ (Signature) _____

Customer/Owner Phone #:_____Customer/Owner email: _____

EXHIBIT J

Certification by Westchester Customers
(Storm Name) Flood Electric INSPECTION Form

Customer's Address:_____Date: _____

Name of Electrician inspecting location: _____

Business Name: _____

Business Email Address: _____

Electrician Cell Phone #: _____

Warning: Electric service will not be energized until after the customer's internal electrical service box and associated electrical equipment have been verified safe by a Licensed Electrician.

Customer must obtain underwriter's certificate for location to be energized.

Customer/Owner Acknowledgement:
I am fully aware and acknowledge potential safety concerns relative to the structural integrity of the gas plumbing/gas piping systems at the above-referenced address on the date indicated above, and accept full responsibility for ensuring the interior piping is structurally sound. I further acknowledge my responsibility to seek the advice of a licensed plumbing contractor if I have concerns regarding the integrity of the interior gas system.

Customer/Owner
(Print Name)_____ (Signature) _____

Customer/Owner Phone #:_____Customer/Owner email: _____

EXHIBIT K

Certification by Westchester County Customers
(Storm Name) Flood Electric REPAIRS Form

Customer's Address:_____Date: _____

Name of Electrician making repairs:_____

Business Name: _____

Business Email Address: _____

Electrician Cell Phone #: _____

Warning: Electric service will not be energized until after the customer's internal electrical service box and associated electrical equipment have been verified safe by a Licensed Electrician.

Customer must obtain underwriter's certificate for location to be energized.

Customer/Owner Acknowledgement:
I am fully aware and acknowledge potential safety concerns relative to the structural integrity of the gas plumbing/gas piping systems at the above-referenced address on the date indicated above, and accept full responsibility for ensuring the interior piping is structurally sound. I further acknowledge my responsibility to seek the advice of a licensed plumbing contractor if I have concerns regarding the integrity of the interior gas system.

Customer/Owner
(Print Name)_____ (Signature) _____

Customer/Owner Phone #:_____Customer/Owner email: _____

Exhibit L

Coastal Storm Office Report: Electric

Coastal Storm Office Report: Electric																										
			Customer Contact info			Con Ed Rep Inspection											Contractor Information									
B-ticket	Street Address	Boro/Muni	Name	Phone	Email	Date	Name	SB/Pole/ MH/Vault #	Feeder #	Major/Retail	Service Votlage	Meter #	Service Cable	Main Disconnect Status	Generator On Site (Y/N)	Generator Capability	Name	Phone	License #	Work Scope	Date/Time Certification Received	Inspection/ Repair Certificate	Repair Certificate Application #	Con Ed Work Scope	OK to energize (Y/N)	Date of Restoration	ESD Comments

Exhibit M

Coastal Storm Office Report: Gas

Coastal Storm Office Report: Gas

			Customer Contact Info			Con Ed Rep Inspection									Contractor Information										
B-ticket	Street Address	Boro/ Muni	Name	Phone	Email	Date	Name	M&S	Main Size	Type	Service Size	Pressure	Meter #	Service Status (On/ Off)	Name	Phone	License #	Work Scope	Date/ Time Certification Received	Inspection / Repair Certificate	Repair Certificate Application #	Con Ed Work Scope	OK to energize (Y/N)	Date of Restoration	ESD Comments

ICS Roles & Responsibilities – Electric Incidents

Incident Command System (ICS) Use and Structure
Electric Operations will operate under Incident Command System (ICS) and, during a Full-Scale incident, the Corporate Emergency Response Center (CERC) will be established at 4 Irving Place. 'CI 260-4: Corporate Response to Incidents and Emergencies' establishes guidelines for determining the appropriate level of response, and mobilizing the appropriate company and external resources in a timely manner in response to any incident. It describes the ICS, whose principles are used to manage any incident or emergency, and the ICS organizational structure, including the role of the Incident Commander.

The ICS organization is built around five major functions that are applied on any incident whether large or small. The ICS affords the ability to fill only those parts of the organization that are required to respond to the incident. ICS establishes lines of supervisory authority and formal reporting relationships. It maintains a reasonable span-of-control in each section of the operation.

Following are brief descriptions of the Incident Command Staff Organization, and the four Sections reporting to the Incident Commander.

a) **Incident Command Staff –** The Incident Command Staff consists of the Incident Commander (IC) as well as General Command. General Command consists of Environment, Health & Safety Officer (EHSO), Information Officer, Liaison Officer, Energy Services Officer, and Customer Operations Officer.

b) **Planning Section** – The Planning Section is responsible for the collection of information, evaluation of the incident extent, referral of operating assignments, the preparation of Incident Action Plans, maintaining and disseminating current information about the status of the restoration efforts, human resources assigned to the incident response, and development of demobilization plan.

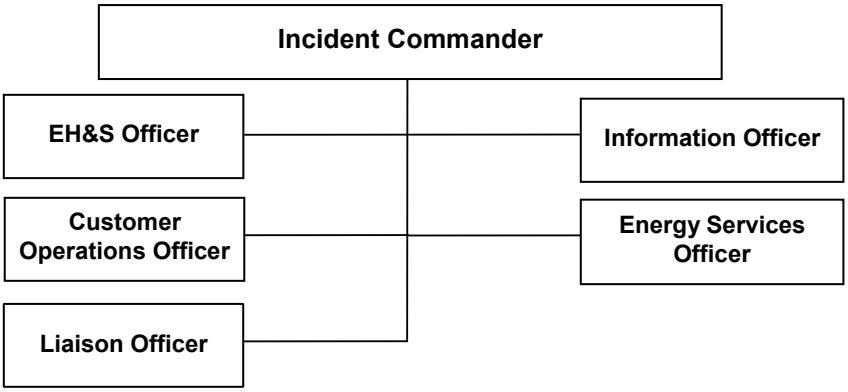
   The Planning Section meets to prepare and update the Incident Action Plan (IAP). Establishing Estimated Time of Restoration (ETRs) shall be in accordance with requirements of the 'ETR Protocol'. The IAP will be distributed to the General and Command Staff immediately following the meeting. The Plan will be updated and distributed as the situation warrants.

c) **Operations Section** – The Operations Section is responsible for the labor-intensive fieldwork that is required to physically prepare the system for the storm, to repair incident-related damage, and to restore energy services. Field assessment teams will be utilized to ascertain the extent of damage to the system. The Operations Section directs and performs all field operations required to rectify problems arising from an incident.

d) **Logistics Section** – The Logistics Section coordinates the purchase and provision of material, supplies, and transportation needs associated with an incident response, as well as overseeing remote assembly areas. In addition, they operate local storerooms and garages, arrange delivery trucking, coordinate and deploy portable generators and fuel truck vendors, and arrange for deliveries of wet/dry ice when extended outages are expected. They maintain and issue incident kits, cable coils, and related supplies, and arrange for the field delivery of restoration supplies in advance of crew arrival.

e) **Administration/Finance Section** – The Administration/Finance Section is responsible for compiling and reporting all costs related to an incident recovery event. They also provide assistance to other organizations in such areas as Mutual Assistance administration and petty cash disbursements.

The following chart depicts the Incident Command Staff organization the Incident Commander and (General Command):



More detailed descriptions can be found in the following pages.

Incident Command Staff Roles & Responsibilities

1. Incident Commander (IC)

Concept of Operations:
The IC is responsible for directing and coordinating the overall storm response. The IC ensures the ICS organization and Incident Command Area (ICA) are established in a timely manner.

Workflow:
- Obtains briefings from the prior shift's IC (or Control Center Manager) and from each member of the Command and General Staff, as needed
- Reviews and approves Incident Action Plans, Safety Plans, ETRs, and news releases
- Disseminates information
- Provides direction through periodic update and status meetings

2. Environment, Health & Safety Officer (EHSO)

Concept of Operations:
Environment, health and safety excellence is an integral part of Con Edison's business practices. The EHSO is a member of the Command Staff and responsible for developing and recommending measures to ensure personnel safety; assessing and anticipating hazardous and unsafe situations; and ensuring that assessment, modeling, surveillance, monitoring and permitting of environmental aspects related to the incident are accomplished. The EHSO is responsible for ensuring the overall EH&S incident objectives and the resources necessary to accomplish them are addressed within the operational planning cycle, meetings, and briefings. The EHSO will ensure that a safety orientation is conducted for all mutual assistance and contractor workers prior to being deployed in the field. The EHSO may also have additional support that can respond to specific EH&S issues in the field.

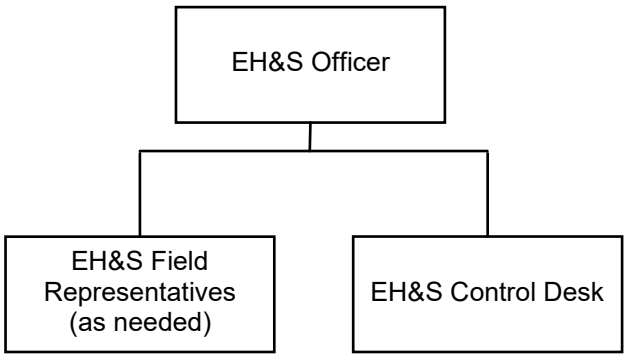
A centralized EH&S support organization consists of EH&S Field Representatives and the EH&S Control Desk that supports all regions.

- **EH&S Control Desk -** Accidents and injuries to personnel, contractors and members of the public, petroleum and chemical spills and other hazardous releases to the environment will be reported to the EH&S Control Desk and addressed in accordance with the appropriate company environmental procedures. The EH&S Control Desk will make the proper notifications as detailed in the Corporate Environmental Health and Safety Procedures E10.01, "Release Reporting" and S08.00, "Notification, Reporting and Recording of Accidents, Injuries and Property Damage".

- **EH&S Field Representatives** - EH&S Field Representatives will respond to incidents in the field, as needed, to provide any EH&S-related guidance or support to the field crews. EH&S Field Representatives may also conduct field observations on crew activities (e.g., work area protection, personal protective issues, etc.) and provide findings or

opportunities for improvement to the EHSO to communicate to other responding personnel.

Organization:
The following chart depicts a typical EH&S organization:



Workflow:
The EHSO will correct unsafe acts or conditions through the regular line of authority, and may exercise emergency authority to prevent or stop unsafe acts when immediate action is required. The EHSO maintains awareness of active and developing situations, ensures that a Health and Safety Plan (HASP) is prepared and implemented, if necessary, and prepares a safety message to be included in each Incident Action Plan. The EHSO may have assistants, as necessary, and may also represent assisting agencies or jurisdictions. In cases where both safety and environmental concerns exist, the EHSO may take on a more comprehensive role.

The EHSO duties include:

a) Review of common responsibilities
b) During initial response, document the hazard analysis process addressing hazard identification, personal protective equipment, control zones and decontamination area
c) Participate in planning meetings to identify any health and safety concerns inherent in the operations organizations' daily work plan
d) Provide updates and the safety message to the IAP based on field conditions and observations. The incident updates will include:
    - EH&S statistical updates since the prior call for all injuries, illnesses, vehicle collisions, spills for each operating area (locally and collectively)
    - Safety message driven by prior EH&S field visits with improvement opportunities
e) Exercise emergency authority to prevent or stop unsafe acts
f) Investigate accidents that have occurred within the incident area
g) Review the HASP. As required by the Occupational Health and Safety Administration (OSHA), the HASP shall, at a minimum, address, include, or contain the following elements:
    - Health and safety hazard analysis for each site task or operation

- Comprehensive operations work plan
- Personnel training requirements
- PPE selection criteria
- Site-specific occupational medical monitoring requirements
- Air monitoring plan: area/personal
- Site control measures
- Confined space entry procedures, if needed
- Pre-entry briefings: initial and as needed (tailgate meetings)
- Pre-operations health and safety conference for all incident participants
- Quality assurance of HASP effectiveness

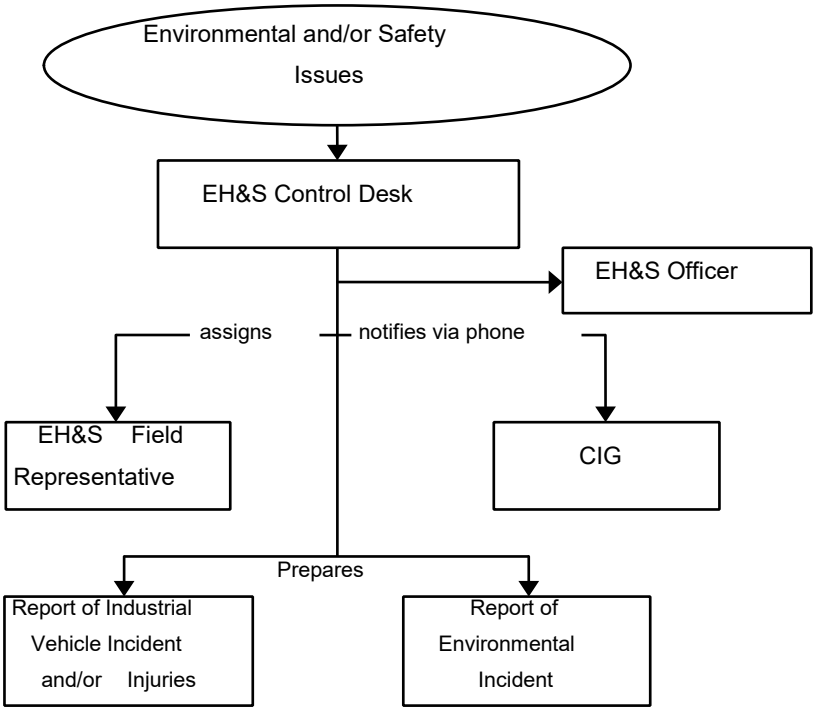
h) Assign assistants and manage the incident safety organization
i) Review and approve the Medical Plan
j) Document all actions in the Unit/Activity Log.

Safety and Environmental information is routed through the EH&S Control Desk.

Findings from field observations by the EH&S Field Representatives will be provided to the EHSO for dissemination to other responding personnel and/or incorporation into the IAP.

The EHSO will be kept informed of all safety and environmental incidents.

The following is the typical workflow:



3. **Information Officer**

Concept of Operations:
Information Officers are typically representatives from the company's Corporate Affairs Department. Corporate Affairs have overall responsibility for communicating emergency recovery information to external, and sometimes internal, stakeholders including:

- The New York City Office of the Mayor
- Westchester County and New York City media (print, radio, cable TV)
- Westchester County Municipalities
- Community Board District Managers
- The offices of the Borough Presidents
- State and Local elected officials
- Con Edison's corporate Media Relations 24-hour duty officer
- Service Area Vice Presidents and other Operating Areas, as required

Emergency response communications for NYCEM and the WCDES will be delegated to Emergency Preparedness staff. These communications will be in accordance with Corporate Instruction (CI) 810-2, "Corporate Affairs' Crisis Communications Plan".

Within Con Edison's service territory, there are numerous elected officials in New York City while Westchester County has independent local governing municipalities. To facilitate this important communication with the City officials and/or municipalities, the respective regional Corporate Affairs departments shall review and update contact lists on a semi-annual basis to ensure the contact information is current for all elected municipal, county, and state officials and local operations (police, fire, highway, and public works) departments that normally interact with Con Edison personnel during emergencies.

To further enhance communications with the Westchester municipalities, a Municipal Liaison Program has been established.

Workflow:
When mobilized for Serious incidents (i.e., Level 2 or above), news releases that provide information on the company's preparations and offer tips on weathering a storm will be issued. During the restoration effort, news releases will be issued to coincide with local news cycles or as needed. Information prepared and disseminated may include as appropriate: number of customers interrupted, number of customers remaining out of service, municipalities and districts affected, number of crews assigned, overall estimated restoration time, claims information, locations for "on-site" media opportunities and dry ice distribution locations, dates, hours and amount to be distributed.

Media communications will include some or all of the following:

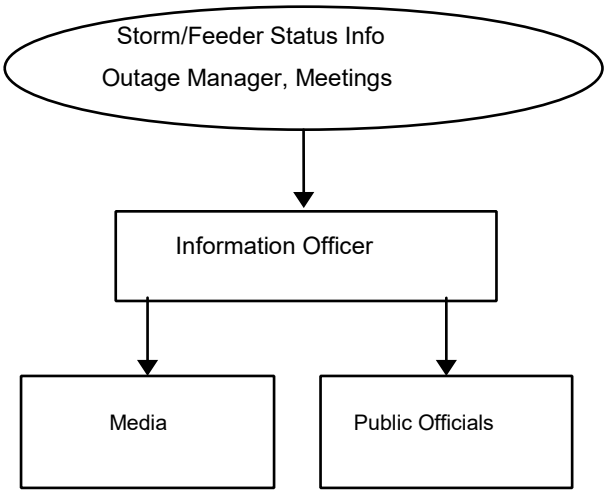
- A series of storm radio and print advertisements
- Live broadcasts on radio stations and cable TV
- Periodic news releases

- Press conferences, when appropriate

The company also uses social media tools, such as Facebook and Twitter, to disseminate information to wider audiences and interact with the public. Furthermore, the Company monitors social media networks to get a better sense of what's happening on the ground during an incident, improve situational awareness and share information during an emergency.

For Full-Scale incidents, typically the time periods within which news releases are issued are determined by the number of customers affected and the duration. Time periods range from 2 to 3 hours during normal business hours and 4 to 5 hours on off-hour times from the time the number of customer outages and duration triggers are met, as specified in CI 810-2, "Corporate Affairs' Crisis Communications Plan." News releases will conform to the requirements set forth in the "Estimated Time of Restoration Protocol".

The following is a typical workflow:



When storm recovery efforts begin, the Information Officer initiates a proactive approach targeted to specific groups to provide them with information on the status of the overall recovery effort. These groups include the media, governmental officials, and employees. Con Edison's "Storm Central" Internet site includes information for customers on important storm preparations. It contains extensive information regarding the storm recovery process such as restoration priorities, hazards of downed power lines, importance of customer's report of outages, how to report an outage or dangerous condition, and suggested safe use of portable generators. This information is also issued in the form of bill inserts on a semiannual basis.

During the restoration effort, an outage information section will be available on the Con Edison website which also will include Estimated Time of Restoration (ETR) information. The Information Officer is responsible for ensuring that all ETRs are communicated in accordance

with the "ETR Protocol". The external website (Storm Central) will include the location(s) for dry ice distribution sites and location of Customer Outreach personnel; global, regional and local estimated restoration times; and claims information, including filing, reimbursement and eligibility criteria. Customers can also report electric service problems and check service problem status via the website. Con Edison's print and radio advertisements include a reference to the availability of information on the company's web site.

The Information Officer initiates notifications to elected officials and community organizations and provides updates on a regular basis. In addition, a daily conference call with Westchester public officials is conducted when the ICS structure is activated to provide the above information and solicit general concerns from the officials. Daily phone contacts with elected officials in the affected areas may be initiated if a conference call is not feasible.

For incidents where the restoration period is likely to exceed 72 hours, the Information Officer, in consultation with the Customer Operations Officer and Legal Services, will ensure that a message is included on the company's website advising customers that Con Edison's restoration efforts are subject to review by the Public Service Commission (PSC) following major storms when restoration of service takes longer than 72 hours. After reviewing our restoration efforts, the PSC may require Con Edison to provide reimbursement for spoilage losses.[1]

4. Liaison Officer

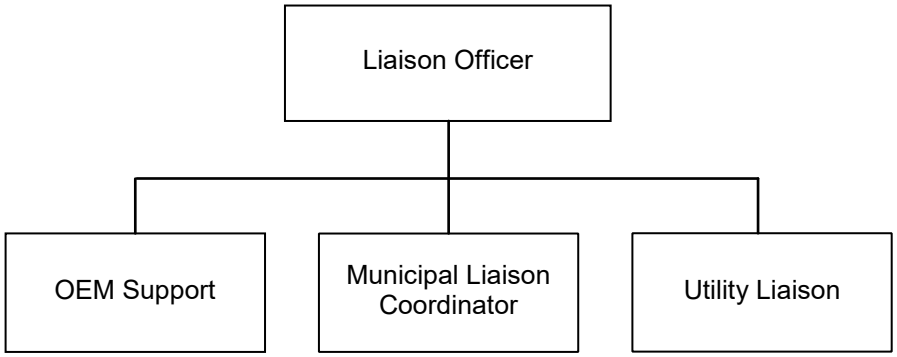
Concept of Operations:
The Liaison Officer is responsible for initiating notification and providing outreach activities with City, County, and State emergency management offices, the DPS, and critical facilities, as needed.

The Liaison Officer will coordinate with the Information Officer on any information provided to the officials and the public. Notification requirements for incidents that trigger the Outage Notification Incentive Mechanism (ONIM) are outlined in EOP-5023, "Communication Guidelines in the event of an Electric Emergency".

During the recovery of an outage in NYC, for which the ONIM activation criteria has been met for 36 hours and is anticipated to continue for at least an additional 12 hours, the Liaison Officer will make a request to NYCEM through Emergency Preparedness to establish a mobile telephone bank for the impacted area. As needed, dedicated phone lines are established and company liaisons dispatched to the NYCEM. The location will be communicated to the Central Information Group (CIG) so that customers can be updated through Customer Service Representatives, the internet and media outlets. See EOP-5023 for ONIM activation criteria.

[1] See PSC Order in case 06-E-1158 and case 07-E-0742, issued and effective June 19, 2008; and CI-730-2

Organization:
The following depicts the Liaison Officer organization:



Workflow:
Upon declaration of a Level 2 or greater overhead or underground incident, the Liaison Officer initiates contacts with designated emergency management officials. This proactive process gives advance notice to the officials and establishes communication protocol via dedicated telephone numbers for their use.

Office of Emergency Management (OEM) Support
OEM Support consists of company liaisons that may be dispatched to the various OEMs (e.g. NYCEM, NYSOEM, WCDES, 60 Control, etc.), when they are mobilized and a liaison is requested. OEM Support will serve as direct points of contact between the company and the respective OEMs during an emergency incident. The Liaison will work with the OEM personnel to ensure coordination and prioritization of post-storm restoration efforts including issues of public safety, road closures (due to downed company wires) and restoration of critical facilities.

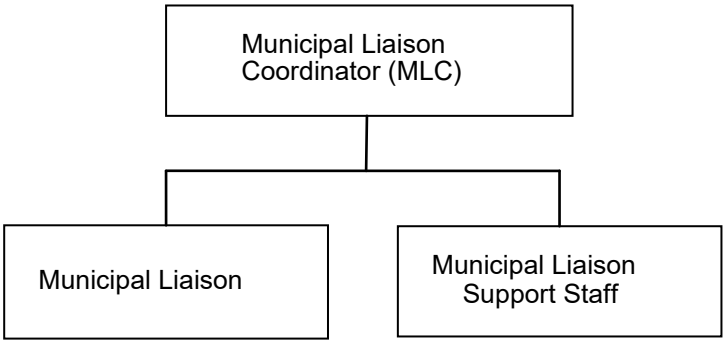
Utility Liaison
As part of the company's Utility Liaison Program, the Utility Liaison reports to the Liaison Officer and serves as the primary interface between Con Edison and the other joint utility pole owners (Verizon, AT&T), as well as CATV, telecom, wireless, and non-Con Edison gas distribution companies. Communicating with other utilities allows the company to share information on restoration planning, critical facilities impacted, locations of crews, locations of non-Con Edison downed wires, and ETRs.

Additional details regarding the Utility Liaison Program and specific responsibilities of the Utility Liaison can be found in the "Utility Liaison Program" procedure.

Municipal Liaison Coordinator
In Westchester, through the Municipal Liaison Program (MLP), the Incident Commander and Emergency Preparedness share a top priority of ensuring effective communications with the 39 Westchester municipalities that Con Edison serves.

Each municipality has dedicated Municipal Liaisons (ML) that will serve as the point of contact between Con Edison and the respective municipality during an emergency incident. Each ML has received training on various company systems in order to be able to provide the most up-to-date and accurate information regarding restoration efforts. The MLs receive various training that include: Table Top Drills, Outage Management Systems (OMS) information gathering via the Outage Manager Dashboard (OMD), Vegetation Practices and annual meetings to review the MLP.

Annually, Con Edison Municipal Liaisons will meet with each municipality to reaffirm their critical facilities. A reference package for each municipality, which includes a listing and details of the critical infrastructure, is provided to each of the assigned liaisons. The following chart depicts the Municipal Liaison organization:



The MLC will coordinate requests for an ML made by the municipalities during an incident.

Upon request, an ML will be deployed to address Municipal public safety, road closure, critical infrastructure, and high priority restoration concerns. During an incident where a municipality has requested a ML, he or she will be deployed to their designated Municipality's Emergency Operations Center (EOC) or other designated reporting location.

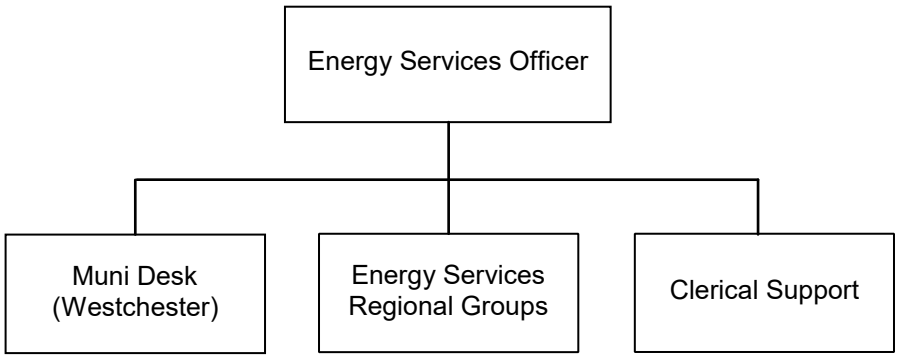
The ML works with the municipality and the various personnel to ensure coordination and prioritization of post-storm restoration efforts including issues of public safety, road closures (due to downed company wires) and critical facilities. Con Edison utilizes a dashboard tool to be able to view a municipality's status and established specific trouble codes (MUC – Municipal Complaint / MRC Municipal Road Closure) to record and track the restoration efforts related to municipal road closures. The Municipal Liaison Support Staff support the MLC and MLs by manning the MLC hotline and providing administrative support, including for the dashboard tool.

5. Energy Services Officer

Concept of Operations:
The Energy Services Officer has primary responsibility to mobilize resources that will maintain contact with critical facilities (e.g., hospitals, major public health facilities, nursing homes, transportation hubs, water treatment / pumping stations, etc.), and large / managed commercial and/or industrial customers in the event of a serious electric emergency incident. Energy Services personnel interface with customers, either in person, by telephone, or via email and may request load reductions or load shifting in some cases. They may also assist these customers with deployment and connection of mobile generators.

In Westchester County, the Energy Services Officer is responsible for activating the Muni Desk. The Muni Desk receives and processes calls from municipal officials, local Department of Public Works (DPW), WCDES 60-Control and police and fire departments reporting public safety issues, wires down, blocked roadways and other municipal impacts.

Organization:
The following chart depicts a typical Energy Services Officer organization:



Workflow:
Although not typically mobilized for a Level 1 incident, the Control Center Unit Shift Manager at his/her discretion may instruct the Energy Services Officer to activate the Muni Desk and receive municipal calls. In this case, Site Safety may also be activated to relieve municipal first responders until repair crews arrive.

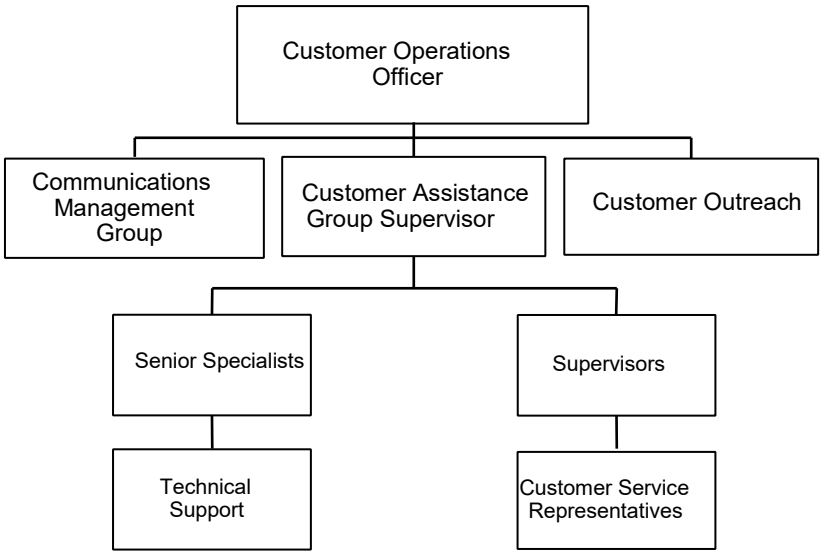
The Muni Desk manages municipal tickets using criteria that addresses public safety, relieves municipal resources, and responds to locations where damaged company facilities are impeding traffic flow. The Muni Desk works with the Control Center to dispatch Company forces in response to these situations.

The Energy Services Officer will mobilize the Energy Services Regional Groups and Clerical Support to establish and maintain contact with critical facilities in the event of a serious electric emergency incident, and keep them informed of the restoration status.

6. Customer Operations Officer

Concept of Operations:

Organization:
The following chart depicts a typical Customer Operations organization:



Workflow:
The Customer Call Centers receive and respond to customers calls.

During an incident, customers can call to report service problems to a Customer Service Representative (CSR), via the Interactive Voice Response (IVR) system, at www.coned.com or via a mobile application (My conEdison). CSRs use the Desktop Emergency Application to input customer information, document information about customers' service problems, and generate a trouble ticket in STAR. Outage information, when available, is automatically available to the CSRs as well as the self-service systems for communication with customers.

The Desktop Emergency Application has a standardized script utilized by CSRs when handling emergency related customer calls to ensure needed information is obtained consistently. The Desktop Emergency Application also provides CSRs with System Trouble Analysis and Response (STAR) system information which they provide to customers including: area outage information, estimated number of customers affected, status of jobs, and the ETR if one is available. Customers that call to report service problems or are predicted to have a service problem will receive an outbound call made by the automated system with an ETR when the information is available. Extraordinarily high volumes of customer calls can be rerouted to various locations including Twenty First Century Communication's (TFCC) high volume call answering (HVCA) service. HVCA services allow customer inbound calls to be handled in TFCC's redundant automated Interactive Voice Response system.

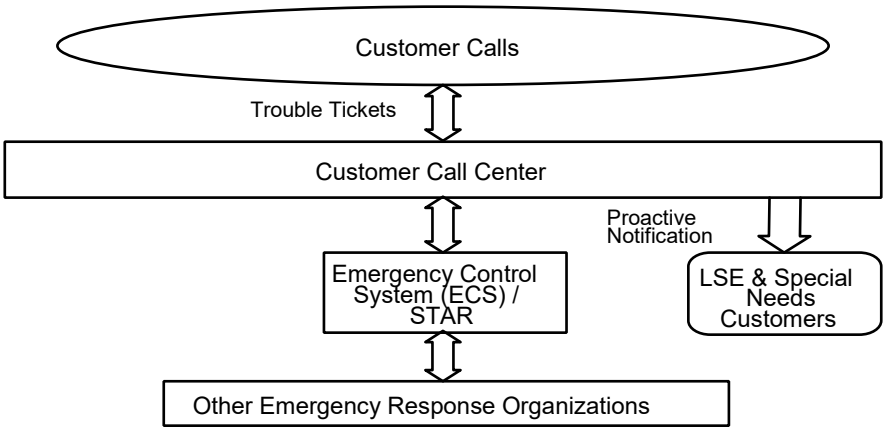
The overall corporate goal for answering customer calls is 66% of customer service representative calls within 30 seconds during normal business hours. The call center's Incident Preparedness Plan defines staffing levels based on the classification level of an incident. CSP 2-1-3, "Processing Emergency Calls" includes a large number of pre-defined call flows and messages that are implemented during emergency incidents.

The Communication Management Group (CMG) monitors inbound customer call traffic and related system alarms around the clock. CMG is equipped with several real-time-displays and call routing tools that enable effective and timely call management.

Customer Operations shall make outbound calls to Life Support Equipment (LSE) and Special Needs Customers, as well as affected Critical Facilities based on the list that Energy Services provides.

When an estimated restoration time is established, the customer is notified by an automated outbound call. After jobs are restored, customers who called in to report a service interruption will be automatically called back. The message advises customers that service has been restored but gives them the option to speak with a representative should a problem still exist.

A depiction of a typical **Customer Call Center workflow** follows:



Planning Section

The Planning Section consists of the Electric Control Center, the Restoration Planning Team (RPT), Damage Assessment, Site Safety, and the Estimated Time of Restoration (ETR) Team.

The Planning Section is responsible for managing information, including the collection, evaluation, and referral of jobs; public safety, the documentation of Incident Action Plans (IAP), and maintaining and disseminating internal information about the status of the restoration effort, ETRs, etc.

The Planning Section formulates and documents the Incident Action Plan (IAP). The IAP will be distributed to the General and Command Staff. The IAP will be updated and distributed as the situation warrants.

The Planning Section:

- Ensures that the Outage Management System (OMS) entitled System Trouble Analysis and Response (STAR) is placed in storm mode to properly collect data
- Provides ETR data (including revisions) to Emergency Preparedness (Director or designee) for posting to the company external website (I-Factor) and Media Relations (Storm Central)
- Provides problem analysis and develops solutions that are then communicated to Operations
- Directs Damage Assessment to obtain visual inspection of specified locations to include feeder runs
- Assigns site safety personnel to locations requiring company presence
- Coordinates with District Operators to restore feeders
- Provides predictive analysis of next contingency and provides solutions to Operations for implementation if that contingency occurs
- Provides status reports of feeders and outages
- Establishes restoration priorities
- Plans transition back to normal operation at the end of the incident
- Provides resources to address public safety concerns

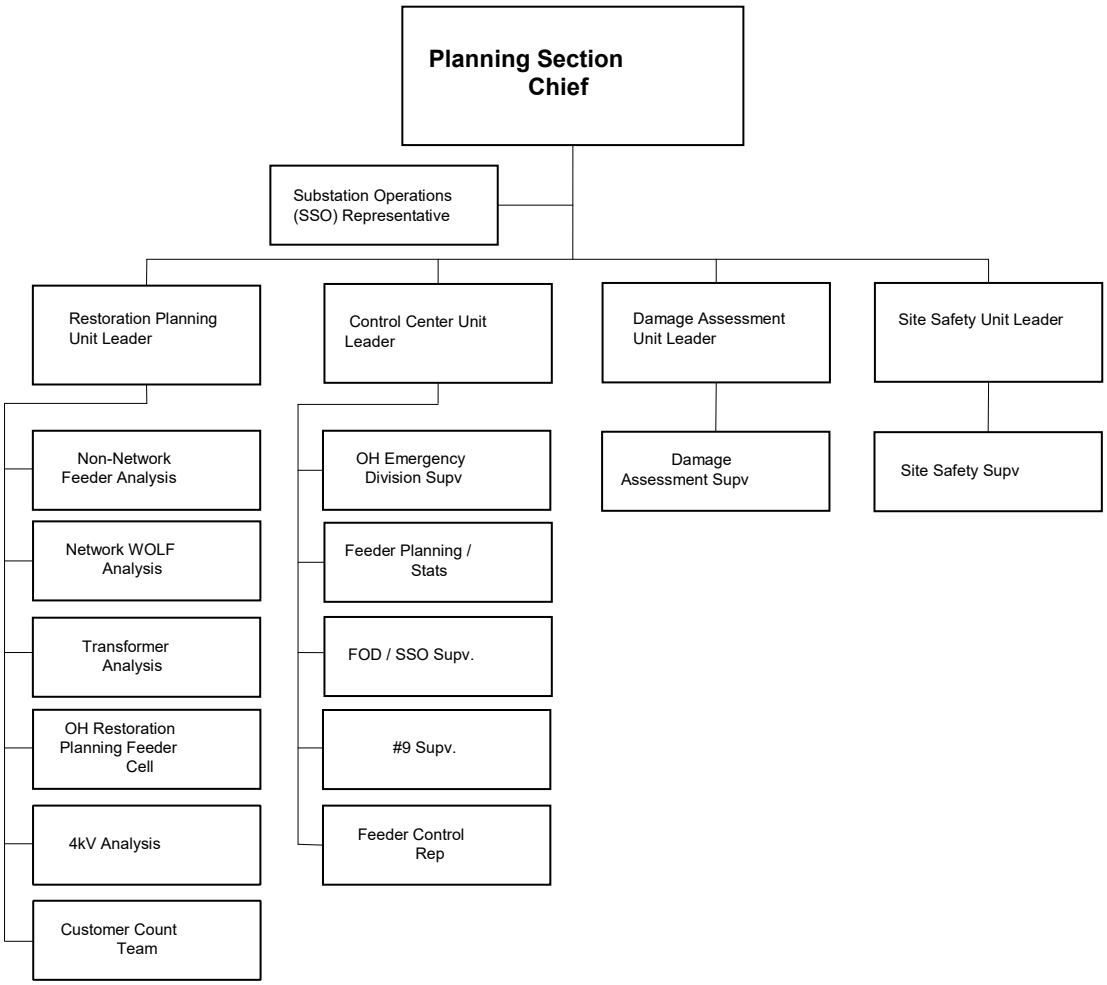
If the Distribution Engineering Situation Room (DESR) is not open, the Planning Section Chief is responsible for initiating the appropriate notifications, as outlined in the PSC Outage Notification Penalty Mechanism (see EOP-5023, “Communications Guidelines during System Emergencies”).

The Planning Section is also responsible for an immediate assessment of the damage. If it is initially determined, or at any time thereafter, that the damage exceeds the response capability of on-hand company resources, steps will be taken through the Mutual Assistance process as well as direct contractor contact to secure additional resources such as damage assessors, site safety personnel, line clearance / restoration, service crews, etc.

Should storm damage impact an entire region, e.g., Eastern seaboard, Tri-State area, etc., the company will secure resources from mutual assistance groups and contractors located outside of the effected region as per the mutual assistance process described in Section III: Mutual Assistance.

The Planning Section shall also ensure global, regional and localized Estimated Times of Restoration (ETRs) are determined and communicated as required in the "Estimated Time of Restoration Protocol".[2]

Organization:
The following chart depicts a typical ICS structure for the Planning Section:



[2] The "Estimated Time of Restoration Protocol" was issued by DPS staff on August 16, 2013 as per PSC Case 13-E0198.

When the Corporate Emergency Response Center (CERC) is activated, the DESR will report to the CERC Planning Section Chief.

Planning Section Chief

Concept of Operations:
The Planning Section Chief reports directly to the Incident Commander and will:

- Obtain a briefing from the Incident Commander
- Assess the situation and provide recommendations for response and contingency analysis
- Review incident goals, objectives, strategies, including the establishment and accuracy of ETRs
  Establish the Planning organization
- Conduct initial planning status meeting

Once the IC has stated the incident objectives, the Planning Section Chief will prepare an incident-specific Incident Action Plan (IAP).

Control Center Unit Leader

Concept of Operations:
Each Regional Electric Control Center (RECC) is responsible for directing and coordinating switching operations and feeder processing for the restoration of customer outages.

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

RECC Shift Managers are responsible for all outage restoration efforts on a daily basis. The respective RECC Shift Manager coordinates with System Operations when the need arises to transfer operating jurisdiction for feeder breakers at 4kV unit substations that are not ordinarily under the Shift Manager's jurisdiction.

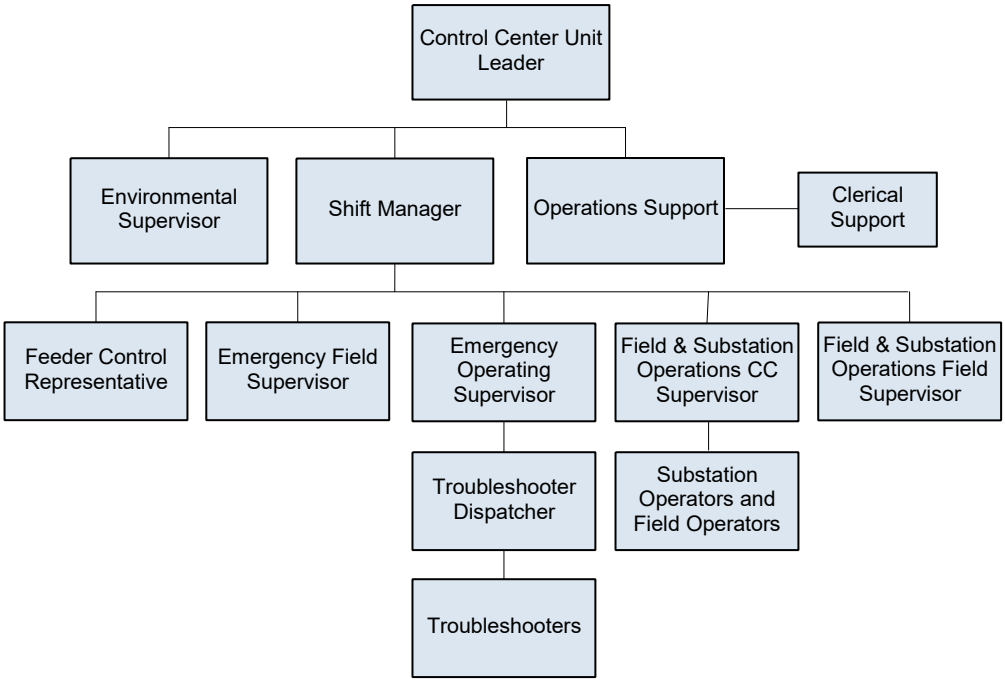
All personnel will comply with the "General Instructions Governing Work on System Electrical Equipment" which provides guidelines to ensure safety to personnel, continuity of service to customers and the prevention of damage to equipment and EO-4095, "Distribution System Operation under Contingency Conditions."

Control Center Operations receives information of abnormal system conditions from a number of sources including:

- Virtual Data Acquisition Management System (VDAMS)
- Net Reports
- Network Data Visualization Display (NetDVD)
- Network Trouble Indicator (NTI)

- Heads-Up Display (HUD)
- Contingency Analysis Program (CAP)
- Distribution Information System (DIS)
- Network Remote Monitoring System (RMS)
- Distribution system telemetry (SCADA)
- Vault Data Acquisition System (VDAS)
- Transmission Network Visualization System (TNVS)
- Troubleshooters in the field
- Restoration Planning / Damage Assessment Units
- System Trouble Analysis and Response (STAR)
- Outage Management Dashboard (OMD)

Organization:
The following is a typical Control Center Operations organization:



Workflow:
The Electric Control Center Shift Manager is responsible for monitoring and reporting major weather alerts. When a region identifies a potential incident they will notify Emergency Preparedness who will initiate an inter-regional conference call.[3] If conditions warrant a classification Level 1 (i.e., Upgraded) storm response or Level 2 (i.e., Serious) underground response, the Shift Manager will determine the overall staffing requirements to respond effectively to any possible related damage.

Participants on the inter-regional conference call will:

- Review the forecast
- Identify the anticipated incident classification level
- Determine the time frame for declaring an alert
- Determine an appropriate time for starting storm mode in STAR
- Determine the time frame for convening a pre-incident meeting
- Determine inter-regional crew and contractor availability
- Evaluate the need for dry ice

a. Overhead

Control Center Operations will work closely with the Restoration Planning Team to prioritize response to specific system conditions, such as:

- Unidentified wires down and burning
- Large area outages with unknown causes

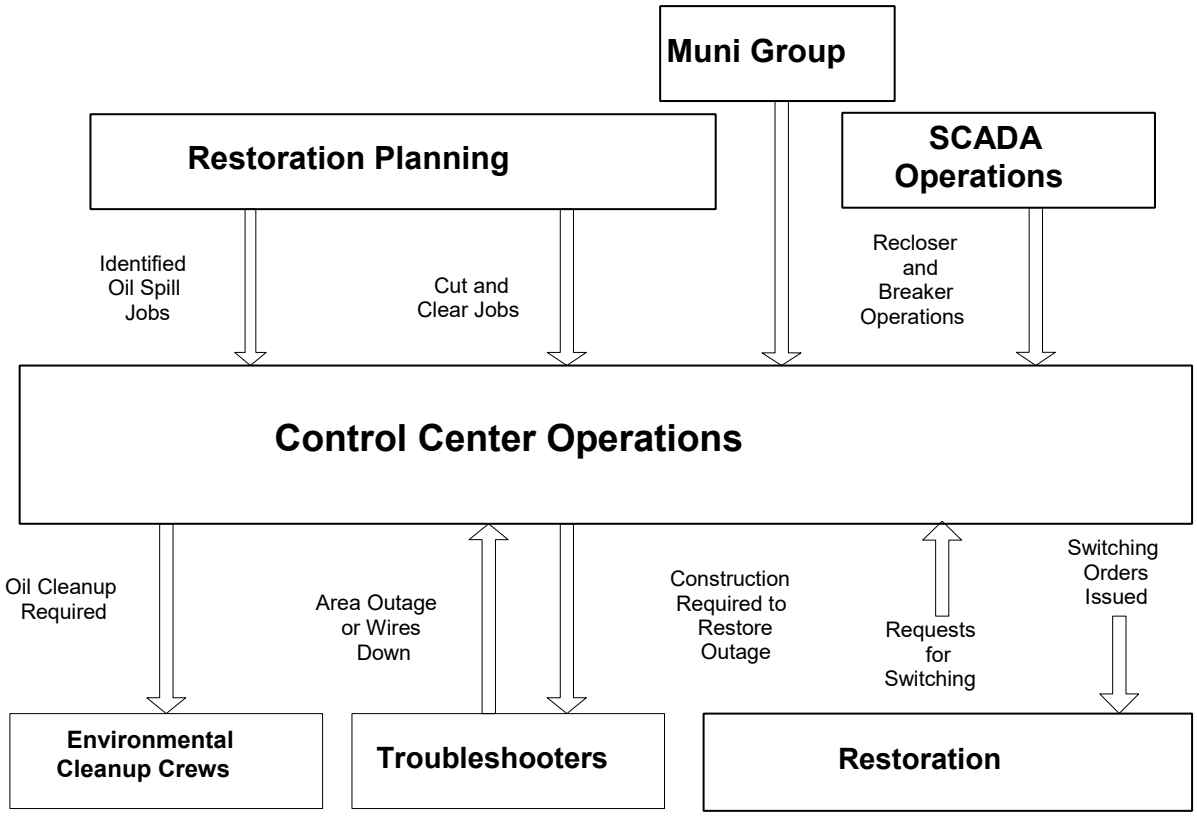
Overhead crews will support the Control Center to perform cut and clear operations, primarily in Westchester for municipal tickets and in coordination with the NYC Downed Tree Protocol if so activated. When Troubleshooters or Overhead crews complete each cut and clear job, they must report to the Control Room the extent of the damage on the job.

In a Level 1 (Upgraded) incident, all restoration efforts are directed and managed by the Regional Electric Control Center. Control Center personnel--possibly augmented by engineering technicians, municipal representatives and damage assessors--analyze abnormal system conditions.

Troubleshooters are dispatched on a priority basis to clear downed wires and perform quick restoration work. Larger jobs involving the installation of poles, transformers, switches and wire are normally referred to Overhead Construction for follow-up. Control Center personnel provide all statistics related to restoration efforts. The Shift Manager is responsible for staffing a Level 1 incident response.

In the event mobilization is requested for a Level 2 (Serious) or 3 (Full-Scale) incident, Control Center Operations will focus primarily on public safety, clearing downed wires and restoring large blocks of customers via switching operations. The Shift Manager may request operational jurisdiction of feeder breakers at 4kV Unit substations from System Operations as described in CSP 5-24, “Delegation of Authority by System Operations to Electric Operations Customer Service”.

Generally, for a Level 2 or 3 incident, the following chart depicts the general **Control Center Operations functions** for an overhead incident response:



b. Underground

During underground incidents, the Control Center designates a "feeder boss" to oversee feeder processing, make necessary notifications, and maintain contact with Field Operations crews and the District Operator for the safe and timely restoration of feeders. In the event of multiple feeder contingencies beyond design limits, the Control Center Unit Leader in consultation with the Planning Chief and the IC will review and implement appropriate actions in accordance with EO-4095, "Distribution System Operation under Contingency Conditions".

Restoration Planning Team (RPT)

Concept of Operations:
The Restoration Planning Team (RPT) determines the impact of the incident on the distribution system and issues jobs to Operations and the Control Center. The RPT analyzes overhead trouble and underground network and non-network feeders to produce "next worst case" scenarios for the IC and Staff. The RPT interfaces with all other storm recovery organizations to monitor job status to ensure timely repairs. The RPT receives information from a variety of sources including:

- Outage tickets via STAR
- Damage assessors

- New York City or general OEMs (e.g., NYCEM & WCDES)
- Municipal Liaison Group
- Distribution System Telemetry (SCADA)
- Other field Operations groups

The RPT may operate in cells and will work closely with Damage Assessment to develop a Damage Assessment Plan in accordance with restoration priorities established by the IC and/or the Planning Section Chief. A cell is responsible for the analysis and the coordination of the inspection efforts for a predetermined group of feeders. The severity of the storm damage will determine the number of cells and appropriate staffing levels.

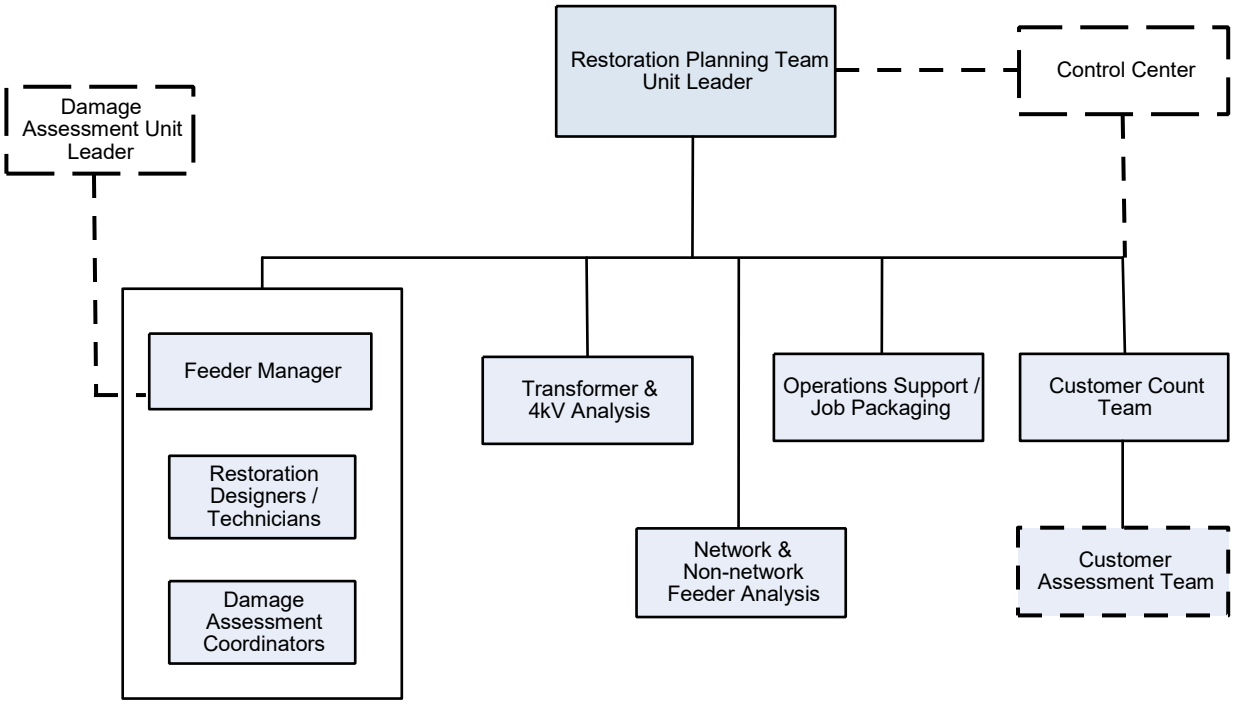
Once damage assessment is complete, the RPT shall develop a Restoration Work Plan.

This unit is also responsible for the mobilization of the Customer Count Team (CCT) for secondary and underground network incidents.

Organization:
The RPT is composed of the following functional groups depending on the type of system incident:

- Network and non-network feeder analysis
- Transformer and 4kV analysis
- Damage Assessment dispatch
- Operations support/job packaging
- Customer Count Team

The following chart depicts a typical Restoration Planning Team organization:



The **Customer Count Team (CCT)** analyzes secondary system problems, determines customer impact and dispatches **Customer Assessment Teams (CAT)** to field areas where additional impact information is required. The CCT interfaces with other storm management organizations to monitor job status and ensure timely repairs.

The CCT interfaces with other storm management organizations to monitor job status and ensure timely repairs. If required, the CAT responds to rapidly determine the number of customers affected by an event and provides information back to the CCT to help determine accurate customer counts, the geographical boundaries of outages, and support first responders on location.

<u>Workflow</u>:
Trouble tickets, damage assessment information and distribution system SCADA information is communicated to the RPT.

The Restoration Planning Team:

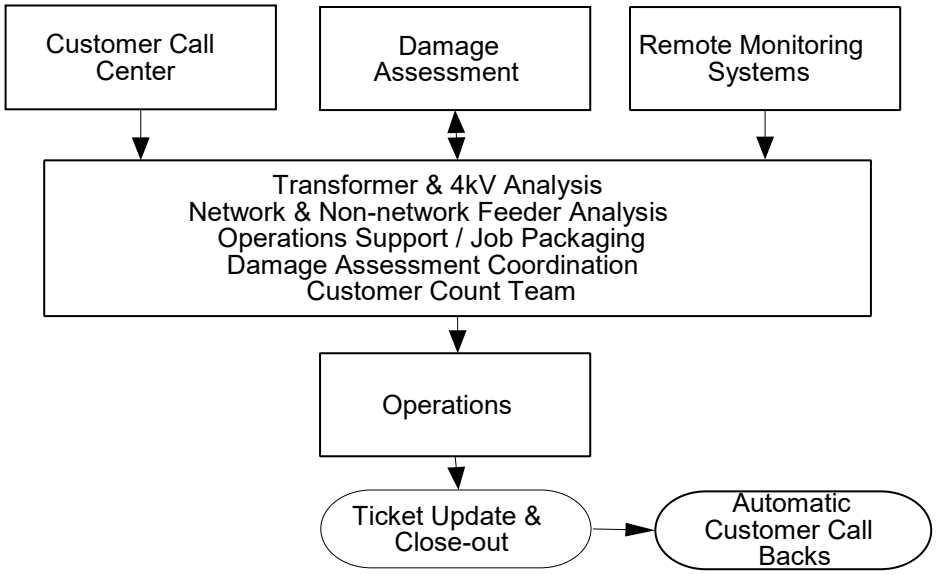
- Associates related tickets or un-associates un-related tickets that have been auto-grouped by STAR
- Issues a request for, and receives, information from Damage Assessment
- Issues an appropriate job to the field restoration organizations
- Monitors feeders, networks and load areas
- Analyzes feeder overloads and potential customer impacts
- Prepares and disseminates next worst case analysis reports

- Determines accurate customer impacts due to secondary and non-network outages Dispatches the Customer Assessment Team when needed

The RPT will divide the work along feeder routes or geographical boundaries, as appropriate. Restoration Designers / Technicians utilize the STAR work agenda and map viewer to assess the potential trouble and will request dispatch of field damage assessment for visual information regarding the cause of the outages.

Once all damage information has been input and analyzed, a Restoration Work Plan shall be developed. All repair jobs shall have an associated ETR.

The following chart depicts a typical **Restoration Planning Team Workflow**:



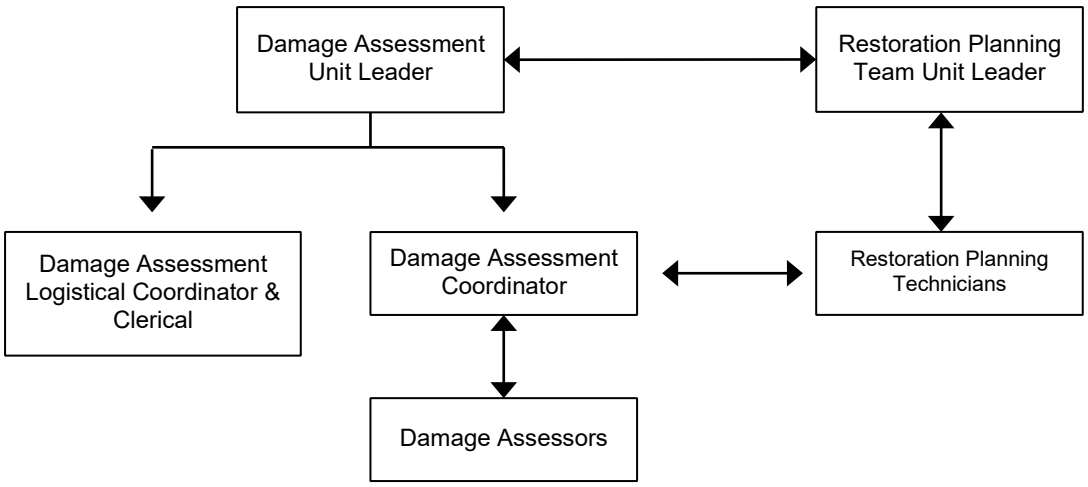
Damage Assessment

Concept of Operations:
Field damage assessment provides detailed visual reports of damage to our overhead distribution system. Damage reports are entered into Electric System Damage Assessment (ESDA) and STAR/Web Workspace and used by the RPT to establish jobs for Operations. Troubleshooters, construction crews, supervisors and other responding employees, as well as designated Damage Assessors will provide broad preliminary assessments of damages within 24 hours of the end of a storm. Damage Assessors will provide more detailed information within 48 hours of the end of the storm, as needed. Field Damage Assessment will be conducted in accordance with the “Construction Response and Recovery Guide: Damage Assessment”.

Organization:

The Damage Assessment Organization is primarily mobilized when an incident classification level of 2 or greater is declared. Damage Assessment forces will be mobilized via telephone email, and/texts to any of the various workout locations. A Damage Assessment Unit Leader, Coordinators, Administrative Support Staff and Damage Assessors (as well as a Damage Assessment Logistics Coordinator responsible for equipping and directing Assessors at remote assembly locations) will staff the locations utilized.

The following chart depicts a typical Field Damage Assessment Unit and its relationship to the Restoration Planning Team:



Workflow:
Damage Assessors respond to jobs at the request of the RPT to assess associated damage conditions, and then report these conditions via ticket updates. Assessors are assigned "storm kits" which contain all material and equipment necessary to survey damages and secure locations for safe and efficient restoration.

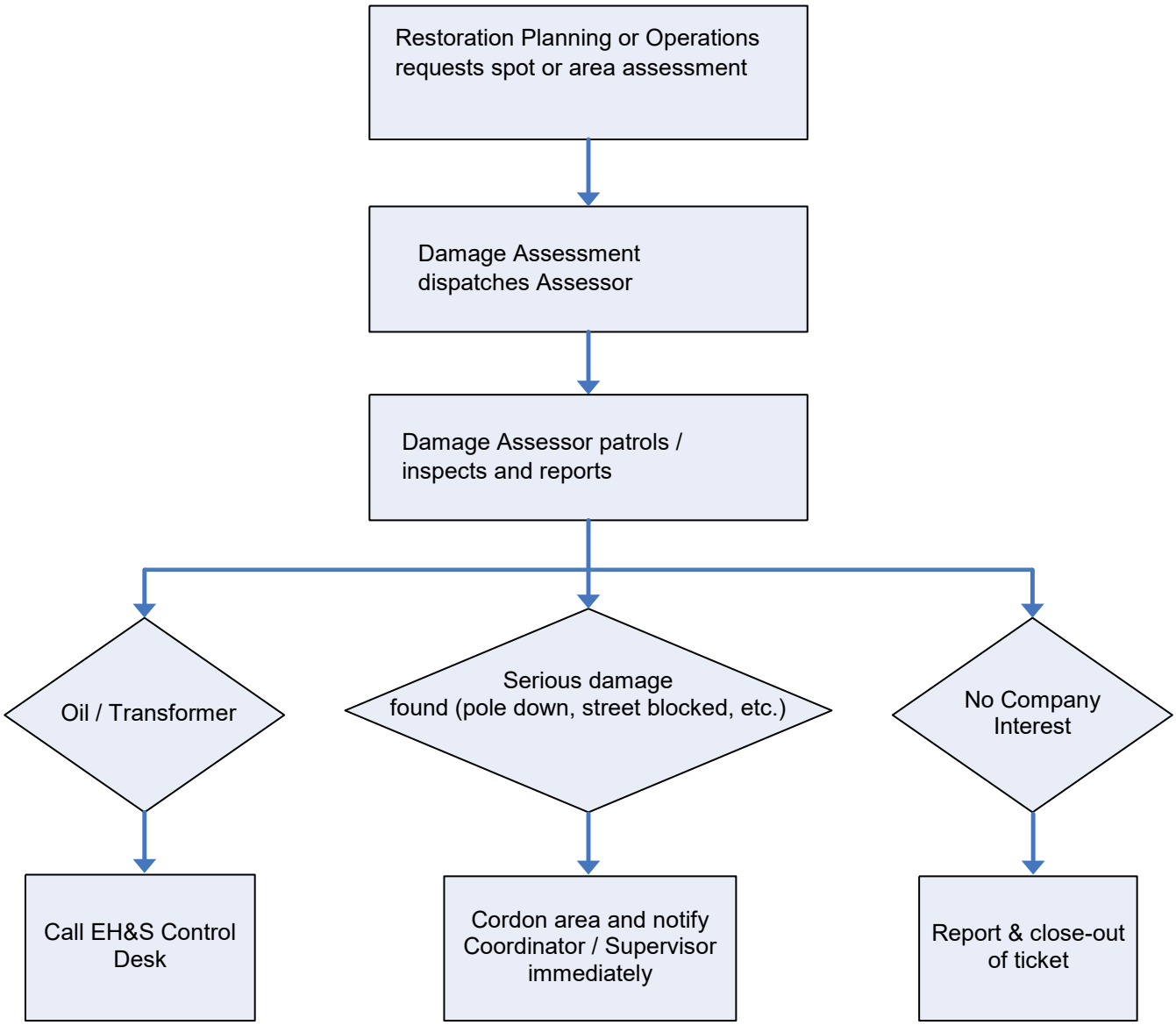
Damage Assessment Coordinators maintain communications with the Damage Assessors. They direct the Assessors to potential damage locations and receive (electronically or manually) and record field-verified information. This information is captured into Web Workspace / STAR so it can be integrated with damage information from other sources in order to facilitate appropriate deployment of crews and development of ETRs.

Troubleshooters, construction crews, supervisors and other responding employees can also report their findings which are then recorded electronically or manually into Web Workspace / STAR.

Damage Assessment may be called upon to coordinate with Operations as part of the Downed Tree Task Force, if activated, to assess the extent of tree jobs involving Con Edison utilities, to verify service wires down, or to further assess jobs already referred to Operations. Damage Assessors will assess field conditions and report findings to the Coordinator

electronically, by phone, or marked up feeder prints, to capture and transmit damage information back to the Outage Management System in near real time.

The following is a depiction of a typical **Damage Assessment workflow**:



A standardized procedure for Damage Assessment is provided in the “Construction Response and Recovery Guide: Damage Assessment”, which can be found on the Emergency Preparedness intranet site under User Guides/Manuals.

Site Safety

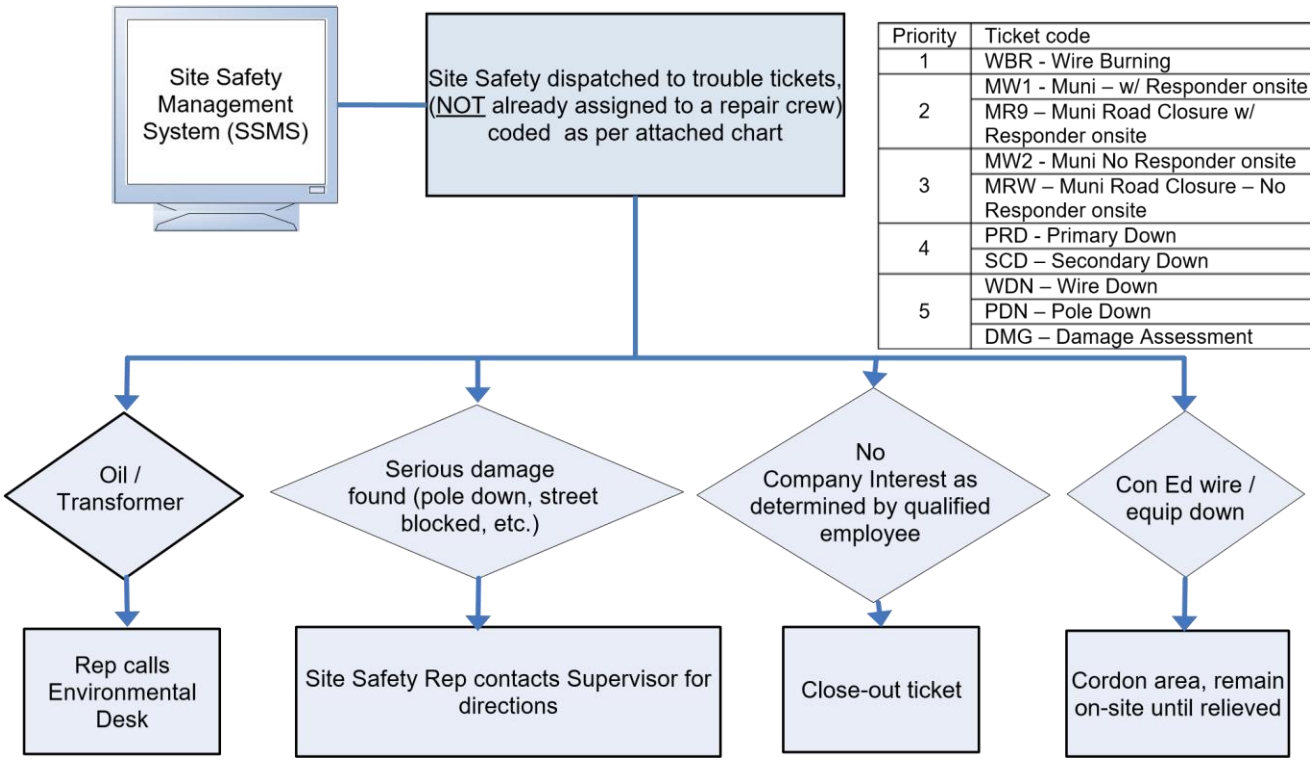
Concept of Operations:
Site Safety's primary concern is to ensure the safety of the public after a storm has damaged the overhead distribution system. The Site Safety Unit addresses public safety by restricting access, posting applicable signage, and guarding locations with downed wires.

Organization:
The Site Safety Unit is primarily mobilized when an incident classification level 2 or greater is declared. Site Safety forces will be mobilized from any of the various workout locations. Site Safety Representatives and Site Safety Supervisors along with clerical personnel, as appropriate, will staff the locations.

Workflow:
Site Safety Representatives respond to reports of "wires down". They will be dispatched to wire-down locations, relieving police and/or fire department crews that may be on location. Site Safety Representatives will stay on location until the appropriate qualified employee(s) or contractor(s) arrive to cut and clear to make safe, or restore the wires to ensure the safety of the public. Site Safety Representatives shall follow the Downed Wires Process as described in Section IV: Overhead Plan, Part J: Downed Wires.

The Site Safety Management System (SSMS) is an intranet (web) based application utilized primarily by Customer Operations to manage the Site Safety workflow. The system is populated by ten specific trouble type codes utilized via the Outage Management System (OMS). It provides for a centralized view of the events and activities relative to the assignment of personnel to wire-guarding functions across the company. This single point of view improves management control over the assignment of personnel to the wire guard role and provides local dispatchers with real time information as to what company resources may already be deployed, prior to assignment of a Site Safety Representative. The SSMS facilitates documentation of the assignment, arrival, periodic check-ins, departure and any associated comments of Site Safety Representatives relative to the location being guarded.

The following chart depicts a typical **Site Safety Unit workflow**:



Priority	Ticket code
1	WBR - Wire Burning
2	MW1 - Muni – w/ Responder onsite
	MR9 – Muni Road Closure w/ Responder onsite
3	MW2 - Muni No Responder onsite
	MRW – Muni Road Closure – No Responder onsite
4	PRD - Primary Down
	SCD – Secondary Down
5	WDN – Wire Down
	PDN – Pole Down
	DMG – Damage Assessment

Distribution Engineering Situation Room (DESR)

Concept of Operations:
The DESR will mobilize per established procedures (see EOP-5035, “Distribution Engineering Situation Room Operating Guide”) during periods of system emergencies and/or adverse weather conditions and will house the incident Regional Situation Unit and Resource Unit. Should a Regional Electric Control Center declare a local Condition Yellow/Alert or Red/Emergency, the IC or any Section Chief will notify the office of the Chief Engineer. The region will also notify Emergency Preparedness staff to initiate and lead an inter-regional conference call if necessary.

When the DESR is mobilized, it will be responsible for the following:

- Conducting situation briefings
- Collecting, processing, and organizing overall system status
- Monitoring distribution system conditions
- Monitoring overall system status
- Communicating with the Regional Emergency Management Centers (EMCs) and CIG as appropriate
- Communicating system status to company executives as required
- Communicating system status and any special requirements of the company to Emergency Preparedness Duty Liaison or designee so they may inform WCDES, NYCEM, NYPD, or company NYSOEM liaison
- Communicating system status to PSC staff as per the “ETR Protocol”, the Emergency Operations Reporting System (EORS), or as requested by PSC.

- Providing system status and assistance to Corporate Affairs and Customer Operations
- If applicable, calling CIG to initiate the PSC Outage Notification Penalty Mechanism
- Communicating with Distribution Engineering staff located at NYCEM and NYPD Emergency Operations Centers, if activated
- Issuing regular status reports
- Coordinating and assembling report information
- Reviewing, establishing priorities and approving all requests for mobile generators
- Providing engineering support and technical expertise
- Assisting the regional operating areas

DESR Activation Criteria:
The office of the Chief Engineer will send an email notification to a public distribution list when the DESR will be activated for any of the following conditions:

- Heat related incidents - as defined in EOP-5025, “Guidelines for Summer Operation of Distribution System”

- More than one region mobilizes into a “Serious” level ICS response during any ICS incident

When Severe Heat CERC is activated either preemptively or due to the temperature variable (TV) predicted to be greater than or equal to 86 degrees F for two or more consecutive days, the function of the DESR will be transitioned to the Planning Section in the CERC.

Operations Section

The Operations Section is responsible for the construction work that is required to repair incident-related damage to the distribution system and to restore electric service in accordance with the recovery priorities, and ETRs as defined by the IC and/or the Planning Section. The Operations Section utilizes all necessary resources (internal, utility mutual assistance, and contractors) to restore service. They direct and perform all field operations required to rectify problems arising from an incident.

This includes, but is not limited to:

- Managing and dispatching crews
- Assisting in cut and clear operations in coordination with NYC Downed Tree Task Force and Westchester County municipalities with the Municipal Liaisons Group.
- Accepting and managing mutual assistance and ladder line crews
- Staging area / base camp management
- Distributing tools and equipment
- Setting poles
- Clearing obstructions and laying duct
- Performing switching operations
- Splicing primary, secondary, and service cables
- Installing/removing protective grounds

The Operations Section is responsible for ensuring outages are restored within the projected global, regional and localized ETRs. The Operations Section will communicate to the Planning Section any requirement to re-evaluate ETRs based on actual field conditions.

Depending on the incident category, company resources may be deployed to assist other operating areas with appropriate field supervision, clerks and planners that will be incorporated into the existing operations. In large storms, a Manager(s), Damage Assessment personnel, and Site Safety Representative(s) may also be required from the other areas. Non-company mutual assistance field crews will be managed by an Operations Branch Director and may be assigned a company Crew Guide.

Public safety is a primary concern. Recognizing that expeditious restoration of customers is the mission, circuits with the most customers out and requiring minimal effort (such as cut and clear and/or switching) is the most efficient and practical approach in prioritizing work. Insofar as practical, the Control Center, Restoration Planning, and the Operations Section should prioritize overhead and underground work considering the following conditions:

- Energized wires down / manhole fires (public safety)
- Clearing downed wires blocking priority roadways (priority to be determined in coordination with local authorities)
- Transmission lines
- Substations

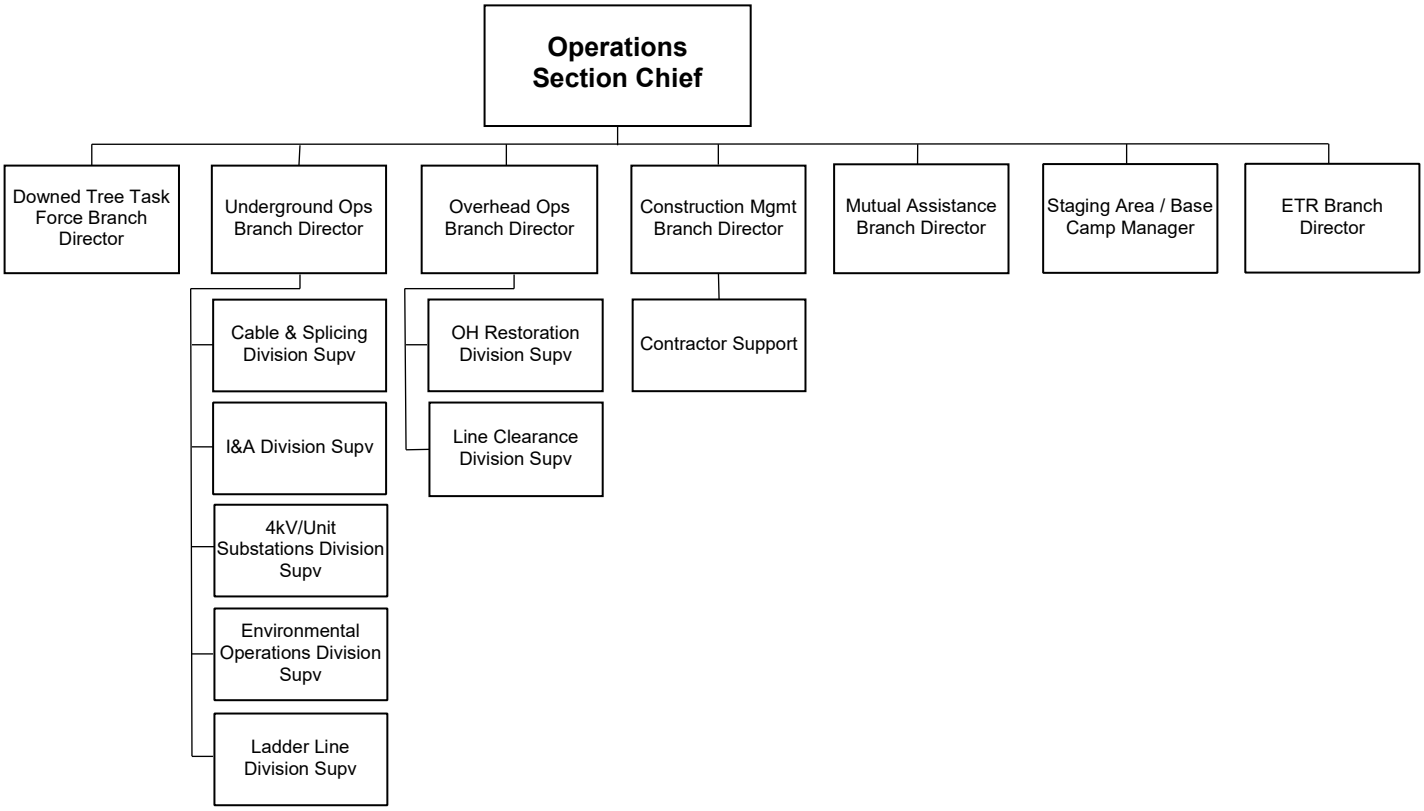
- LSE and Special Needs customers
- Critical facilities
- Distribution feeders (main runs)
- Other primary lines and spurs
- Transformers, secondary circuits and services
- Individual services

Organization:
Operations will operate under one of two organizational structures:

1. When mobilized for overhead incidents that are:
    a. Level 1: Operations consists of Overhead Construction crews and Line Clearance crews assigned to the Regional Electric Control Center
    b. Level 2 or greater: Operations may consist of Overhead Construction crews, Ladder Line crews, the NYC Downed Tree Task Force, and Line Clearance crews being managed from local service centers

2. For underground incidents, the Underground Operations Branch Director is responsible for the Cable & Splicing, Installation & Apparatus, 4kV Maintenance and Environmental Operations. The Construction Management Branch is responsible for oversight of field excavation work and ensuring either hand digging or curtailment of excavation near affected feeders when required.

The following chart depicts a typical ICS structure for Electric Construction within the Operations Section:



Workflow:

a. Overhead

Initially, overhead restoration crews will perform cut and clear work for quick restoration whenever possible. Mutual assistance crews will be assigned construction work as they arrive, while company forces address public safety concerns. In Westchester, dedicated crews are assigned to rapidly respond to municipal trouble calls and, when requested, municipalities where a Municipal Liaison is activated. As cut and clear work and municipal calls diminish, crews move to more labor-intensive construction work. Once all customers are restored to service, permanent repairs to the distribution system will be made.

Operations Branch Directors (typically Field Operations Planners) determine the resources needed to repair storm-related damage by reviewing each job package. Jobs requiring tree-trimming or removal work are referred to the Line Clearance group. House service jobs are directly referred to the Ladder Line group.

Company-assigned escorts, also known as Crew Guides, will be teamed with non-company crews (Mutual Assistance or contractors) to minimize travel

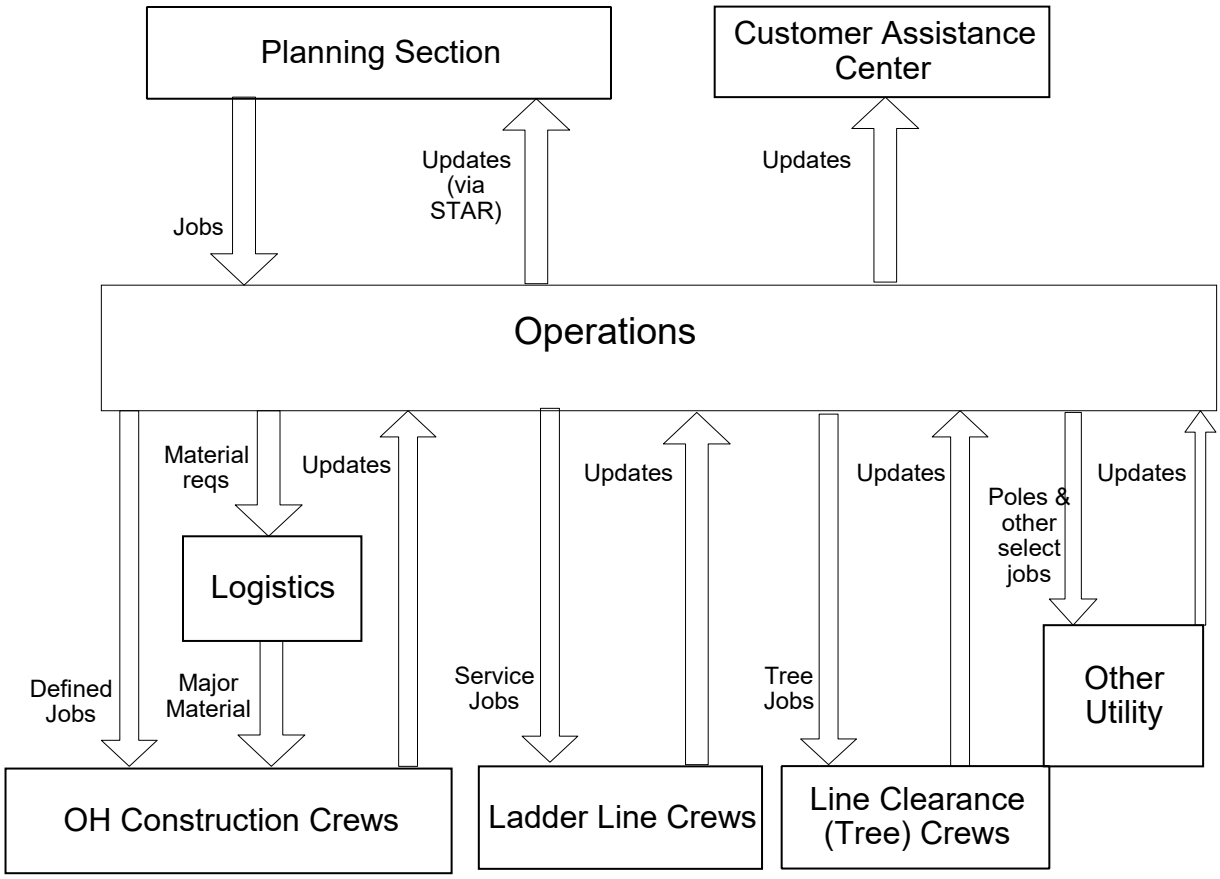
time between jobs, help facilitate procurement of supplies, handle administrative matters, and work to maximize field crew productivity throughout the storm.

Each group dispatches jobs to field crews and/or Crew Guides via radio or cell phone. Recording of accurate dispatch times is emphasized with the dispatchers. Jobs will be dispatched based upon the job priority, crew location, crew capability and workload.

Line Clearance crews will be used to clear trees on wires or trees obstructing overhead crews from completing work necessary to restore customers. Crews are assigned jobs and are prompted for feedback on job progress including ETRs to ensure they can be met. When appropriate, temporary repairs are made to expedite restoration. Permanent repairs are deferred, where practical, until all customers have been restored. Job progress, changes in estimated time of restoration, work accomplished, and work remaining for permanent repairs will be entered in the STAR system.

The RPT will take into account critical facilities and prioritize the restoration work for Operations. Once they have completed their primary functions, Restoration Planning and Damage Assessment personnel are made available to Operations to assist in assessing, analyzing, and prioritizing the remaining work.

The following chart depicts a typical **Overhead Operations workflow:**



b. Underground
The Operations Section follows the direction of Control Center Operations for the restoration of underground feeders.

Operations Section Chief

<u>Concept of Operations</u>:
The Operations Section Chief reports directly to the IC and will:

- Work closely with the RPT, Planning Section Chief, and IC to review and ensure the restoration work plan can be executed properly
- Direct restoration forces and coordinate activities with all other recovery operations
- Ensure timely and safe restoration of service to those customers who were interrupted

Downed Tree Task Force Branch Director

<u>Concept of Operations</u>:
The Downed Tree Task Force Branch Director will:

- Oversee and coordinate all tree-clearing activities, and ensure sufficient crews are available as required
- Direct the activities of the Line Clearance Dispatcher and clerks, and ensure timely updates of STAR
- Oversee and coordinate all activities associated with Con Edison's support of the NYC Downed Tree Task Force including assigning and dispatching crews, damage assessors, and other resources as needed

Underground Operations Branch Director

Concept of Operations:
The Underground Operations Branch Director will:

- Oversee and coordinate multiple construction cells for restoration of underground service to customers
- Review inventory of materials, tools, order equipment and supplies
- Establish an around-the-clock staffing schedule with sufficient crewing
- Ensure accurate crewing levels
- Monitor underground restoration efforts

Overhead Operations Branch Director

Concept of Operations:
The Overhead Operations Branch Director will:

- Oversee and coordinate multiple construction cells and Line Clearance for restoration of overhead service to customers
- Review inventory of materials, tools, order equipment and short supplies
- Establish around-the-clock schedule with sufficient crewing
- Ensure accurate crewing information reporting
- Monitor overhead restoration efforts

Construction Management Branch Director

Concept of Operations:
The Construction Management Branch Director will:

- Direct and oversee excavation contractor forces in support of Electric Operations in the effort to restore the facilities affected by the storm
- Work closely with the Operating departments to prioritize the work
- Ensure sufficient crewing and accurate crewing information reporting

Mutual Assistance Branch Director

Concept of Operations:
Mutual Assistance describes the acquisition and allocation of mutual assistance resources. Once these resources are secured, the Mutual Assistance Branch Director will:

- Direct and oversee mutual assistance forces in support of Electric Operations in the effort to restore the facilities affected by the storm

- Ensure Crew Leaders / Crew Guides are available and assigned to all mutual assistance forces
- Ensure sufficient and accurate crewing levels
- Work with the Mutual Assistance Administration Unit Leader to ensure mutual assistance crews are properly accounted for, staged, monitored, deployed, and reassigned where necessary

Staging Area / Base Camp Branch Director

Concept of Operations:

The Staging Area / Base Camp Branch Director will:

- Work with the lead representatives from all organizations supporting staging area / base camp operations (Logistics, EH&S, Finance/Administration, etc.)
- Coordinate with the Planning and Operations Chiefs to ensure staging area(s) / base camp(s) is established consistent with the plan
- Ensure a mutual assistance administration officer, crew guides, and EH&S representatives are on site performing their respective duties
- Be responsible for setting up and maintaining the site
- Be responsible for equipment, resources, fueling, and security
- Be responsible for demobilization of the staging area / base camp

Estimated Time of Restoration (ETR) Team

Concept of Operations:
The primary purpose of the ETR Team is to:

- Generate the pre-incident outage duration prediction
- Confirm when STAR will be placed into Storm Mode
- Establish the post-incident Global ETR
- Monitor ETR commitments, and work with the RPT, Control Center, and Operations to meet ETRs or modify them as necessary in accordance with the "ETR Protocol"
- Evaluate and prioritize embedded outages that may require ETR revisions

Prior to the storm, the ETR Branch Director shall generate an estimated outage duration using the storm impact matrix, consulting with the meteorologist, and reviewing historical data. At the Start of Restoration (SOR), the ETR Branch Director shall generate a post-storm Global ETR utilizing the Outage Management System (OMS) and consult with the IC and Planning Chief to ensure it is approved and communicated accordingly.

Once the RPT finalizes a Restoration Work Plan, the ETR Team shall ensure all jobs have an established ETR. The ETR Team shall work closely with the RPT and Operations to ensure the ETR targets are met or updated if they need to be revised.

Logistics Section

The Logistics Section is responsible for the coordination of planning and response activities for logistics. Con Edison establishes the Logistics Section utilizing the ICS/NIMS structure. Three organizations -- Facilities & Field Services (FFS), Supply Chain, and Emergency Preparedness (Emergency Support Group) -- are responsible for managing activities within the Logistics Section.

The Logistics Section is responsible for:

- Advance planning and preparation of critical resources and suppliers
- Maintenance of up-to-date logistics key contacts information
- Active participation in reviews, exercises and pre-incident meetings
- Inventory of storm kits, emergency material, generators and mobile command centers
- Establishing, maintaining, and demobilizing staging areas / base camps if deemed necessary
- Support of restoration crew requirements for accommodations, subsistence, vehicle management, equipment, materials and services
- Arrangements for the procurement and delivery of dry-ice as needed, and outside services as needed

Level 1 and below incidents are managed by the locally affected region coordinating with the different components of logistics as required.

The Logistics section will be established to augment local/regional organizations for Level 2 or greater incidents to effectively support the restoration efforts. For all classifications of incidents, the three organizations within Logistics will conduct their respective normal responsibilities as well as those additional responsibilities noted in emergency plans (e.g., Electric ERP, Corporate Coastal Storm Plan, Relocation Plans, Business Continuity Plans, etc.).

During Level 2 or greater incidents, the Logistics Operations Control Center (LOCC) is responsible for managing the overall logistical response effort and activities.

During non-CERC incidents, the Logistics Section Chief (LSC) is located at the LOCC and is staffed by appropriate trained personnel who coordinate support requirements with the affected operating region.

The Logistics section will ensure emergency logistical support, control and coordination is accomplished by augmenting operating organizations and their activities including the following, as required:

- Periodic review of inventory to schedule additional supplier deliveries
- Verification and maintenance of inventory for pre-defined emergency restoration (e.g. incident kits, cable coils, poles and transformers)
- Operation and maintenance of company facilities during an incident
- Coordination of food/catering and lodging for crews

- Provide materials/services such as barriers, fences, guards, etc. to assist in the security of company facilities and assets
- Coordination of vehicle rentals
- Staff regional/central storerooms and garages as per appropriate storm matrix or special request
- Coordinate the purchase of materials and service required utilizing the Emergency Buyer
- Utilize supplier contracts to address incident-related requirements (e.g. on-site fueling, bus rentals, portable sanitary facilities, janitorial services, etc.)
- Organize trucking operations to transport materials and supplies
- Dispatch and manage the Mobile Command Center (MCC) vehicles
- Coordination and deployment of mobile generators and other specialized equipment in accordance with Corporate Policy Statement 330-1, "Use of Mobile Generators and Associated Equipment" and Corporation Instruction 330-8, "Mobile Electric Generators"
- Oversee the establishment, operation, maintenance and demobilization of assembly and staging areas

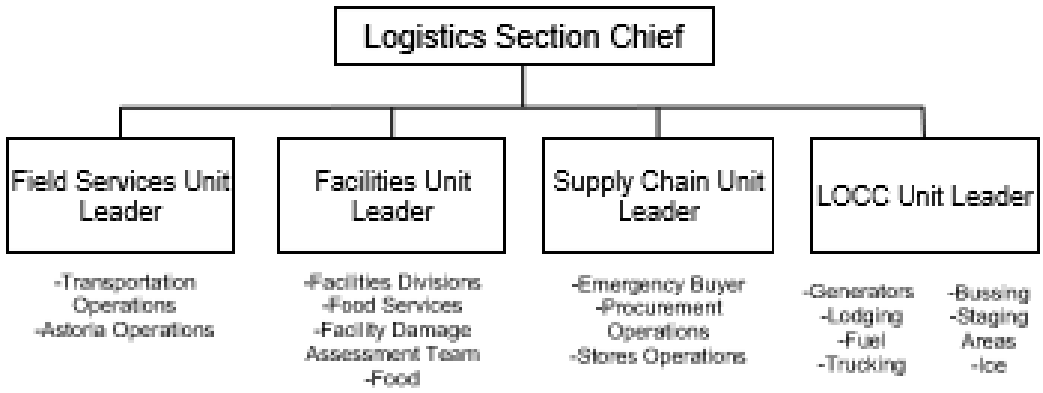
In the event that material or equipment mutual assistance is required, the LSC or an appropriate designee will request the designated New York Material Sharing Group (NYMSG) company representative to initiate the NYMSG protocol (a copy of the protocol may be found on the Emergency Preparedness intranet site).

The New York Material Sharing Group (NYMSG) was established in accordance with the New York Public Service Commission's November 19, 2013 Order Instituting a Process for the Sharing of Critical Equipment (Case 13-M-0047) to provide a system whereby participating companies may receive and provide assistance in the form of materials and equipment to aid in restoring and/or maintaining gas and electric utility service when such service has been disrupted by acts of the elements, equipment malfunctions, accidents, sabotage, or any other occurrence for which emergency assistance is deemed to be necessary or advisable. Participating companies have agreed to establish a warehouse network, comprised of Participating Company existing warehouses and vendor facilities, in order to stockpile key materials and equipment to share as outlined by the group's governing principles/procedures.

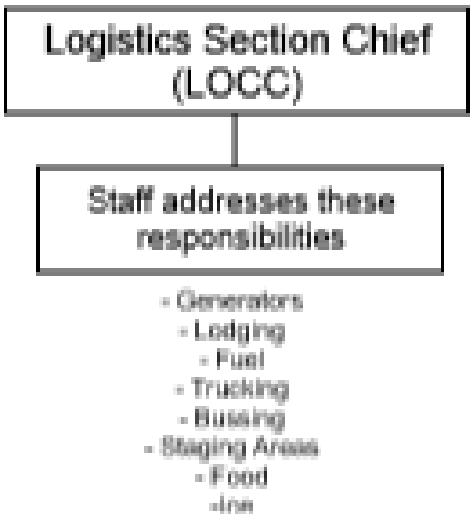
As required by the Public Service Commission[4], in response to a weather-related incident or system emergency, dry ice will be provided to members of the public whose electric service has been interrupted and are expected to be without service for 48 hours or more. During emergency restorations that are projected to last more than 48 hours, the IC will determine the location(s) for delivery and amount of dry ice that should be obtained for distribution to customers (approximately one 5 to 7 pound block of ice per customer affected). The Logistics section will coordinate the purchase and delivery of the dry ice as per the "Dry Ice Procedure".

[4] See 16 NYCRR Part 105.4

Organization:
The following chart depicts a typical Logistics Section during a CERC incident:



The following chart depicts a typical Logistics Section during a non-CERC incident, when the LOCC performs various roles within logistics. As needed, the LOCC coordinates response with local Supply Chain and Facilities personnel.



Workflow:
Upon notification that an emergency response has been declared, the Logistics Section will mobilize to the level based upon the declaring area's stated requirements. All logistical support, material supply, and transportation-related needs will be coordinated through the LSC. Additional logistical personnel will be assigned staffing positions based upon the declared incident level by both the regional electric organization and the corporate logistics organization.

During Serious Level incidents, where CERC is not activated, all facilities-related needs will be coordinated through the local facilities management group.

During Full-Scale level incidents, those needs will be coordinated through the Facilities Unit Leader at CERC.

Logistical planning for de-escalation/de-mobilization will begin at the start of the emergency response effort. Logistics may be de-mobilized when:

- All resources are accounted for and returned to their original location/organization (company or vendor)
- All logistics personnel are returned to their normal job assignments.

Logistics Section Chief

Concept of Operations:
The Logistics Section Chief (LSC) reports directly to the IC and will:

- Monitor operational activities for adequacy of supplies, avoidance of conflicts in scheduled usage and adequate company logistical staff to support Incident Action Plan (IAP) objectives
- Provide logistical input to the Command staff in preparing the IAP and determine what supplies are needed meet the IAP objectives
- Determine and request logistics resources as needed. These resources may be company-owned, contracted or from third parties including other utilities and the government
- Oversee demobilization of the Logistics Section and associated resources

Field Services Unit Leader

Concept of Operations:
The Field Services Unit Leader will:

- Direct and monitor all activities of the Transportation Operations and Astoria Operations departments, including the LOCC when CERC is open. Both departments are within the Facilities & Field Services organization.
- Assess staffing requirements for the operation of the Logistics section
- Be responsible for operation and planning of the Transportation Operations and Astoria Operations departments in support of the emergency response

Facilities Unit Leader

Concept of Operations:
The Facilities Unit Leader will:

- Direct and monitor all activities of the Facilities organization to provide the facilities support required for the operation and planning of the emergency response
- Be responsible for the maintenance of all workout locations and associated building services, including snow removal, and cafeteria services (food)
- Ensure sufficient staffing for snow removal at remote staging areas as needed
- Ensure that operational incident affecting Facilities are reported to the LSC
- As requested, arrange for food services to crews at facilities and in the field

- Assist Corporate Security in securing company facilities and remote assembly areas

Supply Chain Unit Leader

Concept of Operations:
The Supply Chain Unit Leader will:

- Direct and monitor all activities of the Supply Chain organization as well as assess the resources required
- Be responsible the operation and planning of the Supply Chain organization in support of the emergency response
- Be responsible for the overall materials management and purchasing process to assist restoration activities
- Monitor the status of the response effort and projected requirements, maintaining the status of all purchase orders involved with the incident

LOCC Unit Leader

Concept of Operations:
The LOCC Unit Leader will:

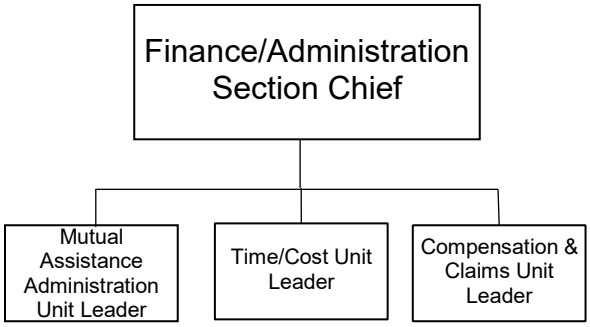
- Direct and monitor all activities of the Logistics Operation Control Center as well as assess the resources required
- Acts as the Logistics Section Chief prior to the activation of CERC. When the CERC is activated, the LOCC Unit Leader performs a transition to the CERC Logistics Section Chief and provides updates and periodic reports to the Logistics Section Chief, or deputy, on the status of the various LOCC activities
- Be responsible for the receiving, processing, and fulfilling of requests for emergency diesel generators, lodging, mobile command centers, fuel, ice (dry and/or wet), trucking, bussing, staging areas, and other resources (e.g., portable light towers, mobile command centers, satellite communication trailers, equipment, etc.)
- Monitor the status of the response effort and projected requirements, maintaining the status of all resources acquired, utilized, and/or distributed for the incident
- Ensure that resources have been recovered when they're no longer needed, or during incident demobilization

Finance/Administration Section

The Finance/Administration Section is responsible for compiling and reporting all costs related to the restoration effort. They also provide assistance to other organizations in such areas as mutual assistance administration and procurement card (p-card) disbursements. The Finance/Administration Section also performs the following functions:

- Tracks costs associated with an incident
- Distributes p-cards if necessary
- Coordinates and supports mutual assistance crews when needed Organization:

The following chart depicts a typical Finance/Administration Section in ICS:



Mutual Assistance Administration Unit Leader

Concept of Operations:
The Mutual Assistance Administration Unit Leader will:

- Ensure arriving crews are directed to appropriate assembly or staging areas and roster information is accurate
- Distribute updated roster information to Logistics (see NAMAG Crew Transfer Form in the "Deployment" folder for standard roster information)
- Keep Finance/Administration Section Chief and Logistics Section Chief informed of mutual assistance crew status
- Ensure Crew Leaders and Crew Guides know where lodging and meal arrangements are available for mutual assistance crews

Workflow:
The Finance/Administration Section provides administrative support for the overall emergency response.

The Time/Cost Unit is mobilized in Level 2 or greater incidents. Besides tracking costs of the emergency response effort, this Unit is primarily responsible to ensure adequate p-cards are available and that they are distributed properly.

The Mutual Assistance Administration Unit is mobilized in Level 2 or greater incidents when crews from other service areas or other utilities are required to augment the restoration effort. The Mutual Assistance Administration Unit Leader will work closely with the Operations Branch Director (Mutual Assistance) and assist with any administrative requirements related to mutual assistance.

Time/Cost Unit Leader

Concept of Operations:
The Time/Cost Unit Leader is mobilized in Level 2 and greater incidents, Serious Level underground / overhead incidents, and will:

- Track costs of the emergency response effort
- Ensure adequate funds are available through the Mutual Assistance Administration Unit
- Keep accurate records and accounting for funds disbursed
- Assist the Operations Section in financial matters relative to storm recovery activities

Compensation & Claims Unit Leader

Concept of Operations:
The Compensation & Claims Unit Leader will:

- Forward all large incident-related claims to the Law Department

Attachment 17 - LSE/Special Needs Customer Education/Awareness Outreach

LSE/SPECIAL NEEDS CUSTOMER EDUCATION/AWARENESS OUTREACH

An annual outreach program designed to raise the awareness of customers and other affected individuals about the LSE and Special Needs customer programs while also maintaining updated status and contact information is conducted via mailings and publications as described below:

Mailings

- **LSE Mailing –** each year, Con Edison provides information via direct mail to customers enrolled in the Company's LSE program. This information includes a review of the steps that LSE customers should take to prepare for emergencies. The mailing also requests that LSE customers provide updated contact information. In addition, LSE customers receive the "In Case of a Storm" brochure, as well as a refrigerator magnet/cling, which provides important phone numbers such as Con Edison's LSE emergency service line and allows customers to write in additional numbers for their physicians, etc.
- **LSE Annual Recertification** – each year, 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.
- **Master Metered and Elevator Building Mailing** – information is sent annually by direct mail to the management of buildings in Con Edison's service territory at which tenants' electricity costs are included in their rent, as well as to managers of residential high-rise buildings with elevators. Like the LSE mailing, this mailing includes information on how to prepare for emergencies. It also includes our Safety for Special Customers and "In Case of a Storm" brochures, and a reminder that all customers with life-supporting equipment in their homes should contact Con Edison.
- **Physician Mailing** – a mailing is sent via email to all physicians, medical facilities, and medical manufacturers with offices in the Company's service territory. This email informs the recipient of the need for Con Edison to know about every person who uses LSE in the five boroughs and Westchester, even if they do not have a Con Edison account, and provides information on how to notify Con Edison of LSE use. The email encourages the recipient to share this information with their patients or clients who use LSE. This mailing also includes information, including safety and preparedness tips, for LSE customers.
- **Summer Community Group Mailing** – each year, a letter is sent by direct mail to community groups operating in New York City and Westchester County. The letter provides important information for anyone who depends on LSE and asks the recipient to share this information with anyone they know of that relies on LSE. The letter includes a link to a number of brochures and safety and preparedness information for LSE and Special Needs customers.
- **Large (Managed)/Critical Facilities –** an annual mailing is sent to request an update of their emergency contact information. Prior to the summer, calls are

also made to each of these customers to confirm contact information and solicit information regarding emergency generator capacity. Pre-storm impact calls are made to hospitals and nursing homes advising of adverse weather conditions and to recommend that emergency generators are operational and available.

Publications

- **Customer News** – annually, the Company's LSE/Special Needs survey is included in Customer News, a newsletter-style bill insert that is sent to all customers to confirm whether LSE is in use and provide information about recertification.
- **Spotlight** – information specifically geared to the Company's Special Needs (Elderly, Blind and Disabled) customers is published twice annually in a newsletter known as Spotlight. Spotlight includes information from Con Edison, as well as information contributed by local agencies and is sent via USPS mail to all customers enrolled in the Company's CONCERN Program. Spotlight will also request that Special Needs customers provide updated contact information (telephone number and/or email) to the Company, if applicable.
- **Bill Message** – a Bill Message will be sent to all Special Needs customers that will request them to provide updated contact information to the Company either by telephone or the Company website.
- **E-Mail Blast –** for the Special Needs customers who provide an e-mail address, the Company will send an annual e-mail to all Special Needs customers requesting they provide updated contact information via a form on the email or by telephone.

Attachment 18 - Mutual Assistance Crew Roster Template

Attachment 21

Mutual Assistance Crew Roster Template

Team ID	*Last Name	*First Name	*Gender	Cell Phone	E-mail	Personnel ID	*Storm Role	Crew ID (Needed for Pairing)	Team Lead	Crew Leader	Home State	Bed Type	Requires Lodging	Non-Union	Comments	Equipment ID	Equipment Type	Equipment Description	Equipment Cell	Fuel Type

Attachment 19 - NAMAG and EEI Mutual Assistance Agreements

North Atlantic Mutual Assistance Group

Statement of Understanding
And
Endorsement

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

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

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

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

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

The following page is the signature page.

Consolidated Edison Co. of New York, Inc.

Company Name

Officer Signature

John Miksad, Senior Vice President

Name of Company Officer

10/9/13

Date

Orange and Rockland Utilities, Inc.

Company Name

Officer Signature

Frank Peverly, Vice President

Name of Company Officer

10.1.13

Date

North Atlantic
Mutual Assistance Group Guidelines

1. Mission

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

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

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

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

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

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

2. Company Information

2.1. Member Company Information

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

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

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

Footnote:

* indicates member of GLMA

** indicates member of SEE

3. General Guidelines

3.1. Personnel Safety

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

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

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

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

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

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

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

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

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

3.2. Maintenance of Contact Roster

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

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

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

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

3.3. Code of Conduct

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

3.4. Confidentiality Statement

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

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

3.5. Communication With Contractors

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

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

3.6. Definition of Emergency Assistance Period

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

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

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

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

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

4. Rules of Engagement

4.1. Rules of Engagement Procedures

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

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

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

4.1.3. The Joint Mobilization Conference Call format should:

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

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

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

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

4.2. Initiation of the Joint Mobilization Conference Call

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

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

4.2.3. Procedure for initiating the Joint Mobilization Conference Call:

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

4.3. Responsibilities of Company Initiating Conference Call

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

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

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

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

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

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

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

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

4.5. Resource Allocation and Mobilization

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

4.5.2. Members agree that, in general, resources will be allocated on the basis of severity of need, based on:

- Predicted impact – percentage / degree of system loss and estimated time customers will have been without power.
- Storm timing – which company will be first impacted.
- Travel time.

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

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

4.6. Joint Mobilization Conference Call Documentation

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

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

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

5. Requesting Company Responsibilities

5.1. Requesting Company – Responsibilities Prior to Mobilization

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

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

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

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

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

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

5.2. Requesting Company – Responsibilities During Emergency Assistance Period

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

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

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

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

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

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

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

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

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

5.3. <u>Requesting Company - Procedures for Releasing Responding Companies</u>

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

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

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

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

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

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

5.4. <u>Requesting Company – Responsibility for Reimbursement of Expenses</u>

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

5.4.2. If Responding Company resources are released after mobilization but before being utilized, the Requesting Company will reimburse Responding Company for all incurred preparation and travel expenses including reasonable time required to prepare the equipment for return to normal activities after returning to their point of origin.

5.4.3. During emergencies impacting more than one member, Responding Company resources may be re-assigned either: en route to the Requesting Company; at an initial staging area before reaching the Requesting Company; or at the Responding Company's final staging area. Additionally, resources may be assigned to assist a second Requesting Company after completing work for the initial Requesting Company. *Note: In any of these instances, unless otherwise mutually agreed, the utility that receives the re-assigned Responding Company resources will be responsible for all Responding Company costs from the time of re-assignment.*

5.4.4. Requesting Company will reimburse members for expenses incurred in the provision and management of interim staging areas (i.e. labor and miscellaneous expenses provided by the host utility to operate the staging area, but not including any Responding Company crew costs). In emergencies involving more than one Requesting Company, staging costs will be shared by Requesting Companies on a prorated basis based on the resources committed to each entering (logged into) the staging site.

5.4.5. Provided proper supporting documentation is included, the Requesting Company should pay all (preliminary and final) invoice(s) from Responding Company within 60 calendar days after receipt of invoice(s).

6. Responding Company Responsibilities

6.1. Responding Company – Responsibilities Prior to Mobilization

6.1.1. To the extent possible, the Responding Company is expected to clearly communicate the degree of devastation and working conditions that their responding employees should expect to encounter upon arrival at the emergency restoration work area.

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

6.1.3. Responding Company will complete and forward the RESPONDING COMPANY INITIAL INFORMATION SHEET before departing their home location.

6.1.4. If requested, Responding Company will provide a copy of completed PERSONNEL LISTING FORM as soon as the information becomes available.

6.1.5. Responding Company's telecommunications personnel shall contact Requesting Company's telecommunications personnel and local FCC authorities to make any temporary telecommunications arrangements.

6.1.6. Prior to traveling, Responding Company will reach agreement with the Requesting Company regarding the provisions for Responding Company personnel to make personal long distance telephone calls during the emergency response period as described in paragraph 5.2.8 above. This agreement should preclude any telephone charges from any lodging facility by the Responding Company personnel, except in case of emergency local 911 calls.

6.1.7. Responding Company agrees not to load extra emergency stock on trucks unless specifically requested by the Requesting Company.

6.1.8. When Responding Company's available contractor resources have been allocated to a Requesting Company through the Joint Mobilization Conference Call procedures, the Responding Company will:

- Provide Requesting Company with contact information for their on-site contractors.
- Alert their contractors that their assistance has been requested and that they will be contacted by the Requesting Company.
- Give their contractors the Requesting Company contact information.

- Encourage their contractors to respond to the North Atlantic member's request for help with all contract crews being released from the Responding Company's work site.

6.2. Responding Company – Responsibilities During Emergency Assistance Period

6.2.1. Responding Company will handle all communication needs within their teams. This could include acquiring additional communications equipment, such as portable repeaters, to ensure continuous communication capabilities.

6.2.2. The Responding Company will be responsible for performing normal maintenance on their vehicles and equipment during the emergency assistance period and this work will be covered in their standard hourly/daily rates.

6.2.3. Responding Company will maintain daily records of time and expenses for personnel and equipment. This documentation will be provided with their preliminary invoice.

6.2.4. When the Requesting Company has provided specific guidance in advance that differs from that in paragraph 6.2.5, the Responding Company will maintain and furnish the requested documentation of expenses with their preliminary invoice.

6.2.5. Unless otherwise agreed prior to mobilization, members agree that Responding companies will maintain and furnish upon request receipts for all individual expenses / purchases made during the emergency assistance period in accordance with the IRS requirements in effect at the time assistance is requested.

6.3. Responding Company – Responsibilities End Of Emergency Assistance Period

6.3.1. Responding Company should submit their "preliminary invoice" to Requesting Company within 60 calendar days from date released by the Requesting Company. Responding Company will provide supporting documentation at the time the preliminary invoice is mailed. Requesting Utility should receive final invoice within 90 calendar days from invoice date of preliminary invoice.

6.3.2. Responding Companies agree to maintain auditable records of billed expenses for emergency mutual assistance sufficient to satisfy the legal / statutory requirements and obligations incumbent upon the Requesting Company.

7. Liability

7.1. Due to the compressed time frames associated with the rendering of mutual assistance, Members should ensure that liability, among other issues, be addressed in a timely manner; otherwise, the ability of one Member to respond to another could be impacted adversely, up to and including an inability to render any non-contractor assistance.

7.2. When rendering mutual assistance to one another and with specific regard to all liability for loss, damage, cost or expense, Members agree to follow Sections 11 and 12 of the "Suggested Governing Principles Covering Emergency Assistance Arrangements between Edison Electric Institute Member Companies," or an equivalent agreement executed by both Members prior to the formal start of the rendering mutual assistance.

7.3. <u>EEI Member Companies</u>

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. <u>Non-EEI Member Companies</u>

7.4.1. If either the Requesting or Responding Company have not signed the EEI Mutual Assistance Agreement, then the Responding Company may submit to the Requesting Company for execution a copy of the "North Atlantic Mutual Assistance Agreement" (see Appendix A). The terms "Responding Company" and Requesting Company" are used in this agreement in the same manner as in the "Suggested Governing Principles Covering Emergency Assistance Arrangements Between Edison Electric Institute Member Companies)."

7.4.2. Return of an executed copy of the "North Atlantic Mutual Assistance Agreement' by the Requesting Company to the Responding Company shall be construed as the formal start of the rendering of mutual assistance by all non-contractor resources. Both Members shall retain copies of the executed agreement for reference.

7.4.3. Use of an agreement other than the "North Atlantic Mutual Assistance Agreement" shall include a discussion on liabilities, among other items, and shall be agreed to and executed by both Members prior to the formal start of the rendering mutual assistance by all non-contractor resources. Both Members shall retain copies of the executed agreement for reference.

8. U.S / Canada Border Crossing

8.1. Purpose

8.1.1. As part of the Electric Sector effort to improve response and reduce delays, a procedure for crossing the US/Canada border has been documented.

8.1.2. The purpose of this procedure is to make Bi-National assistance during an event as expeditious as possible by preparing utilities workers deployed across the U.S./Canada border. The sharing of resource does not stop at the U.S. boundaries. During major events, U.S. companies need to be able to cross our northern border as effectively while maintaining the security of both Canada and the United States

8.2. Procedure Summary

8.2.1. It's important to have all information needed to cross the border completed in advance such as vehicle manifest, master roster, information from requesting company (letter of invite), and declaration, if one is available. This is all documented in the procedure. Effective pass through requires advance notice to the specific crossing prior to resources arriving to allow both Canadian and US Border Crossing to prepare.

8.2.2. While the procedure does not specifically state an amount of time in advance, this should be a minimum of 8 hours if not more. A courtesy call to either the US Customs and Border Protection Agency or the Canadian Boarder Services Agency is recommended to give advance notice and confirm expectations.

8.2.3. To reference the procedure please go to one of the following;

- EEI Website *(https://eei-restorepower.groupsite.com/main/summary)* Select Restore Power under the Resources tab. The Roster and Border Guidance files are located in the Other Documents section.
- All Hazards Consortium website (*http://www.ahcusa.org/*)
- U.S. Customs (*future link)*

9. Governance

9.1. Membership

9.1.1. Membership in the North Atlantic Mutual Assistance Group is comprised of those companies listed in Section 2.1

9.1.2. Membership will be open to investor owned utilities (IOU's), electrical cooperatives, and electric municipals provided such participation does not contradict or violate any internal, local, state or federal statutes or regulations.

9.1.3. Membership in the North Atlantic Mutual Assistance Group is free and members are not required to pay any dues or fees. The only financial obligation a member has is to incur the costs of hosting the semi-annual (spring or fall) North Atlantic Group meetings and reimburse responding companies for all expenses incurred when providing mutual assistance.

9.1.4. Prospective members seeking to join the North Atlantic Mutual Assistance Group must request admittance by contacting an active officer of the North Atlantic group. The prospective member may be asked to supply additional information and give a formal presentation to the group.

9.1.5. Prospective members to the North Atlantic Mutual Assistance Group must be approved for membership by a majority vote of the group.

9.1.6. All members will be required to sign the North Atlantic Mutual Assistance Group Statement of Understanding and Endorsement letter.

9.2. Officers

9.2.1. Officers shall not incur debt or costs on behalf of the committee or the North Atlantic Mutual Assistance Group and are not liable for the actions of committee members or member companies.

9.2.2. Member companies are always responsible for requesting mutual assistance to meet their requirements

ELECTED OFFICERS

9.2.3. Chair – The Chair for the North Atlantic Group is responsible for:

- Primary representative for the North Atlantic Group with Edison Electric Institute [EEI], Regional Mutual Assistance Groups [RMAGs] and other groups. Serve as a single point of contact and keep members informed.
- Conduct semi-annual (spring and fall) or other meetings
- Designate special working groups and committees

- Provide guidance and direction on North Atlantic Group Guidelines
- Serve as a Mentor and Subject Matter Expert for the Group
- Serve for a term of one (1) year.
- Develop spring and fall meeting agendas with the Vice Chair, Secretary, and designated host company.

9.2.4. Vice Chair – The Vice Chair for North Atlantic Group is responsible for:

- Assisting the North Atlantic Group Chair
- Secondary representative for the North Atlantic Group with Edison Electric Institute [EEI], Regional Mutual Assistance Groups [RMAGs] and other groups
- Leading special working groups or committees
- Develop spring and fall meeting agendas with the Chair, Secretary, and designated host company
- Serve as Mentor and Subject Matter Expert for the Group
- Serve for a term of one (1) year
- Succeed the North Atlantic Group Chair at the end of term.

9.2.5. Secretary – The Secretary for North Atlantic Group is responsible for:

- Maintain North Atlantic Group rosters and directories
- Maintain and distribute semi-annual (spring and fall) meeting minutes
- Maintain and distribute the Emergency Call spreadsheet used during Joint Mobilization Conference calls
- Maintain all North Atlantic Group documents
- Maintain the North Atlantic Group website
- Develop Spring & Fall Meeting Agendas with the Chair, Vice Chair and designated Host Company
- Assist the Chair and Vice Chair as requested or needed
- Serve for a one (1) year term.
- Succeed the North Atlantic Group Vice Chair at the end of term.

9.3. <u>Elections and Voting</u>

9.3.1. The North Atlantic Mutual Assistance group will generally come to agreement by consensus. When consensus is not possible or there is to be an election of officers the following rules shall apply.

- Each member company shall have one (1) vote.
- A simple majority will be sufficient for most actions, with a quorum consisting of one representative from at least one-half of the member companies.
- Any modifications of the *North Atlantic Mutual Assistance Guidelines* must be approved by ¾ of the member companies.
- Nominations for Secretary will be accepted prior to and during the Spring Meeting each year.
- Election of Secretary will occur every year at the Spring Meeting.

- If an officer vacates his/her position before fulfilling their one year term, automatic succession will occur and an election will be conducted at the next scheduled meeting to fill the Secretary position.
- If 2 or more officers vacate their positions before fulfilling their one year term, automatic succession will occur and an election will be conducted at the next scheduled meeting to fill the vacancies.
- Voting will be by voice vote. Secret ballot may be used upon a motion, seconded by a member company.
- Voting by e-mail is permissible. One vote per Member Company shall apply.

9.4. Meetings

9.4.1. The North Atlantic Group shall meet semi-annually in the spring and fall of each year.

9.4.2. Each North Atlantic member will take their turn hosting the semi-annual (spring and fall) meetings and the Host Company will rotate alphabetically.

9.4.3. The Host Company will be responsible for:

- Assist in developing the meeting agenda with the Chair, Vice Chair and Secretary including coordination with speakers and presenters
- Scheduling the dates and time for the meeting
- Coordinate lodging arrangements (i.e. reserve a block of rooms for a set time period) for overnight members
- Provide the networking dinner the night before the meeting
- Provide the meeting room and meals
- Provide audio visual equipment (i.e. laptop, projector, and white boards or equivalent)

9.4.4. At all meetings of the North Atlantic Mutual Assistance Group, “Roberts Rules of Order Newly Revised” shall be considered the authority in deciding all points of order and parliamentary law not defined by this guideline.

10. Document Revision History

Version	Prepared By	Summary of Changes	Date
1.0	Merger Team	Initial Guidelines created for the merger of MAMA, NEMAG, NYMAG	08/22/2013

Edison Electric Institute
Mutual Assistance Agreement

Edison Electric Institute ("EEI") member companies have established and implemented an effective system whereby member companies may receive and provide assistance in the form of personnel and equipment to aid in restoring and/or maintaining electric utility service when such service has been disrupted by acts of the elements, equipment malfunctions, accidents, sabotage, or any other occurrence for which emergency assistance is deemed to be necessary or advisable ("Emergency Assistance"). This Mutual Assistance Agreement sets forth the terms and conditions to which the undersigned EEI member company ("Participating Company") agrees to be bound on all occasions that it requests and receives ("Requesting Company") or provides ("Responding Company") Emergency Assistance from or to another Participating Company who has also signed the EEI Mutual Assistance Agreement; provided, however, that if a Requesting Company and one or more Responding Companies are parties to another mutual assistance agreement at the time of the Emergency Assistance is requested, such other mutual assistance agreement shall govern the Emergency Assistance among those Participating Companies.

In consideration of the foregoing, the Participating Company hereby agrees as follows:

(1) When providing Emergency Assistance to or receiving Emergency Assistance from another Participating Company, the Participating Company will adhere to the written principles developed by EEI members to govern Emergency Assistance arrangements among member companies ("EEI Principles"), that are in effect as of the date of a specific request for Emergency Assistance, unless otherwise agreed to in writing by each Participating Company.

(2) With respect to each Emergency Assistance event, Requesting Companies agree that they will reimburse Responding Companies for all costs and expenses incurred by Responding Companies in providing Emergency Assistance as provided under the EEI Principles, unless otherwise agreed to in writing by each Participating Company; provided, however, that Responding Companies must maintain auditable records in a manner consistent with the EEI Principles.

(3) During each Emergency Assistance event, the conduct of the Requesting Companies and the Responding Companies shall be subject to the liability and indemnification provisions set forth in the EEI Principles.

(4) A Participating Company may withdraw from this Agreement at any time. In such an event, the company should provide written notice to EEI's Director of Security of Transmission and Distribution Operations.

(5) EEI's Director of Security of Transmission and Distribution Operations shall maintain a list of each Participating Company which shall be posted on the RestorePower web site at www.restorepower.com. However, a Participating Company may request a copy of the signed Mutual Assistance Agreement of another Participating Company prior to providing or receiving Emergency Assistance.

Consolidated Edison Company of New York
Company Name

Louis L. Rana
Signature

Officer Name: Louis L. Rana
Title: Senior Vice President - Electric Operations
Date: July 7, 2005

SUGGESTED GOVERNING PRINCIPLES COVERING EMERGENCY ASSISTANCE ARRANGEMENTS BETWEEN EDISON ELECTRIC INSTITUTE MEMBER COMPANIES

Electric companies have occasion to call upon other companies for emergency assistance in the form of personnel or equipment to aid in maintaining or restoring electric utility service when such service has been disrupted by acts of the elements, equipment malfunctions, accidents, sabotage or any other occurrences where the parties deem emergency assistance to be necessary or advisable. While it is acknowledged that a company is not under any obligation to furnish such emergency assistance, experience indicates that companies are willing to furnish such assistance when personnel or equipment are available.

In the absence of a continuing formal contract between a company requesting emergency assistance ("Requesting Company") and a company willing to furnish such assistance ("Responding Company"), the following principles are suggested as the basis for a contract governing emergency assistance to be established at the time such assistance is requested:

1. The emergency assistance period shall commence when personnel and/or equipment expenses are initially incurred by the Responding Company in response to the Requesting Company's needs. (This would include any request for the Responding Company to prepare its employees and/or equipment for transport to the Requesting Company's location but to await further instructions before departing). The emergency assistance period shall terminate when such employees and/or equipment have returned to the Responding Company, and shall include any mandated DOT rest time resulting from the assistance provided and reasonable time required to prepare the equipment for return to normal activities (e.g. cleaning off trucks, restocking minor materials, etc.).

2. To the extent possible, the companies should reach a mutual understanding and agreement in advance on the anticipated length – in general – of the emergency assistance period. For extended assistance periods, the companies should agree on the process for replacing or providing extra rest for the Responding Company's employees. It is understood and agreed that if; in the Responding Company's judgment such action becomes necessary the decision to terminate the assistance and recall employees, contractors, and equipment lies solely with the Responding Company. The Requesting Company will take the necessary action to return such employees, contractors, and equipment promptly.

3. Employees of Responding Company shall at all times during the emergency assistance period continue to be employees of Responding Company and shall not be deemed employees of Requesting Company for any purpose. Responding Company shall be an independent Contractor of Requesting Company and wages, hours and other terms and conditions of employment of Responding Company shall remain applicable to its employees during the emergency assistance period.

4. Responding Company shall make available at least one supervisor in addition to crew foremen. All instructions for work to be done by Responding Company's crews shall be given by Requesting Company to Responding Company's supervisor(s); or, when

Responding Company's crews are to work in widely separate areas, to such of Responding Company's foremen as may be designated for the purpose by Responding Company's supervisor(s).

5. Unless otherwise agreed by the companies, Requesting Company shall be responsible for supplying and/or coordinating support functions such as lodging, meals, materials, etc. As an exception to this, the Responding Company shall normally be responsible for arranging lodging and meals en route to the Receiving Company and for the return trip home. The cost for these in transit expenses will be covered by the requesting company.

6. Responding Company's safety rules shall apply to all work done by their employees. Unless mutually agreed otherwise, the Requesting Company's switching and tagging rules should be followed to ensure consistent and safe operation. Any questions or concerns arising about any safety rules and/or procedures should be brought to the proper level of management for prompt resolution between management of the Requesting and Responding Companies.

7. All time sheets and work records pertaining to Responding Company's employees furnishing emergency assistance shall be kept by Responding Company.

8. Requesting Company shall indicate to Responding Company the type and size of trucks and other equipment desired as well as the number of job function of employees requested but the extent to which Responding Company makes available such equipment and employees shall be at Responding Company's sole discretion.

9. Requesting Company shall reimburse Responding Company for all costs and expenses incurred by Responding Company as a result of furnishing emergency assistance. Responding Company shall furnish documentation of expenses to Requesting Company. Such costs and expenses shall include, but not be limited to, the following:

   a. Employees' wages and salaries for paid time spent in Requesting Company's service area and paid time during travel to and from such service area, plus Responding Company's standard payable additives to cover all employee benefits and allowances for vacation, sick leave and holiday pay and social and retirement benefits, all payroll taxes, workmen's compensation, employer's liability insurance and other contingencies and benefits imposed by applicable law or regulation.

   b. Employee travel and living expenses (meals, lodging and reasonable incidentals).

   c. Replacement cost of materials and supplies expended or furnished.

   d. Repair or replacement cost of equipment damaged or lost.

   e. Charges, at rates internally used by Responding Company, for the use of transportation equipment and other equipment requested.

f. Administrative and general costs, which are properly allocable to the emergency assistance to the extent such costs, are not chargeable pursuant to the foregoing subsections.

10. Requesting Company shall pay all costs and expenses of Responding Company within sixty days after receiving an invoice therefor.

11. Requesting Company shall indemnify, hold harmless and defend the Responding Company from and against any and all liability for loss, damage, cost or expense which Responding Company may incur by reason of bodily injury, including death, to any person or persons or by reason of damage to or destruction of any property, including the loss of use thereof, which result from furnishing emergency assistance and whether or not due in whole or in part to any act, omission, or negligence of Responding Company except to the extent that such death or injury to person, or damage to property, is caused by the willful or wanton misconduct and / or gross negligence of the Responding Company. Where payments are made by the Responding Company under a workmen's compensation or disability benefits law or any similar law for bodily injury or death resulting from furnishing emergency assistance, Requesting Company shall reimburse the Responding Company for such payments, except to the extent that such bodily injury or death is caused by the willful or wanton misconduct and / or gross negligence of the Responding Company..

12. In the event any claim or demand is made or suit or action is filed against Responding Company alleging liability for which Requesting Company shall indemnify and hold harmless Responding Company under paragraph (11) above, Responding Company shall promptly notify Requesting Company thereof, and Requesting Company, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it in its sole discretion deems necessary or prudent. Responding Company shall cooperate with Requesting Company's reasonable efforts to investigate, defend and settle the claim or lawsuit.

13 Non-affected companies should consider the release of contractors during restoration activities. The non-affected company shall supply the requesting companies with contact information of the contactors (this may be simply supplying the contractors name). The contractors will negotiate directly with requesting companies.

Last update September 2005

- Section 11 and 12 updated

Attachment 20 - NYS Public/Private Utility Mutual Assistance Protocol

New York State Public/Private Utility Mutual Assistance Protocol

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Promulgation Document

This New York State Public/Private Utility Mutual Assistance Protocol has been reviewed and endorsed for use by Central Hudson Gas & Electric, Consolidated Edison Company of New York, Inc., Iberdrola USA, National Grid, Orange and Rockland Utilities, Inc. (each of the foregoing investor owned utilities, an "IOU" and collectively, the "IOUs) Members of the Municipal Electric Utilities Association of New York State (MEUA), Members of the New York Association of Public Power (NYAPP), New York Power Authority (NYPA), and 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.

Central Hudson Gas & Electric
Charles A. Freni
Senior Vice President - Customer Services

Consolidated Edison, Inc.
Robert Schimmenti, Senior Vice President, Electric Ops.
Consolidated Edison Company of New York

Francis W. Peverly, Vice President, Ops.
Orange & Rockland Utilities

Iberdrola USA
Kevin Walker
Chief Operating Officer

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
John O'Connell, Vice President Electric Operations

National Grid
Keith McAfee
VP ~~Maintenance & Construction~~ NY Electric Operations

New York Power Authority
Randy Crissman
Vice President – Technical Compliance

Paul J Pallas

New York Association of Public Power
Paul Pallas
President

Delaware County Electric Cooperative
Mark Schneider
CEO/Manager

Otsego Electric Cooperative, Inc.
Steve Rinell
CEO/General Manager

Freeport Electric Utility
Robert T. Kennedy
Mayor

Village of Rockville Centre
Francis X. Murray
Mayor

Green Island Power Authority
Ellen M. McNulty-Ryan
Chairperson

Village of Sherburne
Travis Dubois
Superintendent

Village of Greenport Electric Light and Power Company
George Hubbard
Mayor

City of Sherrill Power and Light
Rob Mumford
Superintendent

Jamestown Board of Public Utilities
David Leathers
General Manager

Steuben Rural Electric Cooperative, Inc.
Wayne Sherwood
General Manager

Oneida-Madison Electric Cooperative
Keith D. Pittman
CEO/General Manager

Tony Modafferi - Ex. Dir - MEUA.

Municipal Electric Utilities Association of New York State (MEUA)
Tony Modafferi, Executive Director
The members of the MEUA (listed below) agreed to MEUA executing this agreement on their behalf

Village of Akron
Jon Cummings
Manager, Dept. Public Works

Village of Andover
Jeff Smith
Superintendent, Dept. of Public Works

Village of Angelica
Heath Gordon
Head of Electric Dept.

Village of Arcade
Larry Kilburn
Superintendent of Public Works

Bath Electric, Gas & Water Systems
Guy Hallgren
Director of Municipal Utilities

Village of Bergen
Joseph M. Chimino
Electric Superintendent

Municipal Commission of Boonville
Kenneth P. Stabb
Electric & Water Superintendent

Village of Brocton
Joseph Majkowski
Electric Lineman

Village of Castile
Tom Wright
DPW Superintendent

Village of Churchville
Paul Robinson
Superintendent of Public Works

Village of Endicott
Dave George
Superintendent of Electric Dept.

Fairport Municipal Commission
Mitch Wilkie
Electric Dept. Superintendent

Village of Frankfort Electric Department
Joseph Salvaggio
Foreman

Village of Greene
Jeff Livingston
Electric Superintendent

Village of Groton
Stephen Teeter
Supervisor, Electric Dept.

Village of Hamilton
Sean A. Graham
Administrator

Village of Holley
Matthew Campbell
Superintendent of Electric & Water

Village of Ilion
Greg Day
Supervisor

Lake Placid Village, Inc.
Peter Kroha
Electric Superintendent

Village of Little Valley
David Reynolds
Superintendent of Public Works

Municipal Electric Utilities Association of New York State (MEUA) Continued

Village of Marathon
David Parmiter
Electric Superintendent

Massena Electric Department
Andy McMahon
General Manager

Village of Mayville
Matt Schumaker
Electric Line Leader

Mohawk Municipal Commission
Michael Shedd
Co-Superintendent of Electric Dept.

Penn Yan Municipal Utilities Board
Brent Bodine
Director of Public Works

Village of Philadelphia
Philip Hughes Jr.
Superintendent of Public Works

Plattsburgh Municipal Lighting Department
William Treacy
Manager

Village of Richmondville Power and Light
Jeff VanDusen
Superintendent

Village of Rouses Point
Brian Pelkey
Public Works Superintendent

Salamanca Board of Public Utilities
Keith King
General Manager

Village of Silver Springs
James A. Nauert
Superintendent of Public Works

Skaneateles Electric Light
Shannon Harty
Director of Municipal Operations

Village of Solvay
Joseph Hawksby
Electric Department Superintendent

Village of Spencerport
Owen McIntee
Electric Superintendent

Village of Springville
Kenneth W. Kostowniak
Superintendent of Public Works

Village of Theresa
Scott Sampson
Superintendent of Public Works

Village of Tupper Lake
Marc Staves
Electric Superintendent

Village of Watkins Glen
Minard LaFever
Manager of Electric Dept.

Village of Wellsville
William Whitfield
Director of Public Works

Village of Westfield
Andrew Thompson
Director of Public Works

Table of Revisions

This document will be reviewed by all parties on a semi-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 agency point of contact for inclusion in their appropriate policies, procedures etc.

When inserting revisions the person revising the document shall complete and *initial* the table below

Revision #	Date	Section/Page(s)	Change	Revised By
0	Oct 2015	Original Issue		N/A
1	February 2016	4-6	Formatting & Names	J.T. Flick

Table of Contents

Table of Revisions....8

1. Executive Summary....10
2. Introduction....11
2.1. Mission Statement....11
2.2. Purpose....11
2.3. Scope....11
3. Organization Information....11
4. General Guidelines....11
5. Rules of Engagement....13
6. Requesting Organization Responsibilities....14
7. Responding Organization Responsibilities....15
8. Liability....17
9. Confidentiality....18
10. Freedom of Information Law....18
11. Appendices....19

1. Executive Summary

The New York Public/Private Utility Mutual Assistance Protocol (the "Protocol") is an outline of general principles and practices for the New York State utilities to follow enabling them to leverage a public/private partnership among the utilities within New York State providing access to critical resources to facilitate and expedite utility restoration following an emergency impacting the customers and visitors of New York State. The foundation of this Protocol draws upon the concepts which have been utilized by members of but not limited to; the North Atlantic Mutual Assistance Group (NAMAG) and New England Public Power Association (NEPPA) mutual assistance programs. This program is intended to be flexible in every respect, since it is not possible to predict exactly what the nature or scope of an emergency will be. It is flexible in allowing individuals in command to call upon further reserves of personnel, supplies, equipment, and space as required, but in an organized, documented and logical manner. The Protocol is not intended to usurp any organization's primary means of securing additional assistance, rather to provide a secondary source for such additional assistance by providing access to additional potential resources within New York State.

2. Introduction

2.1 Mission Statement

The mission of the New York State Public/Private Utility Mutual Assistance Protocol is:

> To serve as a mechanism to leverage the public/private partnership among the utilities within New York State providing access to critical resources (material, equipment, and personnel) to facilitate and expedite utility restoration following an emergency impacting the customers and visitors of New York State.

2.2 Purpose

This Protocol outlines the process for public and private utility organizations within New York State to identify, request and share resources among one another in response to an event which cause, or may have the potential to cause impact to the utility infrastructure serving the residents and visitors of New York State.

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 member utilities and the public power agencies within New York State during an emergency.

2.3.2 To provide an enhanced line of communications between participating organizations and New York State

2.3.3 To minimize risk to all parties by agreeing to provide assistance (material, personnel and equipment) on a not-for-profit[1] basis, and agreeing that Requesting Organization(s) will reimburse Responding Organization(s) for all expenses incurred in providing the assistance.

2.3.4 To adhere to and operate in accordance with the procedures contained in this Protocol.

2.3.5 To document the procedures that are to be followed during a time when mutual assistance is required by one or more of the agencies who are party to this Protocol.

3. Organization Information

This Protocol applies to the organizations listed in Appendix A of this document. The points of contact and contact information for all of the participating organizations can be found in Appendix A of 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 participants. Any questions or concerns arising about

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[1] "Not for profit" in the context of this documents refers to organizations charging for actual costs incurred during mutual assistance assignment(s) and will not "markup" costs to profit on services rendered under this Agreement

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 "Security Personnel" must comply with Federal, Provincial, State, Local and Tribal regulations.

4.2. Maintenance of Contact Roster

4.2.1. In order to facilitate efficient communication and response, participating organizations will share the following information:

- 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 organization will be responsible for maintaining and updating the Member Organization Contact Roster at least every three months.

4.2.3. NYAPP and MEUA 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 personnel will be expected to conduct themselves in a professional and responsible manner.

4.4. Definition of Emergency Assistance Period

4.4.1. Members 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, restocking minor materials, etc.).

4.4.2. The length of stay by Responding Organization personnel will be mutually agreed to by both organizations. 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, members 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 or its Holding Company's system or members is 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 <u>not to exceed</u> that which would have been incurred had the workforce returned to their original point of origin.

5. Rules of Engagement

5.1. <u>Rules of Engagement Procedures</u>

5.1.1. Members agree to adhere to the procedures contained in this Section 5 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 organizations during emergencies.

5.1.2. When any member Organization has a need for additional resources, that Organization will utilize its primary means of securing additional assistance first.

- In the case of the IOUs, this means that the utilities will first engage the NAMAG organization by requesting the needed assistance.
- In the case of the municipal and cooperative organization, this means requesting assistance through NYAPP and MEUA.

5.1.3. In the event a need still exists; one (1) representative from each of the four (4) groups (the IOU's, MEUA, NYAPP and NYPA) will convene a joint mobilization call to ascertain if additional resources are available to fill the need.

5.1.4. Any organization listed in section 5.1.3 above, may initiate 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.

5.1.5. 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 organizations or systems expecting to be impacted and the potential damage to each.

- Allow members to discuss and evaluate intelligence information from various credible sources.
- Result in the most efficient, effective and equitable allocation of available resources while mitigating the financial risk associated with early mobilization of resources.
- Provide insight as to the other steps that have been taken to secure additional resources.

5.2. Responsibilities of Organization Initiating Request for Resources

5.2.1. The Requesting Organization[2] will serve as moderator for the conference call or ask another member to moderate. The moderator will:

- Present an estimate of impact. 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.
- Ask all non-impacted members to state the numbers of resources available to assist once their territories are no longer threatened.
- When appropriate, the moderator will lead discussion of staging areas to be used by assisting organizations; 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.
- Establish update calls as needed

5.3. Responsibilities of Non-Initiating Organizations

- Non-threatened / non-impacted members should be prepared to specify the numbers of employee (distribution line, transmission line, vegetation management) 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 members will be prepared to identify staging areas available in their territories.

5.4. Resource Allocation and Mobilization

5.4.1. When more than one Organization has requested emergency assistance, all members understand and agree that it is the responsibility of the Requesting Organizations to agree upon the allocation of the available resources.

5.4.2. Members agree that, in general, resources will be allocated on the basis of severity of need, based on:

- Impact – percentage / 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 member Organization needs in the most efficient and equitable manner possible.

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[2] Resources requested by a municipal or cooperative utility will be made by either NYAPP or MEUA on behalf of the affected utility.

5.4.3. Members agree that final dispatch of committed resources is to be coordinated directly between the Requesting Organization and the Responding Organization.

5.5 Joint Mobilization Call Documentation

5.5.1 During each call, a member will be designated the responsibility for documenting crew allocations and email the minutes to the individuals on the call.

6. Requesting Organizations Responsibilities

6.1 Requesting Organization – Responsibilities Prior to Mobilization

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

6.1.2 The Requesting Organization is expected 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 opt to provide a single point of contact (Coordinator) to interact with the Responding Organization.

6.1.4 The Requesting Organization is encouraged to communicate general guidelines with Responding Organizations and systems. 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.

6.2 Requesting Organization – Responsibilities During Emergency Assistance Period

6.2.1 The Requesting Organization will establish expectations for work, including start time and duration.

6.2.2 The Requesting Organization will provide materials unless specifically noted otherwise.

6.2.3 When necessary, the Requesting Organization will provide a guide with communications capability to assist responding team leaders.

6.2.4 The Requesting Organization will provide vehicle security for parking areas unless specifically agreed otherwise.

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

6.2.6 Requesting and Responding organizations should agree on the provision of laundry services.

6.2.7 Requesting Organization shall reimburse the Responding Organization for lodging and will not pay for additional hotel-related expenses unless agreed to by the Requesting Organization 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.

6.3 Requesting Organization - Procedures for Releasing Responding Organization(s)

6.3.1 Each Requesting Organization will develop a proposed "Release Schedule" as soon as possible before releasing any utility crews. This release schedule will include:

- Names of the organization to be released
- The numbers of workers from each organization being released

- The coordinator of the crews being released
- The date and approximate time the crews expect to be released.

6.3.2 The Requesting Organization must recognize that the resources are being provided to assist with an emergency. After the urgent restoration work has been completed the organization that obtained help agrees NOT to retain personnel solely to perform maintenance, street lighting work, or clean up type work (unless otherwise agreed to) and will aggressively work to release personnel.

6.3.3 If there are other organizations 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 elect to move on to another mutual assistance assignment.

6.3.4 If resources are being release by one organization, and they elect to continue on to another impacted organization, they will go through the same allocation process as they did in their initial allocation.

6.4 Requesting Organization – Responsibility for Reimbursement of Expenses

6.4.1 Members and organizations understand and agree that the provision of emergency mutual assistance is a not-for-profit endeavor[3] for Responding Organization(s) and members. Therefore, 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 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.

6.4.3 During emergencies impacting more than one member, Responding Organization resources may be re-assigned either: en route to the Requesting Organization; at an initial staging area before reaching the Requesting Organization; or at the Responding Organization's final staging area. Additionally, resources may be assigned 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 utility that receives the re-assigned Responding Organization resources will be responsible for all Responding Organization costs from the time of re-assignment.

6.4.4 Provided proper supporting documentation is included, the Requesting Organization should pay all (preliminary and final) invoice(s) from Responding Organization or members within 90 calendar days after receipt of invoice(s).

7. Responding Organization Responsibilities

7.1 Responding Organization – Responsibilities Prior to Mobilization

[3] "Not for profit" in the context of this Protocol refers to organizations and members charging for actual costs incurred during mutual assistance assignment(s) and will not "markup" costs to profit from services rendered under this Agreement

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 will complete and forward an employee roster with all relevant employee, vehicle, and contact information, before departing their home 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 will handle all communication needs within their teams to ensure continuous communication capabilities.

7.2.2 The Responding Organization 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.

7.2.3 Responding Organization will maintain daily records of time and expenses for personnel and equipment. This documentation will be provided with their preliminary invoice.

7.2.4 Unless otherwise agreed prior to mobilization, members agree that Responding Organization(s) 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.

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 deployment.

7.3 Responding Organization – Responsibilities End of Emergency Assistance Period

7.3.1 Responding Organization 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 Responding Organization(s) and members 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 Organization.

8. Liability

8.1 Due to the compressed time frames associated with the rendering of mutual assistance, organizations 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.

8.2 When rendering mutual assistance to one another and with specific regard to all liability for loss, damage, cost or expense, organizations and members agree as follow:

8.2.1 Requesting Organization or members shall indemnify, hold harmless and defend the Responding Organization or member from and against any and all liability for loss, damage, cost or expense which Responding Organization or member 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 members 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 or members. Where payments are made by the Responding Organization or members 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 or members shall reimburse the Responding Organization or members 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 or members.

8.2.2 In the event any claim, request for information, or demand is made or suit or action is filed against Responding Organization or members alleging liability for which Requesting Organization or members shall indemnify and hold harmless Responding Organization under paragraph 8.2.1 above, Responding Organization or members shall promptly notify Requesting Organization or members thereof, and Requesting Organization or members, 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 or members shall cooperate with Requesting Organization or members' 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 or member alleging liability during an Emergency Assistance Period as defined in section 4.4.1 above, Requesting Organization or members shall promptly notify all Responding Organization or members. All parties shall cooperate with reasonable efforts to investigate, respond, defend, and the settle the claim, request or lawsuit.

9. Confidentiality

9.1 Members 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 (the "Confidential Information") are confidential and proprietary to the disclosing member. Therefore, members agree not to share or release any Confirmation Information unless mutually agreed.

9.2 The members 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 member shall seek to have the applicable regulatory agency afford confidential treatment to the Confidential Information.

10. Freedom of Information Law

10.1 If a member is subject to freedom of information laws, including without limitation, the New York State Public Officers Law Article 6 Sections 84-90 (such laws, collectively, "FOIL") and such member (the "FOIL Party") receives a request for the disclosure of Confidential Information of another member (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, 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.

Appendices

Appendix A – Organization Information

Appendix B – Invoice Template

Attachment 21 - Utility Liaison Program

EMERGENCY PREPAREDNESS

UTILITY LIAISON PROGRAM

APPROVED	DATE	SUPERSEDES	PAGE **1** OF
Robert Pettenato	12/13/17	12/15/14	**10** PAGES

TABLE OF CONTENTS

1.0 PURPOSE 3
2.0 APPLICATION 3
3.0 PROCEDURES 3
3.1 Utility Liaison Program Scope 3
3.2 Utility Liaison Role and Responsibilities 3
3.3 Emergency Preparedness – Implementation of Utility Liaison Program 4
3.4 Utility Liaison – Regular Communication Process When Deployed. 4
3.5 Utility Liaison – Opening of the Utility Liaison Operations Center 4
3.6 Utility Liaison – Escalating Emergent Issues 5
3.7 Demobilize. 5
3.8 Training 5
4.0 REFERENCES 5
5.0 ADVICE & COUNSEL 5
EXHIBIT A – Utility Liaison Program Process Diagram 6
EXHIBIT B – Critical Contacts 7
EXHIBIT C – Critical Facilities 7
EXHIBIT D – Utility Liaison Conference Call Form. 8

1.0 PURPOSE

This procedure describes the Utility Liaison Program that provides for an interface between Con Edison's Emergency Response Organization and telecom, wireless, cable TV, and other appropriate infrastructure utilities that might be encountered during an emergency response.

2.0 APPLICATION

This procedure is applicable to Consolidated Edison Company of New York (CECONY) personnel involved with emergency response and to those assigned to the Utility Liaison role.

3.0 PROCEDURES

3.1 Utility Liaison Program Scope

a. Severe weather, such as significant storms, or other emergency events, commonly affect the operations, facilities, and equipment of multiple utilities with infrastructure. As the assessment and restoration activities of one utility can impact another utility's infrastructure and operations, the deployment of a liaison can be mutually beneficial toward coordination of efforts, and resolution of issues.

b. The Utility Liaison 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, T-Mobile), cable TV (e.g., Cablevision, Time Warner, RCN), and other appropriate infrastructure utilities (e.g., water companies, gas companies, and/or other utilities as determined by Con Edison's Emergency Preparedness organization).

c. When severe weather or other emergency events occur, or there is a high level of confidence that a significant threat to the electrical transmission or distribution system is imminent, the Utility Liaison may be deployed to provide information and updates to other utility companies about the status of the planned restoration process. The Utility Liaison also provides information to the Liaison Officer regarding feedback from the respective groups. The Liaison Officer aggregates this information and shares it with the Con Edison Incident Commander, Public Information Officer (PIO), Con Edison officers, and other applicable areas of the Emergency Response Organization.

d. The Utility Liaison also supports and participates in Company, local, and state emergency preparedness exercises and drills, and provides feedback to their respective constituencies and the Company about actions that can be taken to ensure continuous improvement.

e. The Utility Liaison may also respond to the direct inquiries and/or assignments from the Con Edison Incident Commander or other emergency personnel.

f. The Training Program (see section 3.8) provides the Utility Liaison with the appropriate training and refresher training required to effectively conduct the responsibilities of the Utility Liaison.

3.2 Utility Liaison Role and Responsibilities

a. The Utility Liaison reports to the Liaison Officer and provides the interface with other utility companies as described above.

b. The Utility Liaison keeps the counterparts at other utility companies informed of the progress of restorations and relays concerns, issues, and priority requests back to the appropriate Con Edison personnel, including the Liaison Officer.

c. When appropriate, provide counterparts at other utility companies with an email of relevant Con Edison media advisories during widespread emergency conditions.

d. During incidents, the utility liaisons work with each other to address requests for outage information as well as other utility companies' priority locations.

e. Work with other utilities to share damage assessment information including wires down locations based upon reports provided by Operations to help ensure planned restorations are completed in an efficient and effective manner.

3.3 Emergency Preparedness – Implementation of Utility Liaison Program

a. When an elevated height of readiness is necessary based on early information or data, notify the Utility Liaison that it may be necessary to activate the Con Edison Utility Liaison Program, and if appropriate Emergency Preparedness will conduct conference calls until the program is implemented.

b. When the Utility Liaison support is actually required based on information and data, notify the Utility Liaison to begin to function in their assigned role.

c. When there is no longer a need for the Utility Liaison, notify the Utility Liaison that they may demobilize and return to their regular duties.

3.4 Utility Liaison – Regular Communication Process When Deployed

a. Once activated, the Utility Liaison will reach out to utility counterparts to discuss pending severe weather and impact to service territory. This will normally be conducted through email or conference call, when necessary.

b. Communicate with the designated counterparts throughout the day based on information provided to the Utility Liaison from the Liaison Officer and PIO, or appropriate personnel**.**

c. If appropriate, conference calls will be conducted. The Utility Liaison is to fill out the Conference Form and follow the agenda noted in Exhibit D. The agenda will be as follows:

- Roll call of participants;
- Utility Liaison will provide weather forecast and storm impact;
- Each participant discusses impacted infrastructure, wires down/damage assessment, supplemental workforce availability, and resource availability or requests; and
- Utility Liaison queries participants for other issues and, if applicable, will provide next conference date and time.

3.5 Opening of the Utility Liaison Operations Center

a. When appropriate, advise the designated counterparts when the Utility Liaison Operations Center is open so they can send one of their liaison personnel to sit within the designated area near Con Edison's Corporate Emergency Response Center (CERC) to represent their company and receive first-hand information from the Utility Liaison. **Note: With gas impact, the least impacted gas utility, National Grid or Con Edison, will provide their Utility Liaison to the other company.*

b. Direct each representative to sign-in with Security. (The security guard will notify the Utility Liaison of the representative's arrival for escort purposes.)

c. Explain and provide emergency exit routes in case of building evacuation.

d. Work in collaboration with other utility liaisons, to identify high priority sites and share information.

3.6 Escalating Emergent Issues

a. If a critical issue arises, the Utility Liaison should contact the Liaison Officer by telephone, email, or text message.

b. If contact with the Liaison Officer cannot be established promptly, contact Con Edison Emergency Preparedness leadership and send a copy of the message via email to the Duty Liaison on the Con Ed contact sheet provided.

c. Communicate with the appropriate utility liaison regarding outages involving 911 facilities, cell towers, telecommunication service providing locations (i.e., central offices, cable TV power supply cabinets), that provide phone and internet communications, and other appropriate important utility infrastructure within the Con Edison service territory. (May be required multiple times each day.)

d. When communicating emergent issues the Utility Liaison should:

- Receive updates from the appropriate utility liaison regarding the status of escalated locations experiencing outages;
- Work with the Liaison Officer and others in the Con Edison ICS and resolve other utility companies' complaints and issues; and
- Contact and directly provide feedback to counterparts at other utility companies, if necessary.

3.7 Demobilize

When everything is managed, an After Action Meeting will be conducted.

3.8 Training

a. Con Edison personnel that are designated to serve as a Utility Liaison will receive training to ensure they are knowledgeable of the roles, responsibilities, and procedures associated with the position.

b. The training program may consist of instructional training as well as practical exercises.

c. To the extent possible, training and exercises should be conducted under "blue-sky" conditions and with participation from utilities.

d. Con Edison's Emergency Preparedness organization will plan, coordinate, and conduct the training and exercise program for the Company's Utility Liaison.

e. If invited, when other utility companies conduct exercises for their own utility liaisons, Con Edison's Utility Liaison should attend and participate, when available.

4.0 REFERENCES

None

5.0 ADVICE & COUNSEL

The Director of Emergency Preparedness – Strategic Planning and Preparedness, or his/her designee, will provide advice and counsel on this procedure.

EXHIBIT A

Utility Liaison Program Process Diagram

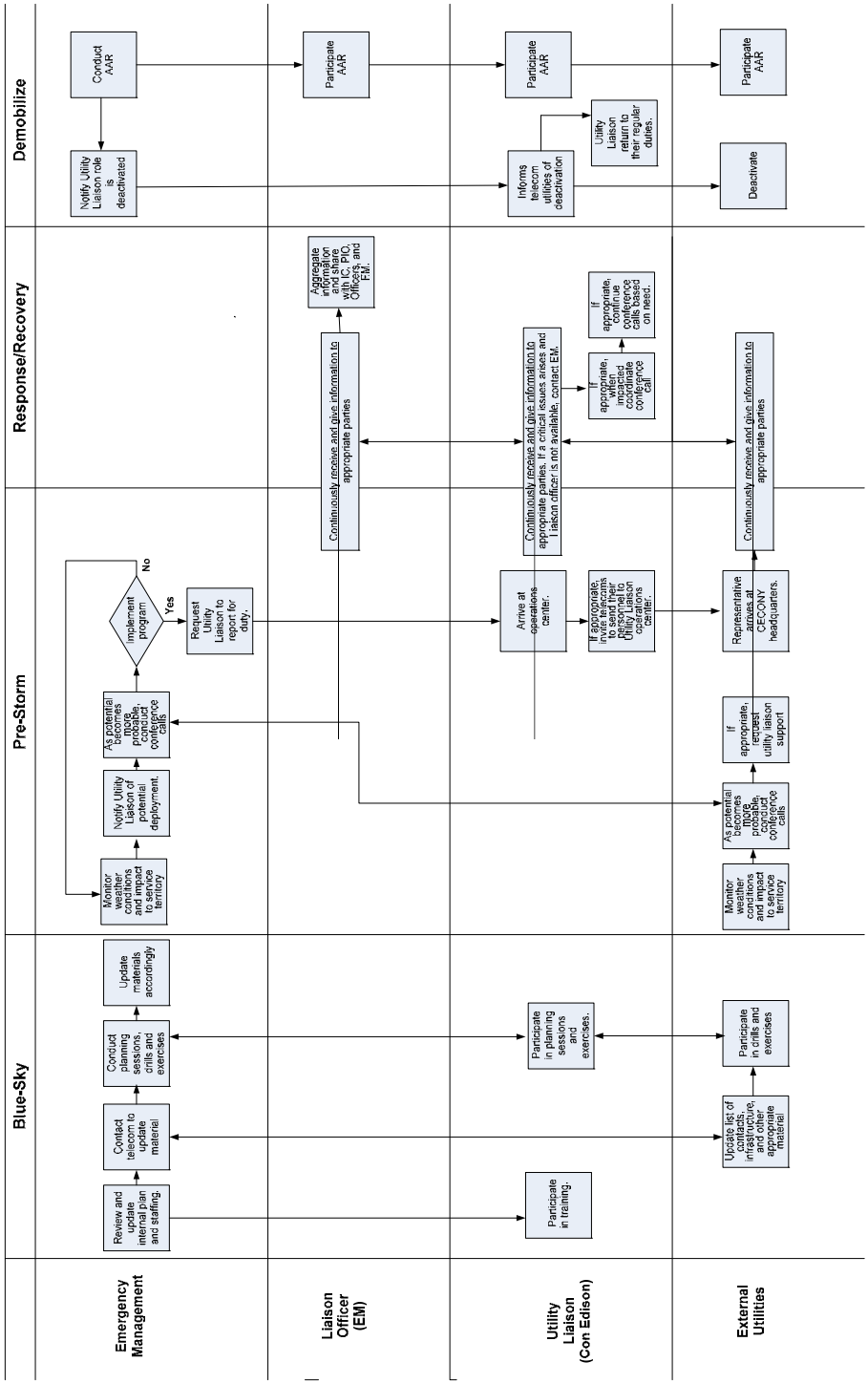

EXHIBIT B & C

Critical Contacts & Facilities

Confidential

Link to Critical Contacts

EXHIBIT D

Utility Liaison Conference Call Form

Date: _____ Time: _____

Roll Call (Circle Remote "R" or Deployed at Con Edison "D")

AT&T	R or D	
Cablevision	R or D	
Crown Castle	R or D	
Lightower	R or D	
National Grid	R or D	
RCN	R or D	
Sprint	R or D	
Time Warner	R or D	
United Water	R or D	
Verizon	R or D	
Other	R or D	

Weather Conditions

CECONY Storm Impact

Impacted Infrastructure

AT&T	
Cablevision	
Crown Castle	
Lightower	
National Grid	
RCN	
Sprint	
Time Warner	
United Water	
Verizon	
Other	

Wires Down/Damage Assessment

AT&T	
Cablevision	
Crown Castle	
Lightower	
National Grid	
RCN	
Sprint	
Time Warner	
United Water	
Verizon	
Other	

Supplemental Workforce Availability

AT&T	
Cablevision	
Crown Castle	
Lightower	
National Grid	
RCN	
Sprint	
Time Warner	
United Water	
Verizon	
Other	

Resource Availability or Requests

AT&T	
Cablevision	
Crown Castle	
Lightower	
National Grid	
RCN	
Sprint	
Time Warner	
United Water	
Verizon	
Other	

Queries

Next Conference Call

Date: _____ Time: _____